

Top 10 Departments Requesting Service with # of Tickets

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

Tickets Created Between 08/01/2004 08/31/2004

Residential Life - Gen Admin

0000098542 can't connect to HP using VPN
 0000097897 Problems!!
 0000097875 Move Ethernet Jack to the Administrative Backbone
 0000098549 Calendar Accounts
 0000098331 PAT 104: Staff Unable to access resnet login page
 0000098074 Can't Connect to Novell ehall169
 0000097987 Work Order Request
 0000097179 PAT 104: Unable to get to resnet login page
 0000097984 Remedy Ticket #0000097875
 0000098489 (crossroads2004)Web List Request
 0000098348 USR0045.ORL Password Reset
 0000098356 [Fwd: Re: URGENT! Please Use VPN for HP Access Today!]
 0000098219 Customer receives a tree or server cannot be found error on log in.
 0000097973 Network jack not giving consistent IP
 0000098039 No ip in walker appt
 0000097649 Work Order Request ehall182
 0000097711 Computer hangs
 0000098587 [Fwd: New Computer Account Set-Up]
 0000098598 jack not working
 0000097075 Novell account disabled
 0000098467 Netscape Mail Illegal Operation
 0000097226 Which account value to use
 0000097644 User cannot write their "personal h:/ drive". Can read and see the fil
 0000098273 Work Order Request
 0000097573 User Synthia Paige Needs a myUMBC, novell account and calendar a
 0000097655 Customer receives an "Invalid Path" error on log in patapasco hall104 5
 0000098201 Upgrade to Windows XP
 0000098279 (sllc2004)Web List Request
 0000098266 PC getting no network. Reslife 184.
 0000098329 Verify Novell Account Creation
 0000097382 FW: account224432635
 0000097843 Needs AD istalled on a computer in the res life
 0000097052 Westhill Office: Tree or server could not be found
 0000098557 Delete Account
 0000098553 Account Deletion
 0000098555 Delete Netscape Account
 0000098122 User: bos needs to be added as local user on machine. Harbor Hall, A
 0000098108 PC Winxp apps and network drive problem. ehall184
 0000098568 Novell accounts
 0000098558 Delete HP Account
 0000097836 Resnet Staff Jacks Can't Connect to Novell
 0000098565 User would like windows 98 upgraded to windows XP.
 0000098807 Novell Account for ORL
 0000099355 Virus removal
 0000098814 User's computer won't go past windows is loading screen with the scr
 0000098841 (faculty_mentors)Web List Request
 0000099411 Res Life Community List Procs
 0000099234 Install/Add USR0105.UADM to VLAN
 0000098675 Novell printer ORLHP4550 Printer in ORL cannot print.
 0000098836 Novell login can't see tree or server but gets a 130 ip on workstation p
 0000098878 Intermitten connection drops
 0000098761 Novell Account Cleanup
 0000099375 Wipe and Reinstall
 0000098817 Tracking user who sent random print out
 0000098726 Dept network printers not working
 0000099438 [Site Survey] New Ethernet Jack Install - 2 data & 2 voice
 0000099316 Work Order Request-fulltime at orl getting resnet login
 0000098927 Terrance Apartments rm642b x27220 needs a jack check.

Total Number of Tickets:

65

HD: Software Config/Trblshtng
 Novell Account Management
 Dead/Slow Network Jack
 CorpTime Calendar Account Requests
 PC Support Request (Fac/Staff)
 Novell Client Install
 PC Support Request (Fac/Staff)
 PC Support Request (Fac/Staff)
 Check Network Jack (Fac/Staff)
 Email Request
 OIT-BSG Operational Support
 PC Support Request (Fac/Staff)
 Novell Issue (Fac/Staff)
 Check Network Jack (ResNet)
 Resnet Setup
 PC Support Request (Fac/Staff)
 HD: Software Config/Trblshtng
 HD: Accounts
 Check Network Jack (ResNet)
 Novell Account Management
 PC Support Request (Fac/Staff)
 PS General Ledger
 Novell Issue (Fac/Staff)
 UMBC Web Servers
 HD: Accounts
 Novell Issue (Fac/Staff)
 PC Support Request (Fac/Staff)
 Email Request
 PC Support Request (Fac/Staff)
 Novell Account Management
 HD: Software Config/Trblshtng
 Novell Client Install
 Dead/Slow Network Jack
 CorpTime Calendar Account Requests
 Novell Account Management
 CorpTime Calendar Account Requests
 PC Support Request (Fac/Staff)
 PC Support Request (Fac/Staff)
 Novell Account Management
 OIT-BSG HP3000 Systems
 Resnet Network Problem
 PC Support Request (Fac/Staff)
 Novell Account Management
 PC Support Request (Fac/Staff)
 PC Support Request (Fac/Staff)
 Mailing Lists
 Mailing Lists
 Firewall Issues
 Novell Printing
 PC Support Request (Fac/Staff)
 Localized Network Outage
 Novell Account Management
 PC Computer Install (Fac/Staff)
 Novell Account Management
 PC Support Request (Fac/Staff)
 Install Network Jack
 Resnet Network Jack
 Check Network Jack (ResNet)

0000098861	Local workstation password reset Chesapeake Hall 108	PC Support Request (Fac/Staff)
0000098848	general failure	OIT-BSG myUMBC
0000099071	sporadic blue screens ehall184	PC Support Request (Fac/Staff)
0000098944	Novell cannot see tree or server, cannot browse web in logging into w	PC Support Request (Fac/Staff)
0000098835	Staff computer gets 169 IP wintools.a	Resnet Setup
0000098779	HP Accounts: Meghana Jagdish and Aseem S. Lalani	OIT-BSG Operational Support
0000099190	Ticket # 0000098565	PC Software Install (Fac/Staff)

Chemistry BioChem - Academic

0000097607 4 computers in chem 240 have no internet conn.
0000098517 ion.ad: c/o Jesse
0000097396 Account on Hercules
0000097236 PC Mozilla image loading problem. CHEM 129.
0000097616 Users calling about busy signals
0000098591 dns/dhcp/ip change
0000097372 CHEM/452/460: rename novell account and change station restric
0000097292 Dell PC problem chem475d
0000098303 New Octane2 is here :)
0000098217 I/O Error reported from HP Printer
0000097505 Chemistry data jack 460-8-T4N needs activation
0000098169 groupprinter
0000098196 New Octane2 for groupG
0000098197 Pull 2 Indigo2's from storage, redup them from ale and put in office.
0000098500 network is running slow Chem/466: not able to connect at 100Mb full d
0000098199 New Dell for groupB
0000098321 Look into Amber8 for klssig1 for SeleyGroup.
0000097762 McAfee Help: Chem/Biochemical Dept
0000097901 User says her jack is the only one in the room not working. Jack #240-
0000097827 Restricted Novell account system in new office
0000097729 SquirrelMail Problems
0000097119 Account on Hercules.rs (core system)
0000097805 Jack check 275-05-T2N, stopped working yesterday.
0000097801 quota
0000097766 numarray (or numeric) for python2.2
0000097816 Boots up computer and starts to Dial
0000098102 CHEM 140A: Network Printer Setup
0000097693 Chem437
0000098059 Chem Move - Jack changed to client dynamic Gregurick laptop (upd
0000097161 Upgrade gnuplot in depot (was: Gnuplot help files)
0000097412 Problems with email
0000097230 Hercules OS, charmm 31 build
0000098022 [net] Chem/460: Jack Activation
0000098057 Chem Move - printer net activation, dns, ip change for Gregurick 2 p
0000098056 Chem Move, DNS/DHCP change for Fabris lab printer (still proble
0000099120 passwords - tree or server can't be found
0000099340 Rm310 - Laptop /WinXP -hyperlink in mail always takes me to umbc l
0000099081 CHEM 550: Novell Client Install
0000099392 course listing
0000099242 Under academics tab user does not have "Degree Navigation: Acamdm
0000098751 CHEM 466: Unable to login to Novell
0000098753 Novell account creation
0000099426 Course was not setup correctly
0000099161 new machine at ice.chem.umbc.edu
0000098714 pc maintenance
0000099317 forwarding to other mail box
0000098727 PC internet problems
0000098822 Lisa Kelly (Lkelly) No active directory on machine
0000099299 [Mac s/w] G4 mac problem
0000099416 Change in type of network in jack 474-01-T4N
0000099417 Chemistry Bld. rm 140b. Jack #140b-3-t1n is not activated.
0000098832 courses I'm teaching this fall

Total Number of Tickets:

PC Software Install (Fac/Staff)
Novell Account Management
Titan
PC Support Request (Fac/Staff)
Campus Modem Problems
DHCP Request
PC Support Request (Fac/Staff)
PC Support Request (Fac/Staff)
Chemistry Dept Unix Issues
PC Support Request (Fac/Staff)
Dead/Slow Network Jack
Chemistry Dept Unix Issues
Chemistry Dept Unix Issues
Chemistry Dept Unix Issues
Dead/Slow Network Jack
Chemistry Dept Unix Issues
Chemistry Dept Unix Issues
PC Support Request (Fac/Staff)
Check Network Jack (Fac/Staff)
Novell Account Management
HD: Software Config/Trblshtng
UNIX Misc
0-No catagory exists
HD: Quota
Unix Software Install/Upgrade
HD: Walk In
PC Support Request (Fac/Staff)
Online Course Course Creation
DNS Entry Modification
Chemistry Dept Unix Issues
Macintosh Support Request (Fac/Staff)
Chemistry Dept Unix Issues
Dead/Slow Network Jack
DNS Entry Modification
DNS Entry Modification
Novell Issue (Fac/Staff)
PC Support Request (Fac/Staff)
Novell Client Install
Online Course Misc
Individual myUMBC Errors
Novell Issue (Fac/Staff)
Novell Account Management
Online Course Misc
DNS Entry Modification
PC Support Request (Fac/Staff)
HD: Software Config/Trblshtng
PC Support Request (Fac/Staff)
Add Account to Active Directory
Macintosh Support Request (Fac/Staff)
IP Address Request
Dead/Slow Network Jack
Online Course Misc

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0000097282 Please upgrade clisp on OIT Unix systems
0000098493 Faculty wants more space
0000098227 blackboard error
0000098187 (cmssc203-0401)Web List Request
0000098242 Internal Server Error
0000098545 [Mac s/w] Fetch file-transfer slow
0000098525 need to enroll students in BB
0000098572 cs341 and submit system
0000098374 [Fwd: RE: URGENT! Please Use VPN for HP Access Today!]
0000098340 mail server down?
0000098300 network jack isn't working
0000098301 (grad-discuss)Web List Request
0000097411 remove user
0000097630 request to set up course on blackboard
0000097625 Fixed IP request!!
0000097631 request to set up unix submit for CMSC331 section 0101
0000097450 network down!!
0000097624 Fixed IP release !!
0000097940 Class names for project submission
0000097881 Porting Notes on Blackboard
0000097675 Department Default values
0000097635 need to add class to submit system
0000097637 setting up a new course for Fall 2004
0000096992 Unable to delete contents of Sent box
0000097195 No subject
0000097156 Blackboard DELETE Course: Assign to New Media: Blackboard
0000097158 Blackboard DELETE Course: Assign to New Media: Blackboard
0000097004 Work Order Request
0000097089 user wants to DISABLE McAfee Virus Console
0000097157 Blackboard DELETE Course: Assign to New Media: Blackboard
0000097159 Blackboard DELETE Course: Assign to New Media: Blackboard
0000097160 testing
0000098961 Behind the Blackboard
0000099352 need optical disk reader
0000099188 RHEL general client cd (Dr. Joshi)
0000098818 SUS
0000099038 question on FrameworkServices
0000098790 BB website for 421
0000099406 Customer is unable to obtain IP in ITE lab
0000098804 Work Order Request
0000098831 User Would Like PS Userid to Reflect Changed Last Name
0000098933 Who shows up under "user directory" ?
0000098704 Both sections?
0000098934 bad link?
0000098951 Can I view my courses blackboard as a student would?
0000099267 Matlab
0000099455 Missing courses
0000098730 Staff needs quota increase
0000099289 Please attach submit directory
0000098952 Automatic processing of students homework
0000099480 UNIX @ UMBC pages

UNIX Misc
AFS File Space Requests
Online Course Misc
Mailing Lists
HD: Software Config/Trblshtng
Macintosh Support Request (Fac/Staff)
Online Course Course Creation
Project Submission System
Firewall Issues
HD: Software Config/Trblshtng
Check Network Jack (ResNet)
Email Request
Netsaint Requests
Online Course Course Creation
IP Address Request
Project Submission System
HD: Software Config/Trblshtng
IP Address Request
Project Submission System
Online Course Misc
PS Billing
Project Submission System
Online Course Course Creation
HD: Software Config/Trblshtng
UNIX Misc
Online Course Misc
Online Course Misc
HD: Quota
PC Support Request (Fac/Staff)
Online Course Misc
Online Course Misc
Email Request
Online Course Misc
PC Support Request (Fac/Staff)
Chemistry Dept Unix Issues
PC Support Request (Fac/Staff)
PC Support Request (Fac/Staff)
Online Course Course Creation
Check Network Jack (Fac/Staff)
Oracle DB Issue (oracle.gl)
PS Accts Recv
Online Course Acct Modification
Online Course Course Creation
Online Course Acct Modification
Online Course Misc
PC Software Install (Fac/Staff)
Online Course Misc
HD: Quota
Project Submission System
Online Course Account Creation
UNIX Misc

Psychology Admin

0000097413 McAfee virus scan
0000097183 please remove course
0000097554 Retriever access for FY05
0000098286 SPSS 11 1 CD
0000098330 netscape mail
0000098424 Blackboard COPY Course: Assign to New Media: Blackboard
0000097312 [PC s/w] Install SPSS onto an HP laptop
0000097032 [Fwd: email account for my lab]
0000097039 Novell login window won't come up SS 505:
0000098444 Re: QUOTA WARNING for your myUMBC account

Total Number of Tickets:

HD: Software Config/Trblshtng
Online Course Misc
PS General Ledger
HD: CD Checkout
PC Support Request (Fac/Staff)
Online Course Misc
PC Software Install (Fac/Staff)
HD: Accounts
PC Support Request (Fac/Staff)
HD: Software Config/Trblshtng

0000098017	Need Assistance, updated 8/19/2004	PC Computer Install (Fac/Staff)
0000098054	can't print mp312 310	PC Support Request (Fac/Staff)
0000097758	SPSS: one way anova (might need a reinstall) mp317	PC Support Request (Fac/Staff)
0000097934	Computers resources are all used up, can't figure out what's doing it. s	PC Support Request (Fac/Staff)
0000097726	2004 Class Schedule Pages Appear as blank	OIT-BSG myUMBC
0000098210	PC Install mp330	PC Computer Install (Fac/Staff)
0000098529	quota increase request	HD: Quota
0000098011	Customer has continuing freezes mp317	PC Support Request (Fac/Staff)
0000097112	Novell account password reset	Novell Account Password
0000097108	Quota increase for faculty	HD: Quota
0000098243	98 machine not recognizing new external zip drive	PC Support Request (Fac/Staff)
0000098788	BB courses	Online Course Course Creation
0000098802	Blackboard DELETE Course: Assign to New Media: Blackboard	Online Course Misc
0000098706	Would like new dell palm setup to sync with computer.	PC Support Request (Fac/Staff)
0000098803	Blackboard DELETE Course: Assign to New Media: Blackboard	Online Course Misc
0000099285	PSY230	Online Course Course Creation
0000098923	MP 334: Local Printer Setup	PC Support Request (Fac/Staff)
0000098678	Professor wants course material copied into another class	Online Course Acct Modification
0000099395	Customer cannot make quizzes available to students	Online Course Broken Link/URL
0000098995	connecting via DSL can't bypass login mp330	PC Support Request (Fac/Staff)
0000099390	Unable to Login	Novell Issue (Fac/Staff)
0000098684	User would like course copied over from Blackboard 5	Online Course Migration
0000099402	Allowing TA access to blackboard	Online Course Misc
0000098917	Windows XP Install	PC Computer Install (Fac/Staff)
0000099353	VPN-Failed to secure connection to security gateway	PC Support Request (Fac/Staff)
0000099361	Ticket	PC Support Request (Fac/Staff)
0000098988	Novell	Novell Account Management
0000099432	Computer constantly crashes	PC Support Request (Fac/Staff)
0000098696	Professor Catania is teaching Psyc 101 sec 0201 but on blackboard i	Online Course Course Creation
0000099441	Community: Applied Development Psychology	Online Course Misc
0000098798	Blackboard DELETE Course: Assign to New Media: Blackboard	Online Course Misc
0000099258	H drive on Novell	Novell Quotas
0000098956	User's outlook loads messages slow. Might need reinstall.	PC Support Request (Fac/Staff)
0000098801	Blackboard DELETE Course: Assign to New Media: Blackboard	Online Course Misc
0000098799	Blackboard DELETE Course: Assign to New Media: Blackboard	Online Course Misc
0000098800	Blackboard DELETE Course: Assign to New Media: Blackboard	Online Course Misc
0000099254	software install	PC Software Install (Fac/Staff)
0000098959	User: ccheah needs novell account for psyc dept.	Novell Account Management
0000099094	Quota increase requested by user.	HD: Quota
0000099008	Windows Office and Explorer installation file not found. mp327	PC Support Request (Fac/Staff)

Human Resources

0000097345	query to compare CAMP05 to contract screen
0000097246	Copy of PRD to CA
0000098065	Additin Pay - CR1 Records to be updated
0000097740	Process Monitor
0000097047	User changed deparments
0000097712	Messages not delivered on payroll-preparers List
0000097516	New consultants with Delta Initiative need access to PC's
0000098559	Need means of identifying employees with potentially inaccurate Pri
0000097375	Quota Increase for Staff
0000098571	New employee Venus McDonald Needs myUMBC and novell accou
0000097504	Laptop Plug In
0000097562	Security Re-Open
0000097848	Job/Add'l Pay Data - Buffer error
0000097209	UM FAS CHILD/ CAMP05 FICA COMPARE
0000097083	TERMINATING USER ACCESS
0000097374	Duplicate messages
0000097464	Needs help to install Mozilla
0000097643	AD513 x54493 - Machine hangs randomly since wp10 installed
0000097306	Data Integrity Report
0000097300	Security Revision for dept 10333 (Geography)
0000098216	CR1 records incorrectly inserted for 9 month Grads

Total Number of Tickets:

HR Payroll
Email Request
HR Payroll
HR Time and Labor
Novell Account Management
Mailing Lists
Novell Client Install
HR Human Resources
HD: Quota
HD: Accounts
PC Support Request (Fac/Staff)
HR Security
HR Human Resources
PS IT - Database
HR Security
Email Spam Complaint
PC Software Install (Fac/Staff)
PC Support Request (Fac/Staff)
HR Human Resources
HR Security
HR Payroll

0000097699	Manually Remove Incorrect Rows in HRPRD instance for Payroll 20	HR Payroll
0000097628	Research, and adjust, the timing for payroll files from wednesday mor	HR Payroll
0000097274	Take Copy of CA for Testing	PS IT - Database
0000097627	P drive access for Doug Bowser, Zubair, Margaret Berges, Sonia	PS IT - SysAdmin
0000098528	imap keeps timing out	HD: Quota
0000097269	Report Access - FICA/VISA Compare	HR Security
0000099223	Email account needed for new employee Dameyon Brown	HD: Accounts
0000099224	HR Office - Novell account needed for dbrown	Novell Account Management
0000099079	Netscape Email Quota	HD: Quota
0000099225	calendar account for new employee - dbrown	CorpTime Calendar Account Requests
0000098996	Union Code	HR Human Resources
0000098742	Security Revision	HR Payroll
0000099206	Machine rebooting	PC Support Request (Fac/Staff)
0000098974	Security Access	HR Human Resources
0000099176	Problems accessing email. ad508	PC Support Request (Fac/Staff)
0000098671	[Fwd: Access to HR Peoplesoft for Adrienne Brown]	HR Human Resources
0000098680	Approver Security	HR Human Resources
0000099439	Review/verify new Loadback program	HR Payroll
0000099194	Can't log in to Novell; says password expired	Novell Account Password
0000098700	Security Access for dept 10254	HR Human Resources
0000099250	PeopleSoft Access	HR Human Resources
0000099255	Need Assistance Configuring Existing Desktop Computer for New Em	PC Support Request (Fac/Staff)

FS PeopleSoft IT Support

0000098536	oracle problem
0000098165	[PC s/w] Financial Services needs new Dell GX270 ghosted.
0000097034	Don Velli needs "siemer" novell access.
0000097121	Active Directory Problem
0000097166	"System.mdw" file restore from Novell needed!
0000097579	Carol Davison needs her email account restored.
0000097017	Immediate - Deactivate All UMBC Accounts
0000097919	I need the ability to log into Novell on multiple PC's.
0000097558	Financial Services needs it's I:\ drive quota increased.
0000097913	Needs forwarding to change for "financialservices" account.
0000097212	Cheryl cannot access database.
0000097071	Grants users can not access "grants2001.mdb" database.
0000098132	Meriel Newsome needs a Novell account.
0000098252	Jean Bunche needs her email quota increased.
0000097475	Bobbie Jo's PC not working since AD was setup.
0000098535	Active Directory Problem
0000098114	NOVELL Problem
0000097824	3 Trans. Dtl. Rpt. not pulling data for 10375
0000097999	Active Directory Problem
0000097589	Work Order Request
0000097105	Bob Preston needs his Novell Quota increased.
0000098866	Cindy Lutz needs more Novell access.
0000099261	Trisha Watson cannot log into HP/Reflections.
0000098865	Arkia is logs in to VPN but is timing out in HP.
0000098903	Abbie cannot login to SAR.
0000098734	Abbie's HP/Reflections is timing out.
0000098918	VPN Client Install Error
0000098911	Mae needs a file restored from Novell.
0000098999	HP/Reflections timing out again.
0000098677	Michele Smith needs files from Davison's old H:\ drive.
0000099448	Peggy cannot login to HP/Reflections.
0000099359	Employees cannot upload & download files within HP.
0000099391	Mr. Citro wants to send a file as an attachment within Word.
0000099370	Janice Schwartz needs her email quota increased.
0000099055	Cannot Access Finances under production for peoplesoft in myUMB
0000099240	Rumba Password
0000099449	Janice's email is giving wrong numbers for email totals.
0000099207	Grants users cannot access database in Novell.
0000099348	Abbie needs "Read Only" permissions on Novell folder.

Total Number of Tickets:

OIT-BSG Oracle Database
PC Support Request (Fac/Staff)
Novell Account Management
PC Support Request (Fac/Staff)
Novell File Restore
AFS File Restore Request
HD: Accounts
Novell Account Management
Novell Quotas
UMBC Email Alias
PC Support Request (Fac/Staff)
PC Support Request (Fac/Staff)
Novell Account Management
HD: Quota
PC Support Request (Fac/Staff)
PC Support Request (Fac/Staff)
Novell Issue (Fac/Staff)
PS General Ledger
PC Support Request (Fac/Staff)
OIT-BSG myUMBC
Novell Quotas
Novell Account Management
PC Support Request (Fac/Staff)
PC Support Request (Fac/Staff)
OIT-BSG Finance Bursar
PC Support Request (Fac/Staff)
PC Support Request (Fac/Staff)
Novell File Restore
PC Support Request (Fac/Staff)
AFS File Restore Request
PC Support Request (Fac/Staff)
Firewall Issues
PC Support Request (Fac/Staff)
HD: Quota
PS Finance Other
PS Finance Security
PC Support Request (Fac/Staff)
PC Support Request (Fac/Staff)
Novell Quotas

Sociology Dept

0000097065 Win95, Laptop not booting PUP 231:
 0000097247 response to sbrown7
 0000097842 Laptop does not print or dial UMBC networks
 0000098566 activate jacks
 0000098570 printing problems
 0000097964 Public Policy basement rm. 007, 011, 012,013,0140,015,016, jacks n
 0000098180 email
 0000097134 Quota Increase
 0000098204 Access problems-myUMBC
 0000097265 Attach feature not showing up
 0000097242 Blackboard COPY Course: Assign to New Media: Blackboard
 0000097241 Blackboard NEW Course: Assign to New Media: Blackboard
 0000097681 invisible items
 0000097441 spam
 0000097026 PC workstation password reset. PUP 219.
 0000097149 Mailbox keeps receiving almost every msg as double.
 0000098576 Please reset Novell password for Mary Stuart.
 0000099381 Soc. Department I:/ drive would like more space.
 0000099382 h:/ Keimig on 'user/user/home/sociolog' would like more space.
 0000099051 Blackboard DELETE Course: Assign to New Media: Blackboard
 0000099050 Blackboard DELETE Course: Assign to New Media: Blackboard
 0000098795 Professor Kelley-Moore requests her TA Mathew Tucketr , user name
 0000099048 Blackboard DELETE Course: Assign to New Media: Blackboard
 0000098689 Work Order Request pup252
 0000098685 Configure workstations to print to printers
 0000098845 User is not able to print to networked printer pup231
 0000098708 Blackboard course
 0000099341 Re: QUOTA WARNING for your myUMBC account
 0000098919 socy433/633
 0000099065 networked color printer asking to reinstall drivers
 0000098683 Network Printer Setup
 0000099052 Blackboard DELETE Course: Assign to New Media: Blackboard
 0000099053 Blackboard DELETE Course: Assign to New Media: Blackboard
 0000098686 Request for Wireless Access for basement level of PUP
 0000099268 Customer can not log into blackboard
 0000099054 Blackboard DELETE Course: Assign to New Media: Blackboard

Total Number of Tickets:

PC Computer Install (Fac/Staff)
 HD: Software Config/Trblshtng
 PPP Setup
 Dead/Slow Network Jack
 PC Support Request (Fac/Staff)
 Dead/Slow Network Jack
 HD: Software Config/Trblshtng
 HD: Quota
 OIT-BSG myUMBC
 Webmail Problem
 Online Course Misc
 Online Course Course Creation
 Online Course Misc
 HD: Software Config/Trblshtng
 PC Support Request (Fac/Staff)
 IMAP Server Problem
 Novell Account Password
 Novell Quotas
 Novell Quotas
 Online Course Misc
 Online Course Misc
 Online Course Acct Modification
 Online Course Misc
 PC Support Request (Fac/Staff)
 Novell Printing
 PC Support Request (Fac/Staff)
 Online Course Misc
 HD: Quota
 Online Course Misc
 PC Support Request (Fac/Staff)
 PC Support Request (Fac/Staff)
 Online Course Misc
 Online Course Misc
 Online Course Misc
 Network Survey
 Online Course Account Creation
 Online Course Misc

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Admissions

0000097703 Lab closing 8/11/04 10pm
 0000097702 [lab] ECS/021: PC29 needs to be re-image, but 1st etherlock needs to b
 0000097997 creating requisitions
 0000097619 VM check 7pm 8/10/04
 0000097700 VM check 7pm 8/11/04
 0000097189 User cannot get network access
 0000098448 Certificate did not update
 0000097082 Child Care Center not receiving network connection
 0000097091 VM check 8/2/04 7pm
 0000097090 Lab check 6pm 8/2/04
 0000098449 Tape changes for 8/22/04
 0000097400 VM check 2pm 8/6/04
 0000097397 Kerberos password changes error
 0000097442 Opening for 8/8/04
 0000097281 VM check 7pm 8/4/04
 0000097363 VM check 7pm 8/5/04
 0000097197 VM check 7pm 8/3/04
 0000097539 Lab check 6pm 8/9/04
 0000097446 DNS Cluster is down
 0000097444 VM check 2pm 8/8/04
 0000097445 Tape changes for 8/8/04
 0000097280 Lab check 9pm 8/4/04
 0000096995 Tape changes for 8/1/2004

Total Number of Tickets:

HD:LabCheck
 LabHardware
 PS Purchasing
 HD: Phonemail
 HD: Phonemail
 Dead/Slow Network Jack
 Webmail Problem
 PC Support Request (Fac/Staff)
 HD: Phonemail
 HD:LabCheck
 HD:TapeChanges
 HD: Phonemail
 Webadmin/Webauth Service
 HD: Phonemail
 HD: Phonemail
 HD: Phonemail
 HD:LabCheck
 UMBC Central Server Down
 HD: Phonemail
 HD:TapeChanges
 HD:LabCheck
 HD:TapeChanges

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0000098648	UABM1623 - SAT Update Aborted Last Night	OIT-BSG Admissions
0000099168	ABORT: UABM1682 JOBS 8237/8238	OIT-BSG Admissions
0000099167	Lab check 9pm 8/29/04	HD:LabCheck
0000099313	VM check 7pm 8/30/04	HD: Phonemail
0000099155	Tape changes 8/29/04	HD:TapeChanges
0000099166	VM check 7pm 8/29/04	HD: Phonemail
0000099152	VM check 8/29/04 12p/1p	HD: Phonemail
0000098721	Phonemail check 8/24/04 7pm	HD: Phonemail
0000099319	Lab check 11pm 8/30/04	HD:LabCheck
0000099320	Lab check 8/31/04 12am	HD:LabCheck
0000098712	User is unable to create account online	HD: Accounts
0000098720	Lab check 6pm 8/24/04	HD:LabCheck

Library

0000098066	[Site Survey] LIB/123: install 1 data line on jack #18
0000097745	List ownership problems in the library - pls expedite
0000098543	User jessame personal share increase
0000097355	User jessame novell file permission problems
0000097267	Tree or server unavailable in library
0000097943	User neely webmail problem
0000097331	[Site Survey] LIB/154a: Loading Dock Access Control System
0000097584	Vacation message errors
0000097270	Local machine accounts
0000097129	Password Reset
0000097271	Library novell folder ereservers quota full
0000097068	Reset Password
0000097022	Needs a mail Restore
0000097835	FW: \ drive
0000097371	Quota Increase for Faculty
0000097873	Work Order Request
0000098296	Ticket # 0000098278 - aEmailing: purchaseencr=35-BN-9P-J6-JP-PBH
0000098278	Account merge
0000098440	Work Order Request
0000097370	Corporate Time Account Creation
0000097874	Work Order Request
0000099034	Guest account issuer addition
0000099253	Guest account issuer addition
0000099062	(locallims)Web List Request
0000099070	Friends of the Library
0000098781	User cronise
0000099457	User kausum1
0000099414	Library jack activation
0000099170	Quota increase for I: drive
0000099362	Lab image for library
0000099287	Walker 1104a. x26032. Jack reported not working.
0000099189	Guest account issuer additions
0000098789	user cronise

Total Number of Tickets:

33

Network Survey
Mailing Lists
Novell Quotas
Novell Issue (Fac/Staff)
Novell Issue (Fac/Staff)
Webmail Problem
PC Support Request (Fac/Staff)
UMBC Account Activation
PC Support Request (Fac/Staff)
Novell Account Password
Novell Quotas
HD: Password
AFS File Restore Request
Novell Quotas
HD: Quota
OIT-BSG myUMBC
HD: Software Config/Trblshtng
UNIX Misc
HD: Software Config/Trblshtng
CorpTime Calendar Account Requests
HD: Software Config/Trblshtng
UMBC Arbitrary Account
HD: Accounts
Mailing Lists
Novell Account Management
PC Support Request (Fac/Staff)
Add Account to Active Directory
Dead/Slow Network Jack
Novell Quotas
Labs:PC Computer Install
Check Network Jack (ResNet)
UMBC Arbitrary Account
Novell Account Management

Graduate School Admin

0000097844	Work Order Request-email quota exceeded
0000097995	Could not sync AD and Novell Passwords
0000098107	I:\ Drive slow/inaccessible
0000097638	e-mail problem
0000098026	(no subject)
0000098352	[Fwd: Re: URGENT! Please Use VPN for HP Access Today!]
0000098170	Re: (PLEASE READ!) IMAP/POP Client Configuration
0000098333	Unable to access GAOM9200 Grad Adm Processor
0000098512	Online appl to paradox is hanging
0000097210	Novell and AD password reset.
0000097747	The three users at office of tech. dev. under grad school would like to b
0000097208	Novell Account password reset
0000097959	New Novelle Install keeps crashing - just installed 8/16/04 ECS329C
0000097206	sending email to jruttle@umbc.edu doesn't send vacation message

Total Number of Tickets:

31

HD: Software Config/Trblshtng
Active Directory Password Reset
Novell Issue (Fac/Staff)
HD: Software Config/Trblshtng
PS General Ledger
PC Support Request (Fac/Staff)
HD: Software Config/Trblshtng
OIT-BSG Graduate School
OIT-BSG Graduate School
Novell Account Management
Add Account to Active Directory
Novell Account Password
PC Computer Install (Fac/Staff)
UNIX Misc

0000098662 Paradox reports tht Oracle is not available
 0000097759 Novell Client Install
 0000098620 Application connection to Paradoocs fails
 0000098574 Page fault in Reflections
 0000097517 Security Password Reset
 0000097221 PS Support Request
 0000097716 needs help installing Mozilla ad221
 0000098386 [Fwd: Re: URGENT! Please Use VPN for HP Access Today!]
 0000098411 Installation of new computer isn't complete.
 0000098632 Need mozilla 1.6 installed /Show how to save folder w/mail
 0000097503 (no subject)
 0000098291 Difficulty accessing HP through VPN
 0000099290 Reformat and Windows XP install
 0000099405 (cmpe323)Web List Request
 0000099184 Majors/Minors/Certificates
 0000099277 PS access for new employee
 0000099260 User needs vpn installed on comp, does not seem to have admin rights

OIT-BSG Graduate School
 Novell Client Install
 OIT-BSG Graduate School
 OIT-BSG Graduate School
 OIT-BSG Operational Support
 PS Purchasing
 PC Support Request (Fac/Staff)
 Firewall Issues
 PC Support Request (Fac/Staff)
 PC Software Install (Fac/Staff)
 PS Finance Security
 HD: Software Config/Trblshntng
 PC Computer Install (Fac/Staff)
 Email Request
 OIT-BSG Graduate School
 Email Request
 PC Support Request (Fac/Staff)

Top 10 UMBC Departments Requesting Service

