

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 *08/01/2003* *08/31/2003*

goltser	Financial Aid	Total No. of Tickets: 47
0000070127	Re: Wicked screensaver	Email Request
0000070149	Re: That movie	Email Request
0000070161	Re: Details	Email Request
0000070163	Re: Your application	Email Request
0000070170	Re: That movie	Email Request
0000070179	Re: Thank you!	Email Request
0000070412	Re: Details	Email Request
0000070411	Re: Wicked screensaver	Email Request
0000070390	Re: Approved	Email Request
0000070386	Re: Details	Email Request
0000070379	Re: Wicked screensaver	Email Request
0000070367	Re: Details	Email Request
0000070353	Re: Details	Email Request
0000070352	Thank you!	Email Request
0000070341	Thank you!	Email Request
0000070310	Re: Your application	Email Request
0000070286	Re: Wicked screensaver	Email Request
0000070276	Re: Re: My details	Email Request
0000070275	Re: Approved	Email Request
0000070269	Thank you!	Email Request
0000070268	Re: Approved	Email Request
0000070258	Re: Thank you!	Email Request
0000070250	Re: Your application	Email Request
0000070249	Re: Re: My details	Email Request
0000070238	Re: Re: My details	Email Request
0000070445	Re: Thank you!	Email Request
0000070438	Re: Wicked screensaver	Email Request
0000070434	Re: Thank you!	Email Request
0000070425	Re: Your application	Email Request
0000070305	Thank you!	Email Request
0000070301	Re: Your application	Email Request
0000070297	Re: That movie	Email Request
0000070233	Re: Re: My details	Email Request
0000070230	Re: That movie	Email Request
0000070218	Re: Thank you!	Email Request
0000070217	Re: Wicked screensaver	Email Request
0000070201	Re: Your application	Email Request
0000070192	Your details	Email Request
0000070188	Re: Approved	Email Request
0000070181	Re: Your application	Email Request
0000070175	Re: Approved	Email Request
0000070166	Re: Your application	Email Request
0000070162	Re: Wicked screensaver	Email Request
0000070154	Re: Your application	Email Request
0000070150	Re: Wicked screensaver	Email Request
0000070136	Re: Details	Email Request
0000070131	Re: Re: My details	Email Request
knouse	Admissions	Total No. of Tickets: 43
0000068708	Thank you	Email Request
0000068709	Thank you	Email Request
0000067580	(freshmenchat)Web List Request	Mailing Lists
0000067581	(transferchat)Web List Request	Mailing Lists
0000067582	(transferchat)Web List Request	Mailing Lists
0000070145	Re: Details	Email Request
0000070174	Your details	Email Request

0000070442	Your details	Email Request
0000070439	Re: Details	Email Request
0000070433	Re: That movie	Email Request
0000070414	Re: Re: My details	Email Request
0000070405	Your details	Email Request
0000070404	Re: Re: My details	Email Request
0000070374	Re: That movie	Email Request
0000070369	Re: That movie	Email Request
0000070361	Your details	Email Request
0000070334	Re: Thank you!	Email Request
0000070328	Re: Re: My details	Email Request
0000070324	Re: Re: My details	Email Request
0000070318	Re: Details	Email Request
0000070317	Re: Thank you!	Email Request
0000070313	Re: Details	Email Request
0000070281	Re: Approved	Email Request
0000070279	Re: That movie	Email Request
0000070266	Your details	Email Request
0000070263	Re: Your application	Email Request
0000070253	Your details	Email Request
0000070242	Re: Re: My details	Email Request
0000070232	Re: Wicked screensaver	Email Request
0000070227	Re: Your application	Email Request
0000070222	Re: Thank you!	Email Request
0000070220	Re: Re: My details	Email Request
0000070210	Thank you!	Email Request
0000070191	Re: Re: My details	Email Request
0000070182	Re: Wicked screensaver	Email Request
0000070165	Re: Details	Email Request
0000070307	Re: Re: My details	Email Request
0000070296	Re: Thank you!	Email Request
0000070292	Re: Re: My details	Email Request
0000070291	Re: Thank you!	Email Request
0000070288	Re: Your application	Email Request
0000070153	Re: Thank you!	Email Request
0000070164	Re: Approved	Email Request

brinkley

Financial Aid

Total No. of Tickets: **41**

0000070148	Thank you!	Email Request
0000070159	Thank you!	Email Request
0000070172	Re: Thank you!	Email Request
0000070194	Re: Details	Email Request
0000070205	Re: Your application	Email Request
0000070225	Re: That movie	Email Request
0000070237	Re: Wicked screensaver	Email Request
0000070314	Re: Details	Email Request
0000070308	Re: Details	Email Request
0000070282	Re: Approved	Email Request
0000070264	Re: Re: My details	Email Request
0000070254	Re: Approved	Email Request
0000070252	Re: Approved	Email Request
0000070247	Re: Re: My details	Email Request
0000070244	Your details	Email Request
0000070243	Re: Thank you!	Email Request
0000070450	Thank you!	Email Request
0000070440	Thank you!	Email Request
0000070436	Thank you!	Email Request
0000070424	Re: That movie	Email Request
0000070409	Re: Wicked screensaver	Email Request
0000070407	Re: Approved	Email Request
0000070399	Re: Approved	Email Request
0000070398	Re: Thank you!	Email Request

0000070384	Your details	Email Request
0000070381	Re: Re: My details	Email Request
0000070366	Thank you!	Email Request
0000070356	Re: Wicked screensaver	Email Request
0000070349	Re: Re: My details	Email Request
0000070348	Re: Re: My details	Email Request
0000070347	Re: Thank you!	Email Request
0000070337	Thank you!	Email Request
0000070228	Re: Details	Email Request
0000070206	Re: Re: My details	Email Request
0000070200	Re: Thank you!	Email Request
0000070178	Re: Thank you!	Email Request
0000070156	Re: Re: My details	Email Request
0000070151	Re: Details	Email Request
0000069119	Create a AID id for Financial Aid	OIT-BSG Operational Support
0000068190	SAFERS update tape to be loaded	OIT-BSG Financial Aid
0000070032	Thank you!	Email Request

brianb

Comp Sci \ Elec Eng

0000068201	linuxserver2 DNS wrong	IP Address Request
0000068273	DNS name change	Email Request
0000068265	URGENT (jackconfig)	Email Request
0000068591	active/check jack please	Email Request
0000067867	CNAMEs	Email Request
0000066951	urgent! DHCP wrong	Email Request
0000067411	URGENT! networks	Email Request
0000067341	ethernet address change	Email Request
0000067340	IP/DHCP changes	Email Request
0000067335	jack activations in ITE	Email Request
0000067207	Systems/AFS perms	Email Request
0000067128	DNS info needed	Email Request
0000069434	ethernet/IP change	IP Address Request
0000069481	jack activation	Dead/Slow Network Jack
0000070054	Ethernet address change semi-Urgent	IP Address Request

Total No. of Tickets: 15

keegan

IFSM - Flex Master

0000069584	FW: Returned Mail: RE: Account Password Reset	Email Request
0000069588	Fw: UMBC Account Creation	Email Request
0000069634	[Fwd: Re: [Blackboard Access]]	Email Request
0000069999	FW: Blackboard Access	Email Request
0000069823	[Fwd: Re: Blackboard Access]	Email Request
0000069819	[Fwd: RE: Returned Mail: RE: Account Password Reset]	Email Request
0000069638	[Fwd: Re: Blackboard Access]	Email Request
0000069596	No subject	Email Request
0000069586	FW: [Fwd: UMBC Account Creation]	Email Request
0000069585	FW: [Fwd: UMBC Account Creation]	Email Request
0000068668	[Fwd: UMBC Account Creation]	Email Request
0000069037	UMBC Account Creation	Email Request
0000069431	Account Password Reset	Email Request
0000069391	FW: [Fwd: UMBC Account Creation]	Email Request

Total No. of Tickets: 14

mcnamara

Human Resources

0000066936	Customer (1) cannot print (2) email attachment problem uc1st	Novell Printing
0000067356	Set up security for Lin Getz and Peggy Hungelman	PS HR - Misc
0000069907	User Profile uc.	Email Request
0000067508	Related to ticket 66936	Email Request
0000067645	UC Ground Floor Ext: 3646: Multiple problems since Eddie came o	PC Support Request (Fac/Staff)
0000067763	VPN	Email Request
0000067814	UC Delta Office; formatted machine can't print to Xerox	PC Support Request (Fac/Staff)
0000067950	create an account for Lisa Stankovic	Email Request
0000067824	Production-ize Budget Queries	PS HR - Misc
0000067792	TimeTrax USM Code Fix	OIT-BSG Human Resources

Total No. of Tickets: 14

0000067550	Make HR Security Changes Per Attached Document	PS HR - Misc
0000067558	Workorder for Eddie	PC Support Request (Fac/Staff)
0000068616	TimeTrax Deletions	OIT-BSG Human Resources
0000068618	TimeTrax Deletions	OIT-BSG Human Resources
siemer	Financial Services	Total No. of Tickets: 12
0000067483	Disable nouvelle account	Novell Account Management
0000067484	Disable E-Mail/Calendar Account	CorpTime Calendar Account Req
0000067761	E-Travel Request department change	Email Request
0000068967	forward email	Email Request
0000068012	Disable account	Email Request
0000066993	Network Outage; Admin 3rd and 4th Floor	Building Network Outage
0000067464	Fw: Virus Detected In Mail Sent To You!	Email Request
0000067305	Application Designer logon problem	Email Request
0000067085	increase quota for travel	HD: Quota
0000067414	New Journal Entry form	Email Request
0000067461	Disable Computer Accounts	Email Request
0000067277	E-travel department needs to be added	Email Request
tim	CSEE - Instruction	Total No. of Tickets: 11
0000069057	Unable to Activate student account	UMBC Account Activation
0000067996	IP updates	Email Request
0000068562	host addition	Email Request
0000067912	fix my list	Email Request
0000067917	(burny6)Web List Request	Mailing Lists
0000067918	(burny6)Web List Request	Mailing Lists
0000067916	(burny6)Web List Request	Mailing Lists
0000067915	(burny6)Web List Request	Mailing Lists
0000067995	host additions	Email Request
0000066950	netsaint changes	Email Request
0000067114	wireless problems in ecs201	Localized Network Outage
ece	Geography & Environmental	Total No. of Tickets: 9
0000068578	Make Blackboard courses deletion	HD:Online Course Issues
0000068579	Make the blackboard course unavailable	HD:Online Course Issues
0000068585	Blackboard Course: Assign to New Media: Blackboard	Email Request
0000068584	Blackboard Course: Assign to New Media: Blackboard	Email Request
0000068587	Blackboard Course: Assign to New Media: Blackboard	Email Request
0000068592	GEOG305A Course Creation	Online Course Course Creation
0000069141	course deletion and copy request	Online Course Misc
0000068600	SAS 9?	Email Request
0000069629	Course 'GEOG305_0101_FA2003' quota exceeded	Email Request
garland	Parking Services	Total No. of Tickets: 9
0000069781	PhysPlant 100: keeps coming up in safe mode	PC Support Request (Fac/Staff)
0000069782	Student Parking Inquiry Process for Campus Police	OIT-BSG Parking Services
0000067313	New Account Set Up	Email Request
0000067369	Student Parking Registration	OIT-BSG Operational Support
0000067314	Update to Parking e-mail	Email Request
0000067600	PhysPlant 100: May be infected with worm virus	PC Support Request (Fac/Staff)
0000068953	Add user to HPUMBC3 for Parking Services	OIT-BSG HP3000 Systems
0000069381	Your details	Email Request
0000068089	Establish parking rates for 20-03-2004 year	OIT-BSG Parking Services

Top 10 UMBC Customers Requesting Service

