

Top 10 Users Requesting Service with # of Tickets

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

monelli	OIT Infrastructure & Support	Total No. of Tickets: 34
0000097975	LabCheck, Monday 8/16, 8:00pm	HD:LabCheck
0000097977	[lab] ECS021PC05 - Dead pixels	Labs:PC Vandalism/Theft
0000098042	Tape Changes, Tuesday 8/17	HD:TapeChanges
0000097978	Closing LabCheck, Monday 8/16, 10:00pm	HD:LabCheck
0000098089	Phonemail, Tuesday 8/17, 2:00pm and on	HD: Phonemail
0000098318	Morning Checklist, Friday 8/20	HD:LabCheck
0000098317	ECS021PC29 Blue screen on boot	LabSoftware:Windows
0000098256	Phonemail, Thursday 8/19, 11:00am	HD: Phonemail
0000098188	Closing Lab Check, Wednesday 8/18, 10:00pm	HD:LabCheck
0000098183	Lab Check, Wednesday 8/18, 8:00pm	HD:LabCheck
0000098134	Not listed as active student	UMBC Account Activation
0000098994	Morning Checklist, Friday 8/27	HD:LabCheck
0000099118	Ponemail, Saturday 8/28, 2:00pm	HD: General Info
0000099388	Tape Changes, Tuesday 8/31	HD:TapeChanges
0000099333	Morning Checklist, Tuesday 8/31	HD:LabCheck
0000099122	Tape Changes, Saturday 8/28	HD:TapeChanges
0000099117	Ponemail, Saturday 8/28, 11:00am	HD: General Info
0000099109	Morning Checklist, Saturday 8/28	HD:LabCheck
0000098825	Phonemail, Wednesday 8/25, 2:00pm	HD: Phonemail
0000098947	Phonemail, Thursday 8/26, 7:30am - 2:00pm	HD: Phonemail
0000097120	Phonemail, Tuesday 8/3, 11:00am	HD: Phonemail
0000097227	Activate account: "not listed as active student"	UMBC Account Activation
0000097204	Morning Checklist, Wednesday 8/4	HD:LabCheck
0000097434	Closing Labcheck, Saturday 8/7	HD:LabCheck
0000097405	Morning Checklist, Friday 8/6	HD:LabCheck
0000097399	Tape Changes, Friday 8/6	HD:TapeChanges
0000097367	Novell login taking 10-15 minutes	Novell Server Down
0000097181	Tape Changes, Tuesday 8/3	HD:TapeChanges
0000097576	Phonemail, Tuesday 8/10, 11:00am	HD: Phonemail
0000097790	Morning Checklist, Friday 8/13	HD:LabCheck
0000097935	Tape Changes, Monday 8/16	HD:TapeChanges
0000097865	Phonemail Saturday, 8/14 2:00pm	HD: Phonemail
0000097833	Tape Changes, Friday 8/13	HD:TapeChanges
0000097602	Tape Changes, Tuesday 8/10	HD:TapeChanges
dveli	FS PeopleSoft IT Support	Total No. of Tickets: 28
0000098999	HP/Reflections timing out again.	PC Support Request (Fac/Staff)
0000099207	Grants users cannot access database in Novell.	PC Support Request (Fac/Staff)
0000099348	Abbie needs "Read Only" permissions on Novell folder.	Novell Quotas
0000099449	Janice's email is giving wrong numbers for email totals.	PC Support Request (Fac/Staff)
0000099448	Peggy cannot login to HP/Reflections.	PC Support Request (Fac/Staff)
0000099391	Mr. Citro wants to send a file as an attachment within Word.	PC Support Request (Fac/Staff)
0000099370	Janice Schwartz needs her email quota increased.	HD: Quota
0000099359	Employees cannot upload & download files within HP.	Firewall Issues
0000099261	Trisha Watson cannot log into HP/Reflections.	PC Support Request (Fac/Staff)
0000098132	Meriel Newsome needs a Novell account.	Novell Account Management
0000098165	[PC s/w] Financial Services needs new Dell GX270 ghosted.	PC Support Request (Fac/Staff)
0000098252	Jean Bunche needs her email quota increased.	HD: Quota
0000098677	Michele Smith needs files from Davison's old H:\ drive.	AFS File Restore Request
0000098734	Abbie's HP/Reflections is timing out.	PC Support Request (Fac/Staff)
0000098865	Arkia is logs in to VPN but is timing out in HP.	PC Support Request (Fac/Staff)
0000098903	Abbie cannot login to SAR.	OIT-BSG Finance Bursar
0000098911	Mae needs a file restored from Novell.	Novell File Restore
0000098866	Cindy Lutz needs more Novell access.	Novell Account Management
0000097558	Financial Services needs it's I:\ drive quota increased.	Novell Quotas
0000097919	I need the ability to log into Novell on multiple PC's.	Novell Account Management
0000097913	Needs forwarding to change for "financialservices" account.	UMBC Email Alias
0000097579	Carol Davison needs her email account restored.	AFS File Restore Request

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

0000097034 Don Velli needs "siemer" novell access.
0000097105 Bob Preston needs his Novell Quota increased.
0000097071 Grants users can not access "grants2001.mdb" database.
0000097475 Bobbie Jo's PC not working since AD was setup.
0000097212 Cheryl cannot access database.
0000097166 "System.mdw" file restore from Novell needed!

Novell Account Management
Novell Quotas
PC Support Request (Fac/Staff)
PC Support Request (Fac/Staff)
PC Support Request (Fac/Staff)
Novell File Restore

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Applications

0000097541 Cedar Consultants in HR Project Area unable to get pass windows pa
0000097614 Novell account for Doug Bowser
0000097918 New accounts for Cedar Consultant Debi Leal
0000097889 Install PS Crystal with Oracle access
0000097657 Need a generic email account for HR Electronic Interface called umbc
0000097634 Create oracle account for dbowser in HRDEV
0000097633 Create oracle account for Zubair in HRDMO
0000097003 HP3000 unscheduled reboot; HP functions for myUMBC unavailable u
0000097329 Modify data transfer to UMCP to use new proc
0000097324 Calendar accounts needed for 2 new employees / Peoplesoft
0000097323 Novell accounts needed for new cedar employees
0000097258 Calendar account for new employee
0000097096 Restore 2 fields under the Options tab
0000097257 Novell account for Sonia McLaughlin / PeopleSoft
0000097097 Adjust main screen for my current queue to include priority column
0000097985 Account needed - New cedar employee for PS - Debi Leal
0000097986 Account needed - New cedar employee for PS - Debi Leal
0000098469 Calendar account needed
0000098468 Novell access will need to include P drive access, again, like Jay Pat
0000098462 Need email, calendar, novell accounts for Ann Byron
0000098272 Calendar account
0000098271 Novell account
0000098086 HR Query 35 pay period date issue
0000098021 Grant Debi Leal (leal is userid) P drive access to HR
0000098853 Schedule of classes list only up to CMSC

Total No. of Tickets: 25
PC Support Request (Fac/Staff)
Novell Issue (Fac/Staff)
HD: Accounts
PS IT - Database
PS IT - SysAdmin
PS IT - Database
PS IT - Database
OIT-BSG myUMBC
OIT-BSG Operational Support
CorpTime Calendar Account Req
Novell Account Management
CorpTime Calendar Account Req
Remedy Enhancement
Novell Account Management
Remedy Enhancement
Novell Account Management
CorpTime Calendar Account Req
CorpTime Calendar Account Req
Novell Account Management
HD: Accounts
CorpTime Calendar Account Req
Novell Account Management
HR Commitment Accounting
PS IT - SysAdmin
MyUMBC Server Down

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OIT Infrastructure & Support

0000098583 All tapes changed for 8/23
0000098699 2pm phonemail check.
0000098946 All tape changes done for 8/26
0000098794 Phone mail 11am check.
0000098691 All tapes changed.
0000098657 11am phone mail check.
0000098016 7:30am phone mail check. 1msg.
0000098410 Please give access to HD:Peoplesoft tickets. Also please move Aung, u
0000098354 Cannot make appointment in calender error occurs.
0000098157 11am and 2pm phone mail check. No Msges
0000098282 All tapes changed.
0000099088 All tapes changed for 8/27
0000099092 Users account quotas jumped up by more than 100% had to increase 1
0000097645 Phone mail check 8:00am
0000097670 11am phone mail check.
0000097777 8/12/2004: Checklist Voicemail 2:00pm
0000097972 6pm phone mail check. 5msges.
0000097933 11am phone mail check. 4msges.
0000097182 2pm phone mail check.
0000097314 11:00 am phone mail check. No msges.
0000097462 Trailer Outside chem building. Whiting-Turner Trailer. No network c
0000097395 11am phone mail check done. no msg.
0000097349 All tape changes done.
0000097261 2pm phonemail check.

Total No. of Tickets: 24
HD:TapeChanges
HD: Phonemail
HD:TapeChanges
HD: Phonemail
HD:TapeChanges
HD: Phonemail
HD: Phonemail
Remedy Account Request
CorpTime Calendar Account Req
HD: Phonemail
HD:TapeChanges
HD:TapeChanges
AFS File Space Requests
HD: Phonemail
HD: Phonemail
HD:LabCheck
HD: Phonemail
HD: Phonemail
HD: Phonemail
HD: Phonemail
Dead/Slow Network Jack
HD: Phonemail
HD:TapeChanges
HD: Phonemail

slong

Applications

0000098511 1 New role/security for kk budget conversion
0000098546 FW: Copy data

Total No. of Tickets: 24
Email Request
PS IT - Database

0000098833 Update for Friday, Aug 27
 0000098748 FW: FMIS/RUMBA Password Change
 0000098692 Query help - um_fr_na_2005
 0000098043 FW: Customer locked by another process
 0000098476 FW: New Depts Added to Finance
 0000098414 build in fsprd
 0000098407 Transfer scripts
 0000098283 Pls run around 8am in FSPRD
 0000098263 Operating & Payroll Expenses file for State Budget Office
 0000098232 Production
 0000098175 Stat - CSR 282
 0000098124 rstars
 0000098101 FW: New Dept added to Finance
 0000099282 Reset AUMSNI
 0000099436 FW: JE S Status
 0000099396 Another Fri Update
 0000099429 Update in FSPRD
 0000097502 2 KK Budget Conversion
 0000097606 Copy data
 0000097891 FW: Added New Dept to Finance
 0000097021 1 Rstars security changes
 0000097035 FW: SQL to Update ACCT_CD on UM_ER_HRTRANS

PS IT - Database
 PS Finance Security
 PS IT - Database
 PS General Ledger
 PS IT - Database
 PS IT - Database
 PS IT - Database
 PS IT - Database
 PS Finance Other
 PS IT - Database
 PS IT - Database
 PS Finance Security
 PS IT - Database
 PS IT - Database
 PS Payables
 PS IT - Database
 HR Human Resources
 PS IT - Misc
 PS IT - Database
 PS IT - Database
 PS Finance Security
 Email Request

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OIT Infrastructure & Support

Total No. of Tickets: **20**

0000097461 8/09/2004: morning checklist 7:30am
 0000097547 8/10/2004: morning checklist 7:30am
 0000097938 8/16/2004: Morning checklist 7:30am
 0000097786 8/12/2004: labcheck 9pm
 0000097689 8/11/2004: tape change
 0000097646 8/11/2004: Morning Checklist 7:30am
 0000097708 8/12/2004: Morning checklist 7:30am
 0000098606 8/24/2004: Morning checklist 7:30am
 0000098752 8/25/2004: Morning checklist 7:30am
 0000098827 8/25/2004: Tape change
 0000098013 8/17/2004: Morning checklist 7:30am
 0000098119 Webadmin Access Change
 0000098501 8/23/2004: Morning checklist 7:30am
 0000098466 Webauth giving Internal Server Error
 0000098154 Copies of McAfee Anti-virus 7
 0000098167 8/18/2004: tape change
 0000098206 8/19/2004: Morning checklist 7:30am
 0000099301 8/30/2004: Tape change
 0000099324 Webadmin/webauth hanging
 0000099335 Webauth: Internal Server Error

HD:LabCheck
 HD:LabCheck
 HD:LabCheck
 HD:LabCheck
 HD:TapeChanges
 HD:LabCheck
 HD:LabCheck
 HD:LabCheck
 HD:LabCheck
 HD:LabCheck
 HD:TapeChanges
 HD:LabCheck
 HD: Accounts
 HD:LabCheck
 Webadmin/Webauth Service
 PC Support Request (Fac/Staff)
 HD:TapeChanges
 HD:LabCheck
 HD:TapeChanges
 Webadmin/Webauth Service
 Webadmin/Webauth Service

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Applications

Total No. of Tickets: **18**

0000097990 Please refresh HRPRO instance from HRPRD using backup from even
 0000098253 Refresh HRCA instance from HRPRD backup from evening of 8/18/0
 0000098268 clone UMPYR035 to look at pay_ded_dist and pay_tax_dist
 0000099179 Access to Terminal Services server for usernames 'byron' and 'dsylva'
 0000099185 Unable To Install Software on my Desktop Computer
 0000098616 Refresh HRSBX instance from backup of HRPRD of evening of 2/23
 0000098909 Refresh HRCA Instance from current backup of HRPRD Instance
 0000097523 Grant Oracle read/write access to Reddy Sattaru (username 'sattaru' on
 0000097802 Apply Attached Script to HRPRD Instance
 0000097851 Please execute the attached script HRPRD instance
 0000097911 Verify all changes in SQRs, Crystals in HRDEV or HRPRD
 0000097079 Research Distribution Rows with No Associated Earnings Rows
 0000097436 Migrate Project 'UM_FSCAM004' from HRDEV to HRCA, HRPRO, H
 0000097469 Delta Project Room. New consultant needs access to desktop compute
 0000097455 Set Aside Database Backup Taken on Sunday, 8/8/04 during the day t
 0000097402 Refresh HRCA from Backup of HRCA taken on evening of 8/5/04
 0000097101 Problem Installing PeopleBooks Documentation on Office Desktop ad

PS IT - Database
 PS IT - Database
 HR Human Resources
 PS IT - SysAdmin
 PC Support Request (Fac/Staff)
 PS IT - Database
 PS IT - Database
 HR Benefits Admin
 PS IT - Database
 PS IT - Database
 HR Human Resources
 HR Commitment Accounting
 HR Commitment Accounting
 PC Support Request (Fac/Staff)
 PS IT - Database
 PS IT - Database
 PC Support Request (Fac/Staff)

0000097224

Please Execute Attached Script

PS IT - Database

stevenh1

DPET Admin Exp

Total No. of Tickets: **17**

0000097063 Work on Oracle Reports
 0000097311 DPET Web Site
 0000097225 Wireless in ACIV B 4th Floor
 0000097223 Get wireless network installed on 4th floor ACIV B
 0000097073 Unknown list owner: connect
 0000097067 Web Site Down
 0000097220 Get copier moved from Tide Point
 0000097581 Corporate Time Account
 0000097583 OnLine Class Notes
 0000097799 Database
 0000097795 Logo Change for Susan McFaul
 0000098029 [Site Survey] Data Connections in New Lab - 5 data lines installed
 0000098166 Remote Access
 0000098156 FW: H drive missing for greg
 0000098106 Laptop From Tidepoint Not Working
 0000098082 Remove PC and monitor from ACIV B room 470
 0000098125 Order items for ACIV B ISD Lab

DPET Support Request
 DPET Support Request
 Install Network Jack
 DPET Support Request
 Mailing Lists
 DPET Support Request
 DPET Support Request
 CorpTime Calendar Account Req
 DPET Support Request
 DPET Support Request
 DPET Support Request
 Dead/Slow Network Jack
 Firewall Issues
 Novell Account Management
 DPET Support Request
 DPET Support Request
 DPET Support Request

stjones

Library

Total No. of Tickets: **15**

0000099070 Friends of the Library
 0000099362 Lab image for library
 0000099414 Library jack activation
 0000099457 User kausum1
 0000098066 [Site Survey] LIB/123: install 1 data line on jack #18
 0000098543 User jessame personal share increase
 0000098789 user cronise
 0000098781 User cronise
 0000097267 Tree or server unavailable in library
 0000097355 User jessame novell file permission problems
 0000097270 Local machine accounts
 0000097271 Library novell folder ereservers quota full
 0000097745 List ownership problems in the library - pls expedite
 0000097943 User neely webmail problem
 0000097835 FW: \ drive

Novell Account Management
 Labs:PC Computer Install
 Dead/Slow Network Jack
 Add Account to Active Directory
 Network Survey
 Novell Quotas
 Novell Account Management
 PC Support Request (Fac/Staff)
 Novell Issue (Fac/Staff)
 Novell Issue (Fac/Staff)
 PC Support Request (Fac/Staff)
 Novell Quotas
 Mailing Lists
 Webmail Problem
 Novell Quotas

mcs pads1

Residential Life

Total No. of Tickets: **15**

0000099033 Voicemail 08/27/04 11 a.m.
 0000099158 6:00 p.m. Lab Check
 0000099477 User gets account disabled or expired message
 0000098037 Aug 17 12:00 p.m. voicemail check
 0000098498 0Activate Account for new faculty.
 0000098284 Phonemail check 8/19/04 2:00 p.m.
 0000098537 Voice Mail 08/23 11:00 a.m.
 0000097812 Voice Mail Check 11:00 A.M. Aug 13 2004
 0000097910 need change password privs in Webadmin
 0000097909 grant netsaint access to new HD PT employee
 0000097023 new Remedy Account Request
 0000097024 new Novell Account
 0000097025 new Calendar Account
 0000097386 Chemistry Building Project Trailer Network Is Down
 0000097059 2 p.m. phone mail check No messages

HD: Phonemail
 HD:LabCheck
 Novell Account Management
 HD: Phonemail
 Webadmin/Webauth Service
 HD: Phonemail
 HD: Phonemail
 HD: Phonemail
 Webadmin/Webauth Service
 Netsaint Requests
 Remedy Account Request
 Novell Account Management
 CorpTime Calendar Account Req
 Dead/Slow Network Jack
 HD: Phonemail

Top 10 UMBC Customers Requesting Service

