



Report generated on 12/1/09

Institution Name:
UMBC

OVERALL INCIDENT SUMMARY - by contact method

Support Breakdown	11/1 - 11/7	11/8 - 11/14	11/15 - 11/21	11/22 - 11/28	11/29 - 11/30	Total
<i>Unspecified</i>	0	0	0	0	0	0
Phone Call	0	7	25	15	9	56
Presidium Staff Member	0	0	0	0	0	0
Submit A Ticket	0	1	0	1	0	2
Chat	0	0	0	0	0	0
Email	0	0	1	2	0	3
SIMS	0	0	0	0	0	0
SIMS Quickticket	0	0	0	0	0	0
Chats Submitted	0	2	1	0	0	3
Total	0	10	27	18	9	64

Incidents by Customer

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

Tickets by Faculty - Tickets Submitted (11/1/2009 - 11/30/2009)

	Request Type							
Request Type Detail	Unspecified	Login Issue	Blackboard Student	Blackboard Faculty	Blackboard Staff	Course Availability	Server Outage	Total
Unspecified	0	0	0	0	0	0	1	1
Assessment	0	0	0	0	0	0	0	0
Assessment	0	0	0	1	0	0	0	1
Assignments	0	0	0	1	0	0	0	1
Automated Assignments	0	0	0	0	0	0	0	0
Blackboard Email	0	0	0	1	0	0	0	1
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	0	0	0	0	0
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	0	0	0	0	0
Discussion Boards	0	0	0	0	0	0	0	0
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	1	0	0	0	1
Grade Center	0	0	0	2	0	0	0	2

Group Pages	0	0	0	1	0	0	0	1
How to make course available	0	0	0	1	0	0	0	1
Student Homepage	0	0	0	0	0	0	0	0
Other	0	0	0	5	0	0	0	5
Total	0	0	0	17	0	0	1	18

Tickets by Students - Tickets Submitted (11/1/2009 - 11/30/2009)

	Request Type							
Request Type Detail	Unspecified	Login Issue	Blackboard Student	Blackboard Faculty	Blackboard Staff	Course Availability	Server Outage	Total
Unspecified	0	16	0	0	0	3	1	20
Assessment	0	0	2	0	0	0	0	2
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	0	0	0	0	0	0
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	8	0	0	0	0	8
Total	0	16	16	0	0	3	1	36

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.

	11/1 - 11/7	11/8 - 11/14	11/15 - 11/21	11/22 - 11/28	11/29 - 11/30	Total
Page Views	0	308	256	132	41	737
KB Articles Viewed	0	77	35	18	2	132
KB Searches Performed	0	1	4	2	3	10
Files Downloaded	0	0	0	0	0	0
Visits	0	73	124	63	24	284
Service Requests	0	6	4	3	0	13

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

	11/1 - 11/7	11/8 - 11/14	11/15 - 11/21	11/22 - 11/28	11/29 - 11/30	Total
Articles Viewed	0	77	35	18	2	132
Searches Performed	0	1	4	2	3	10
Total Times Rated	0	0	0	0	0	0

Times Rated Helpful	0	0	0	0	0	0	(0%)
Times Rated Not Helpful	0	0	0	0	0	0	(0%)

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	11/1 - 11/7	11/8 - 11/14	11/15 - 11/21	11/22 - 11/28	11/29 - 11/30	Total
<i>Unspecified</i>	0	0	<u>1</u>	<u>2</u>	0	<u>3</u>
Student	0	<u>4</u>	<u>19</u>	<u>7</u>	<u>6</u>	<u>36</u>
Faculty	0	<u>4</u>	<u>5</u>	<u>9</u>	0	<u>18</u>
Staff	0	0	<u>1</u>	0	<u>3</u>	<u>4</u>
Total	0	<u>8</u>	<u>26</u>	<u>18</u>	<u>9</u>	<u>61</u>

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

Request Type	11/1 - 11/7	11/8 - 11/14	11/15 - 11/21	11/22 - 11/28	11/29 - 11/30	Total
<i>Unspecified</i>	0	0	<u>1</u>	<u>2</u>	0	<u>3</u>
Login Issue	0	<u>2</u>	<u>9</u>	<u>4</u>	<u>2</u>	<u>17</u>
Blackboard Student	0	<u>2</u>	<u>7</u>	<u>2</u>	<u>5</u>	<u>16</u>
Blackboard Faculty	0	<u>4</u>	<u>5</u>	<u>8</u>	0	<u>17</u>
Blackboard Staff	0	0	<u>1</u>	0	<u>2</u>	<u>3</u>
Course Availability	0	0	<u>3</u>	0	0	<u>3</u>
Server Outage	0	0	0	<u>2</u>	0	<u>2</u>
Total	0	<u>8</u>	<u>26</u>	<u>18</u>	<u>9</u>	<u>61</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	11/1 - 11/7	11/8 - 11/14	11/15 - 11/21	11/22 - 11/28	11/29 - 11/30	Total
<i>Unspecified</i>	0	<u>2</u>	<u>13</u>	<u>6</u>	<u>2</u>	<u>23</u>
Internet Explorer 8	0	<u>2</u>	<u>2</u>	<u>3</u>	<u>1</u>	<u>8</u>
Internet Explorer 7	0	<u>1</u>	<u>5</u>	<u>6</u>	<u>3</u>	<u>15</u>
Internet Explorer 6	0	0	0	0	<u>1</u>	<u>1</u>
Firefox	0	<u>2</u>	<u>2</u>	<u>2</u>	<u>1</u>	<u>7</u>
Google Chrome	0	0	0	0	0	0
Safari	0	0	<u>1</u>	0	0	<u>1</u>
Other	0	<u>1</u>	<u>3</u>	<u>1</u>	<u>1</u>	<u>6</u>
Total	0	<u>8</u>	<u>26</u>	<u>18</u>	<u>9</u>	<u>61</u>

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

Operating System	11/1 - 11/7	11/8 - 11/14	11/15 - 11/21	11/22 - 11/28	11/29 - 11/30	Total
<i>Unspecified</i>	0	<u>8</u>	<u>26</u>	<u>18</u>	<u>9</u>	<u>61</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	0	0
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	0	<u>8</u>	<u>26</u>	<u>18</u>	<u>9</u>	<u>61</u>