



Tom Green County

Executive Technology Service Report provided by CalTech

7/1/2009 - 9/30/2009

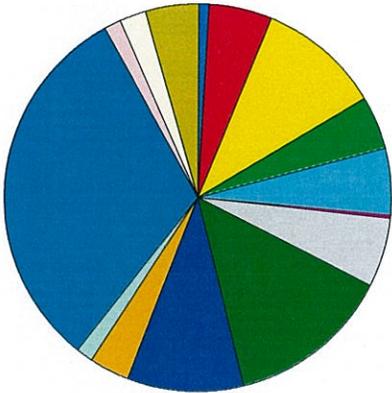
Total Service Time:	201.75
Total Project Time:	0.00
Priority 1 Incidents Used:	2
Total Contract Time Used:	199.75
Other Time (Travel):	0.00

Total Service Time Used by Contacts

Kevin Burke	2.75
Susan Counts	181.50
Larry Justiss	5.50
Mitch Mitchell	12.00

Grand Total:	201.75
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Contract Time by Problem Category



Application - Core System	0.9%
Application Issue	5.2%
Backup System Problem	10.3%
Budget/Planning	4.3%
Email Problem	5.7%
Internet Problem	0.4%
LAN/WAN Problem	5.7%
Maintenance	13.6%
Misc	9.8%
NOC	3.3%
PC Problem	1.2%
Projects	31.6%
Security	1.4%
Server Problem	2.2%
Technology	4.3%
Total:	100.0%