

Top 10 Users Requesting Service with # of Tickets

Tickets Created Between

04/01/2005

04/30/2005

dvelli1

SA PeopleSoft IT Support

0000115442 McAfee is catching a virus but says it can not delete it.
 0000115688 Financial Services needs more space on shared I:\ drive.
 0000115694 Jim Citro needs all of his email restored back to 12:00 noon.
 0000115574 URL request for Bursar's Office.
 0000115083 UMBC Student Link page changes needed.
 0000115249 Crystal is getting "Virus Alerts" but cannot delete files...
 0000115259 Larry's PC is getting errors.
 0000115256 Kim's PC shuts down by it's self.
 0000115248 Cheryl is getting a "VirusScan Alert" cannot able to delete files.
 0000115171 Pat Lewis's HP/Reflection options are grayed out.
 0000115085 UMBC "Resources for Faculty & Staff" page changes needed.
 0000115170 Starla Oie's PC needs Active Directory setup.
 0000114368 Jean is getting a Visual Basic error in Word.
 0000114423 After AD was installed Ismail Ahmed can not log into AD
 0000114698 Dot Weller's H:\ drive files needed.
 0000114645 Network jack #356 in ADM302 not working.
 0000114644 Brian Thompson's old PC needs AD.
 0000114520 After AD was installed Mia is not able to see some of her files.
 0000114519 After AD was installed Ros cannot print from Crystal Reports.
 0000114479 Pingle cannot log into ADC VPN after AD installed.
 0000114478 Irby is getting an error when trying to login to Crystal Reports.
 0000114463 Create byRequest account
 0000114425 AD302: Mae Golden's network jack# 312 is not working.
 0000114754 Starla is having problems saving files to Novell.
 0000114424 After AD was installed Ros is getting a "File Download" error.
 0000114422 After AD was installed Meriel can not log into Novell.
 0000113840 I need "tcbrown" AD password reset.
 0000113929 Trisha Watson needs all files restored from I:\CCU folder.
 0000114330 Since AD Mike is getting an error in Excel.
 0000114326 Since AD was installed Dee is getting error in MS Word.
 0000114317 Karen cannot login to AD after it was activated yesterday.
 0000114191 Need "accounting" links to change to "FinancialServices".
 0000114187 Bad link for Budget Office on myUMBC.
 0000114185 Isabel needs some UMBC web changes.
 0000114142 Starla is Timing Out in HP/Reflections.
 0000114025 3 machines shutting down - possible virus
 0000113989 Trisha cannot see "bursar@umbc.edu" Inbox email.
 0000113987 Trisha is getting an error in byRequest.

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

Total No. of Tickets: **38**

Infected System
 Novell Quotas
 AFS File Restore Request
 UMBC Campus Web Pages
 UMBC Campus Web Pages
 PC Support Request (Fac/Staff)
 PC Support Request (Fac/Staff)
 PC Support Request (Fac/Staff)
 PC Support Request (Fac/Staff)
 PC Support Request (Fac/Staff)
 UMBC Campus Web Pages
 PC Support Request (Fac/Staff)
 PC Support Request (Fac/Staff)
 PC Support Request (Fac/Staff)
 PC Support Request (Fac/Staff)
 PC Support Request (Fac/Staff)
 OIT-BSG Oracle Database
 Dead/Slow Network Jack
 PC Support Request (Fac/Staff)
 PC Support Request (Fac/Staff)
 PC Support Request (Fac/Staff)
 PC Support Request (Fac/Staff)
 Active Directory Password
 Novell File Restore
 PC Support Request (Fac/Staff)
 PC Support Request (Fac/Staff)
 PC Support Request (Fac/Staff)
 UMBC Campus Web Pages
 UMBC Campus Web Pages
 UMBC Campus Web Pages
 PC Support Request (Fac/Staff)
 PC Support Request (Fac/Staff)
 PC Support Request (Fac/Staff)
 PC Support Request (Fac/Staff)

rpreston

General Accounting

0000115440 Remedy Password
 0000115464 Add Support request link to PS pages
 0000115477 4 ARDJ entries are not Jrnl Generating
 0000115552 UMGLM002 BI Acct line interface to Proj
 0000115787 Modify Retro Validation screen to show 'VALIDATED'
 0000115790 Modify retro entry screen to prevent modification of completed retros
 0000115478 FW: 4 ARDJ entries are not Jrnl Generating
 0000115042 Modify Run Control Page for Statement of Payroll Charges to Improv
 0000115283 UM_SPCL_TCODE
 0000115291 Inspect and Modify retro entry validations
 0000115418 GL Trial Balance
 0000115417 Menu Issue
 0000115292 Create retro validation to prevent retros to incomplete retros
 0000115286 Create a view to link retro and distribution tables
 0000115187 invalid URL
 0000115043 RE: Retro/Finance Report
 0000114681 RE: Need security Access
 0000114825 Provide begin and end dates in retro history link

Total No. of Tickets: **23**

Remedy Account Request
 PS Finance Technical Issues
 PS Receivables
 PS Finance Technical Issues
 HR Commitment Accounting
 HR Commitment Accounting
 PS General Ledger
 HR Commitment Accounting
 Email Request
 HR Commitment Accounting
 PS Finance Technical Issues
 PS Finance Security
 HR Commitment Accounting
 HR Commitment Accounting
 PS Finance Technical Issues
 HR Payroll
 PS Finance Security
 HR Commitment Accounting

0000114821	Modify Retro entry screen to prevent partial pay periods	HR Commitment Accounting
0000114826	Modify retro entry screen to prevent entry of mixed paygroups	HR Commitment Accounting
0000113942	Create a spreadsheet of retros in hr_acctg_line	HR Commitment Accounting
0000114303	Step 1B (FSCAM011) producing incorrect new dept and jobcode	HR Commitment Accounting
0000114020	Implement TWiki Enterprise Collaboration Platform for Finance Grou	PS IT - SysAdmin

haddaway

Applications

Total No. of Tickets: **23**

0000113894	Retriever Load failed into EPMPRD	OIT-BSG Oracle Database
0000114046	Load SGA Elections elig. voters	OIT-BSG Oracle Database
0000113939	Research use of Oracle Instant Client	OIT-BSG Oracle Database
0000114421	Cutover from Retreiver in EPMPRD to FSRPT	OIT-BSG Oracle Database
0000114486	Research / Implement a Twiki Wiki for finance	PS IT - SysAdmin
0000114522	research full analyze command versus DBMS_STATS	OIT-BSG Oracle Database
0000114557	work on enabling STATS pack collection during peak times (15 min w	OIT-BSG Oracle Database
0000114851	put the index PS_PROJ_RESOURCE_IDX_exp1 into Peoplesoft and h	PS IT - Database
0000114849	Restore UMBC instance backup from 4/7/2004	PS IT - Database
0000114789	Index new retriever reports for Tony	PS IT - Database
0000114683	modify FSRPT security for the PTWEBSERVER ID	PS IT - Database
0000114656	Create CVS repository on aegis	PS Student Admin
0000114639	Research Data Warehouse options	PS IT - Database
0000114471	Adjust EST/DST on seven.ps.umbc.edu	PS IT - SysAdmin
0000114917	Restore deleted data FAR user	OIT-BSG Oracle Database
0000114969	Oracle job process using 100% of CPU	OIT-BSG Oracle Database
0000115210	add new Retriever reports to FSRPT security	PS IT - Database
0000115310	Grants process slow in FSTST (pre bundle testing)	PS IT - Database
0000115454	come up with an outline/timeline of tasks for Warehouse reporting	PS IT - Database
0000115841	test123	PS IT - Database
0000115737	test2	PS IT - Database
0000115609	Create web server devl/prod environment on RS3 for FotL	PS IT - SysAdmin
0000115607	Develop monitring script for Warehouse jobs from HP to Oracle	OIT-BSG HP3000 Systems

stephen

Applications

Total No. of Tickets: **19**

0000114371	Build script	HR Human Resources
0000114462	STAT CSR HR-104	PS IT - Database
0000114857	Research fixes to UMSA	HR Human Resources
0000114702	Please run attached script	HR Human Resources
0000114661	Research deletion criteria for reports run in PS.	PS IT - Misc
0000114447	Permission to migrate HR-104 to UAT	PS IT - Database
0000114443	Help move STAT CST HR-104 into HRPRD. Mods for Leave Accru	PS IT - Database
0000113975	Access to 'change password' page in Peoplesoft	HR Human Resources
0000114013	Need help speeding slow query	PS IT - Database
0000114047	run script	HR Human Resources
0000114367	Move CSR HR-87 into production	PS IT - Database
0000115501	Give Deepak Kumar (DKUMAR) STAT access in HRDEV and HRTST	PS IT - Misc
0000115605	Research location to and access to Timetrax county codes.	PS IT - Database
0000115752	Please grant Deepak Kumar (DKUMAR) stat access in HRUAT.	PS IT - Database
0000115759	Not receiving email notification of new tickets	Remedy System Issue
0000115818	testing	HR Human Resources
0000115071	run script	HR Human Resources
0000115124	Paperwork for OGBURN account.	HumanResources:PeopleSoft
0000115228	Need file location for UMSA output file	HR Human Resources

kblank

Applications

Total No. of Tickets: **18**

0000113967	Build Objects in FSDEV	PS Finance Technical Issues
0000113980	Build Objects in FSTST	PS Finance Technical Issues
0000113982	Build Table in FSUAT	PS Finance Technical Issues
0000114216	New Table and View in FSDEV	PS Finance Technical Issues
0000114302	FSUAT - Testing New Retriever Load Program - Process Abended	PS Finance Technical Issues
0000114356	Rebuild Some Temp Tables in FSTST	PS Finance Technical Issues
0000114509	Recreate a Run Control Table in FSDEV	PS Finance Technical Issues
0000114588	Rebuild Table in FSDEV	PS Finance Technical Issues
0000114697	Alter Tables and Rebuild View in FSDEV	PS Finance Technical Issues
0000114780	Script for FSUAT ('New' Retriever)	PS Finance Technical Issues

0000114594	New Table in FSDEV	PS Finance Technical Issues
0000115053	Remove STAT security from FSUAT	PS Finance Technical Issues
0000115378	DDDAudit Clean Up FSPRD	PS Finance Technical Issues
0000115365	GL Bundle #6 Project Build Script	PS Finance Technical Issues
0000115735	Alter Retriever Tables in FSUAT	PS Finance Technical Issues
0000115826	Evaluate SQL in FSUAT	PS General Ledger
0000115753	UNIX permissions	UNIX Misc
0000115839	Table Alter in FSUAT	PS Finance Technical Issues

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	OIT Infrastructure & Support	Total No. of Tickets: 18
0000114108	4/5 all tapes have been changed.	HD:TapeChanges
0000114109	2:00pm voicemail check. 1 msg 54213. 12:20pm Hang up.	HD: Phonemail
0000114457	4/11, 11:00am phone mail check. No msges.	HD: Phonemail
0000114740	4/14 2:00pm phone mail check. 2 msges.	HD: General Info
0000114499	4/11 all tapes changed.	HD:TapeChanges
0000114837	4/15 11:00am phone mail check. no msges.	HD: Phonemail
0000114836	User: "rkhali1" needs webadmin access. He is a helpdesk consultant	Webadmin/Webauth Service
0000114554	4/12 All tapes changed for 4/12	HD:TapeChanges
0000115513	At accounts.umbc.edu we cannot access any of the admin fuctions suc	Webadmin/Webauth Service
0000115585	[lab] ECS021PC12: Floppy disk stuck.	LabHardware
0000115612	4/26 all tapes have been changed.	HD:TapeChanges
0000115857	4/29 all tapes changed.	HD:TapeChanges
0000115852	2pm phone mail check. no msges.	HD: Phonemail
0000115851	11am phone mail check, no msges.	HD: Phonemail
0000115676	11am phone mail check 1 msg.	HD: Phonemail
0000115061	4/19 All tapes changed.	HD:TapeChanges
0000115317	4/22 all tapes have been changed.	HD:TapeChanges
0000115385	Linux1.gl Linux2.gl and Linux3.gl show critical in NetSaint;	GL Login Problems

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	OIT Infrastructure & Support	Total No. of Tickets: 16
0000114504	opening phonemail 4.12.05	HD: Phonemail
0000114773	4.15 opening phonemail	HD: Phonemail
0000114599	opening phonemail 4.13	HD: Phonemail
0000113827	Opening phone mail 4/1/05	HD: Phonemail
0000114053	[lab] ECS122PC12: dead mouse	LabHardware
0000114140	opening phone mail 4.6	HD: Phonemail
0000114067	11am phonemail 4.5.05	HD: Phonemail
0000114304	opening phonemail 4.8.05	HD: Phonemail
0000114214	opening phonemail 4.7.05	HD: Phonemail
0000115003	opening phonemail 4.19.05	HD: Phonemail
0000115101	opening phonemail 4.20	HD: Phonemail
0000115275	opening phonemail 4.22	HD: Phonemail
0000115549	opening phonemail - 4/26/05	HD: Phonemail
0000115754	ECS021PC15: BSOD inaccessible boot device	LabHardware
0000115813	opening phonemail 4.29	HD: Phonemail
0000115844	Commons 025 : Spyware/Viruses	PC Support Request (Fac/Staff)

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	Residential Life	Total No. of Tickets: 16
0000114380	8 p.m. labcheck and poster post 4-8-05	HD:LabCheck
0000114381	11 p.m. 4-8-05 lab check	HD:LabCheck
0000114403	4-10-05 2 p.m. lab check	HD:LabCheck
0000114876	Opening 4-17 11:30 a.m.	HD:LabCheck
0000114867	4-15-05 labcheck 11 p.m.	HD:LabCheck
0000114866	4-15-05 Labcheck	HD:LabCheck
0000114480	phonemail 2 p.m. 4-11-05	HD: Phonemail
0000114401	Opening 4-10-05 11:30 a.m.	HD:LabCheck
0000113818	March 30 11 p.m. Lab Check	HD:LabCheck
0000113973	4-4-05 2 p.m. phonemail check	HD: Phonemail
0000113874	Closing action on April 1 2005 at 12 p.m.	HD:LabCheck
0000113895	Morning Checklist 4-3-05 12 o'clock noon	HD:LabCheck
0000113873	Lab Check April 1 11:00 p.m.	HD:LabCheck
0000115344	4-22 11 p.m. lab check	HD:LabCheck
0000115423	11 p.m. lab check 4-24-05	HD:LabCheck

0000115346

Closing 12 midnight 4-22/23

HD:LabCheck

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Human Resources

Total No. of Tickets: **15**

0000115110 [Fwd: pay plan]
 0000115116 MODIFICATION OF TIME ENTRY PROGRAM
 0000115633 [Fwd: list PEOPLESOFT: List Message Rejected]
 0000115836 EI project - ZT/RK processing
 0000115760 Research new runcontrol record for Statement of Payroll Charges
 0000115845 TIME ENTRY LOAD PROCESS AS IT RELATES TO EI
 0000114614 PDF NOT COMING UP FOR CHANGE PAR
 0000114700 REFRESH OF TRN WITH PRD
 0000114640 Update Bobbie Jo Peach's PS Security (username 'BPEACH') to incl
 0000114743 Refresh of HRTRN Instance on Morning of 4/15/05 from Database B
 0000114844 Modify Year-End Process
 0000114842 Daily/Weekly Audit scripts
 0000114840 Modify Leave enrollment/accrual process as part of EI update
 0000114838 Leave accrual program to look at payment method
 0000113945 Leave Management Go Live Conversion and Processing

HR Human Resources
 HR Human Resources
 Mailing Lists
 HR Payroll
 HR Human Resources
 HR Human Resources
 HR Human Resources
 HR Human Resources
 HR Security
 PS IT - Database
 HR Time and Labor
 HR Time and Labor
 HR Time and Labor
 HR Time and Labor
 HR Time and Labor

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DPET Marketing

Total No. of Tickets: **15**

0000113839 Surabhi's Machine
 0000113932 Configure and inventory Diane's home pc
 0000114230 dpethelp@umbc.edu Address Question
 0000114231 Email quota increase
 0000114149 FW: Machine not Connecting to Active Directory
 0000114500 Replace staples in UC Xerox Copier
 0000114718 Reset Novell Password
 0000114812 UC data projector
 0000114746 test
 0000115536 Work on imaging a machine from the UC
 0000115774 Make sure Ginny has power cord for ISD laptop and replace mouse in
 0000115683 Downtime for DPET web server - Friday, April 29, 2005 from 8:00
 0000115689 Purchase a Hub
 0000115160 Email Folder Creation
 0000115412 Need to Move Continuing Web Server

PC Support Request (Fac/Staff)
 DPET Support Request
 Remedy Email Alias Redirect
 HD: Quota
 PC Support Request (Fac/Staff)
 DPET Support Request
 Novell Account Management
 DPET Support Request
 DPET Support Request
 DPET Support Request
 DPET Support Request
 DPET Support Request
 DPET Support Request
 DPET Support Request
 UMBC Email Alias
 DNS Entry Modification

Top 10 UMBC Customers Requesting Service

