



Report generated on 2/1/10

Institution Name:  
UMBC

### OVERALL INCIDENT SUMMARY - by contact method

Support Breakdown	1/1 - 1/2	1/3 - 1/9	1/10 - 1/16	1/17 - 1/23	1/24 - 1/30	1/31 - 1/31	Total
Unspecified	0	0	0	0	0	0	0
Phone Call	1	72	30	39	106	3	251
Presidium Staff Member	0	0	0	0	0	0	0
Submit A Ticket	0	2	0	1	7	1	11
Chat	0	0	0	0	1	0	1
Email	1	1	0	0	1	0	3
SIMS	0	0	0	0	0	0	0
SIMS Quickticket	0	0	0	0	0	0	0
Chats Submitted	0	1	0	0	2	0	3
<b>Total</b>	<b>2</b>	<b>76</b>	<b>30</b>	<b>40</b>	<b>117</b>	<b>4</b>	<b>269</b>

### Incidents by Customer

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

### Tickets by Faculty - Tickets Submitted (1/1/2010 - 1/31/2010)

	Request Type							
Request Type Detail	Unspecified	Login Issue	Blackboard Student	Blackboard Faculty	Blackboard Staff	Course Availability	Server Outage	Total
Unspecified	3	66	0	0	0	65	1	135
Assessment	0	0	9	0	0	0	0	9
Assessment	0	0	0	5	0	0	0	5
Assignments	0	0	8	12	0	0	0	20
Automated Assignments	0	0	0	0	0	0	0	0
Blackboard Email	0	0	0	2	0	0	0	2
Collaboration Tools	0	0	1	0	0	0	0	1
Collaboration Tools	0	0	0	0	0	0	0	0
Content Area	0	0	0	5	0	0	0	5
Content Attachments	0	0	0	0	0	0	0	0
Course Options	0	0	0	6	0	0	0	6
Course Stats	0	0	0	0	0	0	0	0
Course Tools	0	0	0	2	0	0	0	2
Discussion Boards	0	0	6	0	0	0	0	6
Discussion Boards	0	0	0	2	1	0	0	3
Download/ Plugin Issue	0	0	1	0	0	0	0	1
File Attachment	0	0	3	1	0	0	0	4
Grade Center	0	0	0	3	1	0	0	4

Group Pages	0	0	0	1	0	0	0	1
How to make course available	0	0	0	2	0	0	0	2
Student Homepage	0	0	2	0	0	0	0	2
Other	0	0	20	30	8	0	0	58
Total	3	66	50	71	10	65	1	266

## Tickets by Students - Tickets Submitted (1/1/2010 - 1/31/2010)

	Request Type							
Request Type Detail	Unspecified	Login Issue	Blackboard Student	Blackboard Faculty	Blackboard Staff	Course Availability	Server Outage	Total
Unspecified	0	54	0	0	0	65	0	119
Assessment	0	0	9	0	0	0	0	9
Assessment	0	0	0	0	0	0	0	0
Assignments	0	0	8	0	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	1	0	0	0	0	1
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	6	0	0	0	0	6
Discussion Boards	0	0	0	0	0	0	0	0
Download/ Plugin Issue	0	0	1	0	0	0	0	1
File Attachment	0	0	3	0	0	0	0	3
Grade Center	0	0	0	0	0	0	0	0
Group Pages	0	0	0	0	0	0	0	0
How to make course available	0	0	0	0	0	0	0	0
Student Homepage	0	0	2	0	0	0	0	2
Other	0	0	20	0	0	0	0	20
Total	0	54	50	0	0	65	0	169

## 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.

	1/1 - 1/2	1/3 - 1/9	1/10 - 1/16	1/17 - 1/23	1/24 - 1/30	1/31 - 1/31	Total
Page Views	29	451	226	147	850	63	<b>1766</b>
KB Articles Viewed	2	33	39	10	75	8	<b>167</b>
KB Searches Performed	1	14	13	1	22	7	<b>58</b>
Files Downloaded	0	0	0	0	0	0	<b>0</b>
Visits	13	192	105	59	308	78	<b>755</b>
Service Requests	1	4	0	1	10	1	<b>17</b>

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

	1/1 - 1/2	1/3 - 1/9	1/10 - 1/16	1/17 - 1/23	1/24 - 1/30	1/31 - 1/31	Total
Articles Viewed	2	33	39	10	75	8	<b>167</b>
Searches Performed	1	14	13	1	22	7	<b>58</b>

Total Times Rated	0	0	2	0	2	0	<b>4</b>	
Times Rated Helpful	0	0	0	0	1	0	<b>1</b>	( 25% )
Times Rated Not Helpful	0	0	2	0	1	0	<b>3</b>	( 75% )

## 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	1/1 - 1/2	1/3 - 1/9	1/10 - 1/16	1/17 - 1/23	1/24 - 1/30	1/31 - 1/31	Total
<i>Unspecified</i>	<u>1</u>	<u>1</u>	0	0	<u>1</u>	0	<b><u>3</u></b>
Student	<u>1</u>	<u>52</u>	<u>16</u>	<u>23</u>	<u>73</u>	<u>4</u>	<b><u>169</u></b>
Faculty	0	<u>18</u>	<u>13</u>	<u>17</u>	<u>35</u>	0	<b><u>83</u></b>
Staff	0	<u>4</u>	<u>1</u>	0	<u>6</u>	0	<b><u>11</u></b>
<b>Total</b>	<b><u>2</u></b>	<b><u>75</u></b>	<b><u>30</u></b>	<b><u>40</u></b>	<b><u>115</u></b>	<b><u>4</u></b>	<b><u>266</u></b>

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

Request Type	1/1 - 1/2	1/3 - 1/9	1/10 - 1/16	1/17 - 1/23	1/24 - 1/30	1/31 - 1/31	Total
<i>Unspecified</i>	<u>1</u>	<u>1</u>	0	0	<u>1</u>	0	<b><u>3</u></b>
Login Issue	<u>1</u>	<u>25</u>	<u>14</u>	<u>8</u>	<u>18</u>	0	<b><u>66</u></b>
Blackboard Student	0	<u>16</u>	<u>3</u>	<u>8</u>	<u>21</u>	<u>2</u>	<b><u>50</u></b>
Blackboard Faculty	0	<u>14</u>	<u>12</u>	<u>15</u>	<u>30</u>	0	<b><u>71</u></b>
Blackboard Staff	0	<u>4</u>	0	0	<u>6</u>	0	<b><u>10</u></b>
Course Availability	0	<u>15</u>	<u>1</u>	<u>9</u>	<u>38</u>	<u>2</u>	<b><u>65</u></b>
Server Outage	0	0	0	0	<u>1</u>	0	<b><u>1</u></b>
<b>Total</b>	<b><u>2</u></b>	<b><u>75</u></b>	<b><u>30</u></b>	<b><u>40</u></b>	<b><u>115</u></b>	<b><u>4</u></b>	<b><u>266</u></b>

## 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	1/1 - 1/2	1/3 - 1/9	1/10 - 1/16	1/17 - 1/23	1/24 - 1/30	1/31 - 1/31	Total
<i>Unspecified</i>	<u>2</u>	<u>41</u>	<u>15</u>	<u>17</u>	<u>57</u>	<u>2</u>	<b><u>134</u></b>
Internet Explorer 8	0	<u>6</u>	<u>3</u>	<u>5</u>	<u>17</u>	0	<b><u>31</u></b>
Internet Explorer 7	0	<u>9</u>	<u>5</u>	<u>5</u>	<u>16</u>	<u>1</u>	<b><u>36</u></b>
Internet Explorer 6	0	<u>2</u>	<u>1</u>	<u>1</u>	0	0	<b><u>4</u></b>
Firefox	0	<u>8</u>	0	<u>4</u>	<u>10</u>	<u>1</u>	<b><u>23</u></b>
Google Chrome	0	0	0	<u>1</u>	0	0	<b><u>1</u></b>
Safari	0	<u>2</u>	<u>2</u>	<u>2</u>	<u>1</u>	0	<b><u>7</u></b>
Other	0	<u>7</u>	<u>4</u>	<u>5</u>	<u>14</u>	0	<b><u>30</u></b>
<b>Total</b>	<b><u>2</u></b>	<b><u>75</u></b>	<b><u>30</u></b>	<b><u>40</u></b>	<b><u>115</u></b>	<b><u>4</u></b>	<b><u>266</u></b>

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

<b>Operating System</b>	<b>1/1 - 1/2</b>	<b>1/3 - 1/9</b>	<b>1/10 - 1/16</b>	<b>1/17 - 1/23</b>	<b>1/24 - 1/30</b>	<b>1/31 - 1/31</b>	<b>Total</b>
<i>Unspecified</i>	<u>2</u>	<u>75</u>	<u>30</u>	<u>40</u>	<u>115</u>	<u>4</u>	<u>266</u>
Windows 95	0	0	0	0	0	0	0
Windows 98	0	0	0	0	0	0	0
Windows 2000	0	0	0	0	0	0	0
Windows ME	0	0	0	0	0	0	0
Windows XP	0	0	0	0	0	0	0
Windows Vista	0	0	0	0	0	0	0
Macintosh OS 9	0	0	0	0	0	0	0
Macintosh OS 10	0	0	0	0	0	0	0
Unix	0	0	0	0	0	0	0
Other:	0	0	0	0	0	0	0
Unknown	0	0	0	0	0	0	0
<b>Total</b>	<u>2</u>	<u>75</u>	<u>30</u>	<u>40</u>	<u>115</u>	<u>4</u>	<u>266</u>