

Remedy snapshot of current tickets

Report containing periodic snapshots of outstanding Remedy tickets.

See also

- [Volume of Remedy tickets processed](#)
- Our OneNote project sheet:
 - https://cornellprod.sharepoint.com/sites/AS/AIT/ChemIT/_layouts/OneNote.aspx?id=%2Fsites%2FAS%2FAIT%2FChemIT%2FProjects%2FChemIT-Projects

Date	Open tickets	Of open: Assigned	Of open: In Progress	Of open: Pending	Notes
6/11 /2018	177	-	-	48	Lulu away 2 weeks, starting today. Includes "our" 15 Physics tickets (1 Pending). (Kelly has zero "In Progress" tickets.)
5/29 /2018	173	-	-	-	Michael away 5 weeks, including the month of May. Presumed, not verified on date: Includes "our" 14 Physics tickets (1 Pending). (Kelly has 1 "In Progress" ticket; not included).
5/18 /2018	169	-	-	-	Michael away 5 weeks, including the month of May. Presumed, not verified on date: Includes "our" 14 Physics tickets (1 Pending). (Kelly has 1 "In Progress" ticket; not included).
4/2 /2018	170	0	115	55	Includes "our" 14 Physics tickets (1 Pending). (Kelly has 1 "In Progress" ticket; not included).
3/19 /2018	183	0	123	60	Includes "our" 14 Physics tickets (2 Pending). (Kelly has 1 "In Progress" ticket; not included).
2/2 /2018	149	0	110	41	Includes "our" 15 Physics tickets (2 Pending). (Kelly has 2 "In Progress" ticket; not included).
1/2 /2018	143	n/a	104	39	Includes "our" 15 Physics tickets (3 Pending). (Kelly has 1 "In Progress" ticket; not included). Note: 5 "Assigned" recorded as "In Progress" since just off university holiday.
12/1/17	117	1	82	34	Includes "our" 13 Physics tickets (1 Pending). (Kelly has 1 "Assigned" ticket and three awaiting assignment; not included)
11/1/17	100	0	70	30	Includes "our" 10 Physics tickets (1 Pending). (Kelly has 1 "Assigned" ticket; same one, still)
10/3/17	97	0	72	25	Includes "our" 12 Physics tickets (1 Pending). (Kelly has 1 "Assigned" ticket.)
9/6/17	73	0	51	22	Includes "our" 8 Physics tickets (1 Pending). (Kelly has no "Pending" and "Assigned" tickets.)
8/1/17	72	0	51	21	Not including Kelly's 3 "Pending" and "Assigned" tickets. (Includes "our" remaining 7 Physics tickets (2 Pending), though.)
7/10/17	65	0	49	16	Not including Kelly's 3 "Pending" and "Assigned" tickets. (Includes "our" remaining 7 Physics tickets (2 Pending), though.)
6/2/17	64	0	44	20	Not including Kelly's 1 "Pending" ticket. (Includes "our" remaining 8 Physics tickets (5 Pending), though.)
5/2/17	60	0	37	23	Not including Kelly's 1 "Pending" ticket. (Includes "our" remaining 5 Physics tickets, though.)
4/30/17	55	0	35	20	Not including Kelly's 1 "Pending" ticket. (Includes "our" remaining 5 Physics tickets, though.)
4/3/17	63	0	44	19	Not including Kelly's 2 "In Progress" tickets. (Includes "our" remaining 5 Physics tickets, though.)
3/2/17	63	0	42	21	Not including Kelly's 2 "In Progress" tickets. (Includes "our" remaining Physics tickets, though.)
2/1/17	61	0	42	19	Semester-start pressures.
1/3/17	52	0	36	16	Trending downwards, finally.
12/2/16	65	0	46	19	Following Thanksgiving break, and multiple staff absences.
10/31 /16	67	0	48	19	Data-point added, somewhat arbitrarily.
10/6/16	62	0	47	15	Michael was away last week and this Monday, on vacation. Held at ~60 during that time.
9/1/16	63	0	48	15	Semester-start. Roger leaving in a week. Still a very high number of "In Progress".
8/3/16	72	5	51	16	High number, especially "In Progress".
7/1/16	62	2	38	22	Still high number of outstanding tickets as we continue into a low-staffing period.

6/1/16	58	4	36	18	Ouch- volume starting to rise quickly at end of May.
5/4/16	39	0	28	11	Good base-line. 4 of these are new ones remaining from the last 3 days (the week so far)
4/1/16	35	2	26	7	WOW, again! And 5 of these are new ones just in today.
3/1/16	45	1	29	15	WOW! Great work on getting our ticket numbers to more manageable levels.
2/2/16	76	5	48	23	(No additional tickets as placeholders.)
1/14/16	76	11	48	17	Plus 6 for project related to establishing maintenance agreements. Late counts! (I thought I'd already done them earlier, but hadn't.)
12/1/15	66	3	46	17	In Nov., Roger away 3 weeks, and Michael away 1 week.
10/30/15	59	2	35	22	Worked hard to get our ticket count down. None left for inventory.
10/5/15	81	5	56	20	Plus 3 for inventory (by student staff).
9/2/15	90	5	63	22	Plus 3 for inventory (by student staff).
8/12/15	96	14	56	26	Plus 3 for inventory (by student staff). High volume of demand continued, non-stop.
7/9/15	75	6	43	26	Plus 3 for inventory (by student staff). Very busy spike of demand and staff out on vacation.
6/1/15	52	6	29	17	Plus 3 for inventory (by student staff)
5/1/15	42	2	33	7	Reflects successful major push to clean out stale "Pending" tickets. Disciplined acknowledgment of tickets out of "Assigned", too. Plus 4 for inventory (by student staff)
4/6/15	63	10	29	22	Plus 4 for inventory (by student staff)
3/3/15	67	7	38	22	Plus 6 for inventory (by student staff)
2/2/15	77	21	38	18	Plus 11 for inventory (by student staff)
1/6/15	66	23	30	13	Plus 11 for inventory (by student staff)
11/3/14	78	26	33	19	Plus 11 for inventory (by student staff)
10/3/14	87	31	34	22	Plus 9 for inventory (by student staff)
6/6/14	87	36	21	30	
5/2/14	68	27	16	25	
4/4/14	65	25	20	20	
4/2/14	78	27	25	26	
3/3/14	95	28	31	36	
2/3/14	86	27	19	40	
1/13/14	86	31	18	37	
12/3/13	67	14	21	32	