

Project	Key	Summary	Resolution	Status	Issue	Priority	SLA - 8 h First Respons	SLA - 16 h Resolution	Assignee
Service	SER-1	What am I looking at?	Done	Resolved	IT Help	Highest			
Service	SER-2	Email requests enabled		Waiting for support	IT Help	Highest	-121h 44m	-123h 44m	
Service	SER-3	I cannot login to my account		Waiting for support	IT Help	Medium	-109h 43m	-117h 43m	