

10th TCB meeting (phone conference)

Friday, 10 February 2012

Service desk & Ticket management (15:30 - 16:00)

-Conveners: Michel Drescher

time	[id] title	presenter
15:30	[3] Processing top priority and very urgent tickets	KRENEK, Ales
15:40	[4] Ticket management for "urgent" and "less urgent" tickets	KRENEK, Ales
15:50	[5] Ticket solution time / ETA	DRESCHER, Michel