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The company uses BIRT to provide a full view of change details within the IBM Maximo application. BIRT is used to create SLA reports, MTTR (Minimum Time To Resolve the incident) reports, change and incident reports, service request reports, etc. Users are from various groups, with roles like change administration, operations, service desk, etc.

Information source from 'Get Your BIRT Rocks T-Shirt program' and Reed Elsevier (<http://www.reedelsevier.com/aboutus/Pages/Home.aspx>) on 8/2/2010.