

Open Source IT Solutions
, 8171111111
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Reporting Period (11/12/2011 - 12/12/2011)

Financial Review

Contracts

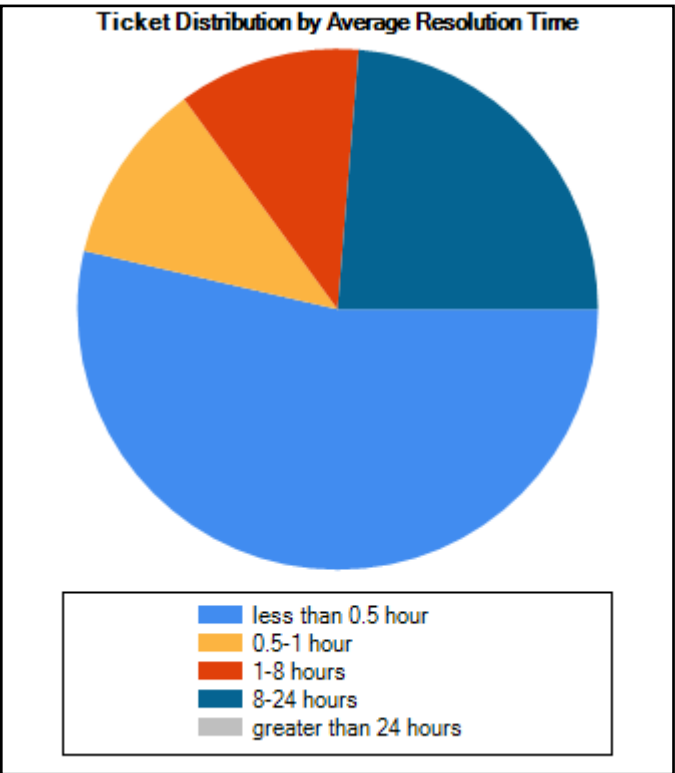
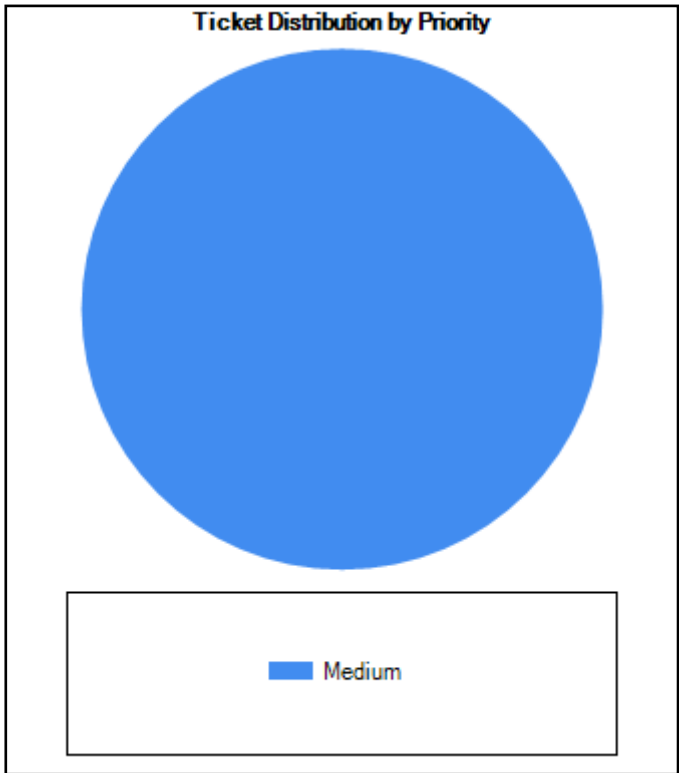
Total Support Services for Reporting Period \$0

Projects

Total Project Services for Reporting Period \$0

Ticket Metrics By Priority (Completed Tickets Only)

Priority	Number of Tickets	Percentage	Average Resolution Time (Hours)	Average Resolution Time (Business Hours)
Medium	17	100.00	4.38	2.09



Ticket Metrics By Issue Type and Priority (Completed Tickets Only)

Issue/Sub-Issue Type	Medium	Total
No Issue Type		17
No Sub-Issue Type	17	

