

Top 10 Users Requesting Service with # of Tickets

Tickets Created Between 04/01/2004 04/30/2004

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

tmccray1	Biology - Academic	Total No. of Tickets: 29
0000089337	lab check 11:00pm 4-25-04	HD:LabCheck
0000089436	lab check 9:00pm 4/26/04	HD:LabCheck
0000089439	lab check 12:00am 4/27/04	HD:LabCheck
0000089550	lab check 11:00pm 4/27/04	HD:LabCheck
0000089544	lab check 4/27/04 9:00pm	HD:LabCheck
0000089438	lab check 4/26/04 11:00pm	HD:LabCheck
0000087758	Lab check 4/4/04 9:00pm	HD:LabCheck
0000088023	Lab Check 04/06/04 7:00pm	HD:LabCheck
0000088026	lab check 4/6/04 9:00pm	HD:LabCheck
0000087900	lab check 12:00am 4/6/04	HD:LabCheck
0000087899	lab check 11:00pm 04/05/05	HD:LabCheck
0000087886	lab check 9:00pm 04/05/04	HD:LabCheck
0000087761	Lab check 04/04/04 11:30pm	HD:LabCheck
0000088805	lab check 4/18/04 11:00pm	HD:LabCheck
0000089020	lab check 9:00pm 4/20/04	HD:LabCheck
0000089018	account activation	UMBC Account Activation
0000088910	lab check & lab closing 11:00pm 4/19/04	HD:LabCheck
0000088911	lab check 4/19/04 12:00am	HD:LabCheck
0000089016	lab check 7:00pm 4/20/04	HD:LabCheck
0000088807	lab check 4/19/04 12:00am	HD:LabCheck
0000088906	lab check 9:00pm 4/19/04	HD:LabCheck
0000088340	lab check 4/11/04 9:00pm	HD:LabCheck
0000088528	lab check 11:00pm 4/13/04	HD:LabCheck
0000088527	lab check 9:30pm 4/13/04	HD:LabCheck
0000088344	lab check 4/11/04 11pm	HD:LabCheck
0000088430	lab chech 4/12/04 9:00pm	HD:LabCheck
0000088522	lab check 7:00pm 4/13/04	HD:LabCheck
0000088435	lab chech 12:00am 4/13/04	HD:LabCheck
0000088345	lab check 12:00 am 4/12/02	HD:LabCheck
jpatna1	Applications	Total No. of Tickets: 28
0000089218	Create PS build file	PS IT - Database
0000089674	Create PSBUILD file	PS IT - Database
0000089673	Create PSBUILD file	PS IT - Database
0000089670	Create PSBUILD file	PS IT - Database
0000089283	3 - Leave Accrual Adjustment for 22 Pay Empl	PS Benefits Admin - Misc
0000089280	2 - UMBC Adjusted Service Date	PS Benefits Admin - Misc
0000089279	2 - Timesheet Leave Earn Rate	PS Benefits Admin - Misc
0000089278	2 - Leave Accrual Adjustment for Hire Date	PS Benefits Admin - Misc
0000089276	2 - Leave Benefit Plan Empl Class Enrollment	PS Benefits Admin - Misc
0000089275	2 - Leave Benefit Plan CNV Enrollment	PS Benefits Admin - Misc
0000089682	Create PSBUILD File	PS IT - Database
0000089274	2 - Leave Benefit Plan New Hire Enrollment	PS Benefits Admin - Misc
0000089273	2 - Leave Benefit Plan % Enrollment	PS Benefits Admin - Misc
0000089272	2 - Leave Benefit Plan Library	PS Benefits Admin - Misc
0000087699	Create PS HR Tables	PS IT - Database
0000087796	Create PS Tables	PS IT - Database
0000087835	Create PS HR View	PS IT - Database
0000087914	5 Search & Add Pages	PS HR - Misc
0000087915	5 RUNCNTL with no spaces	PS HR - Misc
0000088075	Create PD View	PS IT - Database
0000088072	Create PS Table	PS IT - Database
0000088658	Create PS View	PS IT - Database
0000088951	Create PS build file	PS IT - Database
0000088151	Drop PS Table	PS IT - Database
0000088152	Create PS Tables	PS IT - Database
0000088574	Backup HRPRD Instance and Refresh HRCNV Instance with this bac	PS IT - Database
0000088538	Backup HRCNV instance (long desc) and then refresh HRCNV inst	PS IT - Database

0000088597

Refresh CNV Database

PS IT - Database

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Human Resources

Total No. of Tickets: **25**

0000088101 SECURITY FOR LISA WHITTLE
 0000088591 1 Rate of Pay on Department Time Entry
 0000088103 SECURITY FOR LISA WHITTLE
 0000088135 [PC s/w] UC 112: Normal.dot in Word is corrupted
 0000088837 Grant 'Include History' access on PAR Change function to Payroll Pre
 0000088882 5 DELETING RUN CONTROL IDS
 0000088936 1 Modify Time Entry Component/Page to Disallow Entry Of Comp Ti
 0000089133 1 [Fwd: PAR Changes]
 0000088856 Problems when running Change PAR Report
 0000088845 Page 2 of PS Timesheets
 0000089216 2 SQL to identify those with CR1 erncd but no Ps_contract.
 0000089395 EBD PROCESS
 0000089647 1 Modify 'UMBC Time Entry' screen to correctly handle Holiday hou
 0000089666 1 Modify 'UMBC Time Entry' screen to gray out 'Comp Time Earned
 0000087579 SECURITY ISSUE AND TIME ENTRY COMPENSATION RATE
 0000087580 SECURITY ISSUE FOR COMMUNICATIONS
 0000087606 1 Time Entry Modification
 0000087892 2 Extract data from Payroll Conv. staging table and create CSV file to
 0000087894 4 Update Payroll Conv staging table from data collected in Budget Of
 0000087896 3 Extract data from PSHR Payroll tables and format for Payroll Conver
 0000087983 [Fwd: Su's Access]
 0000087980 3 Convert SQL Statements into Form Executable by HR Users
 0000087895 4 Update Payroll tables in PSHR with data from Payroll Conv staging
 0000087893 2. Create Payroll Conv. staging table
 0000087891 2 Develop Payroll Conv. extract program to load data from payroll ta

PS Finance Security
 PS HR - Misc
 PS HR - Misc
 PC Support Request (Fac/Staff)
 PS HR - Misc
 PS HR - Misc
 PS Accts Recv
 PS HR - Misc
 PS HR - Misc
 PS HR - Misc
 PS HR - Misc
 PS Payroll - Misc
 PS IT - Database
 PS Time and Labor - Misc
 PS Time and Labor - Misc
 PS Finance Security
 PS HR - Misc
 HelpDesk:PeopleSoft
 PS Payroll - Misc
 PS Payroll - Misc
 PS Payroll - Misc
 PS HR - Misc
 PS IT - Database
 PS Payroll - Misc
 PS Payroll - Misc
 PS Payroll - Misc

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OIT Infrastructure & Support

Total No. of Tickets: **23**

0000088791 04/17 Phone mail 2:00 pm
 0000088809 Lab check 04/18 3:00am
 0000088811 Lab check 6:30 am 04/18
 0000088792 04/17 Lab check 6:30 pm
 0000088812 [PC h/w] ECS/021 : Monitors not working
 0000088816 04/18 Phone mail 7:15 am
 0000088815 Lab opening 04/18 7:00 am
 0000088310 04/10 Sat 7:00pm
 0000088347 04/12 Lab check 3:30 am
 0000088349 04/12 Lab opening 7:00 am
 0000088494 Windows Profile reset requested
 0000088350 04/12 Phone mail 7:15 am
 0000088348 04/12 Lab check 6:00 am
 0000087734 04/03 Phone mail
 0000087735 04/03 Lab check 8:00pm
 0000087788 04/05 Lab check 6:00 am
 0000087789 04/05 Lab check 7:00 am
 0000087785 04/05 Lab check 3:40 am
 0000089305 04/24 11:30 Phone mail
 0000089341 Lab check 04/26 6:00 am
 0000089344 [PC h/w] ECS122PC05: Bad Motherboard/IDE Controller
 0000089339 04/25 Lab check 3:00 am
 0000089345 ECS 122 PC05 not working

HD: Phonemail
 HD:LabCheck
 HD:LabCheck
 HD:LabCheck
 LabHardware
 HD: Phonemail
 HD:LabCheck
 HD: Phonemail
 HD:LabCheck
 HD:LabCheck
 Windows Profile Issues
 HD: Phonemail
 HD:LabCheck
 HD: Phonemail
 HD:LabCheck
 HD:LabCheck
 HD:LabCheck
 HD:LabCheck
 HD:LabCheck
 HD: Phonemail
 HD:LabCheck
 HD:LabCheck
 LabHardware

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Applications

Total No. of Tickets: **23**

0000089281 Delete Rows in HRPRD
 0000089351 Clone FSPRD
 0000089637 Update in FSPRD
 0000089615 3 Universal Proxy Change
 0000089614 Request to remove user from remedy
 0000089597 4 May 31 FW: New Crystal Reports
 0000089358 FW: Sarah's ASM Access
 0000089286 Query to program

PS HR - Misc
 PS IT - Misc
 PS IT - Database
 PS IT - Database
 Remedy Account Request
 PS IT - Database
 PS IT - Database
 PS Finance Technical Issues

stevenh1	DPET Admin Exp	Total No. of Tickets: 19
0000088108	FW: Biotech Class Notes	Mailing Lists
0000088370	Look into copier replacement for TWE Building	DPET Support Request
0000088752	Web Trends on Summer Site	DPET Support Request
0000088923	Finalize purchasing	DPET Support Request
0000088925	Post documents to web server	DPET Support Request
0000089050	Post to web server	DPET Support Request
0000089157	Inventory Tracking Software Inquiry	HD: General Info
0000089171	Remedy Reports	HD: General Info
0000089141	Revise Staff Admin Document	DPET Support Request
0000088759	Inquire about Inventory Tracking System on Campus	DPET Support Request
0000088764	Need a Network Cable	DPET Support Request
0000087554	Needs File Uploaded to webserver	DPET Support Request
0000087857	FW: ISD website link broken	UMBC Campus Web Pages
0000087866	Confusion about SSN for story1	HD: Software Config/Trblshtng
0000087859	Create an Image of the Loaner Laptop	DPET Support Request
0000087565	Upload Files to Web Server	DPET Support Request
0000089313	Laptop keeps blue screening	DPET Support Request
0000089397	Cannot log into novell on web. novell.umbc.edu. However, local nov	Novell Account Management
0000089454	PC Oracle client install.	PC Software Install (Fac/Staff)

rpreston	General Accounting	Total No. of Tickets: 18
0000088229	5 Develop process to delete unprocessed retro batches	PS Payroll - Misc
0000088441	3 Journal Entry Component unstable with many lines on a Journal ent	PS General Ledger
0000088545	Reverse Payroll 18	PS Finance Technical Issues
0000088568	Grant Username NICO access to DEPTID's 10033 and 10103	PS HR - Misc
0000088662	Retriever Dept Loot up	PS General Ledger
0000088830	Re: [Fwd: combo error]	PS General Ledger
0000088858	5 Problem with GL Interface and Balancing to 'Journal Templates'	PS Payroll - Misc
0000088696	3 CA Payroll	PS Payroll - Misc
0000089087	4 May 31 New Combo Rules	HelpDesk:PeopleSoft
0000089219	ARDJ item not in Retriever.	PS General Ledger
0000089445	Partial retriever load last night	PS General Ledger
0000089568	Retriever being restored because of Filer problems	PS General Ledger
0000089354	UPDATE Retriever trees	PS General Ledger
0000087732	5 "Notify " functionality in PS needs to be set up	Mailing Lists
0000088021	Tom Taylor User Pref	PS General Ledger
0000088022	2 SAR System Selection Criteria question	PS IT - Database
0000087898	3 Modify Retro Update Process to incorporate backup of all tables up	PS Payroll - Misc
0000087897	3 Modify Custom Retro Process (FSCAM011) to correct known bugs a	PS Payroll - Misc

lrand	Applications	Total No. of Tickets: 17
0000088121	#Synchronize HR DEPT_SECURITY TREE with Finance Dept Tree	PS HR - Misc
0000088559	1 BUSINESS MANAGER ROLE	PS HR - Misc
0000088369	Please refresh HRCNV instance from last night's backup of HRPRD i	PS IT - Database
0000088198	Backup HRPRD instance and use to refresh HRCNV instance	PS IT - Database
0000088126	1 Implement Oracle Hint in BUD003	PS HR - Misc
0000089359	Restore Back-Up of HRPRD from Tuesday Night 4-20-04 / Wednesda	PS IT - SysAdmin
0000089360	Mine Oracle logs for deletes on PS_PAY_xxx_DIST tables	PS IT - Database
0000089678	2 Modify current Custom Retro process (FSCAM011) for use with ne	PS Payroll - Misc
0000089564	App Servers Down on Finance and HR	PS IT - SysAdmin
0000089382	Enable HRCNV Instance for COBOL Trace Generation	PS IT - SysAdmin
0000087757	Research / Backup HRPRO / Clone HRPRD to HRPRO	PS IT - Database
0000087765	2 Modify Custom Retro Process (FSCAM011) to use PS delivered Pa	PS HR - Misc
0000087766	3 Modify Retro Process App Engine to use PS delivered Payroll tabl	PS HR - Misc
0000087811	App Msg Problem: DeptSync subscription in HRPRD	PS HR - Misc
0000087907	Refresh HRUAT instance from Backup of HRPRD taken night of 4/5	PS HR - Misc
0000087767	2 Modify GL Interface process to use PS delivered Payroll tables ins	PS HR - Misc
0000087759	2 Review Functional Specs for Electronic Interfaces for Payroll	PS HR - Misc

Top 10 UMBC Customers Requesting Service

