



Report generated on 1/1/10

Institution Name:
UMBC

OVERALL INCIDENT SUMMARY - by contact method

Support Breakdown	12/1 - 12/5	12/6 - 12/12	12/13 - 12/19	12/20 - 12/26	12/27 - 12/31	Total
Unspecified	0	0	0	0	0	0
Phone Call	15	28	27	15	5	90
Presidium Staff Member	0	0	0	0	0	0
Submit A Ticket	3	3	2	1	0	9
Chat	0	0	1	0	0	1
Email	0	4	4	0	0	8
SIMS	0	0	0	0	0	0
SIMS Quickticket	0	0	0	0	0	0
Chats Submitted	2	0	2	0	0	4
Total	20	35	36	16	5	112

Incidents by Customer

This section provides a listing of users who have accessed support during the report period.

Tickets by Faculty - Tickets Submitted (12/1/2009 - 12/31/2009)

Request Type								
Request Type Detail	Unspecified	Login Issue	Blackboard Student	Blackboard Faculty	Blackboard Staff	Course Availability	Server Outage	Total
Unspecified	8	26	0	0	0	4	5	43
Assessment	0	0	5	0	0	0	0	5
Assessment	0	0	0	6	0	0	0	6
Assignments	0	0	5	3	0	0	0	8
Automated Assignments	0	0	0	0	0	0	0	0
Blackboard Email	0	0	0	0	0	0	0	0
Collaboration Tools	0	0	0	0	0	0	0	0
Collaboration Tools	0	0	0	0	0	0	0	0
Content Area	0	0	0	1	0	0	0	1
Content Attachments	0	0	0	1	0	0	0	1
Course Options	0	0	0	1	0	0	0	1
Course Stats	0	0	0	0	0	0	0	0
Course Tools	0	0	0	1	0	0	0	1
Discussion Boards	0	0	1	0	0	0	0	1
Discussion Boards	0	0	0	2	0	0	0	2
Download/ Plugin Issue	0	0	0	0	0	0	0	0
File Attachment	0	0	0	0	0	0	0	0
Grade Center	0	0	0	12	1	0	0	13

Group Pages	0	0	1	0	0	0	0	1
How to make course available	0	0	0	0	0	0	0	0
Student Homepage	0	0	0	0	0	0	0	0
Other	0	0	9	13	3	0	0	25
Total	8	26	21	40	4	4	5	108

Tickets by Students - Tickets Submitted (12/1/2009 - 12/31/2009)

	Request Type							
Request Type Detail	Unspecified	Login Issue	Blackboard Student	Blackboard Faculty	Blackboard Staff	Course Availability	Server Outage	Total
Unspecified	0	23	0	0	0	4	4	31
Assessment	0	0	5	0	0	0	0	5
Assessment	0	0	0	0	0	0	0	0
Assignments	0	0	5	0	0	0	0	5
Automated Assignments	0	0	0	0	0	0	0	0
Blackboard Email	0	0	0	0	0	0	0	0
Collaboration Tools	0	0	0	0	0	0	0	0
Collaboration Tools	0	0	0	0	0	0	0	0
Content Area	0	0	0	0	0	0	0	0
Content Attachments	0	0	0	0	0	0	0	0
Course Options	0	0	0	0	0	0	0	0
Course Stats	0	0	0	0	0	0	0	0
Course Tools	0	0	0	0	0	0	0	0
Discussion Boards	0	0	1	0	0	0	0	1
Discussion Boards	0	0	0	0	0	0	0	0
Download/ Plugin Issue	0	0	0	0	0	0	0	0
File Attachment	0	0	0	0	0	0	0	0
Grade Center	0	0	0	0	0	0	0	0
Group Pages	0	0	1	0	0	0	0	1
How to make course available	0	0	0	0	0	0	0	0
Student Homepage	0	0	0	0	0	0	0	0
Other	0	0	9	0	0	0	0	9
Total	0	23	21	0	0	4	4	52

Support Portal Usage Summary

This section provides information regarding the frequency of use, access and search results of the Portal Support Site during the report period.

This table provides information on overall usage during the report period.

	12/1 - 12/5	12/6 - 12/12	12/13 - 12/19	12/20 - 12/26	12/27 - 12/31	Total
Page Views	155	153	127	127	54	616
KB Articles Viewed	1	10	6	4	5	26
KB Searches Performed	3	2	10	8	0	23
Files Downloaded	0	0	0	0	0	0
Visits	87	64	69	67	36	323
Service Requests	5	7	8	1	0	21

This table outlines the total number of Knowledge Base articles viewed, and searches performed for the reporting period.

	12/1 - 12/5	12/6 - 12/12	12/13 - 12/19	12/20 - 12/26	12/27 - 12/31	Total
Articles Viewed	1	10	6	4	5	26
Searches Performed	3	2	10	8	0	23

Total Times Rated	0	2	0	0	0	2	
Times Rated Helpful	0	1	0	0	0	1	(50%)
Times Rated Not Helpful	0	1	0	0	0	1	(50%)

Incident Summary

This section outlines details about the incident origin, user type, request type and affected application areas.

This table provides a listing of user type who have accessed technical support during the report period.

User Type	12/1 - 12/5	12/6 - 12/12	12/13 - 12/19	12/20 - 12/26	12/27 - 12/31	Total
<i>Unspecified</i>	0	<u>4</u>	<u>4</u>	0	0	8
Student	<u>7</u>	<u>19</u>	<u>18</u>	<u>6</u>	<u>2</u>	52
Faculty	<u>8</u>	<u>11</u>	<u>11</u>	<u>10</u>	<u>3</u>	43
Staff	<u>3</u>	<u>1</u>	<u>1</u>	0	0	5
Total	<u>18</u>	<u>35</u>	<u>34</u>	<u>16</u>	<u>5</u>	<u>108</u>

This table outlines the origin of request type for users who have accessed technical support during the report period

Request Type	12/1 - 12/5	12/6 - 12/12	12/13 - 12/19	12/20 - 12/26	12/27 - 12/31	Total
<i>Unspecified</i>	0	<u>4</u>	<u>4</u>	0	0	8
Login Issue	<u>3</u>	<u>10</u>	<u>7</u>	<u>4</u>	<u>2</u>	26
Blackboard Student	<u>5</u>	<u>5</u>	<u>9</u>	<u>2</u>	0	21
Blackboard Faculty	<u>7</u>	<u>10</u>	<u>10</u>	<u>10</u>	<u>3</u>	40
Blackboard Staff	<u>2</u>	<u>1</u>	<u>1</u>	0	0	4
Course Availability	0	<u>1</u>	<u>3</u>	0	0	4
Server Outage	<u>1</u>	<u>4</u>	0	0	0	5
Total	<u>18</u>	<u>35</u>	<u>34</u>	<u>16</u>	<u>5</u>	<u>108</u>

Technical Summary

This section outlines details about the browser type, connection speed and operating system.

This table outlines the origin of browser type related incidents for the reporting period.

Browser Type	12/1 - 12/5	12/6 - 12/12	12/13 - 12/19	12/20 - 12/26	12/27 - 12/31	Total
<i>Unspecified</i>	<u>3</u>	<u>15</u>	<u>14</u>	<u>4</u>	<u>2</u>	38
Internet Explorer 8	<u>5</u>	<u>3</u>	<u>3</u>	<u>3</u>	<u>1</u>	15
Internet Explorer 7	<u>5</u>	<u>10</u>	<u>7</u>	<u>5</u>	<u>1</u>	28
Internet Explorer 6	0	0	0	<u>1</u>	<u>1</u>	2
Firefox	<u>4</u>	<u>3</u>	<u>4</u>	<u>2</u>	0	13
Google Chrome	0	0	0	0	0	0
Safari	0	<u>1</u>	<u>3</u>	0	0	4
Other	<u>1</u>	<u>3</u>	<u>3</u>	<u>1</u>	0	8
Total	<u>18</u>	<u>35</u>	<u>34</u>	<u>16</u>	<u>5</u>	<u>108</u>

This table outlines the origin of user operating system for the reporting period.

Operating System	12/1 - 12/5	12/6 - 12/12	12/13 - 12/19	12/20 - 12/26	12/27 - 12/31	Total
<i>Unspecified</i>	<u>18</u>	<u>35</u>	<u>34</u>	<u>16</u>	<u>4</u>	<u>107</u>
Windows 95	0	0	0	0	0	0
Windows 98	0	0	0	0	0	0
Windows 2000	0	0	0	0	0	0
Windows ME	0	0	0	0	0	0
Windows XP	0	0	0	0	<u>1</u>	<u>1</u>
Windows Vista	0	0	0	0	0	0
Macintosh OS 9	0	0	0	0	0	0
Macintosh OS 10	0	0	0	0	0	0
Unix	0	0	0	0	0	0
Other:	0	0	0	0	0	0
Unknown	0	0	0	0	0	0
Total	<u>18</u>	<u>35</u>	<u>34</u>	<u>16</u>	<u>5</u>	<u>108</u>