

0000089647 1 Modify 'UMBC Time Entry' screen to correctly handle Holiday hou
 0000089742 Virus Definition
 0000089646 1 Modify the 'UMBC Time Entry' screen to add 'Rate of Pay' column t

PS Time and Labor - Misc
 Infected System
 PS Time and Labor - Misc

Biology - Academic

0000088527 lab check 9:30pm 4/13/04
 0000087782 Deleting webmail when quota is full
 0000088435 lab chech 12:00am 4/13/04
 0000089143 PC Explorer errors. bs254
 0000089123 filtering preference
 0000089018 account activation
 0000087792 Jack check. BIO 016.
 0000089269 Bio Sci. rm. 464. x52238 or x53479. Needs a burning software for CD
 0000088528 lab check 11:00pm 4/13/04
 0000087677 How to delete a big file(5.5M)
 0000087864 Machines BS156
 0000087899 lab chech 11:00pm 04/05/05
 0000088906 lab check 9:00pm 4/19/04
 0000087900 lab check 12:00am 4/6/04
 0000088805 lab check 4/18/04 11:00pm
 0000087758 Lab check 4/4/04 9:00pm
 0000088910 lab check & lab closing 11:00pm 4/19/04
 0000088911 lab check 4/19/04 12:00am
 0000088430 lab chech 4/12/04 9:00pm
 0000087703 Inbox restore from tues 3/30
 0000087886 lab check 9:00pm 04/05/04
 0000088522 lab check 7:00pm 4/13/04
 0000088807 lab check 4/19/04 12:00am
 0000089020 lab check 9:00pm 4/20/04
 0000088391 [Mac s/w] iMac G3 500 locks up
 0000087761 Lab check 04/04/04 11:30pm
 0000088449 Work Order Request
 0000088340 lab check 4/11/04 9:00pm
 0000089337 lab check 11:00pm 4-25-04
 0000088411 Checked out McAfee 4.5.1 SP1
 0000088095 Novell Password needs to be reset
 0000089185 Add bio printer access to Ion Sever
 0000088067 Turned on comp but nothing comes on monitor in 011 bio science,
 0000087648 Question in pine
 0000089016 lab check 7:00pm 4/20/04
 0000088412 McAfee 4.5.1 SP1
 0000088474 ask for help
 0000089048 Refurbished Sgi for lab? (Dr. Wolf/ Chem)
 0000088026 lab check 4/6/04 9:00pm
 0000088023 Lab Check 04/06/04 7:00pm
 0000088344 lab check 4/11/04 11pm
 0000088345 lab check 12:00 am 4/12/02
 0000088149 Cannot log in to Windows.
 0000088447 Security Access for dept 10252
 0000088278 Installed XP on machine that had windows 2000 need novell installed
 0000089439 lab check 12:00am 4/27/04
 0000089438 lab check 4/26/04 11:00pm
 0000089544 lab check 4/27/04 9:00pm
 0000089432 quota warning question
 0000089436 lab check 9:00pm 4/26/04
 0000089550 lab check 11:00pm 4/27/04

Total Number of Tickets:

HD:LabCheck
 HD: Software Config/Trblshtng
 HD:LabCheck
 PC Support Request (Fac/Staff)
 HD: Software Config/Trblshtng
 UMBC Account Activation
 Check Network Jack (Fac/Staff)
 PC Software Install (Fac/Staff)
 HD:LabCheck
 HD: Software Config/Trblshtng
 PC Computer Install (Fac/Staff)
 HD:LabCheck
 HD:LabCheck
 HD:LabCheck
 HD:LabCheck
 HD:LabCheck
 HD:LabCheck
 HD:LabCheck
 HD:LabCheck
 AFS File Restore Request
 HD:LabCheck
 HD:LabCheck
 HD:LabCheck
 HD:LabCheck
 Macintosh Support Request (Fac/Staff)
 HD:LabCheck
 HD: Software Config/Trblshtng
 HD:LabCheck
 HD:LabCheck
 HD: CD Checkout
 Novell Account Management
 LabSoftware:Windows
 PC Support Request (Fac/Staff)
 HD: Software Config/Trblshtng
 HD:LabCheck
 HD: CD Checkout
 HD: Software Config/Trblshtng
 Chemistry Dept Unix Issues
 HD:LabCheck
 HD:LabCheck
 HD:LabCheck
 HD:LabCheck
 HD:LabCheck
 PC Support Request (Fac/Staff)
 PS HR - Misc
 Novell Client Install
 HD:LabCheck
 HD:LabCheck
 HD:LabCheck
 HD: Quota
 HD:LabCheck
 HD:LabCheck

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Admissions

0000089027 Lab check 4/21/04 12am
 0000089026 Lab check 4/20/04 11pm
 0000087989 Tape changes for 4/6/04
 0000089127 Lab check 12am 4/22/04
 0000088844 Security Confirmation for Yvette Mozie-Ross

Total Number of Tickets:

HD:LabCheck
 HD:LabCheck
 HD:TapeChanges
 HD:LabCheck
 PS HR - Misc

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0000088029	Lab check 4/6/04 11pm	HD:LabCheck
0000088025	Phone mail check 4/6/04 6.00pm	HD: Phonemail
0000087998	Change request for Virex/McAfee download page	Individual myUMBC Errors
0000088024	Infected System	Infected System
0000088030	Lab check 12am 4/7/04	HD:LabCheck
0000089115	Phonemail check 7pm 4/21/04	HD: Phonemail
0000088964	PC reboots by itself	PC Support Request (Fac/Staff)
0000087739	Lab check 4/3/04 10pm	HD:LabCheck
0000088978	005 Video Deck Key checkout	HD: General Info
0000089017	Phonemail check 7pm 4/20/04	HD: Phonemail
0000089126	Lab check 4/21/04 11pm	HD:LabCheck
0000087740	Lab check 12am 04/04/04	HD:LabCheck
0000087770	Lab check 4/5/04 12am	HD:LabCheck
0000088985	Tape changes for 4/20/04	HD:TapeChanges
0000088355	Security Setup	PS HR - Misc
0000088508	User is not able to activate account	UMBC Account Activation
0000088512	User is not able to create account	UMBC Account Activation
0000088489	Tape changes for 4/13/04	HD:TapeChanges
0000088318	Lab check 4/11/04 12am	HD:LabCheck
0000088523	Phone mail check 7pm 4/13/04	HD: Phonemail
0000088518	Faculty reports MP 104 is not able to get internet connection	Localized Network Outage
0000088531	Lab check 4/14/04 12am	HD:LabCheck
0000088519	Phonemail check 5:00pm 4/13/04	HD: Phonemail
0000088628	Lab check 12am 4/15/04	HD:LabCheck
0000088627	Lab check 4/14/04 11pm	HD:LabCheck
0000088130	Lab check 12am 4/8/04	HD:LabCheck
0000088129	Lab check 11pm 4/7/04	HD:LabCheck
0000088317	Lab check 4/10/04 11pm	HD:LabCheck
0000088625	SAS 9 software loan	HD: CD Checkout
0000088171	Problems with SSN change due to errors by Reg Office	OIT-BSG Admissions
0000089653	Lab check 12am 4/29/04	HD:LabCheck
0000089652	Lab check 9pm 4/28/04	HD:LabCheck
0000089546	Phonemail check 7pm 4/27/04	HD: Phonemail
0000089551	Lab check 12am 4/28/04	HD:LabCheck
0000089573	virus???	HD: Software Config/Trblshntg
0000089511	Tape changes for 4/27/04	HD:TapeChanges

Chemistry BioChem - Academic

0000088784	enme815 folder missing from AFS space	AFS File Restore Request
0000088783	Restore File	AFS File Restore Request
0000089083	Question about maximum file size attachment	UNIX Misc
0000089203	Computer tries to boot and immediately shuts do.	PC Support Request (Fac/Staff)
0000088440	Netscape 6.0 built for depot (predominantly irix, and linux)	UNIX Misc
0000088172	User intermittenly getting kicked out of Pine	UNIX Misc
0000088448	No subject	HD: Quota
0000088834	[Mac s/w] create desktop printer on MacOS 9.	Novell Client Install
0000089366	University Center rm. 201. x52504 Had oracle installed (#89167) but n	PC Support Request (Fac/Staff)
0000089069	account on model.chem	Chemistry Dept Unix Issues
0000087847	Needs Faculty Options	OIT-BSG Faculty
0000087888	Personal message	Spam sent to Help Desk queue
0000088099	Work Order Request	OIT-BSG Records and Registration
0000088238	quota increase request.	HD: Quota
0000088981	xmgrace for depot	Physics Dept Unix Issues
0000088983	Mac Office 2000 checkout	HD: CD Checkout
0000088660	MATLAB loan	HD: CD Checkout
0000088578	mice issues, oban (covered), and others (not covered)	Chemistry Dept Unix Issues
0000089174	[Mac s/w] CHEM130: Cannot boot into Mac OS 10 for G4.	Macintosh Support Request (Fac/Staff)
0000088758	MS Office 2001 for Mac CD Loan	HD: CD Checkout
0000088381	Too many concurrent logins	Novell Account Management
0000088636	Needs McAfee reinstalled. Bio 060. x51566.	PC Support Request (Fac/Staff)
0000088498	Drop Blackboard Courses	HD:Online Course Issues
0000087878	Alpha Nu Omega alias lookup	UMBC Email Alias
0000088575	Novell Client Install	Novell Client Install

Total Number of Tickets:

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0000088671	[PC S/W] BS/364: remove popup ads	PC Support Request (Fac/Staff)
0000089149	Virus infected computer.	PC Support Request (Fac/Staff)
0000088471	Quota increase	HD: Quota
0000087884	Matlab problems	PC Software Install (Fac/Staff)
0000089196	Can't get out of OS9	HD: Software Config/Trblshtng
0000088117	Blackboard Course: Assign to New Media: Blackboard	Online Course Account Creation
0000089514	[PC s/w] Chem: BS480: PC Connect to Printer, Install MS Office	PC Support Request (Fac/Staff)
0000089513	[Mac s/w] Chem: BS480: Macs connect to printer	Macintosh Support Request (Fac/Staff)
0000089489	Needs account activation	UMBC Account Activation
0000089718	Chemistry rm 475. x52553. Xerox Printer no longer works. Gets ip b	PC Support Request (Fac/Staff)
0000089649	Re: QUOTA WARNING for your myUMBC account	HD: Quota
0000089726	[Mac s/w] Chem: BS/480: Re-install PowerMac G4	Macintosh Install (Fac/Staff)
0000089463	Can not install Gradebook software	PC Support Request (Fac/Staff)
0000089455	Help please	HD: Software Config/Trblshtng

CSEE - Instruction

0000088507	addition	UNIX Misc
0000087836	hfs5 change	UNIX Misc
0000089121	Account quota increase request	HD: Quota
0000088407	[Jack] TRC262: Media state disconnected	Check Network Jack (Fac/Staff)
0000088875	bunches of network/console lines	Computer Room Network Line
0000087833	ip address change	IP Address Request
0000089053	Project Rept Encumbrance/Pre-Encumbrance balances not correct	PS Grants
0000087582	customer believes that malicious spyware has been installed	PC Support Request (Fac/Staff)
0000088256	vlan changes	Computer Room Network Line
0000088950	Reconciling Grant Reports	PS General Ledger
0000088720	new host	UNIX Misc
0000088997	Work Order Request	DNS Entry Modification
0000089226	younis04.cs.umbc.edu new MAC Addr	IP Address Request
0000088453	[Jack] TRC 274: Ehternet connection problem.	Check Network Jack (Fac/Staff)
0000089206	MS Office XP Pro CDs Loan	HD: CD Checkout
0000089225	the Spring 2004 class schedule has vanished from the web!	UMBC Campus Web Pages
0000088639	Bookstore's issued Receipt form	PS Grants
0000089180	[PC s/w] COE: ITE/351: Office XP install	PC Software Install (Fac/Staff)
0000089008	CMSC 461 and Oracle	HD: Software Config/Trblshtng
0000088935	Nameserver entry needed	DNS Entry Modification
0000088610	Work Order Request	HD: General Info
0000087681	Jack Activation Request	IP Address Request
0000088598	new vlan, load balancer	Computer Room Network Line
0000087988	Lost items in sent folder	AFS File Restore Request
0000088178	Cannot Access Her Oracle Account	Oracle.gl Account Requests
0000087962	EasyAV.exe error	Mac Software Install (Fac/Staff)
0000089460	Blackboard NEW Course: Assign to New Media: Blackboard	Online Course Account Creation
0000089744	Positions	PS HR - Misc
0000089591	IP change	IP Address Request
0000089702	IP changes	DNS Entry Modification
0000089713	Office XP Pro cd checkout	HD: CD Checkout
0000089594	some changes	Netsaint Requests
0000089660	Encumbrances	PS Payables

Total Number of Tickets:

33

Library

0000089079	Work Order Request	HD: Software Config/Trblshtng
0000089396	Scanning Slides	LCS Support Request
0000089356	No subject	LCS Support Request
0000087669	discrepancy on PS for Library Serials for period 9	PS General Ledger
0000089122	Work Order Request-FTP fail	HD: Software Config/Trblshtng
0000087630	Setting up Submit Utility	Project Submission System
0000089287	Work Order Request	PC Support Request (Fac/Staff)
0000089357	Outlook Won't Stop Crashing	HD: Software Config/Trblshtng
0000088892	Novell user Neely space increase	Novell Quotas
0000087749	Guest accounts at the Library	HD: Accounts
0000089384	Calendar Account Creation	CorpTime Calendar Account Requests
0000089001	Big problem	LCS Support Request

Total Number of Tickets:

33

0000087618	New library staff member	Novell Account Management
0000089139	Work Order Request	CorpTime Calendar Account Requests
0000088839	2 PS Support Request-Do not have access to run query	PS HR - Misc
0000087879	Wireless on 6th floor library	Wireless Issues on campus
0000088831	[Fwd: Computer Violation (Library Resources)]	Unauthorized Use
0000088464	no messages in inbox; still had messages at 11am	Compromised Account
0000088356	Increasing the quota	HD: Quota
0000088374	Access Rights for folder on I: drive	Novell Account Management
0000089168	1 PS Support Request	PS HR - Misc
0000088245	When at http://aok.lib.umbc.edu/spring04/pub150h.html none of the l	UNIX Misc
0000088382	Requisitions Training	PS Finance Security
0000088372	Reset Reflection Password for user	OIT-BSG Operational Support
0000088463	Need a report for 2003 books published by Faculty	OIT-BSG Faculty
0000088561	Quota increase request.	HD: Quota
0000088107	Novell Permissions	Novell Account Management
0000089496	spam	LCS Support Request
0000089525	Library jack activation	Dead/Slow Network Jack
0000089720	re: Teresa's email and laptop	LCS Support Request
0000089730	Work Order Request	Novell File Restore
0000089711	VPN problem	PC Support Request (Fac/Staff)
0000089481	Work Order Request	CorpTime Calendar Account Requests

General Accounting

0000087897	3 Modify Custom Retro Process (FSCAM011) to correct known bugs a	PS Payroll - Misc	Total Number of Tickets: 25
0000087732	5 "Notify " functionality in PS needs to be set up	Mailing Lists	
0000088696	3 CA Payroll	PS Payroll - Misc	
0000088022	2 SAR System Selection Criteria question	PS IT - Database	
0000088857	1 Budget Check problem	PS Budgets	
0000088858	5 Problem with GL Interface and Balancing to 'Journal Templates'	PS Payroll - Misc	
0000088017	Access Request	PS Finance Security	
0000088545	Reverse Payroll 18	PS Finance Technical Issues	
0000088830	Re: [Fwd: combo error]	PS General Ledger	
0000089179	JE Form Change	PS General Ledger	
0000088021	Tom Taylor User Pref	PS General Ledger	
0000087898	3 Modify Retro Update Process to incorporate backup of all tables up	PS Payroll - Misc	
0000088092	Locked JE's	PS General Ledger	
0000088229	5 Develop process to delete unprocessed retro batches	PS Payroll - Misc	
0000088662	Retriever Dept Loot up	PS General Ledger	
0000089219	ARDJ item not in Retriever.	PS General Ledger	
0000088441	3 Journal Entry Component unstable with many lines on a Journal ent	PS General Ledger	
0000087664	HX Download	OIT-BSG Finance Bursar	
0000089183	1 Retro Problems -- Pay Period 20	PS Payroll - Misc	
0000089087	4 May 31 New Combo Rules	HelpDesk:PeopleSoft	
0000088568	Grant Username NICO access to DEPTID's 10033 and 10103	PS HR - Misc	
0000089354	UPDATE Retriever trees	PS General Ledger	
0000089445	Partial retriever load last night	PS General Ledger	
0000089568	Retriever being restored because of Filer problems	PS General Ledger	
0000089624	JE Form	PS General Ledger	

FS Administration

0000087799	Time Sheets	PS General Ledger	Total Number of Tickets: 24
0000088413	1 Create Job Code Listing	PS HR - Misc	
0000087800	Time Sheets	PS General Ledger	
0000088253	Jean Bunche needs email forwarded and account deleted.	UMBC Account Name Change	
0000088593	Calculated Gross Pay Report	PS Payroll - Misc	
0000088592	Payroll Issues	PS Payroll - Misc	
0000087683	Time Sheets	PS Payroll - Misc	
0000088250	Dial up connection check.	Campus Modem Problems	
0000087608	Time Entry Concerns	PS Time and Labor - Misc	
0000087689	New Employee Time Sheet	PS HR - Misc	
0000088259	Needs PeopleSoft Account Locked out.	PS Finance Security	
0000088365	User Needs Novell Quota Increased.	Novell Quotas	
0000088165	attn: OIT Oracle staff - reset oracle password	Oracle.gl Account Requests	

0000087958	Employee Status	PS Time and Labor - Misc
0000088255	Need Novell Account Deleted.	Novell Account Management
0000088295	start your own real estate foreclosure company	Spam sent to Help Desk queue
0000088012	Retriever Access	PS General Ledger
0000088053	Netscape Messenger Email Problem.	PC Support Request (Fac/Staff)
0000088402	PCard - Reallocation	PS Purchasing
0000088254	Need HP account deleted.	OIT-BSG Operational Support
0000087890	3 Create a report that shows employees who have jobs or positions as	PS HR - Misc
0000089461	Payroll Advances	PS Payroll - Misc
0000089712	Jack Activation in Admin 4th floor	Dead/Slow Network Jack
0000089462	P/S Query Report Needed ASAP	PS Payroll - Misc

Physics

0000088019	Windows XP reinstall	PC Software Install (Fac/Staff)
0000089099	[PC s/w] PHYS: Designjet 2800cp	PC Support Request (Fac/Staff)
0000088097	static IP	IP Address Request
0000088062	timesheets-NonExempt employee incorrect Ann Earn	OIT-BSG Human Resources
0000088061	timesheets- 9 month faculty	PS Time and Labor - Misc
0000089385	IP number request	IP Address Request
0000088243	Massive Spam	Hacked System
0000088580	Matlab problems	UNIX Misc
0000087831	ID#0000087572	HD: Software Config/Trblshtng
0000088224	1 Problem Accessing Departmental Time Entry report	PS HR - Misc
0000088051	timesheets-incorrect FTE	HumanResources:PeopleSoft
0000088056	timesheets-Sponsored research appts. and Annual leave	PS Time and Labor - Misc
0000087873	[PC h/w] Net Printer spewing garbage	PC Support Request (Fac/Staff)
0000088086	Change DHCP entry for Physics printer	DNS Entry Modification
0000088833	Physics 419. x52545. Hundreds of Virus keep showing up on scan a	PC Support Request (Fac/Staff)
0000088835	ID #87572	PC Support Request (Fac/Staff)
0000088065	timesheets-HR account codes other dept	OIT-BSG Human Resources
0000087572	[Fwd: Re: Computer in Physics Building]	PC Support Request (Fac/Staff)
0000089169	subcontracts and how they appear on grant report	PS Grants
0000088634	Lancair license issues	Physics Dept Unix Issues
0000087569	(sparling/phys) printing issue on suse systems	Physics Dept Unix Issues
0000088048	timesheet errors-HR account codes	HumanResources:PeopleSoft
0000089578	Retriever	HelpDesk:PeopleSoft
0000089487	Intermittent Network	Dead/Slow Network Jack

Total Number of Tickets:

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Psychology Admin

0000088483	PC wont boot up MP 301b	PC Support Request (Fac/Staff)
0000088488	MP322; not scanning documents	Novell Printing
0000088457	Sending delay	UNIX Misc
0000087874	[Mac s/w] Deleted Messages reappear in the Mac Mail application	UMBC Email Alias
0000088963	No subject	Online Course Account Creation
0000089205	Corporate Time Printing timeouts, PHYS 329	PC Support Request (Fac/Staff)
0000088359	Outlook Express setup problem.	HD: Software Config/Trblshtng
0000088732	Setup user to scan to Psychology xerox	0-No category exists
0000088727	Setup Xerox for Psychology department	0-No category exists
0000087775	change users access to priner hp4600	PC Support Request (Fac/Staff)
0000088755	Need SPSS	PC Support Request (Fac/Staff)
0000088579	Local Workstation Password Reset	PC Support Request (Fac/Staff)
0000087684	3 Computers Can't Print, MP 301b	PC Support Request (Fac/Staff)
0000088846	New Computer installed (SS 502)	PC Computer Install (Fac/Staff)
0000088240	MP310b: access errors, email sending issues - weirdness	PC Support Request (Fac/Staff)
0000087855	License issue with SPSS	PC Support Request (Fac/Staff)
0000088401	Machine brings up desktop, but no icons	PC Support Request (Fac/Staff)
0000088602	PS Support Request	PS Finance Security
0000088996	USB Epson Stylus Color 740 won't print.	Macintosh Support Request (Fac/Staff)
0000089699	PaperPort software not opening Word properly, MP 320	PC Support Request (Fac/Staff)
0000089479	Need LAN Assistance ATTN: Vladimir	Novell Printing
0000089672	ticket # 089162]	PC Support Request (Fac/Staff)
0000089724	PI cannot approve Proposal	PS Finance Security

Total Number of Tickets:

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Top 10 UMBC Departments Requesting Service

