

## Top 10 Users Requesting Service with # of Tickets

\*All tickets are resolved by OIT. Those departments tracking their own tickets are not included.

Tickets Created Between 04/01/2003 04/30/2003

<b>dvelli1</b>	Financial Services	0000061207 Customer Experiencing Problem w/ Palm Pilot, Corp.Time 0000061287 question about email outage 0000061381 Monitor Settings Not Saving. 0000061359 Password Change. 0000061515 Employee needs Novell Account. 0000061630 "perknmgr" account needs unix quota increase. 0000061699 Quota Increased for "perknmgr" research.umbc.edu Account 0000061884 Customer needs access to Novell printer. 0000061627 Customer needs Novell Quota increased. 0000061513 Employee needs Calendar Account Created. 0000060521 Employee is getting error message in HP Reflections FAS. 0000060564 Employee needs H:\ drive quota increased. 0000060566 Network Jacks in ADM427 need to be enabled. 0000060556 Activate jack in Admin 302H 0000060585 Office XP CD loan 0000060607 Employee needs files restored from Novell. 0000060797 Palm Pilot not synching with PC. 0000061167 Customer needs to know who wrote a file. 0000060972 Employee can not find her her "Sent" folder. 0000060796 Outlook Express is requiring two Logons.	total No. of Tickets: <b>20</b> Palm Pilot Support UMBC Email Problem PC Support Request (Fac/Staff) Novell Account Password Novell Account Management AFS Homedir Quota AFS Homedir Quota Novell Printing Novell Quotas Netscape Calendar Account Reque OIT-BSG Operational Support Novell Quotas Dead/Slow Network Jack Dead/Slow Network Jack Helpdesk CD Checkout Novell File Restore Palm Pilot Support Novell Account Management PC Support Request (Fac/Staff) PC Support Request (Fac/Staff)
<b>siemer</b>	Financial Services	0000061291 Network printer problem 0000061834 Oracle access 0000061687 Network Printer problem 0000061547 delete calendar entries 0000061505 novell account 0000061503 calendar account 0000061005 Email problem 0000061012 attn: LAN More disk space needed	total No. of Tickets: <b>8</b> PC Support Request (Fac/Staff) OIT-BSG Finance GA PC Support Request (Fac/Staff) Email Request Email Request Email Request Email Request Novell Quotas
<b>lorch</b>	International Education Servi	0000061233 Unable to Delete Messages 0000061487 fsaAtlas/SEVIS upload problem 0000061894 Verify edits on sevis exceptions to require names 0000060514 Win 2k, Problems with Netscape 7.0 ad227 0000060852 Modify XML script to include AP-DECISION of "A " and "AF" 0000060973 Do a decision code AF extract for fall 2003 and populate Atlas	total No. of Tickets: <b>6</b> PC Support Request (Fac/Staff) OIT-BSG Graduate School OIT-BSG Graduate School PC Support Request (Fac/Staff) OIT-BSG Graduate School OIT-BSG Graduate School
<b>kharmon</b>	Meyerhoff	0000061281 ** User kharmon is at 104% quota on UMBC7 ** 0000061409 ** User kharmon is at 104% quota on UMBC7 ** 0000061437 ** User kharmon is at 104% quota on UMBC7 ** 0000061464 ** User kharmon is at 104% quota on UMBC7 ** 0000061352 ** User kharmon is at 104% quota on UMBC7 ** 0000060737 ** User kharmon is at 96% quota on UMBC7 **	total No. of Tickets: <b>6</b> Email Request Email Request Email Request Email Request Email Request Email Request
<b>kremme1</b>	Education	0000060612 Re: QUOTA WARNING for your myUMBC account 0000060696 Account Creation 0000060888 vacation message 0000060616 Re: QUOTA WARNING for your myUMBC account 0000061731 Departmental E-mail Account Request 0000061732 (superstem)Web List Request	total No. of Tickets: <b>6</b> Email Request Email Request Email Request Email Request UMBC Arbitrary Account Email Request
<b>whittle</b>	Honors College		total No. of Tickets: <b>6</b>

0000061304 verify if speakers are working lib216a  
 0000061951 Honors College Unable to Print to Network Printer, Library 214  
 0000060637 machine will not turn on  
 0000060642 Win XP, CorpTime problems  
 0000060789 Computer install for Prof. lib216  
 0000061125 new monitor attached

PC Support Request (Fac/Staff)  
 Macintosh Support Request (Fac  
 PC Support Request (Fac/Staff)  
 PC Computer Install (Fac/Staff)  
 PC Software Install (Fac/Staff)  
 PC Support Request (Fac/Staff)

**thayer**

Interdisciplinary Studies  
 can you block this site from sending me mail?  
 Re: Call Me/ Attached Business Card  
 people sending email to user get bounced .forward error  
 repeating e-mail  
 can you block?

total No. of Tickets: 5  
 Email Request  
 Email Request  
 UMBC Email Problem  
 Email Request  
 Email Request

**khueth1**

Library  
 IP/DNS Request  
 DNS change  
 Library Stacks Problem  
 IP/DNS Change  
 network cable replacement. Library First Floor 128 Tech Services.

total No. of Tickets: 5  
 IP Address Request  
 Email Request  
 Email Request  
 IP Address Request  
 Dead/Slow Network Jack

**stjones**

Library  
 Library novell share increase  
 FW: NOTES FROM MEETING FOR APPROVAL  
 Workstation specific account  
 Printing in library  
 Library second floor PCs/roaming profile error

total No. of Tickets: 5  
 Email Request  
 Novell Account Management  
 Novell Account Management  
 Email Request  
 PC Support Request (Fac/Staff)

**mozie**

Admissions  
 \*\* User mozie is at 100% quota on UMBC7 \*\*  
 \*\* User mozie is at 100% quota on UMBC7 \*\*  
 \*\* User mozie is at 99% quota on UMBC7 \*\*  
 \*\* User mozie is at 98% quota on UMBC7 \*\*  
 Request for Disk Quota Increase

total No. of Tickets: 5  
 Email Request  
 Email Request  
 Email Request  
 Email Request  
 Email Request

**Top 10 UMBC Customers Requesting Service**

