

## Remedy tickets handling

<b>Report Purpose</b>	Quantify the number of tickets created during the period by product portfolio.
<b>Period</b>	Between 8/1/12 and 8/31/12

Ticket portfolio	Total created	Tickets created by		\$19.88 GSC cost per transaction
		Non-GSC teams	GSC teams	
Application Platforms	390	87	303	\$6,023.64
Centralized Services	5,758	1,800	3,958	\$78,685.04
Church History	24	5	19	\$377.72
Communication Services	1,590	210	1,380	\$27,434.40
Content and Media	88	8	80	\$1,590.40
Core Systems and Services	5,793	485	5,308	\$105,523.04
Development Platforms	63	56	7	\$139.16
Education	557	34	523	\$10,397.24
End User Productivity	13,186	4,494	8,692	\$172,796.96
Enterprise Information Mgmt	1,257	884	373	\$7,415.24
Facilities Management	167	26	141	\$2,803.08
Family History	155	1	154	\$3,061.52
Finance and Legal	850	456	394	\$7,832.72
General Authority	71	31	40	\$795.20
Human Resources	192	29	163	\$3,240.44
Info Security and Compliance	24	1	23	\$457.24
IT Foundations	6,840	3,941	2,899	\$57,632.12
Missionary Work	1,137	52	1,085	\$21,569.80
Other Operations	1,758	427	1,331	\$26,460.28
Public Affairs	9	2	7	\$139.16
Supply Chain	560	184	376	\$7,474.88
Temple	81	30	51	\$1,013.88
TMT Governance	7		7	\$139.16
Z-Ticket portfolio is blank	2,513	1,098	1,415	\$28,130.20
<b>Total:</b>	<b>43,070</b>	<b>14,341</b>	<b>28,729</b>	<b>\$571,132.52</b>

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<b>Period</b>	Between 8/1/12 and 8/31/12

## Application Platforms

Ticket Product Item	Total created	Tickets created by		\$19.88 GSC cost per transaction
		Non-GSC teams	GSC teams	
CLARITY	36	4	32	\$636.16
HOME.LDSCHURCH.ORG	82	10	72	\$1,431.36
INTRANET	58	5	53	\$1,053.64
LDS TEAMS	45	1	44	\$874.72
MICROSOFT SHAREPOINT	118	19	99	\$1,968.12
TECH SERVICES CATALOG	51	48	3	\$59.64
<b>Total:</b>	<b>390</b>	<b>87</b>	<b>303</b>	<b>\$6,023.64</b>

## Centralized Services

Ticket Product Item	Total created	Tickets created by		\$19.88 GSC cost per transaction
		Non-GSC teams	GSC teams	
ACCOUNT CREATION REQUEST	260	17	243	\$4,830.84
ACCOUNT TERMINATION REQUEST	713	60	653	\$12,981.64
APPLE IPAD	153	104	49	\$974.12
BMC REMEDY SERVICE DESK	632	29	603	\$11,987.64
CASCADE PC	540	492	48	\$954.24
CHANGE OR MOVE OFFICE	48	23	25	\$497.00
ework - METASTORM WORKFLOW MANAGMENT	2	1	1	\$19.88
HP ASSET MANAGER	1		1	\$19.88
HP DISCOVERY AND DEPENDENCY MAPPING INVENTORY (DDMI)	1	1		
HP SERVICE MANAGER (ITSM)	26	8	18	\$357.84
ICS CONSOLIDATED DASHBOARD	1		1	\$19.88
INFRASTRUCTURE TASK MANAGEMENT SYSTEM (ITMS)	2	2		
LDS KNOWLEDGE BASE	5		5	\$99.40
MAJOR INCIDENT REPORTING SYSTEM (MIRS)	1		1	\$19.88
NEW EMPLOYEE / CONTRACTOR SETUP	345	174	171	\$3,399.48
NON PRODUCT INFORMATION CALL	759	15	744	\$14,790.72
POWER SUPPLY	19	18	1	\$19.88
PRODUCT / APPLICATION NOT FOUND	1,813	442	1,371	\$27,255.48
SERVER CONFIGURATION MANAGEMENT DATABASE (SCMDB)	12	8	4	\$79.52
STE PORT	3	3		
SURPLUS PC	336	327	9	\$178.92
TELEPHONE BILLING	84	74	10	\$198.80
(UCMDB-CM) UCMDB CONFIGURATION MANAGER	1	1		
(UCMDB) HP UNIVERSAL CONFIGURATION MANAGEMENT DATABASE	1	1		
<b>Total:</b>	<b>5,758</b>	<b>1,800</b>	<b>3,958</b>	<b>\$78,685.04</b>

## Church History

Ticket Product Item	Total created	Tickets created by		\$19.88 GSC cost per transaction
		Non-GSC teams	GSC teams	
ALEPH	6		6	\$119.28
CHURCH WEBSITE - JOSEPH SMITH PAPERS	2	1	1	\$19.88
HISTORICAL MATERIALS MANAGEMENT SYSTEM (HMMS)	7	1	6	\$119.28
INTEGRATED CATALOG	1	1		
PATRIARCHAL BLESSINGS SEARCH	1		1	\$19.88
PATRIARCHAL BLESSING SUBMISSION SYSTEM (PBSS)	2		2	\$39.76
PHAROS	2		2	\$39.76
WORKPLACE XT (FILENET)	3	2	1	\$19.88
<b>Total:</b>	<b>24</b>	<b>5</b>	<b>19</b>	<b>\$377.72</b>

### Communication Services

Ticket Product Item	Total created	Tickets created by		\$19.88 GSC cost per transaction
		Non-GSC teams	GSC teams	
CHURCH DIRECTORY OF ORGANIZATIONS AND LEADERS (CDOL)	119	10	109	\$2,166.92
CHURCH MEMBERSHIP INFORMATION SYSTEM (CMIS)	29	4	25	\$497.00
LDSJOBS.ORG	448		448	\$8,906.24
LDS MAPS	19	3	16	\$318.08
LDS.ORG	617	161	456	\$9,065.28
LDS SCRIPTURES	3	1	2	\$39.76
LEADER RESOURCES (LDS.ORG/LEADER)	11	2	9	\$178.92
LOCAL UNIT FINANCIAL AUDITING SYSTEM (LUFAS)	43	1	42	\$834.96
LOCAL UNIT WEBSITE (LUWS)	18	6	12	\$238.56
MAPS	6	1	5	\$99.40
MEMBER AND LEADER SERVICES (MLS)	273	21	252	\$5,009.76
OFFICIAL COMMUNICATION LIBRARY (OCL)	2		2	\$39.76
PROVIDENT LIVING	2		2	\$39.76
<b>Total:</b>	<b>1,590</b>	<b>210</b>	<b>1,380</b>	<b>\$27,434.40</b>

### Content and Media

Ticket Product Item	Total created	Tickets created by		\$19.88 GSC cost per transaction
		Non-GSC teams	GSC teams	
CHURCH FACILITIES ARTWORK (AV IMAGE CATALOG)	3	1	2	\$39.76
CHURCH MEDIA LIBRARY (TELESCOPE)	6		6	\$119.28
LDSCES.ORG WEB PAGES	27	1	26	\$516.88
LDSCHURCH.JOBS (CHURCH EMPLOYMENT WEBSITE )	17	2	15	\$298.20
MORMON RADIO	1	1		
NEW.LDS.ORG	27		27	\$536.76
SMARTBUILDER	3	2	1	\$19.88
VINEYARD (VINEYARD.LDS.ORG)	2		2	\$39.76
XCELLENET AFARIA	2	1	1	\$19.88
<b>Total:</b>	<b>88</b>	<b>8</b>	<b>80</b>	<b>\$1,590.40</b>

### Core Systems and Services

Ticket Product Item	Total created	Tickets created by		\$19.88 GSC cost per transaction
		Non-GSC teams	GSC teams	
LDS ACCOUNT	5,793	485	5,308	\$105,523.04
<b>Total:</b>	<b>5,793</b>	<b>485</b>	<b>5,308</b>	<b>\$105,523.04</b>

### Development Platforms

Ticket Product Item	Total created	Tickets created by		\$19.88 GSC cost per transaction
		Non-GSC teams	GSC teams	
BLUE COAT REVERSE PROXY	1	1		
HP QUALITY CENTER	2	1	1	\$19.88
IBM WEBSPHERE	1		1	\$19.88
NAGIOS (EYE IN THE SKY)	56	53	3	\$59.64
NAGIOS - UNASSIGNED ALERT	1		1	\$19.88
PERFORMANCE MANAGEMENT SITE	1	1		
SUBVERSION	1		1	\$19.88
<b>Total:</b>	<b>63</b>	<b>56</b>	<b>7</b>	<b>\$139.16</b>

### Education

Ticket Product Item	Total created	Tickets created by		\$19.88 GSC cost per transaction
		Non-GSC teams	GSC teams	
DECISION SUPPORT SYSTEM (DSS)	15	10	5	\$99.40
KNOWLEDGE EXCHANGE (PROVISION)	7	2	5	\$99.40
WEB INSTITUTE STUDENT ENROLLMENT (WISE)	535	22	513	\$10,198.44
<b>Total:</b>	<b>557</b>	<b>34</b>	<b>523</b>	<b>\$10,397.24</b>

## End User Productivity

Ticket Product Item	Total created	Tickets created by		\$19.88 GSC cost per transaction
		Non-GSC teams	GSC teams	
ABBYY FINEREADER	1		1	\$19.88
ABBYY LINGVO	3	2	1	\$19.88
ADOBE ACROBAT	43	5	38	\$755.44
ADOBE ACROBAT PROFESSIONAL	21	8	13	\$258.44
ADOBE ACROBAT READER	26	2	24	\$477.12
ADOBE CREATIVE SUITE	3	1	2	\$39.76
ADOBE FLASH PLAYER	5	1	4	\$79.52
ADOBE ILLUSTRATOR	1		1	\$19.88
ADOBE PHOTOSHOP	10	3	7	\$139.16
AMAZON KINDLE	3	1	2	\$39.76
APPLE IPHONE	159	71	88	\$1,749.44
APPLE ITUNES	4	3	1	\$19.88
APPLE MACINTOSH WORKSTATION	66	25	41	\$815.08
APPLE OFFICE 2008	1		1	\$19.88
APPLICATION FINDER	46	4	42	\$834.96
BACKUP EXEC	4	4		
BLACKBERRY	322	45	277	\$5,506.76
CD / DVD BURNER	32	19	13	\$258.44
CENTER QUALITY MANAGEMENT (CALLCOPY)	2		2	\$39.76
CES DESKTOP	87	62	25	\$497.00
CHURCH DESKTOP	271	248	23	\$457.24
CHURCH TELEPHONE DIRECTORY	13	5	8	\$159.04
CISCO VPN ANYCONNECT	283	33	250	\$4,970.00
CITRIX MANAGEMENT CONSOLE (CMC)	2		2	\$39.76
CITRIX WEBAPPS (XENAPP)	31	5	26	\$516.88
CITRIX WEBDESK	9	1	8	\$159.04
COMPAQ NOTEBOOK / LAPTOP	9	1	8	\$159.04
CONFERENCE ROOMS	40	22	18	\$357.84
CPU	148	22	126	\$2,504.88
CRESTRON TOUCHPANEL CONTROL	16	10	6	\$119.28
CUSTOMER DISPLAY	9		9	\$178.92
CUTEPDF	12		12	\$238.56
CYBERLINK POWER2GO	3	1	2	\$39.76
CYBERLINK POWER DVD	3	1	2	\$39.76

Ticket Product Item	Total created	Tickets created by		\$19.88 GSC cost per transaction
		Non-GSC teams	GSC teams	
DEEP FREEZE	16		16	\$318.08
DELL DESKTOP OTHER	191	121	70	\$1,391.60
DELL LAPTOP BATTERY	3	1	2	\$39.76
DELL LAPTOP OTHER	201	149	52	\$1,033.76
DELL LATITUDE D505	1		1	\$19.88
DELL LATITUDE D610	5	5		
DELL LATITUDE D620	4	2	2	\$39.76
DELL LATITUDE D630	15	7	8	\$159.04
DELL OPTIPLEX	201	180	21	\$417.48
DELL OPTIPLEX 280	1		1	\$19.88
DELL OPTIPLEX 620	1		1	\$19.88
DELL OPTIPLEX 740/745	23	15	8	\$159.04
DELL OPTIPLEX 755	3		3	\$59.64
DESKTOP - APPLE	2	1	1	\$19.88
DESKTOP - DELL	34	20	14	\$278.32
DESKTOP - HP	34	17	17	\$337.96
DESKTOP - LENOVO	99	39	60	\$1,192.80
DESKTOP MANAGEMENT PILOT	1	1		
DESKTOP MANAGEMENT (TIVOLI ENDPOINT MANAGER (TEM))	98	62	36	\$715.68
DESKTOP SECURITY (SOPHOS)	576	38	538	\$10,695.44
EXCHANGE SERVER	540	63	477	\$9,482.76
FHL PATRON DESKTOP	1,092	1,089	3	\$59.64
FILESEND	109	8	101	\$2,007.88
FOLIO VIEWS	3		3	\$59.64
FTP VOYAGER	8	7	1	\$19.88
GMAIL	3	1	2	\$39.76
HP NOTEBOOK / LAPTOP	13	7	6	\$119.28
HUMANITARIAN SERVICE DATABASE	5		5	\$99.40
INSTANT MESSENGER (LDS)	1		1	\$19.88
INTECOM TELEPHONE	6	4	2	\$39.76
INTERVIDEO WIN DVD	1	1		
K9 BLUECOAT	157	8	149	\$2,962.12
KEYBOARD / MOUSE	59	36	23	\$457.24
LANDESK MANAGEMENT SUITE	47	3	44	\$874.72
LAPTOP - APPLE	34	22	12	\$238.56
LAPTOP BACKPACK	3	3		
LAPTOP - DELL	67	50	17	\$337.96
LAPTOP - HP	17	9	8	\$159.04
LAPTOP - LENOVO	382	152	230	\$4,572.40
LDS COLLECTORS LIBRARY	2	2		
LDSMAIL	216	3	213	\$4,234.44
LDSMAIL@LDSCES.ORG	13	2	11	\$218.68
MEDIA PLAYER	8	3	5	\$99.40

Ticket Product Item	Total created	Tickets created by		\$19.88 GSC cost per transaction
		Non-GSC teams	GSC teams	
MEETINGHOUSE INTERNET	29	13	16	\$318.08
MEETINGHOUSE TECHNOLOGY MANAGER (MTM)	3	3		
MEETINGHOUSE WEBCAST COMMUNICATOR	53	18	35	\$695.80
MEETINGHOUSE WEBCAST RECEIVER	6		6	\$119.28
MEETINGHOUSE WEBCAST SOFTWARE	47	10	37	\$735.56
MEETINGPLACE	200	17	183	\$3,638.04
MICROSOFT ACCESS	28	7	21	\$417.48
MICROSOFT EXCEL	42	17	25	\$497.00
MICROSOFT INTERNET EXPLORER	268	53	215	\$4,274.20
MICROSOFT LYNC	84	6	78	\$1,550.64
MICROSOFT NETMEETING	1		1	\$19.88
MICROSOFT OFFICE ACCESS 2007	18	7	11	\$218.68
MICROSOFT OFFICE ACCESS 2010	3		3	\$59.64
MICROSOFT OFFICE COMMUNICATOR	48	1	47	\$934.36
MICROSOFT OFFICE EXCEL 2007	22	8	14	\$278.32
MICROSOFT OFFICE EXCEL 2010	15	8	7	\$139.16
MICROSOFT OFFICE INFOPATH 2007	1		1	\$19.88
MICROSOFT OFFICE ONENOTE 2007	7	5	2	\$39.76
MICROSOFT OFFICE ONENOTE 2010	14	12	2	\$39.76
MICROSOFT OFFICE OUTLOOK 2007	1,378	148	1,230	\$24,452.40
MICROSOFT OFFICE OUTLOOK 2010	357	79	278	\$5,526.64
MICROSOFT OFFICE POWERPOINT 2007	5	1	4	\$79.52
MICROSOFT OFFICE POWERPOINT 2010	3		3	\$59.64
MICROSOFT OFFICE PROJECT 2007	4	1	3	\$59.64
MICROSOFT OFFICE PROJECT 2010	14		14	\$278.32
MICROSOFT OFFICE PUBLISHER 2007	1		1	\$19.88
MICROSOFT OFFICE SUITE 2007	15		15	\$298.20
MICROSOFT OFFICE SUITE 2010	46	10	36	\$715.68
MICROSOFT OFFICE VISIO 2007	4	1	3	\$59.64
MICROSOFT OFFICE VISIO 2010	8	2	6	\$119.28
MICROSOFT OFFICE WORD 2007	30	7	23	\$457.24
MICROSOFT OFFICE WORD 2010	9	2	7	\$139.16
MICROSOFT OUTLOOK EXPRESS (CES ONLY)	8		8	\$159.04
MICROSOFT OUTLOOK WEB ACCESS	33	2	31	\$616.28
MICROSOFT OUTLOOK WEB APP (OWA)	114	2	112	\$2,226.56
MICROSOFT POWERPOINT	4	2	2	\$39.76
MICROSOFT PROJECT	6	1	5	\$99.40
MICROSOFT PUBLISHER	1		1	\$19.88
MICROSOFT REMOTE DESKTOP	4		4	\$79.52
MICROSOFT REPORTING SERVICES	1	1		
MICROSOFT UNIFIED ACCESS GATEWAY (UAG)	2	1	1	\$19.88
MICROSOFT VISIO	21	3	18	\$357.84
MICROSOFT VISUAL STUDIO	6	5	1	\$19.88
MICROSOFT WINDOWS (OTHER THAN XP)	116	75	41	\$815.08



Ticket Product Item	Total created	Tickets created by		\$19.88 GSC cost per transaction
		Non-GSC teams	GSC teams	
MICROSOFT WINDOWS XP	128	14	114	\$2,266.32
MICROSOFT WORD	18	3	15	\$298.20
MOBILE APP - LDS TOOLS	47	1	46	\$914.48
MOBILE PHONE	638	220	418	\$8,309.84
MONITOR	134	56	78	\$1,550.64
MOTION COMPUTING TABLET	5	1	4	\$79.52
MYLDSMAIL	195	3	192	\$3,816.96
NETWORK DRIVE/FOLDER ACCESS	438	97	341	\$6,779.08
NETWORK INTERFACE CARD (NIC)	14	7	7	\$139.16
NOVELL CLIENT	145	9	136	\$2,703.68
NOVELL CONSOLE ONE	10	10		
NOVELL SERVER	70	54	16	\$318.08
OPEN WORKBENCH	1		1	\$19.88
OTHER COMPUTER MODEL (NON-DELL)	145	17	128	\$2,544.64
OTHER IEA DEVICE	7	3	4	\$79.52
PERSONAL VIDEO CONFERENCING (PVC) / VIDYO	213	46	167	\$3,319.96
PRINTER FINDER	46	17	29	\$576.52
PUBLIC ACCESS COMPUTER	31	25	6	\$119.28
ROXIO EASY CD CREATOR	1		1	\$19.88
SATELLITE PHONE	3		3	\$59.64
SHARPDESK	1		1	\$19.88
STANDARD WINDOWS PLATFORM (WINDOWS 7)	556	72	484	\$9,621.92
SUN JAVA	11	2	9	\$178.92
TELEPHONE	71	40	31	\$616.28
TELEPHONE AND NETWORK CONNECTION	98	65	33	\$656.04
TELEPHONE VOICE MAIL	44	4	40	\$795.20
UNIFIED COMMUNICATIONS COMMUNICATOR	1		1	\$19.88
VIDEO CONFERENCING SYSTEMS	141	125	16	\$318.08
VOIP TELEPHONY (IP PHONE)	790	321	469	\$9,323.72
WEB CONTENT FILTER (WEBSense)	96	4	92	\$1,828.96
WINZIP	9	5	4	\$79.52
WIRELESS NETWORK INTERFACE CARD (WNIC)	17	9	8	\$159.04
<b>Total:</b>	<b>13,186</b>	<b>4,494</b>	<b>8,692</b>	<b>\$172,796.96</b>

## Enterprise Information Mgmt

Ticket Product Item	Total created	Tickets created by		\$19.88 GSC cost per transaction
		Non-GSC teams	GSC teams	
ACCORD - DATA SHARING AGREEMENT	37	37		
ADM ACCOUNT	81	2	79	\$1,570.52
AUDIT AND COMPLIANCE REPORTING	2	2		
BASIC AUTHENTICATION	1	1		
BUSINESS OBJECTS	1	1		
CHURCH REPORTING APPLICATION (CRA) (BUSINESS OBJECTS)	71	32	39	\$775.32
CRYSTAL REPORTS	4		4	\$79.52
DATA WAREHOUSE	100	100		
DIRECTORY INFRASTRUCTURE	3	3		
ENTITLEMENT MANAGEMENT	1	1		
GLOBAL DIRECTORY (GDIR)	13	6	7	\$139.16
LDS ACCESS	54	5	49	\$974.12
MARKLOGIC	7	7		
MICROSOFT ACTIVE DIRECTORY (EAD)	38	6	32	\$636.16
MICROSOFT ACTIVE DIRECTORY MIGRATION	2	2		
MICROSOFT ACTIVE DIRECTORY (WH)	72	4	68	\$1,351.84
NOVELL DIRECTORY SERVICES (NDS) - LDS AUTH	2	1	1	\$19.88
NOVELL DIRECTORY SERVICES (NDS) - LDS TREE	14	10	4	\$79.52
NOVELL IMANAGER	3		3	\$59.64
ORACLE	497	497		
ORACLE DATABASE SERVICE	158	105	53	\$1,053.64
ORACLE ENTERPRISE MANAGER (OEM)	7	3	4	\$79.52
PROVISIONING AND DELEGATED ADMINISTRATION	4		4	\$79.52
SECURE ACCESS PORTAL (SAA)	1		1	\$19.88
SECURITY INFORMATION AND EVENT MANAGEMENT	1		1	\$19.88
SQL SERVER 2000	16	16		
SQL SERVER DATABASE SERVICE	43	41	2	\$39.76
WEB ACCESS MANAGEMENT (WAM)	6	2	4	\$79.52
WEB SSO	18		18	\$357.84
<b>Total:</b>	<b>1,257</b>	<b>884</b>	<b>373</b>	<b>\$7,415.24</b>

## Facilities Management

Ticket Product Item	Total created	Tickets created by		\$19.88 GSC cost per transaction
		Non-GSC teams	GSC teams	
FACILITIES MANAGEMENT AUTOMATED TOOLS (FMAT)	74	5	69	\$1,371.72
FIELD OFFICE INTERNET	7	3	4	\$79.52
GLOBAL PROPERTY MANAGEMENT (GPM)	17	12	5	\$99.40
HONEYWELL WEBSTAT	39		39	\$775.32
MEDIAPULSE	5		5	\$99.40
MEETINGHOUSE RECOMMENDATION TOOL (MRT)	7	3	4	\$79.52
MEETINGHOUSE TECHNICAL SERVICES (MTS)	8	3	5	\$99.40
PFD - ADMIN	1		1	\$19.88
PFD - CALL TRANSFER	9		9	\$178.92
<b>Total:</b>	<b>167</b>	<b>26</b>	<b>141</b>	<b>\$2,803.08</b>

## Family History

Ticket Product Item	Total created	Tickets created by		\$19.88 GSC cost per transaction
		Non-GSC teams	GSC teams	
NEW FAMILYSEARCH	149	1	148	\$2,942.24
PERSONAL ANCESTRAL FILE (PAF)	6		6	\$119.28
<b>Total:</b>	<b>155</b>	<b>1</b>	<b>154</b>	<b>\$3,061.52</b>

## Finance and Legal

Ticket Product Item	Total created	Tickets created by		\$19.88 GSC cost per transaction
		Non-GSC teams	GSC teams	
1C ACCOUNTING	13	12	1	\$19.88
BUDGET REQUEST AND SUBMITTAL SYSTEM (BRASS)	3	1	2	\$39.76
CHURCH UNIT BANKING SYSTEM (CUBS)	233	226	7	\$139.16
COLLECTION AND PAYMENTS SYSTEM (CAPS II)	1		1	\$19.88
EMPLOYEE SELF-SERVICE (TIME ENTRY)	14		14	\$278.32
ENSIGN PEAK APPS	1		1	\$19.88
GLOBAL FUNDING SYSTEM (GFS)	10	10		
INFOGUIDE	28	20	8	\$159.04
INFOGUIDE2	4	4		
KRONOS	11	8	3	\$59.64
LDS PHILANTHROPIES APPS (LDSP)	5	5		
LOCAL UNIT REPORT RECEIPTING BANKING SYSTEM (LURBS)	143	41	102	\$2,027.76
NAUTILUS	2		2	\$39.76
PAYMENT CARD INDUSTRY (PCI)	1		1	\$19.88
PCI THIN CLIENT	5	3	2	\$39.76
PEOPLESOFT FS (CFIS)	261	70	191	\$3,797.08
PERPETUAL EDUCATION FUND (PEF)	83	47	36	\$715.68
PROPERTY RESERVE INC. APPS (PRI)	3		3	\$59.64
PUREVIEW CHECK VIEWING SOFTWARE	2	2		
RELATED ENTITIES FINANCIAL INFORMATION SYSTEM (REFIS)	21	5	16	\$318.08
RISK MANAGEMENT INFORMATION SYSTEM (RMIS)	2	2		
VISUAL HUR	4		4	\$79.52
<b>Total:</b>	<b>850</b>	<b>456</b>	<b>394</b>	<b>\$7,832.72</b>

## General Authority

Ticket Product Item	Total created	Tickets created by		\$19.88 GSC cost per transaction
		Non-GSC teams	GSC teams	
CHURCH INFORMATION RESOURCE (CIR)	6	6		
CHURCH SCHEDULING SYSTEM-GAO (CSS)	2		2	\$39.76
CONFIDENTIAL RECORDS INFORMATION SERVICE (CRIS)	5	4	1	\$19.88
DECISION POINT	45	11	34	\$675.92
EVENT PLANNING SYSTEM (EPS)	1	1		
RBIS	12	9	3	\$59.64
<b>Total:</b>	<b>71</b>	<b>31</b>	<b>40</b>	<b>\$795.20</b>

## Human Resources

Ticket Product Item	Total created	Tickets created by		\$19.88 GSC cost per transaction
		Non-GSC teams	GSC teams	
ACCOUNTABILITY AND TALENT IMPROVEMENT (ATI)	23		23	\$457.24
CANDIDATESOURCE (GLOBAL HR MODULE)	7	2	5	\$99.40
CHURCH-SERVICE MISSIONARY ALLOCATION (CSMA)	1		1	\$19.88
CHURCH-SERVICE MISSIONARY WEBSITE (CSMW)	12	4	8	\$159.04
GLOBAL HR INFORMATION SYSTEM (PEOPLESOFT HR)	122	9	113	\$2,246.44
GLOBAL HUMAN RESOURCE METRICS DASHSBOARD (HRD METRICS)	1		1	\$19.88
HR QUESTION	6		6	\$119.28
INTERNET LEARNING	14	14		
PEOPLEFINDER	6		6	\$119.28
<b>Total:</b>	<b>192</b>	<b>29</b>	<b>163</b>	<b>\$3,240.44</b>

### Info Security and Compliance

Ticket Product Item	Total created	Tickets created by		\$19.88 GSC cost per transaction
		Non-GSC teams	GSC teams	
VENDOR ACCOUNTS	24	1	23	\$457.24
<b>Total:</b>	<b>24</b>	<b>1</b>	<b>23</b>	<b>\$457.24</b>

### IT Foundations

Ticket Product Item	Total created	Tickets created by		\$19.88 GSC cost per transaction
		Non-GSC teams	GSC teams	
3COM SWITCH	144	142	2	\$39.76
AIX SERVER	17	16	1	\$19.88
ANCESTRY.COM	1		1	\$19.88
AS400 OPERATING SYSTEM	1	1		
BUILDING CONNECTIVITY	3	1	2	\$39.76
CABLE	50	43	7	\$139.16
CISCO 1041 WIRELESS ACCESS POINT	89	5	84	\$1,669.92
CISCO 881W FIREWALL	641	31	610	\$12,126.80
CISCO 881W FIREWALL (ACTIVATION)	358	21	337	\$6,699.56
CISCO AIRONET ACCESS POINT	75	2	73	\$1,451.24
CISCO ASA 5505	109	15	94	\$1,868.72
CISCO INTERNETWORK OPERATING SYSTEM (IOS)	406	400	6	\$119.28
CISCO PIX 501	121	33	88	\$1,749.44
CISCO ROUTER	233	222	11	\$218.68
CISCO ROUTER 1841	147	144	3	\$59.64
CISCO UNMANAGED SWITCH	19	14	5	\$99.40

Ticket Product Item	Total created	Tickets created by		\$19.88 GSC cost per transaction
		Non-GSC teams	GSC teams	
CISCO VPN CONCENTRATOR	10	2	8	\$159.04
CLARIFY (AMDOCS)	2	1	1	\$19.88
COMMUNICATIONS CABLING	2	2		
COMPUTER ASSET INVENTORY MANAGEMENT SYSTEM (CAIMS)	106	104	2	\$39.76
DATA STORAGE (BACKUPS / RESTORE)	54	47	7	\$139.16
DOMAIN NAME SERVER (DNS)	71	50	21	\$417.48
DSL	4	4		
ESX SERVER	75	75		
EXTRACTION ADMINISTRATION SYSTEM (EASY)	2	2		
FAMILY HISTORY LIBRARY CATALOG (OLIB)	8	1	7	\$139.16
FAMILYSEARCH INDEXING (FSI)	44		44	\$874.72
FHC CENTERS MENU	5		5	\$99.40
FHC PROFILE	1		1	\$19.88
HP BACKUP TAPE DRIVE	2	2		
INTERNET CONNECTION PROBLEM	672	100	572	\$11,371.36
INTERNET SERVICE PROVIDER (ISP)	52	25	27	\$536.76
INVENTORY MANAGER	195	183	12	\$238.56
LDS CHURCH WIRELESS	120	14	106	\$2,107.28
LINUX SERVER	1,039	1,030	9	\$178.92
NETWORK INTRUSION DETECTION SYSTEM (NIDS)	5	5		
ODYSSEY CLIENT	5	1	4	\$79.52
ORDINANCE DATA MANAGEMENT (ODM)	2		2	\$39.76
OSA-DATA CENTER	1	1		
OSA-MAINTENANCE-HARDWARE	1		1	\$19.88
OSA-MAINTENANCE-SOFTWARE	1	1		
SATELLITE SYSTEM	600	23	577	\$11,470.76
SERVER	268	214	54	\$1,073.52
SOLARIS SERVER	4	4		
STAKE/WARD CALENDAR (LDS.ORG/CHURCH-CALENDAR)	23	6	17	\$337.96
STAKE/WARD DIRECTORY (LDS.ORG/DIRECTORY)	56		56	\$1,113.28
UNINTERUPTIBLE POWER SUPPLY (UPS)	15	15		
UNMANAGED NETWORK SWITCH	26	21	5	\$99.40
USB WIRELESS ADAPTERS	17	11	6	\$119.28
VMWARE ESX SERVER	13	13		
VMWARE FUSION (WINDOWS VIRTUAL DESKTOP)	21	21		
VMWARE WORKSTATION	1		1	\$19.88
WINDOWS SERVER	902	873	29	\$576.52
YW PERSONAL PROGRESS (LDS.ORG/YOUNG-WOMEN/PERSONAL-PROGRESS)	1		1	\$19.88
<b>Total:</b>	<b>6,840</b>	<b>3,941</b>	<b>2,899</b>	<b>\$57,632.12</b>

## Missionary Work

Ticket Product Item	Total created	Tickets created by		\$19.88 GSC cost per transaction
		Non-GSC teams	GSC teams	
INTERNET MISSION OFFICE SYSTEM (IMOS)	829	42	787	\$15,645.56
MISSIONARY CALL SYSTEM	3		3	\$59.64
MISSIONARY INQUIRY	12		12	\$238.56
MISSIONARY KEY INDICATORS (MISSIONARY.LDS.ORG)	16		16	\$318.08
MISSIONARY LETTERS (MISSIONARY.LDS.ORG)	44	3	41	\$815.08
MISSIONARY LMS PORTAL (MISSIONARY.LDS.ORG)	58	4	54	\$1,073.52
MISSIONARY MANAGEMENT SYSTEM (MMS, NAPI)	3	1	2	\$39.76
MISSIONARY ONLINE RECOMMENDATION SYSTEM	125		125	\$2,485.00
MISSIONARY PORTAL (MISSIONARY.LDS.ORG)	26		26	\$516.88
MISSIONARY REFERRAL MANAGER (MRM)	4		4	\$79.52
MISSION OFFICE PEER TO PEER	4		4	\$79.52
MISSION PRESIDENT PORTAL	1		1	\$19.88
MTC MEDIA PORTAL (IMTC VIDEO STREAMING)	5	2	3	\$59.64
ONLINE MISSIONARY COURSES (MISSIONARY.LDS.ORG)	7		7	\$139.16
<b>Total:</b>	<b>1,137</b>	<b>52</b>	<b>1,085</b>	<b>\$21,569.80</b>

## Other Operations

Ticket Product Item	Total created	Tickets created by		\$19.88 GSC cost per transaction
		Non-GSC teams	GSC teams	
ACCESS CARD SYSTEM	2	2		
AUTOCAD	10	3	7	\$139.16
AXIS/DVR CAMERAS	3	2	1	\$19.88
BARCODE PRINTER	5	3	2	\$39.76
CCN DATABASE	1		1	\$19.88
COB GUEST REGISTRATION	10	2	8	\$159.04
COMMODITY USAGE SYSTEM (CUS)	7	1	6	\$119.28
COPIER	23	4	19	\$377.72
DELL 3010 PRINTER	4	1	3	\$59.64
DELL 3115 MULTI-FUNCTION PRINTER	11	5	6	\$119.28
DELL PROJECTOR	7	4	3	\$59.64
DICTATION RECORDER	1	1		
DICTATION SOFTWARE	6	6		
DOCUMENT PRINTER	41	36	5	\$99.40
EMPLOYEE TRANSFERRED	74	1	73	\$1,451.24
EPSON PRINTER OTHER	9	1	8	\$159.04
FACILITY RESOURCE SETUP	1	1		
FAX	18	4	14	\$278.32
FILE SHREDDER	1		1	\$19.88
GLOBAL INCIDENT REPORTING WEBSITE (GIR)	4	1	3	\$59.64
INTERNET LEARNING	34	2	32	\$636.16

Ticket Product Item	Total created	Tickets created by		\$19.88 GSC cost per transaction
		Non-GSC teams	GSC teams	
INTERWOVEN-WORKSITE	15	11	4	\$79.52
LENEL SECURITY SYSTEMS	3	1	2	\$39.76
MANAGEMENT REPORTS INTERNATIONAL (MRI)	1	1		
MSR	6	2	4	\$79.52
OFFICE EQUIPMENT	7	1	6	\$119.28
PFD - NEW EMPLOYEE SETUP	4	2	2	\$39.76
PFD - OTHER	3	1	2	\$39.76
PFD - PEOPLESOFT	13	4	9	\$178.92
PFD - PURCHASE ORDERS	4		4	\$79.52
PRINTER/COPIER OTHER	362	107	255	\$5,069.40
PRINTER - HP	309	113	196	\$3,896.48
PRINTER - LEXMARK	14		14	\$278.32
PRINTER - RICOH	145	26	119	\$2,365.72
PRINTER - SAVIN	20	4	16	\$318.08
PRINTER - SHARP	95	2	93	\$1,848.84
PRINTER - XEROX	120	8	112	\$2,226.56
PRINTING INFORMATION MANAGEMENT SYSTEMS (DIMS)	6		6	\$119.28
PROJECTOR - CES	2		2	\$39.76
PROJECTOR OTHER	21	8	13	\$258.44
PROJECTOR - WORKFORCE	11	10	1	\$19.88
SCANNER	59	15	44	\$874.72
TRANSCRIPTION SOFTWARE	2	2		
TRANSLATION ASSISTANCE TOOLS (TAT)	2	2		
VIGNETTE RECORDS AND DOCUMENTS (VRD)	9	7	2	\$39.76
XEROX MULTIFUNCTION PRINTER	253	20	233	\$4,632.04
<b>Total:</b>	<b>1,758</b>	<b>427</b>	<b>1,331</b>	<b>\$26,460.28</b>

## Public Affairs

Ticket Product Item	Total created	Tickets created by		\$19.88 GSC cost per transaction
		Non-GSC teams	GSC teams	
OPINION LEADER (CRM)	9	2	7	\$139.16
<b>Total:</b>	<b>9</b>	<b>2</b>	<b>7</b>	<b>\$139.16</b>

## Supply Chain



Ticket Product Item	Total created	Tickets created by		\$19.88 GSC cost per transaction
		Non-GSC teams	GSC teams	
ADVANCEDMD	39		39	\$775.32
APLUS - DOMESTIC	45	36	9	\$178.92
APLUS - INTERNATIONAL	32	14	18	\$357.84
BEEHIVE CLOTHING MANUFACTURING SYSTEM (BCMS)	10		10	\$198.80
BEEHIVE LABELING SYSTEM	1		1	\$19.88
BLUESTEP	13		13	\$258.44
CASH REGISTER DRAWER	2	1	1	\$19.88
CATAPULT	48	47	1	\$19.88
DIRECT MACHINE INTERFACE (DMI)	2		2	\$39.76
DISTRIBUTION ORDER (DSD)	75		75	\$1,491.00
DI TIME CLOCK (TA100PRO)	3	2	1	\$19.88
EMPTORIS ENTERPRISE CONTRACT MANAGEMENT (ECM)	8		8	\$159.04
EXADIGM	8	8		
GERBER (ACCUMARK, ACCUNEST, C-200T)	1		1	\$19.88
GLOBAL VISA MANAGEMENT (GVM)	20	2	18	\$357.84
HANDHELD SCANNER	2	1	1	\$19.88
INTERNATIONAL GARMENT SALES (IAGS)	1		1	\$19.88
JP MORGAN PAYMENTNET.COM	57	1	56	\$1,113.28
LDS EMARKET (PURCHASING.LDSCHURCH.ORG)	19	4	15	\$298.20
MICROFILM ORDERING CENTER-DISTRIBUTION (MOC)	1		1	\$19.88
MICROS XSTORE POINT OF SALE	2		2	\$39.76
MISSION AUTO TRACKING SYSTEM (MATS)	9		9	\$178.92
MOTORPOOL RESERVATIONS (FLEETCOMMANDER)	2		2	\$39.76
ONLINE STORE (STORE.LDS.ORG)	70	2	68	\$1,351.84
PIECE RATE SYSTEM (PRS)	6	1	5	\$99.40
RECEIPT PRINTER	2	2		
RETAIL PRO (POINT OF SALE - POS)	79	61	18	\$357.84
VENDMAX	1		1	\$19.88
WORLDSEVER (WS, GMS)	1	1		
WRX (WAREHOUSE RX)	1	1		
<b>Total:</b>	<b>560</b>	<b>184</b>	<b>376</b>	<b>\$7,474.88</b>

## Temple

Ticket Product Item	Total created	Tickets created by		\$19.88 GSC cost per transaction
		Non-GSC teams	GSC teams	
TEMPLE ENTRY SYSTEM (TES)	50	17	33	\$656.04
TEMPLE FACILITY INFORMATION SYSTEM (TFIS)	14	5	9	\$178.92
TEMPLE SCHEDULING SYSTEM (TSS)	17	8	9	\$178.92
<b>Total:</b>	<b>81</b>	<b>30</b>	<b>51</b>	<b>\$1,013.88</b>

## TMT Governance

Ticket Product Item	Total created	Tickets created by		\$19.88 GSC cost per transaction
		Non-GSC teams	GSC teams	
POLICY POINT	7		7	\$139.16
<b>Total:</b>	<b>7</b>		<b>7</b>	<b>\$139.16</b>

## Z-Ticket portfolio is blank

Ticket Product Item	Total created	Tickets created by		\$19.88 GSC cost per transaction
		Non-GSC teams	GSC teams	
1C accounting	2	2		
AFFILIATE ACCOUNTS	14	14		
Apple iPhone 4s	2	2		
Apple MacBook Pro	1	1		
APPLICATIONXTENDER	1	1		
ART - AUTOMATED REWARDS TOOL (GHRIS MODULE)	9	1	8	\$159.04
ASIA PACIFIC CIS	1	1		
ASTROCOM (TEMPLE)	47	46	1	\$19.88
BACK END ZONE (BEZ)	4		4	\$79.52
BEEHIVE CLOTHING INFORMATION SYSTEM (BCIS)	40	2	38	\$755.44
BISHOPS STOREHOUSE INVENTORY REPORTING (BSIR)	3		3	\$59.64
black	1		1	\$19.88
BRAZIL APPLICATION PORTAL	22	8	14	\$278.32
BUSINESSOBJECTS	1	1		
CALENDAR CREATOR	1		1	\$19.88
CERBERIAN CONTENT FILTERING AGENT (CIMA)	1	1		
CES DESKTOP	86	86		
CES RESOURCE CD	1	1		
CHURCH ORGANIZATION HEADQUARTERS (COH)	1	1		
cisco	1	1		
Cisco IP PBX	1	1		
Cisco IP phone	1	1		
COMPAQ (HP) WORKSTATION	17	11	6	\$119.28
CONVERT DATA ENTRY (CDE)	68		68	\$1,351.84

Ticket Product Item	Total created	Tickets created by		\$19.88 GSC cost per transaction
		Non-GSC teams	GSC teams	
COORDINATOR STUDENT TRACKING AND REPORTING (CSTAR-WEB)	36	1	35	\$695.80
COPY	1	1		
CORT PAYROLL	3	3		
CREDIT CARD PROCESSING SYSTEM (CPS)	1		1	\$19.88
DAILY BACKUP	9	7	2	\$39.76
DATA WAREHOUSE	236	236		
DELL 3110 PRINTER	3	1	2	\$39.76
Dell Laptop	1	1		
DESKTOP	23	13	10	\$198.80
DICM.ORG (DESERET INDUSTRIES CASE MANAGEMENT WEB SITE)	15	1	14	\$278.32
DIRECTORS OF PUBLIC AFFAIRS WEBSITE	1	1		
DOMAIN NAME SERVER (DNS)	18	18		
DROPPED CALL	157		157	\$3,121.16
Employee Transferred	1		1	\$19.88
EMPLOYMENT VERIFICATION	1	1		
ETEK INVENTORY CONTROL SYSTEM	1	1		
ETRAVEL	13		13	\$258.44
EXPLORER	1		1	\$19.88
FACILITY ISSUE REPORTING (FIR)	69		69	\$1,371.72
GOOGLE EARTH	3		3	\$59.64
HR SOFT (HRS)	4	1	3	\$59.64
IE9	1	1		
INSTITUTE STUDENT TRACKING AND REPORTING (ISTAR)	3	1	2	\$39.76
JAPAN CFIS INTERFACE SYSTEM (JCIS)	1	1		
JIRA	6	3	3	\$59.64
LAPTOP	6	6		
LDSCHURCH.ORG EXTERNAL ACCESS (HOME.LDSCHURCH.ORG)	3	1	2	\$39.76
LDS EMPLOYMENT RESOURCES SERVICES	1		1	\$19.88
LDS LIBRARY	2		2	\$39.76
LDS.Org	1	1		
LinkSYS+Cisco	2	2		
MICROSOFT ACTIVE DIRECTORY (EAD)	1	1		
MICROSOFT DYNAMICS AX	75		75	\$1,491.00
MICROSOFT OFFICE OUTLOOK 200oUTLOOK	1		1	\$19.88
MICROSOFT OFFICE SUITE 2010	46	10	36	\$715.68
MISSIONARY	1	1		
MOBILE APP - GOSPEL LIBRARY	10	2	8	\$159.04
MOBILE APP - LDS TOOLS	1		1	\$19.88
MOBILE APP - THE MORMON CHANNEL	3	1	2	\$39.76
MORMON.ORG	17	3	14	\$278.32
MY.LDSCHURCH.ORG	2		2	\$39.76

Ticket Product Item	Total created	Tickets created by		\$19.88 GSC cost per transaction
		Non-GSC teams	GSC teams	
NETWORK	4	4		
NON ISSUE CALL / PRANK CALL	665		665	\$13,220.20
OPTIMUM PAYROLL	1		1	\$19.88
ORDINANCE RECORDING SYSTEM (ORS)	38	15	23	\$457.24
OUTLOOK	1	1		
PASSWORD	8		8	\$159.04
PATRIARCHAL BLESSING	5		5	\$99.40
PAYROLL	2		2	\$39.76
PEER TO PEER	7		7	\$139.16
PERSONAL VIDEO CONFERENCING (PVC) / VIDYOI	4		4	\$79.52
PHONES	3	3		
POTENTIAL STUDENT TRACKER (PST-WEB)	11	1	10	\$198.80
PRIESTHOOD TELEPHONE DIRECTORY (PTD)	1		1	\$19.88
PROJECTOR - MEETINGHOUSE	1		1	\$19.88
proofpoin	1		1	\$19.88
PUBLICATIONS INFORMATION NETWORK (PIN)	1	1		
QUALTRICS	3		3	\$59.64
Ricoh	1		1	\$19.88
ROUTER/SWITCH/PORT	1	1		
SEMINARIES AND INSTITUTES INTRANET (SI.LDS.ORG)	19		19	\$377.72
SERVER LOAD BALANCING (F5)	28	26	2	\$39.76
SERV MAG	9	9		
SISTEMA DE INFORMACION Y GESTION ADM. Y CONTABLE (SIGAC)	4	3	1	\$19.88
SISTEMA INTEGRAL DE INFORMACION DEL AREA (SIIA)	18	12	6	\$119.28
SKYPE	10	4	6	\$119.28
SMALL APPS	1		1	\$19.88
SOPHOS	6	6		
SPYBOT SEARCH & DESTROY	1		1	\$19.88
STUDENT TRACKING AND REPORTING (STAR)	16	1	15	\$298.20
TELECOM BILLING (RIVERMINE)	124	111	13	\$258.44
TELEPHONE BUDGET MANAGEMENT SYSTEM (TBM)	2	1	1	\$19.88
TEMS	33	33		
TPL - TEMPLE SCHEDULING SYSTEM (TSS)	1		1	\$19.88
UNIX SERVER	339	336	3	\$59.64
VENDOR ACCOUNT	7	7		
VENDOR ACCOUNTS	8	8		
VERIFONE	1	1		
VIDEO	1	1		
VIDEO CONFERENCE	1	1		
Vidyo	1	1		
vision	1		1	\$19.88

Ticket Product Item	Total created	Tickets created by		\$19.88 GSC cost per transaction
		Non-GSC teams	GSC teams	
VISUAL CLICK	1		1	\$19.88
VMS SERVER	4	3	1	\$19.88
VPN	1	1		
WATCHGUARD FIREBOX	1	1		
WEB ANALYTICS (OMNITURE)	1		1	\$19.88
WEB CONTENT FILTER (ZSCALER)	5	1	4	\$79.52
websense	1		1	\$19.88
WRQ REFLECTION X	4	3	1	\$19.88
<b>Total:</b>	<b>2,513</b>	<b>1,098</b>	<b>1,415</b>	<b>\$28,130.20</b>

## Remedy tickets handling

<b>Report Purpose</b>	Quantify the number of tickets created during the period by product portfolio.
<b>Period</b>	Between 8/1/12 and 8/31/12

Ticket Product Item	Total created	Tickets created by		\$19.88 GSC cost per transaction
		Non-GSC teams	GSC teams	
1C accounting	2	2		
1C ACCOUNTING	13	12	1	\$19.88
3COM SWITCH	144	142	2	\$39.76
ABBYY FINEREADER	1		1	\$19.88
ABBYY LINGVO	3	2	1	\$19.88
ACCESS CARD SYSTEM	2	2		
ACCORD - DATA SHARING AGREEMENT	37	37		
ACCOUNTABILITY AND TALENT IMPROVEMENT (ATI)	23		23	\$457.24
ACCOUNT CREATION REQUEST	260	17	243	\$4,830.84
ACCOUNT TERMINATION REQUEST	713	60	653	\$12,981.64
ADM ACCOUNT	81	2	79	\$1,570.52
ADOBE ACROBAT	43	5	38	\$755.44
ADOBE ACROBAT PROFESSIONAL	21	8	13	\$258.44
ADOBE ACROBAT READER	26	2	24	\$477.12
ADOBE CREATIVE SUITE	3	1	2	\$39.76
ADOBE FLASH PLAYER	5	1	4	\$79.52
ADOBE ILLUSTRATOR	1		1	\$19.88
ADOBE PHOTOSHOP	10	3	7	\$139.16
ADVANCEDMD	39		39	\$775.32
AFFILIATE ACCOUNTS	14	14		
AIX SERVER	17	16	1	\$19.88
ALEPH	6		6	\$119.28
AMAZON KINDLE	3	1	2	\$39.76
ANCESTRY.COM	1		1	\$19.88
APLUS - DOMESTIC	45	36	9	\$178.92
APLUS - INTERNATIONAL	32	14	18	\$357.84
APPLE IPAD	153	104	49	\$974.12
APPLE IPHONE	159	71	88	\$1,749.44
Apple iPhone 4s	2	2		
APPLE ITUNES	4	3	1	\$19.88
Apple MacBook Pro	1	1		
APPLE MACINTOSH WORKSTATION	66	25	41	\$815.08
APPLE OFFICE 2008	1		1	\$19.88

Ticket Product Item	Total created	Tickets created by		\$19.88 GSC cost per transaction
		Non-GSC teams	GSC teams	
APPLICATION FINDER	46	4	42	\$834.96
APPLICATIONXTENDER	1	1		
ART - AUTOMATED REWARDS TOOL (GHRIS MODULE)	9	1	8	\$159.04
AS400 OPERATING SYSTEM	1	1		
ASIA PACIFIC CIS	1	1		
ASTROCOM (TEMPLE)	47	46	1	\$19.88
AUDIT AND COMPLIANCE REPORTING	2	2		
AUTOCAD	10	3	7	\$139.16
AXIS/DVR CAMERAS	3	2	1	\$19.88
BACK END ZONE (BEZ)	4		4	\$79.52
BACKUP EXEC	4	4		
BARCODE PRINTER	5	3	2	\$39.76
BASIC AUTHENTICATION	1	1		
BEEHIVE CLOTHING INFORMATION SYSTEM (BCIS)	40	2	38	\$755.44
BEEHIVE CLOTHING MANUFACTURING SYSTEM (BCMS)	10		10	\$198.80
BEEHIVE LABELING SYSTEM	1		1	\$19.88
BISHOPS STOREHOUSE INVENTORY REPORTING (BSIR)	3		3	\$59.64
black	1		1	\$19.88
BLACKBERRY	322	45	277	\$5,506.76
BLUE COAT REVERSE PROXY	1	1		
BLUESTEP	13		13	\$258.44
BMC REMEDY SERVICE DESK	632	29	603	\$11,987.64
BRAZIL APPLICATION PORTAL	22	8	14	\$278.32
BUDGET REQUEST AND SUBMITTAL SYSTEM (BRASS)	3	1	2	\$39.76
BUILDING CONNECTIVITY	3	1	2	\$39.76
BUSINESS OBJECTS	1	1		
BUSINESSOBJECTS	1	1		
CABLE	50	43	7	\$139.16
CALENDAR CREATOR	1		1	\$19.88
CANDIDATESOURCE (GLOBAL HR MODULE)	7	2	5	\$99.40
CASCADE PC	540	492	48	\$954.24

Ticket Product Item	Total created	Tickets created by		\$19.88 GSC cost per transaction
		Non-GSC teams	GSC teams	
CASH REGISTER DRAWER	2	1	1	\$19.88
CATAPULT	48	47	1	\$19.88
CCN DATABASE	1		1	\$19.88
CD / DVD BURNER	32	19	13	\$258.44
CENTER QUALITY MANAGEMENT (CALLCOPY)	2		2	\$39.76
CERBERIAN CONTENT FILTERING AGENT (CIMA)	1	1		
CES DESKTOP	173	148	25	\$497.00
CES RESOURCE CD	1	1		
CHANGE OR MOVE OFFICE	48	23	25	\$497.00
CHURCH DESKTOP	271	248	23	\$457.24
CHURCH DIRECTORY OF ORGANIZATIONS AND LEADERS (CDOL)	119	10	109	\$2,166.92
CHURCH FACILITIES ARTWORK (AV IMAGE CATALOG)	3	1	2	\$39.76
CHURCH INFORMATION RESOURCE (CIR)	6	6		
CHURCH MEDIA LIBRARY (TELESCOPE)	6		6	\$119.28
CHURCH MEMBERSHIP INFORMATION SYSTEM (CMIS)	29	4	25	\$497.00
CHURCH ORGANIZATION HEADQUARTERS (COH)	1	1		
CHURCH REPORTING APPLICATION (CRA) (BUSINESS OBJECTS)	71	32	39	\$775.32
CHURCH SCHEDULING SYSTEM-GAO (CSS)	2		2	\$39.76
CHURCH-SERVICE MISSIONARY ALLOCATION (CSMA)	1		1	\$19.88
CHURCH-SERVICE MISSIONARY WEBSITE (CSMW)	12	4	8	\$159.04
CHURCH TELEPHONE DIRECTORY	13	5	8	\$159.04
CHURCH UNIT BANKING SYSTEM (CUBS)	233	226	7	\$139.16
CHURCH WEBSITE - JOSEPH SMITH PAPERS	2	1	1	\$19.88
cisco	1	1		
CISCO 1041 WIRELESS ACCESS POINT	89	5	84	\$1,669.92
CISCO 881W FIREWALL	641	31	610	\$12,126.80



Ticket Product Item	Total created	Tickets created by		\$19.88 GSC cost per transaction
		Non-GSC teams	GSC teams	
CISCO 881W FIREWALL (ACTIVATION)	358	21	337	\$6,699.56
CISCO AIRONET ACCESS POINT	75	2	73	\$1,451.24
CISCO ASA 5505	109	15	94	\$1,868.72
CISCO INTERNETWORK OPERATING SYSTEM (IOS)	406	400	6	\$119.28
Cisco IP PBX	1	1		
Cisco IP phone	1	1		
CISCO PIX 501	121	33	88	\$1,749.44
CISCO ROUTER	233	222	11	\$218.68
CISCO ROUTER 1841	147	144	3	\$59.64
CISCO UNMANAGED SWITCH	19	14	5	\$99.40
CISCO VPN ANYCONNECT	283	33	250	\$4,970.00
CISCO VPN CONCENTRATOR	10	2	8	\$159.04
CITRIX MANAGEMENT CONSOLE (CMC)	2		2	\$39.76
CITRIX WEBAPPS (XENAPP)	31	5	26	\$516.88
CITRIX WEBDESK	9	1	8	\$159.04
CLARIFY (AMDOCS)	2	1	1	\$19.88
CLARITY	36	4	32	\$636.16
COB GUEST REGISTRATION	10	2	8	\$159.04
COLLECTION AND PAYMENTS SYSTEM (CAPS II)	1		1	\$19.88
COMMODITY USAGE SYSTEM (CUS)	7	1	6	\$119.28
COMMUNICATIONS CABLING	2	2		
COMPAQ (HP) WORKSTATION	17	11	6	\$119.28
COMPAQ NOTEBOOK / LAPTOP	9	1	8	\$159.04
COMPUTER ASSET INVENTORY MANAGEMENT SYSTEM (CAIMS)	106	104	2	\$39.76
CONFERENCE ROOMS	40	22	18	\$357.84
CONFIDENTIAL RECORDS INFORMATION SERVICE (CRIS)	5	4	1	\$19.88
CONVERT DATA ENTRY (CDE)	68		68	\$1,351.84

Ticket Product Item	Total created	Tickets created by		\$19.88 GSC cost per transaction
		Non-GSC teams	GSC teams	
COORDINATOR STUDENT TRACKING AND REPORTING (CSTAR-WEB)	36	1	35	\$695.80
COPIER	23	4	19	\$377.72
COPY	1	1		
CORT PAYROLL	3	3		
CPU	148	22	126	\$2,504.88
CREDIT CARD PROCESSING SYSTEM (CPS)	1		1	\$19.88
CRESTRON TOUCHPANEL CONTROL	16	10	6	\$119.28
CRYSTAL REPORTS	4		4	\$79.52
CUSTOMER DISPLAY	9		9	\$178.92
CUTEPDF	12		12	\$238.56
CYBERLINK POWER2GO	3	1	2	\$39.76
CYBERLINK POWER DVD	3	1	2	\$39.76
DAILY BACKUP	9	7	2	\$39.76
DATA STORAGE (BACKUPS / RESTORE)	54	47	7	\$139.16
DATA WAREHOUSE	336	336		
DECISION POINT	45	11	34	\$675.92
DECISION SUPPORT SYSTEM (DSS)	15	10	5	\$99.40
DEEP FREEZE	16		16	\$318.08
DELL 3010 PRINTER	4	1	3	\$59.64
DELL 3110 PRINTER	3	1	2	\$39.76
DELL 3115 MULTI-FUNCTION PRINTER	11	5	6	\$119.28
DELL DESKTOP OTHER	191	121	70	\$1,391.60
Dell Laptop	1	1		
DELL LAPTOP BATTERY	3	1	2	\$39.76
DELL LAPTOP OTHER	201	149	52	\$1,033.76
DELL LATITUDE D505	1		1	\$19.88
DELL LATITUDE D610	5	5		
DELL LATITUDE D620	4	2	2	\$39.76
DELL LATITUDE D630	15	7	8	\$159.04
DELL OPTIPLEX	201	180	21	\$417.48
DELL OPTIPLEX 280	1		1	\$19.88
DELL OPTIPLEX 620	1		1	\$19.88
DELL OPTIPLEX 740/745	23	15	8	\$159.04
DELL OPTIPLEX 755	3		3	\$59.64
DELL PROJECTOR	7	4	3	\$59.64
DESKTOP	23	13	10	\$198.80
DESKTOP - APPLE	2	1	1	\$19.88
DESKTOP - DELL	34	20	14	\$278.32

Ticket Product Item	Total created	Tickets created by		\$19.88 GSC cost per transaction
		Non-GSC teams	GSC teams	
DESKTOP - HP	34	17	17	\$337.96
DESKTOP - LENOVO	99	39	60	\$1,192.80
DESKTOP MANAGEMENT PILOT	1	1		
DESKTOP MANAGEMENT (TIVOLI ENDPOINT MANAGER (TEM))	98	62	36	\$715.68
DESKTOP SECURITY (SOPHOS)	576	38	538	\$10,695.44
DICM.ORG (DESERET INDUSTRIES CASE MANAGEMENT WEB SITE)	15	1	14	\$278.32
DICTATION RECORDER	1	1		
DICTATION SOFTWARE	6	6		
DIRECT MACHINE INTERFACE (DMI)	2		2	\$39.76
DIRECTORS OF PUBLIC AFFAIRS WEBSITE	1	1		
DIRECTORY INFRASTRUCTURE	3	3		
DISTRIBUTION ORDER (DSD)	75		75	\$1,491.00
DI TIME CLOCK (TA100PRO)	3	2	1	\$19.88
DOCUMENT PRINTER	41	36	5	\$99.40
DOMAIN NAME SERVER (DNS)	89	68	21	\$417.48
DROPPED CALL	157		157	\$3,121.16
DSL	4	4		
EMPLOYEE SELF-SERVICE (TIME ENTRY)	14		14	\$278.32
Employee Transferred	1		1	\$19.88
EMPLOYEE TRANSFERRED	74	1	73	\$1,451.24
EMPLOYMENT VERIFICATION	1	1		
EMPTORIS ENTERPRISE CONTRACT MANAGEMENT (ECM)	8		8	\$159.04
ENSIGN PEAK APPS	1		1	\$19.88
ENTITLEMENT MANAGEMENT	1	1		
EPSON PRINTER OTHER	9	1	8	\$159.04
ESX SERVER	75	75		
ETEK INVENTORY CONTROL SYSTEM	1	1		
ETRAVEL	13		13	\$258.44
EVENT PLANNING SYSTEM (EPS)	1	1		

Ticket Product Item	Total created	Tickets created by		\$19.88 GSC cost per transaction
		Non-GSC teams	GSC teams	
EWORK - METASTORM WORKFLOW MANAGMENT	2	1	1	\$19.88
EXADIGM	8	8		
EXCHANGE SERVER	540	63	477	\$9,482.76
EXPLORER	1		1	\$19.88
EXTRACTION ADMINISTRATION SYSTEM (EASY)	2	2		
FACILITIES MANAGEMENT AUTOMATED TOOLS (FMAT)	74	5	69	\$1,371.72
FACILITY ISSUE REPORTING (FIR)	69		69	\$1,371.72
FACILITY RESOURCE SETUP	1	1		
FAMILY HISTORY LIBRARY CATALOG (OLIB)	8	1	7	\$139.16
FAMILYSEARCH INDEXING (FSI)	44		44	\$874.72
FAX	18	4	14	\$278.32
FHC CENTERS MENU	5		5	\$99.40
FHC PROFILE	1		1	\$19.88
FHL PATRON DESKTOP	1,092	1,089	3	\$59.64
FIELD OFFICE INTERNET	7	3	4	\$79.52
FILESEND	109	8	101	\$2,007.88
FILE SHREDDER	1		1	\$19.88
FOLIO VIEWS	3		3	\$59.64
FTP VOYAGER	8	7	1	\$19.88
GERBER (ACCUMARK, ACCUNEST, C-200T)	1		1	\$19.88
GLOBAL DIRECTORY (GDIR)	13	6	7	\$139.16
GLOBAL FUNDING SYSTEM (GFS)	10	10		
GLOBAL HR INFORMATION SYSTEM (PEOPLESOFT HR)	122	9	113	\$2,246.44
GLOBAL HUMAN RESOURCE METRICS DASHSBOARD (HRD METRICS)	1		1	\$19.88
GLOBAL INCIDENT REPORTING WEBSITE (GIR)	4	1	3	\$59.64
GLOBAL PROPERTY MANAGEMENT (GPM)	17	12	5	\$99.40
GLOBAL VISA MANAGEMENT (GVM)	20	2	18	\$357.84
GMAIL	3	1	2	\$39.76

Ticket Product Item	Total created	Tickets created by		\$19.88 GSC cost per transaction
		Non-GSC teams	GSC teams	
GOOGLE EARTH	3		3	\$59.64
HANDHELD SCANNER	2	1	1	\$19.88
HISTORICAL MATERIALS MANAGEMENT SYSTEM (HMMS)	7	1	6	\$119.28
HOME.LDSCHURCH.ORG	82	10	72	\$1,431.36
HONEYWELL WEBSTAT	39		39	\$775.32
HP ASSET MANAGER	1		1	\$19.88
HP BACKUP TAPE DRIVE	2	2		
HP DISCOVERY AND DEPENDENCY MAPPING INVENTORY (DDMI)	1	1		
HP NOTEBOOK / LAPTOP	13	7	6	\$119.28
HP QUALITY CENTER	2	1	1	\$19.88
HP SERVICE MANAGER (ITSM)	26	8	18	\$357.84
HR QUESTION	6		6	\$119.28
HR SOFT (HRS)	4	1	3	\$59.64
HUMANITARIAN SERVICE DATABASE	5		5	\$99.40
IBM WEBSHERE	1		1	\$19.88
ICS CONSOLIDATED DASHBOARD	1		1	\$19.88
IE9	1	1		
INFOGUIDE	28	20	8	\$159.04
INFOGUIDE2	4	4		
INFRASTRUCTURE TASK MANAGEMENT SYSTEM (ITMS)	2	2		
INSTANT MESSENGER (LDS)	1		1	\$19.88
INSTITUTE STUDENT TRACKING AND REPORTING (ISTAR)	3	1	2	\$39.76
INTECOM TELEPHONE	6	4	2	\$39.76
INTEGRATED CATALOG	1	1		
INTERNATIONAL GARMENT SALES (IAGS)	1		1	\$19.88
INTERNET CONNECTION PROBLEM	672	100	572	\$11,371.36
INTERNET LEARNING	48	16	32	\$636.16
INTERNET MISSION OFFICE SYSTEM (IMOS)	829	42	787	\$15,645.56
INTERNET SERVICE PROVIDER (ISP)	52	25	27	\$536.76
INTERVIDEO WIN DVD	1	1		
INTERWOVEN-WORKSITE	15	11	4	\$79.52
INTRANET	58	5	53	\$1,053.64
INVENTORY MANAGER	195	183	12	\$238.56

Ticket Product Item	Total created	Tickets created by		\$19.88 GSC cost per transaction
		Non-GSC teams	GSC teams	
JAPAN CFIS INTERFACE SYSTEM (JCIS)	1	1		
JIRA	6	3	3	\$59.64
JP MORGAN PAYMENTNET.COM	57	1	56	\$1,113.28
K9 BLUECOAT	157	8	149	\$2,962.12
KEYBOARD / MOUSE	59	36	23	\$457.24
KNOWLEDGE EXCHANGE (PROVISION)	7	2	5	\$99.40
KRONOS	11	8	3	\$59.64
LANDESK MANAGEMENT SUITE	47	3	44	\$874.72
LAPTOP	6	6		
LAPTOP - APPLE	34	22	12	\$238.56
LAPTOP BACKPACK	3	3		
LAPTOP - DELL	67	50	17	\$337.96
LAPTOP - HP	17	9	8	\$159.04
LAPTOP - LENOVO	382	152	230	\$4,572.40
LDS ACCESS	54	5	49	\$974.12
LDS ACCOUNT	5,793	485	5,308	\$105,523.04
LDS CES.ORG WEB PAGES	27	1	26	\$516.88
LDSCHURCH.JOBS (CHURCH EMPLOYMENT WEBSITE )	17	2	15	\$298.20
LDSCHURCH.ORG EXTERNAL ACCESS (HOME.LDSCHURCH.ORG )	3	1	2	\$39.76
LDS CHURCH WIRELESS	120	14	106	\$2,107.28
LDS COLLECTORS LIBRARY	2	2		
LDS EMARKET (PURCHASING.LDSCHURCH.ORG)	19	4	15	\$298.20
LDS EMPLOYMENT RESOURCES SERVICES	1		1	\$19.88
LDSJOBS.ORG	448		448	\$8,906.24
LDS KNOWLEDGE BASE	5		5	\$99.40
LDS LIBRARY	2		2	\$39.76
LDSMAIL	216	3	213	\$4,234.44
LDSMAIL@LDS CES.ORG	13	2	11	\$218.68
LDS MAPS	19	3	16	\$318.08
LDS.Org	1	1		
LDS.ORG	617	161	456	\$9,065.28
LDS PHILANTHROPIES APPS (LDSP)	5	5		
LDS SCRIPTURES	3	1	2	\$39.76
LDS TEAMS	45	1	44	\$874.72

Ticket Product Item	Total created	Tickets created by		\$19.88 GSC cost per transaction
		Non-GSC teams	GSC teams	
LEADER RESOURCES (LDS.ORG/LEADER)	11	2	9	\$178.92
LENEL SECURITY SYSTEMS	3	1	2	\$39.76
LinkSYS+Cisco	2	2		
LINUX SERVER	1,039	1,030	9	\$178.92
LOCAL UNIT FINANCIAL AUDITING SYSTEM (LUFAS)	43	1	42	\$834.96
LOCAL UNIT REPORT RECEIPTING BANKING SYSTEM (LURBS)	143	41	102	\$2,027.76
LOCAL UNIT WEBSITE (LUWS)	18	6	12	\$238.56
MAJOR INCIDENT REPORTING SYSTEM (MIRS)	1		1	\$19.88
MANAGEMENT REPORTS INTERNATIONAL (MRI)	1	1		
MAPS	6	1	5	\$99.40
MARKLOGIC	7	7		
MEDIA PLAYER	8	3	5	\$99.40
MEDIAPULSE	5		5	\$99.40
MEETINGHOUSE INTERNET	29	13	16	\$318.08
MEETINGHOUSE RECOMMENDATION TOOL (MRT)	7	3	4	\$79.52
MEETINGHOUSE TECHNICAL SERVICES (MTS)	8	3	5	\$99.40
MEETINGHOUSE TECHNOLOGY MANAGER (MTM)	3	3		
MEETINGHOUSE WEBCAST COMMUNICATOR	53	18	35	\$695.80
MEETINGHOUSE WEBCAST RECEIVER	6		6	\$119.28
MEETINGHOUSE WEBCAST SOFTWARE	47	10	37	\$735.56
MEETINGPLACE	200	17	183	\$3,638.04
MEMBER AND LEADER SERVICES (MLS)	273	21	252	\$5,009.76
MICROFILM ORDERING CENTER-DISTRIBUTION (MOC)	1		1	\$19.88
MICROSOFT ACCESS	28	7	21	\$417.48
MICROSOFT ACTIVE DIRECTORY (EAD)	39	7	32	\$636.16

Ticket Product Item	Total created	Tickets created by		\$19.88 GSC cost per transaction
		Non-GSC teams	GSC teams	
MICROSOFT ACTIVE DIRECTORY MIGRATION	2	2		
MICROSOFT ACTIVE DIRECTORY (WH)	72	4	68	\$1,351.84
MICROSOFT DYNAMICS AX	75		75	\$1,491.00
MICROSOFT EXCEL	42	17	25	\$497.00
MICROSOFT INTERNET EXPLORER	268	53	215	\$4,274.20
MICROSOFT LYNC	84	6	78	\$1,550.64
MICROSOFT NETMEETING	1		1	\$19.88
MICROSOFT OFFICE ACCESS 2007	18	7	11	\$218.68
MICROSOFT OFFICE ACCESS 2010	3		3	\$59.64
MICROSOFT OFFICE COMMUNICATOR	48	1	47	\$934.36
MICROSOFT OFFICE EXCEL 2007	22	8	14	\$278.32
MICROSOFT OFFICE EXCEL 2010	15	8	7	\$139.16
MICROSOFT OFFICE INFOPATH 2007	1		1	\$19.88
MICROSOFT OFFICE ONENOTE 2007	7	5	2	\$39.76
MICROSOFT OFFICE ONENOTE 2010	14	12	2	\$39.76
MICROSOFT OFFICE OUTLOOK 2007	1,378	148	1,230	\$24,452.40
MICROSOFT OFFICE OUTLOOK 200oUTLOOK	1		1	\$19.88
MICROSOFT OFFICE OUTLOOK 2010	357	79	278	\$5,526.64
MICROSOFT OFFICE POWERPOINT 2007	5	1	4	\$79.52
MICROSOFT OFFICE POWERPOINT 2010	3		3	\$59.64
MICROSOFT OFFICE PROJECT 2007	4	1	3	\$59.64
MICROSOFT OFFICE PROJECT 2010	14		14	\$278.32
MICROSOFT OFFICE PUBLISHER 2007	1		1	\$19.88
MICROSOFT OFFICE SUITE 2007	15		15	\$298.20
MICROSOFT OFFICE SUITE 2010	92	20	72	\$1,431.36
MICROSOFT OFFICE VISIO 2007	4	1	3	\$59.64



Ticket Product Item	Total created	Tickets created by		\$19.88 GSC cost per transaction
		Non-GSC teams	GSC teams	
MICROSOFT OFFICE VISIO 2010	8	2	6	\$119.28
MICROSOFT OFFICE WORD 2007	30	7	23	\$457.24
MICROSOFT OFFICE WORD 2010	9	2	7	\$139.16
MICROSOFT OUTLOOK EXPRESS (CES ONLY)	8		8	\$159.04
MICROSOFT OUTLOOK WEB ACCESS	33	2	31	\$616.28
MICROSOFT OUTLOOK WEB APP (OWA)	114	2	112	\$2,226.56
MICROSOFT POWERPOINT	4	2	2	\$39.76
MICROSOFT PROJECT	6	1	5	\$99.40
MICROSOFT PUBLISHER	1		1	\$19.88
MICROSOFT REMOTE DESKTOP	4		4	\$79.52
MICROSOFT REPORTING SERVICES	1	1		
MICROSOFT SHAREPOINT	118	19	99	\$1,968.12
MICROSOFT UNIFIED ACCESS GATEWAY (UAG)	2	1	1	\$19.88
MICROSOFT VISIO	21	3	18	\$357.84
MICROSOFT VISUAL STUDIO	6	5	1	\$19.88
MICROSOFT WINDOWS (OTHER THAN XP)	116	75	41	\$815.08
MICROSOFT WINDOWS XP	128	14	114	\$2,266.32
MICROSOFT WORD	18	3	15	\$298.20
MICROS XSTORE POINT OF SALE	2		2	\$39.76
MISSIONARY	1	1		
MISSIONARY CALL SYSTEM	3		3	\$59.64
MISSIONARY INQUIRY	12		12	\$238.56
MISSIONARY KEY INDICATORS (MISSIONARY.LDS.ORG)	16		16	\$318.08
MISSIONARY LETTERS (MISSIONARY.LDS.ORG)	44	3	41	\$815.08
MISSIONARY LMS PORTAL (MISSIONARY.LDS.ORG)	58	4	54	\$1,073.52
MISSIONARY MANAGEMENT SYSTEM (MMS, NAPI)	3	1	2	\$39.76

Ticket Product Item	Total created	Tickets created by		\$19.88 GSC cost per transaction
		Non-GSC teams	GSC teams	
MISSIONARY ONLINE RECOMMENDATION SYSTEM	125		125	\$2,485.00
MISSIONARY PORTAL (MISSIONARY.LDS.ORG)	26		26	\$516.88
MISSIONARY REFERRAL MANAGER (MRM)	4		4	\$79.52
MISSION AUTO TRACKING SYSTEM (MATS)	9		9	\$178.92
MISSION OFFICE PEER TO PEER	4		4	\$79.52
MISSION PRESIDENT PORTAL	1		1	\$19.88
MOBILE APP - GOSPEL LIBRARY	10	2	8	\$159.04
MOBILE APP - LDS TOOLS	48	1	47	\$934.36
MOBILE APP - THE MORMON CHANNEL	3	1	2	\$39.76
MOBILE PHONE	638	220	418	\$8,309.84
MONITOR	134	56	78	\$1,550.64
MORMON.ORG	17	3	14	\$278.32
MORMON RADIO	1	1		
MOTION COMPUTING TABLET	5	1	4	\$79.52
MOTORPOOL RESERVATIONS (FLEETCOMMANDER)	2		2	\$39.76
MSR	6	2	4	\$79.52
MTC MEDIA PORTAL (IMTC VIDEO STREAMING)	5	2	3	\$59.64
MY.LDSCHURCH.ORG	2		2	\$39.76
MYLDSMAIL	195	3	192	\$3,816.96
NAGIOS (EYE IN THE SKY)	56	53	3	\$59.64
NAGIOS - UNASSIGNED ALERT	1		1	\$19.88
NAUTILUS	2		2	\$39.76
NETWORK	4	4		
NETWORK DRIVE/ FOLDER ACCESS	438	97	341	\$6,779.08
NETWORK INTERFACE CARD (NIC)	14	7	7	\$139.16
NETWORK INTRUSION DETECTION SYSTEM (NIDS)	5	5		
NEW EMPLOYEE / CONTRACTOR SETUP	345	174	171	\$3,399.48
NEW FAMILYSEARCH	149	1	148	\$2,942.24
NEW.LDS.ORG	27		27	\$536.76
NON ISSUE CALL / PRANK CALL	665		665	\$13,220.20

Ticket Product Item	Total created	Tickets created by		\$19.88 GSC cost per transaction
		Non-GSC teams	GSC teams	
NON PRODUCT INFORMATION CALL	759	15	744	\$14,790.72
NOVELL CLIENT	145	9	136	\$2,703.68
NOVELL CONSOLE ONE	10	10		
NOVELL DIRECTORY SERVICES (NDS) - LDS AUTH	2	1	1	\$19.88
NOVELL DIRECTORY SERVICES (NDS) - LDS TREE	14	10	4	\$79.52
NOVELL IMANAGER	3		3	\$59.64
NOVELL SERVER	70	54	16	\$318.08
ODYSSEY CLIENT	5	1	4	\$79.52
OFFICE EQUIPMENT	7	1	6	\$119.28
OFFICIAL COMMUNICATION LIBRARY (OCL)	2		2	\$39.76
ONLINE MISSIONARY COURSES (MISSIONARY.LDS.ORG)	7		7	\$139.16
ONLINE STORE (STORE.LDS.ORG)	70	2	68	\$1,351.84
OPEN WORKBENCH	1		1	\$19.88
OPINION LEADER (CRM)	9	2	7	\$139.16
OPTIMUM PAYROLL	1		1	\$19.88
ORACLE	497	497		
ORACLE DATABASE SERVICE	158	105	53	\$1,053.64
ORACLE ENTERPRISE MANAGER (OEM)	7	3	4	\$79.52
ORDINANCE DATA MANAGEMENT (ODM)	2		2	\$39.76
ORDINANCE RECORDING SYSTEM (ORS)	38	15	23	\$457.24
OSA-DATA CENTER	1	1		
OSA-MAINTENANCE-HARDWARE	1		1	\$19.88
OSA-MAINTENANCE-SOFTWARE	1	1		
OTHER COMPUTER MODEL (NON-DELL)	145	17	128	\$2,544.64
OTHER IEA DEVICE	7	3	4	\$79.52
OUTLOOK	1	1		
PASSWORD	8		8	\$159.04
PATRIARCHAL BLESSING	5		5	\$99.40
PATRIARCHAL BLESSINGS SEARCH	1		1	\$19.88
PATRIARCHAL BLESSING SUBMISSION SYSTEM (PBSS)	2		2	\$39.76

Ticket Product Item	Total created	Tickets created by		\$19.88 GSC cost per transaction
		Non-GSC teams	GSC teams	
PAYMENT CARD INDUSTRY (PCI)	1		1	\$19.88
PAYROLL	2		2	\$39.76
PCI THIN CLIENT	5	3	2	\$39.76
PEER TO PEER	7		7	\$139.16
PEOPLEFINDER	6		6	\$119.28
PEOPLESOFT FS (CFIS)	261	70	191	\$3,797.08
PERFORMANCE MANAGEMENT SITE	1	1		
PERPETUAL EDUCATION FUND (PEF)	83	47	36	\$715.68
PERSONAL ANCESTRAL FILE (PAF)	6		6	\$119.28
PERSONAL VIDEO CONFERENCING (PVC) / VIDYO	213	46	167	\$3,319.96
PERSONAL VIDEO CONFERENCING (PVC) / VIDYOI	4		4	\$79.52
PFD - ADMIN	1		1	\$19.88
PFD - CALL TRANSFER	9		9	\$178.92
PFD - NEW EMPLOYEE SETUP	4	2	2	\$39.76
PFD - OTHER	3	1	2	\$39.76
PFD - PEOPLESOFT	13	4	9	\$178.92
PFD - PURCHASE ORDERS	4		4	\$79.52
PHAROS	2		2	\$39.76
PHONES	3	3		
PIECE RATE SYSTEM (PRS)	6	1	5	\$99.40
POLICY POINT	7		7	\$139.16
POTENTIAL STUDENT TRACKER (PST-WEB)	11	1	10	\$198.80
POWER SUPPLY	19	18	1	\$19.88
PRIESTHOOD TELEPHONE DIRECTORY (PTD)	1		1	\$19.88
PRINTER/COPIER OTHER	362	107	255	\$5,069.40
PRINTER FINDER	46	17	29	\$576.52
PRINTER - HP	309	113	196	\$3,896.48
PRINTER - LEXMARK	14		14	\$278.32
PRINTER - RICOH	145	26	119	\$2,365.72
PRINTER - SAVIN	20	4	16	\$318.08
PRINTER - SHARP	95	2	93	\$1,848.84
PRINTER - XEROX	120	8	112	\$2,226.56
PRINTING INFORMATION MANAGEMENT SYSTEMS (DIMS)	6		6	\$119.28

Ticket Product Item	Total created	Tickets created by		\$19.88 GSC cost per transaction
		Non-GSC teams	GSC teams	
PRODUCT / APPLICATION NOT FOUND	1,813	442	1,371	\$27,255.48
PROJECTOR - CES	2		2	\$39.76
PROJECTOR - MEETINGHOUSE	1		1	\$19.88
PROJECTOR OTHER	21	8	13	\$258.44
PROJECTOR - WORKFORCE	11	10	1	\$19.88
proofpoin	1		1	\$19.88
PROPERTY RESERVE INC. APPS (PRI)	3		3	\$59.64
PROVIDENT LIVING	2		2	\$39.76
PROVISIONING AND DELEGATED ADMINISTRATION	4		4	\$79.52
PUBLIC ACCESS COMPUTER	31	25	6	\$119.28
PUBLICATIONS INFORMATION NETWORK (PIN)	1	1		
PUREVIEW CHECK VIEWING SOFTWARE	2	2		
QUALTRICS	3		3	\$59.64
RBIS	12	9	3	\$59.64
RECEIPT PRINTER	2	2		
RELATED ENTITIES FINANCIAL INFORMATION SYSTEM (REFIS)	21	5	16	\$318.08
RETAIL PRO (POINT OF SALE - POS)	79	61	18	\$357.84
Ricoh	1		1	\$19.88
RISK MANAGEMENT INFORMATION SYSTEM (RMIS)	2	2		
ROUTER/SWITCH/PORT	1	1		
ROXIO EASY CD CREATOR	1		1	\$19.88
SATELLITE PHONE	3		3	\$59.64
SATELLITE SYSTEM	600	23	577	\$11,470.76
SCANNER	59	15	44	\$874.72
SECURE ACCESS PORTAL (SAA)	1		1	\$19.88
SECURITY INFORMATION AND EVENT MANAGEMENT	1		1	\$19.88
SEMINARIES AND INSTITUTES INTRANET (SI.LDS.ORG)	19		19	\$377.72
SERVER	268	214	54	\$1,073.52

Ticket Product Item	Total created	Tickets created by		\$19.88 GSC cost per transaction
		Non-GSC teams	GSC teams	
SERVER CONFIGURATION MANAGEMENT DATABASE (SCMDB)	12	8	4	\$79.52
SERVER LOAD BALANCING (F5)	28	26	2	\$39.76
SERV MAG	9	9		
SHARPDESK	1		1	\$19.88
SISTEMA DE INFORMACION Y GESTION ADM. Y CONTABLE (SIGAC)	4	3	1	\$19.88
SISTEMA INTEGRAL DE INFORMACION DEL AREA (SIIA)	18	12	6	\$119.28
SKYPE	10	4	6	\$119.28
SMALL APPS	1		1	\$19.88
SMARTBUILDER	3	2	1	\$19.88
SOLARIS SERVER	4	4		
SOPHOS	6	6		
SPYBOT SEARCH & DESTROY	1		1	\$19.88
SQL SERVER 2000	16	16		
SQL SERVER DATABASE SERVICE	43	41	2	\$39.76
STAKE/WARD CALENDAR (LDS.ORG/CHURCH-CALENDAR)	23	6	17	\$337.96
STAKE/WARD DIRECTORY (LDS.ORG/DIRECTORY)	56		56	\$1,113.28
STANDARD WINDOWS PLATFORM (WINDOWS 7)	556	72	484	\$9,621.92
STE PORT	3	3		
STUDENT TRACKING AND REPORTING (STAR)	16	1	15	\$298.20
SUBVERSION	1		1	\$19.88
SUN JAVA	11	2	9	\$178.92
SURPLUS PC	336	327	9	\$178.92
TECH SERVICES CATALOG	51	48	3	\$59.64
TELECOM BILLING (RIVERMINE)	124	111	13	\$258.44
TELEPHONE	71	40	31	\$616.28
TELEPHONE AND NETWORK CONNECTION	98	65	33	\$656.04
TELEPHONE BILLING	84	74	10	\$198.80
TELEPHONE BUDGET MANAGEMENT SYSTEM (TBM)	2	1	1	\$19.88

Ticket Product Item	Total created	Tickets created by		\$19.88 GSC cost per transaction
		Non-GSC teams	GSC teams	
TELEPHONE VOICE MAIL	44	4	40	\$795.20
TEMPLE ENTRY SYSTEM (TES)	50	17	33	\$656.04
TEMPLE FACILITY INFORMATION SYSTEM (TFIS)	14	5	9	\$178.92
TEMPLE SCHEDULING SYSTEM (TSS)	17	8	9	\$178.92
TEMS	33	33		
TPL - TEMPLE SCHEDULING SYSTEM (TSS)	1		1	\$19.88
TRANSCRIPTION SOFTWARE	2	2		
TRANSLATION ASSISTANCE TOOLS (TAT)	2	2		
(UCMDB-CM) UCMDB CONFIGURATION MANAGER	1	1		
(UCMDB) HP UNIVERSAL CONFIGURATION MANAGEMENT DATABASE	1	1		
UNIFIED COMMUNICATIONS COMMUNICATOR	1		1	\$19.88
UNINTERUPTIBLE POWER SUPPLY (UPS)	15	15		
UNIX SERVER	339	336	3	\$59.64
UNMANAGED NETWORK SWITCH	26	21	5	\$99.40
USB WIRELESS ADAPTERS	17	11	6	\$119.28
VENDMAX	1		1	\$19.88
VENDOR ACCOUNT	7	7		
VENDOR ACCOUNTS	32	9	23	\$457.24
VERIFONE	1	1		
VIDEO	1	1		
VIDEO CONFERENCE	1	1		
VIDEO CONFERENCING SYSTEMS	141	125	16	\$318.08
Vidyo	1	1		
VIGNETTE RECORDS AND DOCUMENTS (VRD)	9	7	2	\$39.76
VINEYARD (VINEYARD.LDS.ORG)	2		2	\$39.76
vision	1		1	\$19.88
VISUAL CLICK	1		1	\$19.88
VISUAL HUR	4		4	\$79.52

Ticket Product Item	Total created	Tickets created by		\$19.88 GSC cost per transaction
		Non-GSC teams	GSC teams	
VMS SERVER	4	3	1	\$19.88
VMWARE ESX SERVER	13	13		
VMWARE FUSION (WINDOWS VIRTUAL DESKTOP)	21	21		
VMWARE WORKSTATION	1		1	\$19.88
VOIP TELEPHONY (IP PHONE)	790	321	469	\$9,323.72
VPN	1	1		
WATCHGUARD FIREBOX	1	1		
WEB ACCESS MANAGEMENT (WAM)	6	2	4	\$79.52
WEB ANALYTICS (OMNITURE)	1		1	\$19.88
WEB CONTENT FILTER (WEBSense)	96	4	92	\$1,828.96
WEB CONTENT FILTER (ZSCALER)	5	1	4	\$79.52
WEB INSTITUTE STUDENT ENROLLMENT (WISE)	535	22	513	\$10,198.44
websense	1		1	\$19.88
WEB SSO	18		18	\$357.84
WINDOWS SERVER	902	873	29	\$576.52
WINZIP	9	5	4	\$79.52
WIRELESS NETWORK INTERFACE CARD (WNIC)	17	9	8	\$159.04
WORKPLACE XT (FILENET)	3	2	1	\$19.88
WORLDSEVER (WS, GMS)	1	1		
WRQ REFLECTION X	4	3	1	\$19.88
WRX (WAREHOUSE RX)	1	1		
XCELLENET AFARIA	2	1	1	\$19.88
XEROX MULTIFUNCTION PRINTER	253	20	233	\$4,632.04
YW PERSONAL PROGRESS (LDS.ORG/ YOUNG-WOMEN/ PERSONAL-PROGRESS)	1		1	\$19.88
<b>Total:</b>	<b>43,070</b>	<b>14,341</b>	<b>28,729</b>	<b>\$571,132.52</b>



## Remedy tickets handling

<b>Report Purpose</b>	Quantify the number of tickets resolved during the period by product portfolio.
<b>Period</b>	Between 8/1/12 and 8/31/12

Ticket portfolio	Total created	Tickets resolved by		\$19.88 GSC cost per transaction
		Non-GSC teams	GSC teams	
Application Platforms	389	96	293	\$5,824.84
Centralized Services	5,543	1,610	3,933	\$78,188.04
Church History	26	5	21	\$417.48
Communication Services	1,557	186	1,371	\$27,255.48
Content and Media	97	12	85	\$1,689.80
Core Systems and Services	5,790	483	5,307	\$105,503.16
Development Platforms	59	52	7	\$139.16
Education	544	33	511	\$10,158.68
End User Productivity	13,303	4,465	8,838	\$175,699.44
Enterprise Information Mgmt	1,411	987	424	\$8,429.12
Facilities Management	162	23	139	\$2,763.32
Family History	155	1	154	\$3,061.52
Finance and Legal	880	504	376	\$7,474.88
General Authority	72	30	42	\$834.96
Human Resources	184	28	156	\$3,101.28
Info Security and Compliance	25	2	23	\$457.24
IT Foundations	6,634	3,741	2,893	\$57,512.84
Missionary Work	1,303	74	1,229	\$24,432.52
Other Operations	1,773	433	1,340	\$26,639.20
Public Affairs	9	2	7	\$139.16
Supply Chain	560	186	374	\$7,435.12
Temple	80	29	51	\$1,013.88
TMT Governance	6		6	\$119.28
Z-Ticket portfolio is blank	2,365	1,008	1,357	\$26,977.16
<b>Total:</b>	<b>42,927</b>	<b>13,990</b>	<b>28,937</b>	<b>\$575,267.56</b>

## Remedy tickets handling

<b>Report Purpose</b>	Quantify the number of tickets resolved during the period by product portfolio.
<b>Period</b>	Between 8/1/12 and 8/31/12

## Application Platforms

Ticket Product Item	Total resolved	Tickets resolved by		\$19.88 GSC cost per transaction
		Non-GSC teams	GSC teams	
CLARITY	27	2	25	\$497.00
HOME.LDSCHURCH.ORG	81	11	70	\$1,391.60
INTRANET	55	5	50	\$994.00
LDS TEAMS	45	2	43	\$854.84
MICROSOFT SHAREPOINT	126	24	102	\$2,027.76
TECH SERVICES CATALOG	54	51	3	\$59.64
VIGNETTE 7	1	1		
<b>Total:</b>	<b>389</b>	<b>96</b>	<b>293</b>	<b>\$5,824.84</b>

## Centralized Services

Ticket Product Item	Total resolved	Tickets resolved by		\$19.88 GSC cost per transaction
		Non-GSC teams	GSC teams	
ACCOUNT CREATION REQUEST	266	18	248	\$4,930.24
ACCOUNT TERMINATION REQUEST	690	60	630	\$12,524.40
APPLE IPAD	157	108	49	\$974.12
BMC REMEDY SERVICE DESK	629	28	601	\$11,947.88
CASCADE PC	525	474	51	\$1,013.88
CHANGE OR MOVE OFFICE	45	22	23	\$457.24
EWORK - METASTORM WORKFLOW MANAGMENT	1	1		
HP DISCOVERY AND DEPENDENCY MAPPING INVENTORY (DDMI)	1	1		
HP SERVICE MANAGER (ITSM)	26	7	19	\$377.72
ICS CONSOLIDATED DASHBOARD	1		1	\$19.88
INFRASTRUCTURE TASK MANAGEMENT SYSTEM (ITMS)	3	3		
LDS KNOWLEDGE BASE	6		6	\$119.28
MAJOR INCIDENT REPORTING SYSTEM (MIRS)	1		1	\$19.88
NEW EMPLOYEE / CONTRACTOR SETUP	335	160	175	\$3,479.00
NON PRODUCT INFORMATION CALL	765	15	750	\$14,910.00
POWER SUPPLY	11	10	1	\$19.88
PRODUCT / APPLICATION NOT FOUND	1,757	403	1,354	\$26,917.52
SERVER CONFIGURATION MANAGEMENT DATABASE (SCMDB)	12	8	4	\$79.52
STE PORT	3	3		
SURPLUS PC	227	217	10	\$198.80
TELEPHONE BILLING	80	70	10	\$198.80
(UCMDB-CM) UCMDB CONFIGURATION MANAGER	1	1		
(UCMDB) HP UNIVERSAL CONFIGURATION MANAGEMENT DATABASE	1	1		
<b>Total:</b>	<b>5,543</b>	<b>1,610</b>	<b>3,933</b>	<b>\$78,188.04</b>

## Church History

Ticket Product Item	Total resolved	Tickets resolved by		\$19.88 GSC cost per transaction
		Non-GSC teams	GSC teams	
ALEPH	6		6	\$119.28
CHURCH WEBSITE - JOSEPH SMITH PAPERS	2	1	1	\$19.88
HISTORICAL MATERIALS MANAGEMENT SYSTEM (HMMS)	6	1	5	\$99.40
INTEGRATED CATALOG	1	1		
PATRIARCHAL BLESSINGS SEARCH	2		2	\$39.76
PATRIARCHAL BLESSING SUBMISSION SYSTEM (PBSS)	2		2	\$39.76
PHAROS	3		3	\$59.64
WORKPLACE XT (FILENET)	4	2	2	\$39.76
<b>Total:</b>	<b>26</b>	<b>5</b>	<b>21</b>	<b>\$417.48</b>

## Communication Services

Ticket Product Item	Total resolved	Tickets resolved by		\$19.88 GSC cost per transaction
		Non-GSC teams	GSC teams	
CHURCH DIRECTORY OF ORGANIZATIONS AND LEADERS (CDOL)	116	6	110	\$2,186.80
CHURCH MEMBERSHIP INFORMATION SYSTEM (CMIS)	29	4	25	\$497.00
LDSJOBS.ORG	448		448	\$8,906.24
LDS MAPS	17	2	15	\$298.20
LDS.ORG	593	142	451	\$8,965.88
LDS SCRIPTURES	3	1	2	\$39.76
LEADER RESOURCES (LDS.ORG/LEADER)	11	2	9	\$178.92
LOCAL UNIT FINANCIAL AUDITING SYSTEM (LUFAS)	42	1	41	\$815.08
LOCAL UNIT WEBSITE (LUWS)	18	6	12	\$238.56
MAPS	5	1	4	\$79.52
MEMBER AND LEADER SERVICES (MLS)	273	21	252	\$5,009.76
OFFICIAL COMMUNICATION LIBRARY (OCL)	2		2	\$39.76
<b>Total:</b>	<b>1,557</b>	<b>186</b>	<b>1,371</b>	<b>\$27,255.48</b>

## Content and Media

Ticket Product Item	Total resolved	Tickets resolved by		\$19.88 GSC cost per transaction
		Non-GSC teams	GSC teams	
CHURCH FACILITIES ARTWORK (AV IMAGE CATALOG)	2	1	1	\$19.88
CHURCH MEDIA LIBRARY (TELESCOPE)	6		6	\$119.28
LDSACES.ORG WEB PAGES	33	2	31	\$616.28
LDSCHURCH.JOBS (CHURCH EMPLOYMENT WEBSITE )	18	2	16	\$318.08
MORMON RADIO	4	4		
NEW.LDS.ORG	27		27	\$536.76
SMARTBUILDER	3	2	1	\$19.88
VINEYARD (VINEYARD.LDS.ORG)	2		2	\$39.76
XCELLENET AFARIA	2	1	1	\$19.88
<b>Total:</b>	<b>97</b>	<b>12</b>	<b>85</b>	<b>\$1,689.80</b>

## Core Systems and Services

Ticket Product Item	Total resolved	Tickets resolved by		\$19.88 GSC cost per transaction
		Non-GSC teams	GSC teams	
LDS ACCOUNT	5,790	483	5,307	\$105,503.16
<b>Total:</b>	<b>5,790</b>	<b>483</b>	<b>5,307</b>	<b>\$105,503.16</b>

## Development Platforms

Ticket Product Item	Total resolved	Tickets resolved by		\$19.88 GSC cost per transaction
		Non-GSC teams	GSC teams	
BLUE COAT REVERSE PROXY	1	1		
HP QUALITY CENTER	2		2	\$39.76
IBM WEBSHERE	1		1	\$19.88
ICS PERFORMANCE MANAGEMENT SITE	1	1		
NAGIOS (EYE IN THE SKY)	50	48	2	\$39.76
NAGIOS - UNASSIGNED ALERT	2	1	1	\$19.88
PERFORMANCE MANAGEMENT SITE	1	1		
SUBVERSION	1		1	\$19.88
<b>Total:</b>	<b>59</b>	<b>52</b>	<b>7</b>	<b>\$139.16</b>

## Education

Ticket Product Item	Total resolved	Tickets resolved by		\$19.88 GSC cost per transaction
		Non-GSC teams	GSC teams	
DECISION SUPPORT SYSTEM (DSS)	15	10	5	\$99.40
KNOWLEDGE EXCHANGE (PROVISION)	7	2	5	\$99.40
WEB INSTITUTE STUDENT ENROLLMENT (WISE)	522	21	501	\$9,959.88
<b>Total:</b>	<b>544</b>	<b>33</b>	<b>511</b>	<b>\$10,158.68</b>

## End User Productivity

Ticket Product Item	Total resolved	Tickets resolved by		\$19.88 GSC cost per transaction
		Non-GSC teams	GSC teams	
ABBYY FINEREADER	1		1	\$19.88
ABBYY LINGVO	3	2	1	\$19.88
ADOBE ACROBAT	45	4	41	\$815.08
ADOBE ACROBAT PROFESSIONAL	20	8	12	\$238.56
ADOBE ACROBAT READER	28	2	26	\$516.88
ADOBE CREATIVE SUITE	4	2	2	\$39.76
ADOBE FLASH PLAYER	6	1	5	\$99.40
ADOBE ILLUSTRATOR	1		1	\$19.88
ADOBE PHOTOSHOP	8	2	6	\$119.28
AMAZON KINDLE	3	1	2	\$39.76
APPLE IPHONE	165	74	91	\$1,809.08
APPLE ITUNES	4	3	1	\$19.88
APPLE MACINTOSH WORKSTATION	65	25	40	\$795.20
APPLE OFFICE 2008	1		1	\$19.88
APPLICATION FINDER	42	3	39	\$775.32
BACKUP EXEC	2	2		

Ticket Product Item	Total resolved	Tickets resolved by		\$19.88 GSC cost per transaction
		Non-GSC teams	GSC teams	
BLACKBERRY	324	43	281	\$5,586.28
CD / DVD BURNER	32	19	13	\$258.44
CENTER QUALITY MANAGEMENT (CALLCOPY)	2		2	\$39.76
CES DESKTOP	105	80	25	\$497.00
CHURCH DESKTOP	284	248	36	\$715.68
CHURCH TELEPHONE DIRECTORY	11	5	6	\$119.28
CISCO VPN ANYCONNECT	283	31	252	\$5,009.76
CITRIX MANAGEMENT CONSOLE (CMC)	2		2	\$39.76
CITRIX WEBAPPS (XENAPP)	37	10	27	\$536.76
CITRIX WEBDESK	10	1	9	\$178.92
COMPAQ NOTEBOOK / LAPTOP	11		11	\$218.68
CONFERENCE ROOMS	35	21	14	\$278.32
CPU	168	23	145	\$2,882.60
CRESTRON TOUCHPANEL CONTROL	19	11	8	\$159.04
CUSTOMER DISPLAY	9		9	\$178.92
CUTEPDF	13		13	\$258.44
CYBERLINK POWER2GO	3	1	2	\$39.76
CYBERLINK POWER DVD	3	1	2	\$39.76
DEEP FREEZE	16		16	\$318.08
DELL DESKTOP OTHER	191	124	67	\$1,331.96
DELL LAPTOP BATTERY	4	2	2	\$39.76
DELL LAPTOP OTHER	210	146	64	\$1,272.32
DELL LATITUDE D505	1		1	\$19.88
DELL LATITUDE D610	5	5		
DELL LATITUDE D620	3	1	2	\$39.76
DELL LATITUDE D630	15	6	9	\$178.92
DELL OPTIPLEX	204	184	20	\$397.60
DELL OPTIPLEX 280	1		1	\$19.88
DELL OPTIPLEX 620	1		1	\$19.88
DELL OPTIPLEX 740/745	26	16	10	\$198.80
DELL OPTIPLEX 755	3		3	\$59.64
DESKTOP - APPLE	3	2	1	\$19.88
DESKTOP - DELL	40	27	13	\$258.44
DESKTOP - HP	41	23	18	\$357.84
DESKTOP - LENOVO	105	43	62	\$1,232.56
DESKTOP MANAGEMENT PILOT	1	1		
DESKTOP MANAGEMENT (TIVOLI ENDPOINT MANAGER (TEM))	103	67	36	\$715.68
DESKTOP SECURITY (SOPHOS)	563	37	526	\$10,456.88
EXCHANGE SERVER	552	63	489	\$9,721.32
FHL PATRON DESKTOP	1,006	1,001	5	\$99.40
FILESEND	107	8	99	\$1,968.12
FOLIO VIEWS	3		3	\$59.64
FTP VOYAGER	5	4	1	\$19.88

Ticket Product Item	Total resolved	Tickets resolved by		\$19.88 GSC cost per transaction
		Non-GSC teams	GSC teams	
GMAIL	3	1	2	\$39.76
HP NOTEBOOK / LAPTOP	14	8	6	\$119.28
HUMANITARIAN SERVICE DATABASE	4		4	\$79.52
INSTANT MESSENGER (LDS)	1		1	\$19.88
INTECOM TELEPHONE	5	4	1	\$19.88
INTERVIDEO WIN DVD	1	1		
K9 BLUECOAT	153	8	145	\$2,882.60
KEYBOARD / MOUSE	60	34	26	\$516.88
LANDESK MANAGEMENT SUITE	48	3	45	\$894.60
LAPTOP - APPLE	33	21	12	\$238.56
LAPTOP BACKPACK	2	2		
LAPTOP - DELL	81	49	32	\$636.16
LAPTOP - HP	18	9	9	\$178.92
LAPTOP - LENOVO	371	140	231	\$4,592.28
LDS COLLECTORS LIBRARY	2	2		
LDSMAIL	215	3	212	\$4,214.56
LDSMAIL@LDSCES.ORG	13	2	11	\$218.68
MEDIA PLAYER	9	3	6	\$119.28
MEETINGHOUSE INTERNET	35	17	18	\$357.84
MEETINGHOUSE TECHNOLOGY MANAGER (MTM)	3	3		
MEETINGHOUSE WEBCAST COMMUNICATOR	52	18	34	\$675.92
MEETINGHOUSE WEBCAST RECEIVER	6		6	\$119.28
MEETINGHOUSE WEBCAST SOFTWARE	44	9	35	\$695.80
MEETINGPLACE	201	17	184	\$3,657.92
MICROSOFT ACCESS	27	7	20	\$397.60
MICROSOFT EXCEL	42	19	23	\$457.24
MICROSOFT INTERNET EXPLORER	270	52	218	\$4,333.84
MICROSOFT LYNC	87	6	81	\$1,610.28
MICROSOFT NETMEETING	1		1	\$19.88
MICROSOFT OFFICE ACCESS 2007	19	8	11	\$218.68
MICROSOFT OFFICE ACCESS 2010	4		4	\$79.52
MICROSOFT OFFICE COMMUNICATOR	48	1	47	\$934.36
MICROSOFT OFFICE EXCEL 2007	23	8	15	\$298.20
MICROSOFT OFFICE EXCEL 2010	15	8	7	\$139.16
MICROSOFT OFFICE INFOPATH 2007	1		1	\$19.88
MICROSOFT OFFICE ONENOTE 2007	8	6	2	\$39.76
MICROSOFT OFFICE ONENOTE 2010	14	12	2	\$39.76
MICROSOFT OFFICE OUTLOOK 2007	1,396	151	1,245	\$24,750.60
MICROSOFT OFFICE OUTLOOK 2010	366	81	285	\$5,665.80
MICROSOFT OFFICE POWERPOINT 2007	6	1	5	\$99.40
MICROSOFT OFFICE POWERPOINT 2010	3		3	\$59.64
MICROSOFT OFFICE PROJECT 2007	5	1	4	\$79.52
MICROSOFT OFFICE PROJECT 2010	10		10	\$198.80
MICROSOFT OFFICE PUBLISHER 2007	1		1	\$19.88

Ticket Product Item	Total resolved	Tickets resolved by		\$19.88 GSC cost per transaction
		Non-GSC teams	GSC teams	
MICROSOFT OFFICE SUITE 2007	16		16	\$318.08
MICROSOFT OFFICE SUITE 2010	49	10	39	\$775.32
MICROSOFT OFFICE VISIO 2007	3	1	2	\$39.76
MICROSOFT OFFICE VISIO 2010	8	2	6	\$119.28
MICROSOFT OFFICE WORD 2007	30	7	23	\$457.24
MICROSOFT OFFICE WORD 2010	10	2	8	\$159.04
MICROSOFT OUTLOOK EXPRESS (CES ONLY)	7		7	\$139.16
MICROSOFT OUTLOOK WEB ACCESS	35	2	33	\$656.04
MICROSOFT OUTLOOK WEB APP (OWA)	114	2	112	\$2,226.56
MICROSOFT POWERPOINT	4	2	2	\$39.76
MICROSOFT PROJECT	5	1	4	\$79.52
MICROSOFT PUBLISHER	1		1	\$19.88
MICROSOFT REMOTE DESKTOP	4		4	\$79.52
MICROSOFT REPORTING SERVICES	1	1		
MICROSOFT UNIFIED ACCESS GATEWAY (UAG)	1		1	\$19.88
MICROSOFT VISIO	20	3	17	\$337.96
MICROSOFT VISUAL STUDIO	6	5	1	\$19.88
MICROSOFT WINDOWS (OTHER THAN XP)	124	76	48	\$954.24
MICROSOFT WINDOWS XP	138	15	123	\$2,445.24
MICROSOFT WORD	18	3	15	\$298.20
MOBILE APP - LDS TOOLS	46	1	45	\$894.60
MOBILE PHONE	681	243	438	\$8,707.44
MONITOR	139	63	76	\$1,510.88
MOTION COMPUTING TABLET	5	1	4	\$79.52
MYLDSMAIL	199	3	196	\$3,896.48
NETWORK DRIVE/FOLDER ACCESS	437	104	333	\$6,620.04
NETWORK INTERFACE CARD (NIC)	12	6	6	\$119.28
NOVELL CLIENT	147	8	139	\$2,763.32
NOVELL CONSOLE ONE	12	12		
NOVELL SERVER	66	49	17	\$337.96
OPEN WORKBENCH	1		1	\$19.88
OTHER COMPUTER MODEL (NON-DELL)	150	15	135	\$2,683.80
OTHER IEA DEVICE	6	3	3	\$59.64
PERSONAL VIDEO CONFERENCING (PVC) / VIDYO	211	46	165	\$3,280.20
PRINTER FINDER	47	17	30	\$596.40
PUBLIC ACCESS COMPUTER	29	23	6	\$119.28
ROXIO EASY CD CREATOR	1		1	\$19.88
SATELLITE PHONE	2		2	\$39.76
SHARPDESK	1		1	\$19.88
STANDARD WINDOWS PLATFORM (WINDOWS 7)	564	72	492	\$9,780.96
SUN JAVA	11	2	9	\$178.92
TELEPHONE	85	44	41	\$815.08
TELEPHONE AND NETWORK CONNECTION	92	64	28	\$556.64
TELEPHONE VOICE MAIL	44	5	39	\$775.32



Ticket Product Item	Total resolved	Tickets resolved by		\$19.88 GSC cost per transaction
		Non-GSC teams	GSC teams	
VIDEO CONFERENCING SYSTEMS	144	129	15	\$298.20
VOIP TELEPHONY (IP PHONE)	770	306	464	\$9,224.32
WEB CONTENT FILTER (WEBSense)	99	4	95	\$1,888.60
WINZIP	10	5	5	\$99.40
WIRELESS NETWORK INTERFACE CARD (WNIC)	20	10	10	\$198.80
<b>Total:</b>	<b>13,303</b>	<b>4,465</b>	<b>8,838</b>	<b>\$175,699.44</b>

## Enterprise Information Mgmt

Ticket Product Item	Total resolved	Tickets resolved by		\$19.88 GSC cost per transaction
		Non-GSC teams	GSC teams	
ACCORD - DATA SHARING AGREEMENT	54	54		
ADM ACCOUNT	81	3	78	\$1,550.64
AUDIT AND COMPLIANCE REPORTING	3	3		
BASIC AUTHENTICATION	1	1		
BUSINESS OBJECTS	1	1		
CHURCH REPORTING APPLICATION (CRA) (BUSINESS OBJECTS)	74	34	40	\$795.20
CRYSTAL REPORTS	3		3	\$59.64
DATA WAREHOUSE	108	108		
DIRECTORY INFRASTRUCTURE	4	4		
GLOBAL DIRECTORY (GDIR)	13	7	6	\$119.28
IDENTITY SYNCHRONIZATION	1	1		
IDENTITY VAULT	1	1		
LDS ACCESS	55	5	50	\$994.00
MARKLOGIC	5	5		
MICROSOFT ACTIVE DIRECTORY (EAD)	97	5	92	\$1,828.96
MICROSOFT ACTIVE DIRECTORY MIGRATION	2	2		
MICROSOFT ACTIVE DIRECTORY (WH)	69	2	67	\$1,331.96
NOVELL DIRECTORY SERVICES (NDS) - LDS AUTH	1		1	\$19.88
NOVELL DIRECTORY SERVICES (NDS) - LDS TREE	15	11	4	\$79.52
NOVELL IMANAGER	4		4	\$79.52
ORACLE	542	542		
ORACLE DATABASE SERVICE	187	141	46	\$914.48
ORACLE ENTERPRISE MANAGER (OEM)	7	3	4	\$79.52
PROVISIONING AND DELEGATED ADMINISTRATION	4		4	\$79.52
SECURE ACCESS PORTAL (SAA)	1		1	\$19.88
SECURITY INFORMATION AND EVENT MANAGEMENT	1		1	\$19.88
SQL SERVER 2000	18	18		
SQL SERVER DATABASE SERVICE	36	32	4	\$79.52
WEB ACCESS MANAGEMENT (WAM)	8	4	4	\$79.52
WEB SSO	15		15	\$298.20
<b>Total:</b>	<b>1,411</b>	<b>987</b>	<b>424</b>	<b>\$8,429.12</b>

## Facilities Management

Ticket Product Item	Total resolved	Tickets resolved by		\$19.88 GSC cost per transaction
		Non-GSC teams	GSC teams	
FACILITIES MANAGEMENT AUTOMATED TOOLS (FMAT)	73	4	69	\$1,371.72
FIELD OFFICE INTERNET	8	5	3	\$59.64
GENERAL PROPERTY INFORMATION (GPI)	1		1	\$19.88
GLOBAL PROPERTY MANAGEMENT (GPM)	13	7	6	\$119.28
HONEYWELL WEBSTAT	39		39	\$775.32
MEDIAPULSE	2		2	\$39.76
MEETINGHOUSE RECOMMENDATION TOOL (MRT)	7	3	4	\$79.52
MEETINGHOUSE TECHNICAL SERVICES (MTS)	9	4	5	\$99.40
PFD - ADMIN	1		1	\$19.88
PFD - CALL TRANSFER	9		9	\$178.92
<b>Total:</b>	<b>162</b>	<b>23</b>	<b>139</b>	<b>\$2,763.32</b>

## Family History

Ticket Product Item	Total resolved	Tickets resolved by		\$19.88 GSC cost per transaction
		Non-GSC teams	GSC teams	
NEW FAMILYSEARCH	149	1	148	\$2,942.24
PERSONAL ANCESTRAL FILE (PAF)	6		6	\$119.28
<b>Total:</b>	<b>155</b>	<b>1</b>	<b>154</b>	<b>\$3,061.52</b>

## Finance and Legal

Ticket Product Item	Total resolved	Tickets resolved by		\$19.88 GSC cost per transaction
		Non-GSC teams	GSC teams	
1C ACCOUNTING	15	13	2	\$39.76
BUDGET REQUEST AND SUBMITTAL SYSTEM (BRASS)	2		2	\$39.76
CHURCH UNIT BANKING SYSTEM (CUBS)	287	280	7	\$139.16
COLLECTION AND PAYMENTS SYSTEM (CAPS II)	1		1	\$19.88
EMPLOYEE SELF-SERVICE (TIME ENTRY)	13		13	\$258.44
ENSIGN PEAK APPS	1		1	\$19.88
GLOBAL FUNDING SYSTEM (GFS)	10	10		
INFOGUIDE	27	20	7	\$139.16
INFOGUIDE2	4	4		
KRONOS	14	9	5	\$99.40
LDS PHILANTHROPIES APPS (LDSP)	5	5		
LOCAL UNIT REPORT RECEIPTING BANKING SYSTEM (LURBS)	133	39	94	\$1,868.72
NAUTILUS	3		3	\$59.64
PAYMENT CARD INDUSTRY (PCI)	1		1	\$19.88
PCI THIN CLIENT	4	3	1	\$19.88
PEOPLESOFT FS (CFIS)	252	66	186	\$3,697.68
PERPETUAL EDUCATION FUND (PEF)	82	46	36	\$715.68
PROPERTY RESERVE INC. APPS (PRI)	2		2	\$39.76
PUREVIEW CHECK VIEWING SOFTWARE	2	2		
RELATED ENTITIES FINANCIAL INFORMATION SYSTEM (REFIS)	16	5	11	\$218.68
RISK MANAGEMENT INFORMATION SYSTEM (RMIS)	2	2		
VISUAL HUR	4		4	\$79.52
<b>Total:</b>	<b>880</b>	<b>504</b>	<b>376</b>	<b>\$7,474.88</b>

## General Authority

Ticket Product Item	Total resolved	Tickets resolved by		\$19.88 GSC cost per transaction
		Non-GSC teams	GSC teams	
CHURCH INFORMATION RESOURCE (CIR)	6	6		
CHURCH SCHEDULING SYSTEM-GAO (CSS)	2		2	\$39.76
CONFIDENTIAL RECORDS INFORMATION SERVICE (CRIS)	5	4	1	\$19.88
DECISION POINT	46	10	36	\$715.68
EVENT PLANNING SYSTEM (EPS)	1	1		
RBIS	12	9	3	\$59.64
<b>Total:</b>	<b>72</b>	<b>30</b>	<b>42</b>	<b>\$834.96</b>

## Human Resources

Ticket Product Item	Total resolved	Tickets resolved by		\$19.88 GSC cost per transaction
		Non-GSC teams	GSC teams	
ACCOUNTABILITY AND TALENT IMPROVEMENT (ATI)	21		21	\$417.48
CANDIDATESOURCE (GLOBAL HR MODULE)	5	1	4	\$79.52
CHURCH-SERVICE MISSIONARY ALLOCATION (CSMA)	1		1	\$19.88
CHURCH-SERVICE MISSIONARY WEBSITE (CSMW)	12	4	8	\$159.04
GLOBAL HR INFORMATION SYSTEM (PEOPLESFT HR)	115	5	110	\$2,186.80
GLOBAL HUMAN RESOURCE METRICS DASHSBOARD (HRD METRICS)	1		1	\$19.88
HR QUESTION	6		6	\$119.28
INTERNET LEARNING	16	16		
LEADERSHIP REVIEW PROCESS (LRP)	2	2		
PEOPLEFINDER	5		5	\$99.40
<b>Total:</b>	<b>184</b>	<b>28</b>	<b>156</b>	<b>\$3,101.28</b>

## Info Security and Compliance

Ticket Product Item	Total resolved	Tickets resolved by		\$19.88 GSC cost per transaction
		Non-GSC teams	GSC teams	
VENDOR ACCOUNTS	25	2	23	\$457.24
<b>Total:</b>	<b>25</b>	<b>2</b>	<b>23</b>	<b>\$457.24</b>

## IT Foundations

Ticket Product Item	Total resolved	Tickets resolved by		\$19.88 GSC cost per transaction
		Non-GSC teams	GSC teams	
3COM SWITCH	152	150	2	\$39.76
AIX SERVER	19	19		
ANCESTRY.COM	1		1	\$19.88
AS400 OPERATING SYSTEM	1	1		
BUILDING CONNECTIVITY	3	1	2	\$39.76
BUILDING DIRECTORY KIOSKS	1	1		
CABLE	46	39	7	\$139.16
CISCO 1041 WIRELESS ACCESS POINT	91	4	87	\$1,729.56
CISCO 881W FIREWALL	645	35	610	\$12,126.80
CISCO 881W FIREWALL (ACTIVATION)	359	22	337	\$6,699.56
CISCO AIRONET ACCESS POINT	76	2	74	\$1,471.12
CISCO ASA 5505	112	18	94	\$1,868.72
CISCO INTERNETWORK OPERATING SYSTEM (IOS)	381	377	4	\$79.52
CISCO PIX 501	120	33	87	\$1,729.56
CISCO ROUTER	238	227	11	\$218.68

Ticket Product Item	Total resolved	Tickets resolved by		\$19.88 GSC cost per transaction
		Non-GSC teams	GSC teams	
CISCO ROUTER 1841	148	145	3	\$59.64
CISCO TACACS	2	2		
CISCO UNMANAGED SWITCH	20	14	6	\$119.28
CISCO VPN CONCENTRATOR	9	2	7	\$139.16
CLARIFY (AMDOCS)	2	1	1	\$19.88
COMMUNICATIONS CABLING	4	3	1	\$19.88
COMPUTER ASSET INVENTORY MANAGEMENT SYSTEM (CAIMS)	114	107	7	\$139.16
DATA STORAGE (BACKUPS / RESTORE)	56	48	8	\$159.04
DOMAIN NAME SERVER (DNS)	70	51	19	\$377.72
DSL	8	8		
ESX SERVER	74	74		
EXTRACTION ADMINISTRATION SYSTEM (EASY)	2	2		
FAMILY HISTORY LIBRARY CATALOG (OLIB)	6	1	5	\$99.40
FAMILYSEARCH INDEXING (FSI)	45		45	\$894.60
FHC CENTERS MENU	5		5	\$99.40
FHC PROFILE	1		1	\$19.88
HP BACKUP TAPE DRIVE	4	3	1	\$19.88
HP SYSTEMS INSIGHT MGR	1		1	\$19.88
INTERNET CONNECTION PROBLEM	687	109	578	\$11,490.64
INTERNET SERVICE PROVIDER (ISP)	50	23	27	\$536.76
INVENTORY MANAGER	169	158	11	\$218.68
LDS CHURCH WIRELESS	121	15	106	\$2,107.28
LINUX SERVER	922	913	9	\$178.92
NETWORK INTRUSION DETECTION SYSTEM (NIDS)	4	4		
ODYSSEY CLIENT	5	1	4	\$79.52
ORDINANCE DATA MANAGEMENT (ODM)	2		2	\$39.76
OSA-DATA CENTER	1	1		
OSA-MAINTENANCE-HARDWARE	1		1	\$19.88
OSA-MAINTENANCE-SOFTWARE	1	1		
SATELLITE SYSTEM	591	22	569	\$11,311.72
SERVER	251	205	46	\$914.48
SOLARIS SERVER	4	4		
STAKE/WARD CALENDAR (LDS.ORG/CHURCH-CALENDAR)	20	4	16	\$318.08
STAKE/WARD DIRECTORY (LDS.ORG/DIRECTORY)	59		59	\$1,172.92
UNINTERRUPTIBLE POWER SUPPLY (UPS)	6	6		
UNMANAGED NETWORK SWITCH	25	20	5	\$99.40
USB WIRELESS ADAPTERS	17	11	6	\$119.28
VMWARE ESX SERVER	14	14		
VMWARE FUSION (WINDOWS VIRTUAL DESKTOP)	21	21		
WINDOWS SERVER	846	819	27	\$536.76
YW PERSONAL PROGRESS (LDS.ORG/YOUNG-WOMEN/PERSONAL-PROGRESS)	1		1	\$19.88

Ticket Product Item	Total resolved	Tickets resolved by		\$19.88 GSC cost per transaction
		Non-GSC teams	GSC teams	
<b>Total:</b>	<b>6,634</b>	<b>3,741</b>	<b>2,893</b>	<b>\$57,512.84</b>

## Missionary Work

Ticket Product Item	Total resolved	Tickets resolved by		\$19.88 GSC cost per transaction
		Non-GSC teams	GSC teams	
INTERNET MISSION OFFICE SYSTEM (IMOS)	976	63	913	\$18,150.44
MISSIONARY CALL SYSTEM	3		3	\$59.64
MISSIONARY INQUIRY	11		11	\$218.68
MISSIONARY KEY INDICATORS (MISSIONARY.LDS.ORG)	15		15	\$298.20
MISSIONARY LETTERS (MISSIONARY.LDS.ORG)	52	3	49	\$974.12
MISSIONARY LMS PORTAL (MISSIONARY.LDS.ORG)	78	4	74	\$1,471.12
MISSIONARY MANAGEMENT SYSTEM (MMS, NAPI)	4	2	2	\$39.76
MISSIONARY ONLINE RECOMMENDATION SYSTEM	123		123	\$2,445.24
MISSIONARY PORTAL (MISSIONARY.LDS.ORG)	19		19	\$377.72
MISSIONARY REFERRAL MANAGER (MRM)	5		5	\$99.40
MISSION OFFICE PEER TO PEER	4		4	\$79.52
MISSION PRESIDENT PORTAL	1		1	\$19.88
MTC MEDIA PORTAL (IMTC VIDEO STREAMING)	5	2	3	\$59.64
ONLINE MISSIONARY COURSES (MISSIONARY.LDS.ORG)	7		7	\$139.16
<b>Total:</b>	<b>1,303</b>	<b>74</b>	<b>1,229</b>	<b>\$24,432.52</b>

## Other Operations

Ticket Product Item	Total resolved	Tickets resolved by		\$19.88 GSC cost per transaction
		Non-GSC teams	GSC teams	
ACCESS CARD SYSTEM	2	2		
AUTOCAD	8	3	5	\$99.40
AXIS/DVR CAMERAS	3	1	2	\$39.76
BARCODE PRINTER	7	3	4	\$79.52
COB GUEST REGISTRATION	9	2	7	\$139.16
COMMODITY USAGE SYSTEM (CUS)	7	1	6	\$119.28
COPIER	22	4	18	\$357.84
CRADLEPOINT CBA 750	2		2	\$39.76
DELL 3010 PRINTER	4	1	3	\$59.64
DELL 3115 MULTI-FUNCTION PRINTER	12	5	7	\$139.16
DELL PROJECTOR	8	4	4	\$79.52
DICTATION RECORDER	1	1		
DICTATION SOFTWARE	6	6		
DOCUMENT PRINTER	42	35	7	\$139.16

Ticket Product Item	Total resolved	Tickets resolved by		\$19.88 GSC cost per transaction
		Non-GSC teams	GSC teams	
EMPLOYEE TRANSFERRED	72	1	71	\$1,411.48
EPSON PRINTER OTHER	9	1	8	\$159.04
FACILITY RESOURCE SETUP	1	1		
FAX	16	3	13	\$258.44
FILE SHREDDER	1		1	\$19.88
GLOBAL INCIDENT REPORTING WEBSITE (GIR)	5	2	3	\$59.64
INTERNET LEARNING	34	2	32	\$636.16
INTERWOVEN-WORKSITE	17	12	5	\$99.40
LENEL SECURITY SYSTEMS	4	2	2	\$39.76
MANAGEMENT REPORTS INTERNATIONAL (MRI)	1	1		
MSR	7	2	5	\$99.40
OFFICE EQUIPMENT	6	1	5	\$99.40
PFD - NEW EMPLOYEE SETUP	4	2	2	\$39.76
PFD - OTHER	3	1	2	\$39.76
PFD - PEOPLESOF	13	3	10	\$198.80
PFD - PURCHASE ORDERS	4		4	\$79.52
PRINTER/COPIER OTHER	361	108	253	\$5,029.64
PRINTER - HP	321	118	203	\$4,035.64
PRINTER - LEXMARK	16	1	15	\$298.20
PRINTER - RICOH	136	24	112	\$2,226.56
PRINTER - SAVIN	20	4	16	\$318.08
PRINTER - SHARP	97	4	93	\$1,848.84
PRINTER - XEROX	123	8	115	\$2,286.20
PRINTING INFORMATION MANAGEMENT SYSTEMS (DIMS)	4		4	\$79.52
PROJECTOR - CES	1		1	\$19.88
PROJECTOR OTHER	25	12	13	\$258.44
PROJECTOR - WORKFORCE	9	8	1	\$19.88
SCANNER	64	17	47	\$934.36
TRANSCRIPTION SOFTWARE	2	2		
TRANSLATION ASSISTANCE TOOLS (TAT)	2	2		
VIGNETTE RECORDS AND DOCUMENTS (VRD)	4	4		
XEROX MULTIFUNCTION PRINTER	258	19	239	\$4,751.32
<b>Total:</b>	<b>1,773</b>	<b>433</b>	<b>1,340</b>	<b>\$26,639.20</b>

## Public Affairs

Ticket Product Item	Total resolved	Tickets resolved by		\$19.88 GSC cost per transaction
		Non-GSC teams	GSC teams	
OPINION LEADER (CRM)	9	2	7	\$139.16
<b>Total:</b>	<b>9</b>	<b>2</b>	<b>7</b>	<b>\$139.16</b>

## Supply Chain



Ticket Product Item	Total resolved	Tickets resolved by		\$19.88 GSC cost per transaction
		Non-GSC teams	GSC teams	
ADVANCEDMD	36		36	\$715.68
ALLIANCE	1		1	\$19.88
APLUS - DOMESTIC	44	35	9	\$178.92
APLUS - INTERNATIONAL	30	13	17	\$337.96
BEEHIVE CLOTHING MANUFACTURING SYSTEM (BCMS)	11		11	\$218.68
BLUESTEP	12		12	\$238.56
CASH REGISTER DRAWER	3	1	2	\$39.76
CATAPULT	51	50	1	\$19.88
DIRECT MACHINE INTERFACE (DMI)	2		2	\$39.76
DISTRIBUTION ORDER (DSD)	75		75	\$1,491.00
DI TIME CLOCK (TA100PRO)	1	1		
EMPTORIS ENTERPRISE CONTRACT MANAGEMENT (ECM)	5		5	\$99.40
EXADIGM	8	8		
GLOBAL VISA MANAGEMENT (GVM)	21	2	19	\$377.72
HANDHELD SCANNER	2	1	1	\$19.88
INTERNATIONAL GARMENT SALES (IAGS)	1		1	\$19.88
JP MORGAN PAYMENTNET.COM	58	2	56	\$1,113.28
LDS EMARKET (PURCHASING.LDSCHURCH.ORG)	19	4	15	\$298.20
MICROFILM ORDERING CENTER-DISTRIBUTION (MOC)	2	1	1	\$19.88
MICROS XSTORE POINT OF SALE	3		3	\$59.64
MISSION AUTO TRACKING SYSTEM (MATS)	10		10	\$198.80
MOTORPOOL RESERVATIONS (FLEETCOMMANDER)	2		2	\$39.76
ONLINE STORE (STORE.LDS.ORG)	67	1	66	\$1,312.08
PIECE RATE SYSTEM (PRS)	12	2	10	\$198.80
RECEIPT PRINTER	2	2		
RETAIL PRO (POINT OF SALE - POS)	79	61	18	\$357.84
VENDMAX	1		1	\$19.88
WORLDSERVER (WS, GMS)	1	1		
WRX (WAREHOUSE RX)	1	1		
<b>Total:</b>	<b>560</b>	<b>186</b>	<b>374</b>	<b>\$7,435.12</b>

## Temple

Ticket Product Item	Total resolved	Tickets resolved by		\$19.88 GSC cost per transaction
		Non-GSC teams	GSC teams	
TEMPLE DEPT EXECUTIVE COMMITTEE INFO SYSTEM (TDECIS)	1		1	\$19.88
TEMPLE ENTRY SYSTEM (TES)	48	16	32	\$636.16
TEMPLE FACILITY INFORMATION SYSTEM (TFIS)	14	5	9	\$178.92
TEMPLE SCHEDULING SYSTEM (TSS)	17	8	9	\$178.92
<b>Total:</b>	<b>80</b>	<b>29</b>	<b>51</b>	<b>\$1,013.88</b>

## TMT Governance

Ticket Product Item	Total resolved	Tickets resolved by		\$19.88 GSC cost per transaction
		Non-GSC teams	GSC teams	
POLICY POINT	6		6	\$119.28
<b>Total:</b>	<b>6</b>		<b>6</b>	<b>\$119.28</b>

## Z-Ticket portfolio is blank

Ticket Product Item	Total resolved	Tickets resolved by		\$19.88 GSC cost per transaction
		Non-GSC teams	GSC teams	
1C accounting	2	2		
AFFILIATE ACCOUNTS	14	14		
Apple iPhone 4s	2	2		
Apple MacBook Pro	1	1		
APPLICATIONXTENDER	1	1		
ART - AUTOMATED REWARDS TOOL (GHRIS MODULE)	9	1	8	\$159.04
ASIA PACIFIC CIS	2	2		
ASTROCOM (TEMPLE)	45	43	2	\$39.76
BACK END ZONE (BEZ)	4		4	\$79.52
BEEHIVE CLOTHING INFORMATION SYSTEM (BCIS)	46	3	43	\$854.84
black	1		1	\$19.88
BRAZIL APPLICATION PORTAL	21	9	12	\$238.56
CALENDAR CREATOR	1		1	\$19.88
Canon	1		1	\$19.88
CES DESKTOP	86	86		
CES RESOURCE CD	1	1		
cisco	1	1		
Cisco IP PBX	1	1		
Cisco IP phone	1	1		
COMPAQ (HP) WORKSTATION	7		7	\$139.16
CONVERT DATA ENTRY (CDE)	65		65	\$1,292.20
COORDINATOR STUDENT TRACKING AND REPORTING (CSTAR-WEB)	38	2	36	\$715.68

Ticket Product Item	Total resolved	Tickets resolved by		\$19.88 GSC cost per transaction
		Non-GSC teams	GSC teams	
COPY	1	1		
CORT PAYROLL	3	3		
CREDIT CARD PROCESSING SYSTEM (CPS)	1		1	\$19.88
DAILY BACKUP	8	7	1	\$19.88
database	1		1	\$19.88
DATA WAREHOUSE	235	235		
DELL 3110 PRINTER	2		2	\$39.76
Dell Laptop	1	1		
DELL LATITUDE D6410	1		1	\$19.88
DESKTOP	23	13	10	\$198.80
DICM.ORG (DESERET INDUSTRIES CASE MANAGEMENT WEB SITE)	16	1	15	\$298.20
DIRECTORS OF PUBLIC AFFAIRS WEBSITE	1	1		
DOMAIN NAME SERVER (DNS)	18	18		
DROPPED CALL	157		157	\$3,121.16
Employee Transferred	1		1	\$19.88
EMPLOYMENT VERIFICATION	1	1		
ETEK INVENTORY CONTROL SYSTEM	1	1		
ETRAVEL	13		13	\$258.44
EXPLORER	1		1	\$19.88
FACILITY ISSUE REPORTING (FIR)	65		65	\$1,292.20
GOOGLE EARTH	3		3	\$59.64
HR SOFT (HRS)	3		3	\$59.64
IE9	1	1		
INSTITUTE STUDENT TRACKING AND REPORTING (ISTAR)	4	1	3	\$59.64
JAPAN CFIS INTERFACE SYSTEM (JCIS)	1	1		
JIRA	6	4	2	\$39.76
LAPTOP	6	6		
LAPTOP - LENOVO T400	1	1		
LDSCHURCH.ORG EXTERNAL ACCESS (HOME.LDSCHURCH.ORG)	2	1	1	\$19.88
LDS EMPLOYMENT RESOURCES SERVICES	1		1	\$19.88
LDS LIBRARY	3		3	\$59.64
LDS.Org	1	1		
LinkSYS+Cisco	2	2		
MICROSOFT ACTIVE DIRECTORY (EAD)	1	1		
MICROSOFT DYNAMICS AX	19	1	18	\$357.84
MICROSOFT OFFICE OUTLOOK 200oUTLOOK	1		1	\$19.88
MICROSOFT OFFICE SUITE 2010	49	10	39	\$775.32
MISSIONARY	1	1		
MOBILE APP - GOSPEL LIBRARY	10	1	9	\$178.92
MOBILE APP - LDS TOOLS	1		1	\$19.88
MOBILE APP - THE MORMON CHANNEL	3	1	2	\$39.76
MORMON.ORG	14	2	12	\$238.56

Ticket Product Item	Total resolved	Tickets resolved by		\$19.88 GSC cost per transaction
		Non-GSC teams	GSC teams	
MY.LDSCHURCH.ORG	2		2	\$39.76
NETWORK	4	4		
NON ISSUE CALL / PRANK CALL	663		663	\$13,180.44
OPERATIONS & MAINTENANCE REPORTING SYSTEM (OMRS)	1	1		
OPTIMUM PAYROLL	1		1	\$19.88
ORDINANCE RECORDING SYSTEM (ORS)	37	15	22	\$437.36
OUTLOOK	1	1		
PASSWORD	8		8	\$159.04
PATRIARCHAL BLESSING	5		5	\$99.40
PAYROLL	2		2	\$39.76
PEER TO PEER	7		7	\$139.16
PERSONAL VIDEO CONFERENCING (PVC) / VIDYOI	4		4	\$79.52
PHONES	3	3		
POTENTIAL STUDENT TRACKER (PST-WEB)	8	2	6	\$119.28
PRIESTHOOD TELEPHONE DIRECTORY (PTD)	1		1	\$19.88
PROJECTOR - MEETINGHOUSE	1		1	\$19.88
proofpoin	1		1	\$19.88
QUALTRICS	3		3	\$59.64
REMOTE DOOR LOCKS	1		1	\$19.88
RF DEVICES	1	1		
Ricoh	1		1	\$19.88
ROUTER/SWITCH/PORT	1	1		
SEMINARIES AND INSTITUTES INTRANET (SI.LDS.ORG)	20		20	\$397.60
SERVER LOAD BALANCING (F5)	29	28	1	\$19.88
SERV MAG	9	9		
SISTEMA DE INFORMACION Y GESTION ADM. Y CONTABLE (SIGAC)	5	3	2	\$39.76
SISTEMA INTEGRAL DE INFORMACION DEL AREA (SIIA)	21	11	10	\$198.80
SKYPE	9	4	5	\$99.40
SMALL APPS	1		1	\$19.88
SOPHOS	6	6		
SPYBOT SEARCH & DESTROY	1		1	\$19.88
STUDENT TRACKING AND REPORTING (STAR)	18	1	17	\$337.96
TELECOM BILLING (RIVERMINE)	159	147	12	\$238.56
TELEPHONE BUDGET MANAGEMENT SYSTEM (TBM)	1		1	\$19.88
TEMS	33	33		
TPL - TEMPLE SCHEDULING SYSTEM (TSS)	1		1	\$19.88
UNIX SERVER	226	223	3	\$59.64
VENDOR ACCOUNT	7	7		
VENDOR ACCOUNTS	8	8		
VERIFONE	1	1		

Ticket Product Item	Total resolved	Tickets resolved by		\$19.88 GSC cost per transaction
		Non-GSC teams	GSC teams	
VIDEO	1	1		
VIDEO CONFERENCE	1	1		
Vidyo	1	1		
vision	1		1	\$19.88
VMS SERVER	3	3		
VPN	1	1		
WATCHGUARD FIREBOX	1	1		
WEB ANALYTICS (OMNITURE)	1		1	\$19.88
WEB CONTENT FILTER (ZSCALER)	5	1	4	\$79.52
websense	1		1	\$19.88
WRQ REFLECTION X	5	3	2	\$39.76
<b>Total:</b>	<b>2,365</b>	<b>1,008</b>	<b>1,357</b>	<b>\$26,977.16</b>

## Remedy tickets handling

<b>Report Purpose</b>	Quantify the number of tickets resolved during the period by product portfolio.
<b>Period</b>	Between 8/1/12 and 8/31/12

Ticket Product Item	Total created	Tickets resolved by		\$19.88 GSC cost per transaction
		Non-GSC teams	GSC teams	
1C accounting	2	2		
1C ACCOUNTING	15	13	2	\$39.76
3COM SWITCH	152	150	2	\$39.76
ABBYY FINEREADER	1		1	\$19.88
ABBYY LINGVO	3	2	1	\$19.88
ACCESS CARD SYSTEM	2	2		
ACCORD - DATA SHARING AGREEMENT	54	54		
ACCOUNTABILITY AND TALENT IMPROVEMENT (ATI)	21		21	\$417.48
ACCOUNT CREATION REQUEST	266	18	248	\$4,930.24
ACCOUNT TERMINATION REQUEST	690	60	630	\$12,524.40
ADM ACCOUNT	81	3	78	\$1,550.64
ADOBE ACROBAT	45	4	41	\$815.08
ADOBE ACROBAT PROFESSIONAL	20	8	12	\$238.56
ADOBE ACROBAT READER	28	2	26	\$516.88
ADOBE CREATIVE SUITE	4	2	2	\$39.76
ADOBE FLASH PLAYER	6	1	5	\$99.40
ADOBE ILLUSTRATOR	1		1	\$19.88
ADOBE PHOTOSHOP	8	2	6	\$119.28
ADVANCEDMD	36		36	\$715.68
AFFILIATE ACCOUNTS	14	14		
AIX SERVER	19	19		
ALEPH	6		6	\$119.28
ALLIANCE	1		1	\$19.88
AMAZON KINDLE	3	1	2	\$39.76
ANCESTRY.COM	1		1	\$19.88
APLUS - DOMESTIC	44	35	9	\$178.92
APLUS - INTERNATIONAL	30	13	17	\$337.96
APPLE IPAD	157	108	49	\$974.12
APPLE IPHONE	165	74	91	\$1,809.08
Apple iPhone 4s	2	2		
APPLE ITUNES	4	3	1	\$19.88
Apple MacBook Pro	1	1		
APPLE MACINTOSH WORKSTATION	65	25	40	\$795.20

Ticket Product Item	Total created	Tickets resolved by		\$19.88 GSC cost per transaction
		Non-GSC teams	GSC teams	
APPLE OFFICE 2008	1		1	\$19.88
APPLICATION FINDER	42	3	39	\$775.32
APPLICATIONXTENDER	1	1		
ART - AUTOMATED REWARDS TOOL (GHRIS MODULE)	9	1	8	\$159.04
AS400 OPERATING SYSTEM	1	1		
ASIA PACIFIC CIS	2	2		
ASTROCOM (TEMPLE)	45	43	2	\$39.76
AUDIT AND COMPLIANCE REPORTING	3	3		
AUTOCAD	8	3	5	\$99.40
AXIS/DVR CAMERAS	3	1	2	\$39.76
BACK END ZONE (BEZ)	4		4	\$79.52
BACKUP EXEC	2	2		
BARCODE PRINTER	7	3	4	\$79.52
BASIC AUTHENTICATION	1	1		
BEEHIVE CLOTHING INFORMATION SYSTEM (BCIS)	46	3	43	\$854.84
BEEHIVE CLOTHING MANUFACTURING SYSTEM (BCMS)	11		11	\$218.68
black	1		1	\$19.88
BLACKBERRY	324	43	281	\$5,586.28
BLUE COAT REVERSE PROXY	1	1		
BLUESTEP	12		12	\$238.56
BMC REMEDY SERVICE DESK	629	28	601	\$11,947.88
BRAZIL APPLICATION PORTAL	21	9	12	\$238.56
BUDGET REQUEST AND SUBMITTAL SYSTEM (BRASS)	2		2	\$39.76
BUILDING CONNECTIVITY	3	1	2	\$39.76
BUILDING DIRECTORY KIOSKS	1	1		
BUSINESS OBJECTS	1	1		
CABLE	46	39	7	\$139.16
CALENDAR CREATOR	1		1	\$19.88
CANDIDATESOURCE (GLOBAL HR MODULE)	5	1	4	\$79.52
Canon	1		1	\$19.88
CASCADE PC	525	474	51	\$1,013.88
CASH REGISTER DRAWER	3	1	2	\$39.76
CATAPULT	51	50	1	\$19.88

Ticket Product Item	Total created	Tickets resolved by		\$19.88 GSC cost per transaction
		Non-GSC teams	GSC teams	
CD / DVD BURNER	32	19	13	\$258.44
CENTER QUALITY MANAGEMENT (CALLCOPY)	2		2	\$39.76
CES DESKTOP	191	166	25	\$497.00
CES RESOURCE CD	1	1		
CHANGE OR MOVE OFFICE	45	22	23	\$457.24
CHURCH DESKTOP	284	248	36	\$715.68
CHURCH DIRECTORY OF ORGANIZATIONS AND LEADERS (CDOL)	116	6	110	\$2,186.80
CHURCH FACILITIES ARTWORK (AV IMAGE CATALOG)	2	1	1	\$19.88
CHURCH INFORMATION RESOURCE (CIR)	6	6		
CHURCH MEDIA LIBRARY (TELESCOPE)	6		6	\$119.28
CHURCH MEMBERSHIP INFORMATION SYSTEM (CMIS)	29	4	25	\$497.00
CHURCH REPORTING APPLICATION (CRA) (BUSINESS OBJECTS)	74	34	40	\$795.20
CHURCH SCHEDULING SYSTEM-GAO (CSS)	2		2	\$39.76
CHURCH-SERVICE MISSIONARY ALLOCATION (CSMA)	1		1	\$19.88
CHURCH-SERVICE MISSIONARY WEBSITE (CSMW)	12	4	8	\$159.04
CHURCH TELEPHONE DIRECTORY	11	5	6	\$119.28
CHURCH UNIT BANKING SYSTEM (CUBS)	287	280	7	\$139.16
CHURCH WEBSITE - JOSEPH SMITH PAPERS	2	1	1	\$19.88
cisco	1	1		
CISCO 1041 WIRELESS ACCESS POINT	91	4	87	\$1,729.56
CISCO 881W FIREWALL	645	35	610	\$12,126.80
CISCO 881W FIREWALL (ACTIVATION)	359	22	337	\$6,699.56
CISCO AIRONET ACCESS POINT	76	2	74	\$1,471.12
CISCO ASA 5505	112	18	94	\$1,868.72
CISCO INTERNETWORK OPERATING SYSTEM (IOS)	381	377	4	\$79.52



Ticket Product Item	Total created	Tickets resolved by		\$19.88 GSC cost per transaction
		Non-GSC teams	GSC teams	
Cisco IP PBX	1	1		
Cisco IP phone	1	1		
CISCO PIX 501	120	33	87	\$1,729.56
CISCO ROUTER	238	227	11	\$218.68
CISCO ROUTER 1841	148	145	3	\$59.64
CISCO TACACS	2	2		
CISCO UNMANAGED SWITCH	20	14	6	\$119.28
CISCO VPN ANYCONNECT	283	31	252	\$5,009.76
CISCO VPN CONCENTRATOR	9	2	7	\$139.16
CITRIX MANAGEMENT CONSOLE (CMC)	2		2	\$39.76
CITRIX WEBAPPS (XENAPP)	37	10	27	\$536.76
CITRIX WEBDESK	10	1	9	\$178.92
CLARIFY (AMDOCS)	2	1	1	\$19.88
CLARITY	27	2	25	\$497.00
COB GUEST REGISTRATION	9	2	7	\$139.16
COLLECTION AND PAYMENTS SYSTEM (CAPS II)	1		1	\$19.88
COMMODITY USAGE SYSTEM (CUS)	7	1	6	\$119.28
COMMUNICATIONS CABLING	4	3	1	\$19.88
COMPAQ (HP) WORKSTATION	7		7	\$139.16
COMPAQ NOTEBOOK / LAPTOP	11		11	\$218.68
COMPUTER ASSET INVENTORY MANAGEMENT SYSTEM (CAIMS)	114	107	7	\$139.16
CONFERENCE ROOMS	35	21	14	\$278.32
CONFIDENTIAL RECORDS INFORMATION SERVICE (CRIS)	5	4	1	\$19.88
CONVERT DATA ENTRY (CDE)	65		65	\$1,292.20
COORDINATOR STUDENT TRACKING AND REPORTING (CSTAR-WEB)	38	2	36	\$715.68
COPIER	22	4	18	\$357.84
COPY	1	1		
CORT PAYROLL	3	3		
CPU	168	23	145	\$2,882.60

Ticket Product Item	Total created	Tickets resolved by		\$19.88 GSC cost per transaction
		Non-GSC teams	GSC teams	
CRADLEPOINT CBA 750	2		2	\$39.76
CREDIT CARD PROCESSING SYSTEM (CPS)	1		1	\$19.88
CRESTRON TOUCHPANEL CONTROL	19	11	8	\$159.04
CRYSTAL REPORTS	3		3	\$59.64
CUSTOMER DISPLAY	9		9	\$178.92
CUTEPDF	13		13	\$258.44
CYBERLINK POWER2GO	3	1	2	\$39.76
CYBERLINK POWER DVD	3	1	2	\$39.76
DAILY BACKUP	8	7	1	\$19.88
database	1		1	\$19.88
DATA STORAGE (BACKUPS / RESTORE)	56	48	8	\$159.04
DATA WAREHOUSE	343	343		
DECISION POINT	46	10	36	\$715.68
DECISION SUPPORT SYSTEM (DSS)	15	10	5	\$99.40
DEEP FREEZE	16		16	\$318.08
DELL 3010 PRINTER	4	1	3	\$59.64
DELL 3110 PRINTER	2		2	\$39.76
DELL 3115 MULTI-FUNCTION PRINTER	12	5	7	\$139.16
DELL DESKTOP OTHER	191	124	67	\$1,331.96
Dell Laptop	1	1		
DELL LAPTOP BATTERY	4	2	2	\$39.76
DELL LAPTOP OTHER	210	146	64	\$1,272.32
DELL LATITUDE D505	1		1	\$19.88
DELL LATITUDE D610	5	5		
DELL LATITUDE D620	3	1	2	\$39.76
DELL LATITUDE D630	15	6	9	\$178.92
DELL LATITUDE D6410	1		1	\$19.88
DELL OPTIPLEX	204	184	20	\$397.60
DELL OPTIPLEX 280	1		1	\$19.88
DELL OPTIPLEX 620	1		1	\$19.88
DELL OPTIPLEX 740/745	26	16	10	\$198.80
DELL OPTIPLEX 755	3		3	\$59.64
DELL PROJECTOR	8	4	4	\$79.52
DESKTOP	23	13	10	\$198.80
DESKTOP - APPLE	3	2	1	\$19.88
DESKTOP - DELL	40	27	13	\$258.44
DESKTOP - HP	41	23	18	\$357.84
DESKTOP - LENOVO	105	43	62	\$1,232.56
DESKTOP MANAGEMENT PILOT	1	1		

Ticket Product Item	Total created	Tickets resolved by		\$19.88 GSC cost per transaction
		Non-GSC teams	GSC teams	
DESKTOP MANAGEMENT (TIVOLI ENDPOINT MANAGER (TEM))	103	67	36	\$715.68
DESKTOP SECURITY (SOPHOS)	563	37	526	\$10,456.88
DICM.ORG (DESERET INDUSTRIES CASE MANAGEMENT WEB SITE)	16	1	15	\$298.20
DICTATION RECORDER	1	1		
DICTATION SOFTWARE	6	6		
DIRECT MACHINE INTERFACE (DMI)	2		2	\$39.76
DIRECTORS OF PUBLIC AFFAIRS WEBSITE	1	1		
DIRECTORY INFRASTRUCTURE	4	4		
DISTRIBUTION ORDER (DSD)	75		75	\$1,491.00
DI TIME CLOCK (TA100PRO)	1	1		
DOCUMENT PRINTER	42	35	7	\$139.16
DOMAIN NAME SERVER (DNS)	88	69	19	\$377.72
DROPPED CALL	157		157	\$3,121.16
DSL	8	8		
EMPLOYEE SELF-SERVICE (TIME ENTRY)	13		13	\$258.44
Employee Transferred	1		1	\$19.88
EMPLOYEE TRANSFERRED	72	1	71	\$1,411.48
EMPLOYMENT VERIFICATION	1	1		
EMPTORIS ENTERPRISE CONTRACT MANAGEMENT (ECM)	5		5	\$99.40
ENSIGN PEAK APPS	1		1	\$19.88
EPSON PRINTER OTHER	9	1	8	\$159.04
ESX SERVER	74	74		
ETEK INVENTORY CONTROL SYSTEM	1	1		
ETRAVEL	13		13	\$258.44
EVENT PLANNING SYSTEM (EPS)	1	1		
EWORK - METASTORM WORKFLOW MANAGMENT	1	1		
EXADIGM	8	8		
EXCHANGE SERVER	552	63	489	\$9,721.32
EXPLORER	1		1	\$19.88

Ticket Product Item	Total created	Tickets resolved by		\$19.88 GSC cost per transaction
		Non-GSC teams	GSC teams	
EXTRACTION ADMINISTRATION SYSTEM (EASY)	2	2		
FACILITIES MANAGEMENT AUTOMATED TOOLS (FMAT)	73	4	69	\$1,371.72
FACILITY ISSUE REPORTING (FIR)	65		65	\$1,292.20
FACILITY RESOURCE SETUP	1	1		
FAMILY HISTORY LIBRARY CATALOG (OLIB)	6	1	5	\$99.40
FAMILYSEARCH INDEXING (FSI)	45		45	\$894.60
FAX	16	3	13	\$258.44
FHC CENTERS MENU	5		5	\$99.40
FHC PROFILE	1		1	\$19.88
FHL PATRON DESKTOP	1,006	1,001	5	\$99.40
FIELD OFFICE INTERNET	8	5	3	\$59.64
FILESEND	107	8	99	\$1,968.12
FILE SHREDDER	1		1	\$19.88
FOLIO VIEWS	3		3	\$59.64
FTP VOYAGER	5	4	1	\$19.88
GENERAL PROPERTY INFORMATION (GPI)	1		1	\$19.88
GLOBAL DIRECTORY (GDIR)	13	7	6	\$119.28
GLOBAL FUNDING SYSTEM (GFS)	10	10		
GLOBAL HR INFORMATION SYSTEM (PEOPLESOFT HR)	115	5	110	\$2,186.80
GLOBAL HUMAN RESOURCE METRICS DASHSBOARD (HRD METRICS)	1		1	\$19.88
GLOBAL INCIDENT REPORTING WEBSITE (GIR)	5	2	3	\$59.64
GLOBAL PROPERTY MANAGEMENT (GPM)	13	7	6	\$119.28
GLOBAL VISA MANAGEMENT (GVM)	21	2	19	\$377.72
GMAIL	3	1	2	\$39.76
GOOGLE EARTH	3		3	\$59.64
HANDHELD SCANNER	2	1	1	\$19.88
HISTORICAL MATERIALS MANAGEMENT SYSTEM (HMMS)	6	1	5	\$99.40
HOME.LDSCHURCH.ORG	81	11	70	\$1,391.60

Ticket Product Item	Total created	Tickets resolved by		\$19.88 GSC cost per transaction
		Non-GSC teams	GSC teams	
HONEYWELL WEBSTAT	39		39	\$775.32
HP BACKUP TAPE DRIVE	4	3	1	\$19.88
HP DISCOVERY AND DEPENDENCY MAPPING INVENTORY (DDMI)	1	1		
HP NOTEBOOK / LAPTOP	14	8	6	\$119.28
HP QUALITY CENTER	2		2	\$39.76
HP SERVICE MANAGER (ITSM)	26	7	19	\$377.72
HP SYSTEMS INSIGHT MGR	1		1	\$19.88
HR QUESTION	6		6	\$119.28
HR SOFT (HRS)	3		3	\$59.64
HUMANITARIAN SERVICE DATABASE	4		4	\$79.52
IBM WEBSPHERE	1		1	\$19.88
ICS CONSOLIDATED DASHBOARD	1		1	\$19.88
ICS PERFORMANCE MANAGEMENT SITE	1	1		
IDENTITY SYNCHRONIZATION	1	1		
IDENTITY VAULT	1	1		
IE9	1	1		
INFOGUIDE	27	20	7	\$139.16
INFOGUIDE2	4	4		
INFRASTRUCTURE TASK MANAGEMENT SYSTEM (ITMS)	3	3		
INSTANT MESSENGER (LDS)	1		1	\$19.88
INSTITUTE STUDENT TRACKING AND REPORTING (ISTAR)	4	1	3	\$59.64
INTECOM TELEPHONE	5	4	1	\$19.88
INTEGRATED CATALOG	1	1		
INTERNATIONAL GARMENT SALES (IAGS)	1		1	\$19.88
INTERNET CONNECTION PROBLEM	687	109	578	\$11,490.64
INTERNET LEARNING	50	18	32	\$636.16
INTERNET MISSION OFFICE SYSTEM (IMOS)	976	63	913	\$18,150.44
INTERNET SERVICE PROVIDER (ISP)	50	23	27	\$536.76
INTERVIDEO WIN DVD	1	1		
INTERWOVEN-WORKSITE	17	12	5	\$99.40
INTRANET	55	5	50	\$994.00
INVENTORY MANAGER	169	158	11	\$218.68

Ticket Product Item	Total created	Tickets resolved by		\$19.88 GSC cost per transaction
		Non-GSC teams	GSC teams	
JAPAN CFIS INTERFACE SYSTEM (JCIS)	1	1		
JIRA	6	4	2	\$39.76
JP MORGAN PAYMENTNET.COM	58	2	56	\$1,113.28
K9 BLUECOAT	153	8	145	\$2,882.60
KEYBOARD / MOUSE	60	34	26	\$516.88
KNOWLEDGE EXCHANGE (PROVISION)	7	2	5	\$99.40
KRONOS	14	9	5	\$99.40
LANDESK MANAGEMENT SUITE	48	3	45	\$894.60
LAPTOP	6	6		
LAPTOP - APPLE	33	21	12	\$238.56
LAPTOP BACKPACK	2	2		
LAPTOP - DELL	81	49	32	\$636.16
LAPTOP - HP	18	9	9	\$178.92
LAPTOP - LENOVO	371	140	231	\$4,592.28
LAPTOP - LENOVO T400	1	1		
LDS ACCESS	55	5	50	\$994.00
LDS ACCOUNT	5,790	483	5,307	\$105,503.16
LDS CES.ORG WEB PAGES	33	2	31	\$616.28
LDSCHURCH.JOBS (CHURCH EMPLOYMENT WEBSITE )	18	2	16	\$318.08
LDSCHURCH.ORG EXTERNAL ACCESS (HOME.LDSCHURCH.ORG )	2	1	1	\$19.88
LDS CHURCH WIRELESS	121	15	106	\$2,107.28
LDS COLLECTORS LIBRARY	2	2		
LDS EMARKET (PURCHASING.LDSCHURCH.ORG)	19	4	15	\$298.20
LDS EMPLOYMENT RESOURCES SERVICES	1		1	\$19.88
LDSJOBS.ORG	448		448	\$8,906.24
LDS KNOWLEDGE BASE	6		6	\$119.28
LDS LIBRARY	3		3	\$59.64
LDSMAIL	215	3	212	\$4,214.56
LDSMAIL@LDS CES.ORG	13	2	11	\$218.68
LDS MAPS	17	2	15	\$298.20
LDS.Org	1	1		
LDS.ORG	593	142	451	\$8,965.88
LDS PHILANTHROPIES APPS (LDSP)	5	5		
LDS SCRIPTURES	3	1	2	\$39.76

Ticket Product Item	Total created	Tickets resolved by		\$19.88 GSC cost per transaction
		Non-GSC teams	GSC teams	
LDS TEAMS	45	2	43	\$854.84
LEADER RESOURCES (LDS.ORG/LEADER)	11	2	9	\$178.92
LEADERSHIP REVIEW PROCESS (LRP)	2	2		
LENEL SECURITY SYSTEMS	4	2	2	\$39.76
LinkSYS+Cisco	2	2		
LINUX SERVER	922	913	9	\$178.92
LOCAL UNIT FINANCIAL AUDITING SYSTEM (LUFAS)	42	1	41	\$815.08
LOCAL UNIT REPORT RECEIPTING BANKING SYSTEM (LURBS)	133	39	94	\$1,868.72
LOCAL UNIT WEBSITE (LUWS)	18	6	12	\$238.56
MAJOR INCIDENT REPORTING SYSTEM (MIRS)	1		1	\$19.88
MANAGEMENT REPORTS INTERNATIONAL (MRI)	1	1		
MAPS	5	1	4	\$79.52
MARKLOGIC	5	5		
MEDIA PLAYER	9	3	6	\$119.28
MEDIAPULSE	2		2	\$39.76
MEETINGHOUSE INTERNET	35	17	18	\$357.84
MEETINGHOUSE RECOMMENDATION TOOL (MRT)	7	3	4	\$79.52
MEETINGHOUSE TECHNICAL SERVICES (MTS)	9	4	5	\$99.40
MEETINGHOUSE TECHNOLOGY MANAGER (MTM)	3	3		
MEETINGHOUSE WEBCAST COMMUNICATOR	52	18	34	\$675.92
MEETINGHOUSE WEBCAST RECEIVER	6		6	\$119.28
MEETINGHOUSE WEBCAST SOFTWARE	44	9	35	\$695.80
MEETINGPLACE	201	17	184	\$3,657.92
MEMBER AND LEADER SERVICES (MLS)	273	21	252	\$5,009.76
MICROFILM ORDERING CENTER-DISTRIBUTION (MOC)	2	1	1	\$19.88
MICROSOFT ACCESS	27	7	20	\$397.60

Ticket Product Item	Total created	Tickets resolved by		\$19.88 GSC cost per transaction
		Non-GSC teams	GSC teams	
MICROSOFT ACTIVE DIRECTORY (EAD)	98	6	92	\$1,828.96
MICROSOFT ACTIVE DIRECTORY MIGRATION	2	2		
MICROSOFT ACTIVE DIRECTORY (WH)	69	2	67	\$1,331.96
MICROSOFT DYNAMICS AX	19	1	18	\$357.84
MICROSOFT EXCEL	42	19	23	\$457.24
MICROSOFT INTERNET EXPLORER	270	52	218	\$4,333.84
MICROSOFT LYNC	87	6	81	\$1,610.28
MICROSOFT NETMEETING	1		1	\$19.88
MICROSOFT OFFICE ACCESS 2007	19	8	11	\$218.68
MICROSOFT OFFICE ACCESS 2010	4		4	\$79.52
MICROSOFT OFFICE COMMUNICATOR	48	1	47	\$934.36
MICROSOFT OFFICE EXCEL 2007	23	8	15	\$298.20
MICROSOFT OFFICE EXCEL 2010	15	8	7	\$139.16
MICROSOFT OFFICE INFOPATH 2007	1		1	\$19.88
MICROSOFT OFFICE ONENOTE 2007	8	6	2	\$39.76
MICROSOFT OFFICE ONENOTE 2010	14	12	2	\$39.76
MICROSOFT OFFICE OUTLOOK 2007	1,396	151	1,245	\$24,750.60
MICROSOFT OFFICE OUTLOOK 200oUTLOOK	1		1	\$19.88
MICROSOFT OFFICE OUTLOOK 2010	366	81	285	\$5,665.80
MICROSOFT OFFICE POWERPOINT 2007	6	1	5	\$99.40
MICROSOFT OFFICE POWERPOINT 2010	3		3	\$59.64
MICROSOFT OFFICE PROJECT 2007	5	1	4	\$79.52
MICROSOFT OFFICE PROJECT 2010	10		10	\$198.80
MICROSOFT OFFICE PUBLISHER 2007	1		1	\$19.88
MICROSOFT OFFICE SUITE 2007	16		16	\$318.08
MICROSOFT OFFICE SUITE 2010	98	20	78	\$1,550.64



Ticket Product Item	Total created	Tickets resolved by		\$19.88 GSC cost per transaction
		Non-GSC teams	GSC teams	
MICROSOFT OFFICE VISIO 2007	3	1	2	\$39.76
MICROSOFT OFFICE VISIO 2010	8	2	6	\$119.28
MICROSOFT OFFICE WORD 2007	30	7	23	\$457.24
MICROSOFT OFFICE WORD 2010	10	2	8	\$159.04
MICROSOFT OUTLOOK EXPRESS (CES ONLY)	7		7	\$139.16
MICROSOFT OUTLOOK WEB ACCESS	35	2	33	\$656.04
MICROSOFT OUTLOOK WEB APP (OWA)	114	2	112	\$2,226.56
MICROSOFT POWERPOINT	4	2	2	\$39.76
MICROSOFT PROJECT	5	1	4	\$79.52
MICROSOFT PUBLISHER	1		1	\$19.88
MICROSOFT REMOTE DESKTOP	4		4	\$79.52
MICROSOFT REPORTING SERVICES	1	1		
MICROSOFT SHAREPOINT	126	24	102	\$2,027.76
MICROSOFT UNIFIED ACCESS GATEWAY (UAG)	1		1	\$19.88
MICROSOFT VISIO	20	3	17	\$337.96
MICROSOFT VISUAL STUDIO	6	5	1	\$19.88
MICROSOFT WINDOWS (OTHER THAN XP)	124	76	48	\$954.24
MICROSOFT WINDOWS XP	138	15	123	\$2,445.24
MICROSOFT WORD	18	3	15	\$298.20
MICROS XSTORE POINT OF SALE	3		3	\$59.64
MISSIONARY	1	1		
MISSIONARY CALL SYSTEM	3		3	\$59.64
MISSIONARY INQUIRY	11		11	\$218.68
MISSIONARY KEY INDICATORS (MISSIONARY.LDS.ORG)	15		15	\$298.20
MISSIONARY LETTERS (MISSIONARY.LDS.ORG)	52	3	49	\$974.12
MISSIONARY LMS PORTAL (MISSIONARY.LDS.ORG)	78	4	74	\$1,471.12
MISSIONARY MANAGEMENT SYSTEM (MMS, NAPI)	4	2	2	\$39.76

Ticket Product Item	Total created	Tickets resolved by		\$19.88 GSC cost per transaction
		Non-GSC teams	GSC teams	
MISSIONARY ONLINE RECOMMENDATION SYSTEM	123		123	\$2,445.24
MISSIONARY PORTAL (MISSIONARY.LDS.ORG)	19		19	\$377.72
MISSIONARY REFERRAL MANAGER (MRM)	5		5	\$99.40
MISSION AUTO TRACKING SYSTEM (MATS)	10		10	\$198.80
MISSION OFFICE PEER TO PEER	4		4	\$79.52
MISSION PRESIDENT PORTAL	1		1	\$19.88
MOBILE APP - GOSPEL LIBRARY	10	1	9	\$178.92
MOBILE APP - LDS TOOLS	47	1	46	\$914.48
MOBILE APP - THE MORMON CHANNEL	3	1	2	\$39.76
MOBILE PHONE	681	243	438	\$8,707.44
MONITOR	139	63	76	\$1,510.88
MORMON.ORG	14	2	12	\$238.56
MORMON RADIO	4	4		
MOTION COMPUTING TABLET	5	1	4	\$79.52
MOTORPOOL RESERVATIONS (FLEETCOMMANDER)	2		2	\$39.76
MSR	7	2	5	\$99.40
MTC MEDIA PORTAL (IMTC VIDEO STREAMING)	5	2	3	\$59.64
MY.LDSCHURCH.ORG	2		2	\$39.76
MYLDSMAIL	199	3	196	\$3,896.48
NAGIOS (EYE IN THE SKY)	50	48	2	\$39.76
NAGIOS - UNASSIGNED ALERT	2	1	1	\$19.88
NAUTILUS	3		3	\$59.64
NETWORK	4	4		
NETWORK DRIVE/ FOLDER ACCESS	437	104	333	\$6,620.04
NETWORK INTERFACE CARD (NIC)	12	6	6	\$119.28
NETWORK INTRUSION DETECTION SYSTEM (NIDS)	4	4		
NEW EMPLOYEE / CONTRACTOR SETUP	335	160	175	\$3,479.00
NEW FAMILYSEARCH	149	1	148	\$2,942.24
NEW.LDS.ORG	27		27	\$536.76
NON ISSUE CALL / PRANK CALL	663		663	\$13,180.44

Ticket Product Item	Total created	Tickets resolved by		\$19.88 GSC cost per transaction
		Non-GSC teams	GSC teams	
NON PRODUCT INFORMATION CALL	765	15	750	\$14,910.00
NOVELL CLIENT	147	8	139	\$2,763.32
NOVELL CONSOLE ONE	12	12		
NOVELL DIRECTORY SERVICES (NDS) - LDS AUTH	1		1	\$19.88
NOVELL DIRECTORY SERVICES (NDS) - LDS TREE	15	11	4	\$79.52
NOVELL IMANAGER	4		4	\$79.52
NOVELL SERVER	66	49	17	\$337.96
ODYSSEY CLIENT	5	1	4	\$79.52
OFFICE EQUIPMENT	6	1	5	\$99.40
OFFICIAL COMMUNICATION LIBRARY (OCL)	2		2	\$39.76
ONLINE MISSIONARY COURSES (MISSIONARY.LDS.ORG)	7		7	\$139.16
ONLINE STORE (STORE.LDS.ORG)	67	1	66	\$1,312.08
OPEN WORKBENCH	1		1	\$19.88
OPERATIONS & MAINTENANCE REPORTING SYSTEM (OMRS)	1	1		
OPINION LEADER (CRM)	9	2	7	\$139.16
OPTIMUM PAYROLL	1		1	\$19.88
ORACLE	542	542		
ORACLE DATABASE SERVICE	187	141	46	\$914.48
ORACLE ENTERPRISE MANAGER (OEM)	7	3	4	\$79.52
ORDINANCE DATA MANAGEMENT (ODM)	2		2	\$39.76
ORDINANCE RECORDING SYSTEM (ORS)	37	15	22	\$437.36
OSA-DATA CENTER	1	1		
OSA-MAINTENANCE-HARDWARE	1		1	\$19.88
OSA-MAINTENANCE-SOFTWARE	1	1		
OTHER COMPUTER MODEL (NON-DELL)	150	15	135	\$2,683.80
OTHER IEA DEVICE	6	3	3	\$59.64
OUTLOOK	1	1		
PASSWORD	8		8	\$159.04
PATRIARCHAL BLESSING	5		5	\$99.40

Ticket Product Item	Total created	Tickets resolved by		\$19.88 GSC cost per transaction
		Non-GSC teams	GSC teams	
PATRIARCHAL BLESSINGS SEARCH	2		2	\$39.76
PATRIARCHAL BLESSING SUBMISSION SYSTEM (PBSS)	2		2	\$39.76
PAYMENT CARD INDUSTRY (PCI)	1		1	\$19.88
PAYROLL	2		2	\$39.76
PCI THIN CLIENT	4	3	1	\$19.88
PEER TO PEER	7		7	\$139.16
PEOPLEFINDER	5		5	\$99.40
PEOPLESOFT FS (CFIS)	252	66	186	\$3,697.68
PERFORMANCE MANAGEMENT SITE	1	1		
PERPETUAL EDUCATION FUND (PEF)	82	46	36	\$715.68
PERSONAL ANCESTRAL FILE (PAF)	6		6	\$119.28
PERSONAL VIDEO CONFERENCING (PVC) / VIDYO	211	46	165	\$3,280.20
PERSONAL VIDEO CONFERENCING (PVC) / VIDYOI	4		4	\$79.52
PFD - ADMIN	1		1	\$19.88
PFD - CALL TRANSFER	9		9	\$178.92
PFD - NEW EMPLOYEE SETUP	4	2	2	\$39.76
PFD - OTHER	3	1	2	\$39.76
PFD - PEOPLESOFT	13	3	10	\$198.80
PFD - PURCHASE ORDERS	4		4	\$79.52
PHAROS	3		3	\$59.64
PHONES	3	3		
PIECE RATE SYSTEM (PRS)	12	2	10	\$198.80
POLICY POINT	6		6	\$119.28
POTENTIAL STUDENT TRACKER (PST-WEB)	8	2	6	\$119.28
POWER SUPPLY	11	10	1	\$19.88
PRIESTHOOD TELEPHONE DIRECTORY (PTD)	1		1	\$19.88
PRINTER/COPIER OTHER	361	108	253	\$5,029.64
PRINTER FINDER	47	17	30	\$596.40
PRINTER - HP	321	118	203	\$4,035.64
PRINTER - LEXMARK	16	1	15	\$298.20
PRINTER - RICOH	136	24	112	\$2,226.56
PRINTER - SAVIN	20	4	16	\$318.08

Ticket Product Item	Total created	Tickets resolved by		\$19.88 GSC cost per transaction
		Non-GSC teams	GSC teams	
PRINTER - SHARP	97	4	93	\$1,848.84
PRINTER - XEROX	123	8	115	\$2,286.20
PRINTING INFORMATION MANAGEMENT SYSTEMS (DIMS)	4		4	\$79.52
PRODUCT / APPLICATION NOT FOUND	1,757	403	1,354	\$26,917.52
PROJECTOR - CES	1		1	\$19.88
PROJECTOR - MEETINGHOUSE	1		1	\$19.88
PROJECTOR OTHER	25	12	13	\$258.44
PROJECTOR - WORKFORCE	9	8	1	\$19.88
proofpoin	1		1	\$19.88
PROPERTY RESERVE INC. APPS (PRI)	2		2	\$39.76
PROVISIONING AND DELEGATED ADMINISTRATION	4		4	\$79.52
PUBLIC ACCESS COMPUTER	29	23	6	\$119.28
PUREVIEW CHECK VIEWING SOFTWARE	2	2		
QUALTRICS	3		3	\$59.64
RBIS	12	9	3	\$59.64
RECEIPT PRINTER	2	2		
RELATED ENTITIES FINANCIAL INFORMATION SYSTEM (REFIS)	16	5	11	\$218.68
REMOTE DOOR LOCKS	1		1	\$19.88
RETAIL PRO (POINT OF SALE - POS)	79	61	18	\$357.84
RF DEVICES	1	1		
Ricoh	1		1	\$19.88
RISK MANAGEMENT INFORMATION SYSTEM (RMIS)	2	2		
ROUTER/SWITCH/PORT	1	1		
ROXIO EASY CD CREATOR	1		1	\$19.88
SATELLITE PHONE	2		2	\$39.76
SATELLITE SYSTEM	591	22	569	\$11,311.72
SCANNER	64	17	47	\$934.36
SECURE ACCESS PORTAL (SAA)	1		1	\$19.88
SECURITY INFORMATION AND EVENT MANAGEMENT	1		1	\$19.88

Ticket Product Item	Total created	Tickets resolved by		\$19.88 GSC cost per transaction
		Non-GSC teams	GSC teams	
SEMINARIES AND INSTITUTES INTRANET (SI.LDS.ORG)	20		20	\$397.60
SERVER	251	205	46	\$914.48
SERVER CONFIGURATION MANAGEMENT DATABASE (SCMDB)	12	8	4	\$79.52
SERVER LOAD BALANCING (F5)	29	28	1	\$19.88
SERV MAG	9	9		
SHARPDESK	1		1	\$19.88
SISTEMA DE INFORMACION Y GESTION ADM. Y CONTABLE (SIGAC)	5	3	2	\$39.76
SISTEMA INTEGRAL DE INFORMACION DEL AREA (SIIA)	21	11	10	\$198.80
SKYPE	9	4	5	\$99.40
SMALL APPS	1		1	\$19.88
SMARTBUILDER	3	2	1	\$19.88
SOLARIS SERVER	4	4		
SOPHOS	6	6		
SPYBOT SEARCH & DESTROY	1		1	\$19.88
SQL SERVER 2000	18	18		
SQL SERVER DATABASE SERVICE	36	32	4	\$79.52
STAKE/WARD CALENDAR (LDS.ORG/CHURCH-CALENDAR)	20	4	16	\$318.08
STAKE/WARD DIRECTORY (LDS.ORG/DIRECTORY)	59		59	\$1,172.92
STANDARD WINDOWS PLATFORM (WINDOWS 7)	564	72	492	\$9,780.96
STE PORT	3	3		
STUDENT TRACKING AND REPORTING (STAR)	18	1	17	\$337.96
SUBVERSION	1		1	\$19.88
SUN JAVA	11	2	9	\$178.92
SURPLUS PC	227	217	10	\$198.80
TECH SERVICES CATALOG	54	51	3	\$59.64
TELECOM BILLING (RIVERMINE)	159	147	12	\$238.56
TELEPHONE	85	44	41	\$815.08
TELEPHONE AND NETWORK CONNECTION	92	64	28	\$556.64

Ticket Product Item	Total created	Tickets resolved by		\$19.88 GSC cost per transaction
		Non-GSC teams	GSC teams	
TELEPHONE BILLING	80	70	10	\$198.80
TELEPHONE BUDGET MANAGEMENT SYSTEM (TBM)	1		1	\$19.88
TELEPHONE VOICE MAIL	44	5	39	\$775.32
TEMPLE DEPT EXECUTIVE COMMITTEE INFO SYSTEM (TDECIS)	1		1	\$19.88
TEMPLE ENTRY SYSTEM (TES)	48	16	32	\$636.16
TEMPLE FACILITY INFORMATION SYSTEM (TFIS)	14	5	9	\$178.92
TEMPLE SCHEDULING SYSTEM (TSS)	17	8	9	\$178.92
TEMS	33	33		
TPL - TEMPLE SCHEDULING SYSTEM (TSS)	1		1	\$19.88
TRANSCRIPTION SOFTWARE	2	2		
TRANSLATION ASSISTANCE TOOLS (TAT)	2	2		
(UCMDB-CM) UCMDB CONFIGURATION MANAGER	1	1		
(UCMDB) HP UNIVERSAL CONFIGURATION MANAGEMENT DATABASE	1	1		
UNINTERUPTIBLE POWER SUPPLY (UPS)	6	6		
UNIX SERVER	226	223	3	\$59.64
UNMANAGED NETWORK SWITCH	25	20	5	\$99.40
USB WIRELESS ADAPTERS	17	11	6	\$119.28
VENDMAX	1		1	\$19.88
VENDOR ACCOUNT	7	7		
VENDOR ACCOUNTS	33	10	23	\$457.24
VERIFONE	1	1		
VIDEO	1	1		
VIDEO CONFERENCE	1	1		
VIDEO CONFERENCING SYSTEMS	144	129	15	\$298.20
Vidyo	1	1		
VIGNETTE 7	1	1		
VIGNETTE RECORDS AND DOCUMENTS (VRD)	4	4		

Ticket Product Item	Total created	Tickets resolved by		\$19.88 GSC cost per transaction
		Non-GSC teams	GSC teams	
VINEYARD (VINEYARD.LDS.ORG)	2		2	\$39.76
vision	1		1	\$19.88
VISUAL HUR	4		4	\$79.52
VMS SERVER	3	3		
VMWARE ESX SERVER	14	14		
VMWARE FUSION (WINDOWS VIRTUAL DESKTOP)	21	21		
VOIP TELEPHONY (IP PHONE)	770	306	464	\$9,224.32
VPN	1	1		
WATCHGUARD FIREBOX	1	1		
WEB ACCESS MANAGEMENT (WAM)	8	4	4	\$79.52
WEB ANALYTICS (OMNITURE)	1		1	\$19.88
WEB CONTENT FILTER (WEBSense)	99	4	95	\$1,888.60
WEB CONTENT FILTER (ZSCALER)	5	1	4	\$79.52
WEB INSTITUTE STUDENT ENROLLMENT (WISE)	522	21	501	\$9,959.88
websense	1		1	\$19.88
WEB SSO	15		15	\$298.20
WINDOWS SERVER	846	819	27	\$536.76
WINZIP	10	5	5	\$99.40
WIRELESS NETWORK INTERFACE CARD (WNIC)	20	10	10	\$198.80
WORKPLACE XT (FILENET)	4	2	2	\$39.76
WORLDSEVER (WS, GMS)	1	1		
WRQ REFLECTION X	5	3	2	\$39.76
WRX (WAREHOUSE RX)	1	1		
XCELLENET AFARIA	2	1	1	\$19.88
XEROX MULTIFUNCTION PRINTER	258	19	239	\$4,751.32
YW PERSONAL PROGRESS (LDS.ORG/ YOUNG-WOMEN/ PERSONAL-PROGRESS)	1		1	\$19.88
<b>Total:</b>	<b>42,927</b>	<b>13,990</b>	<b>28,937</b>	<b>\$575,267.56</b>