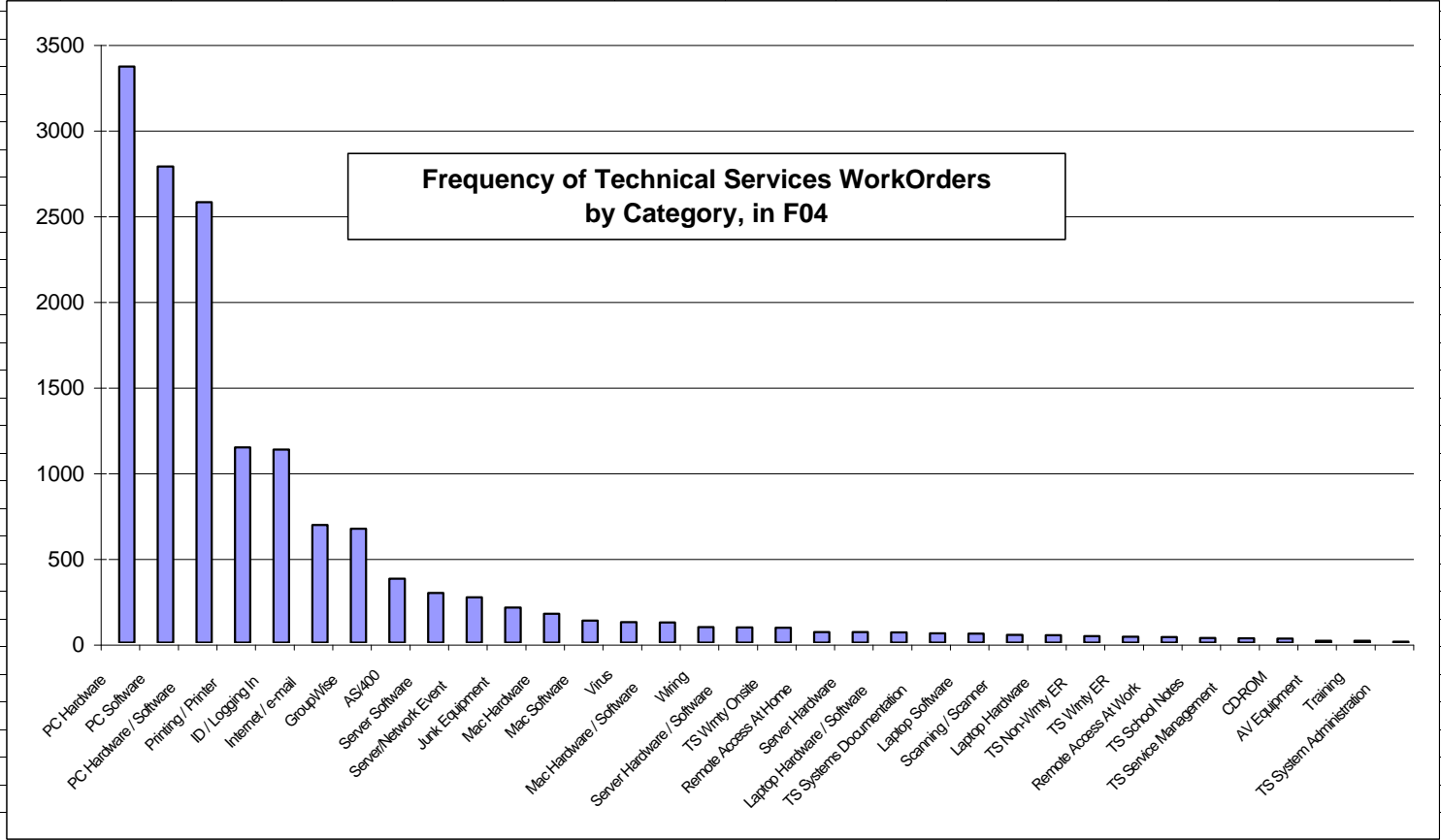


Draft Overview of HelpDesk WorkOrders in F04

Category	Total	%
PC Hardware	3362	22.6%
PC Software	2779	18.7%
PC Hardware / Software	2571	17.3%
Printing / Printer	1140	7.7%
ID / Logging In	1126	7.6%
Internet / e-mail	687	4.6%
GroupWise	664	4.5%
AS/400	374	2.5%
Server Software	289	1.9%
Server/Network Event	264	1.8%
Junk Equipment	205	1.4%
Mac Hardware	169	1.1%
Mac Software	128	0.9%
Virus	119	0.8%
Mac Hardware / Software	117	0.8%
Wiring	90	0.6%
Server Hardware / Software	88	0.6%
TS Wrnty Onsite	87	0.6%
Remote Access At Home	61	0.4%
Server Hardware	61	0.4%
Laptop Hardware / Software	60	0.4%
TS Systems Documentation	54	0.4%
Laptop Software	52	0.4%
Scanning / Scanner	46	0.3%
Laptop Hardware	44	0.3%
TS Non-Wrnty ER	38	0.3%
TS Wrnty ER	34	0.2%
Remote Access At Work	32	0.2%
TS School Notes	28	0.2%
TS Service Management	26	0.2%
CD-ROM	23	0.2%
AV Equipment	11	0.1%
Training	10	0.1%
TS System Administration	6	0.0%
Grand Total	14845	



Observations:

1. using these categories, nearly 60% of all work orders pertains to PC hardware or software; reviews of detail demonstrate over 95% of these reflect installations & software configurations, not "repair work"
2. use of these categories does not appear to discriminate among types of work in a manner permitting effective proactive end-user training or technical planning