

Top 10 Users Requesting Service with # of Tickets

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

<i>Tickets Created Between</i>	<i>08/01/2005</i>	<i>08/31/2005</i>
magill	Plant Operations & Maintena	Total No. of Tickets: 31
0000122960	Access to context	Novell Account Management
0000122979	(library)Web List Request	Mailing Lists
0000122978	(admin)Web List Request	Mailing Lists
0000122982	(uc)Web List Request	Mailing Lists
0000122984	(chem)Web List Request	Mailing Lists
0000122987	(finearts)Web List Request	Mailing Lists
0000122989	(warehouse)Web List Request	Mailing Lists
0000122991	(acivb)Web List Request	Mailing Lists
0000123006	(ite)Web List Request	Mailing Lists
0000123005	(trc)Web List Request	Mailing Lists
0000123004	(eng)Web List Request	Mailing Lists
0000123002	(surge)Web List Request	Mailing Lists
0000123001	(pup)Web List Request	Mailing Lists
0000123000	(fm)Web List Request	Mailing Lists
0000122999	(commons)Web List Request	Mailing Lists
0000122997	(mathpsych)Web List Request	Mailing Lists
0000122996	(physicsbldg)Web List Request	Mailing Lists
0000122995	(daycare)Web List Request	Mailing Lists
0000122994	(rac)Web List Request	Mailing Lists
0000122993	(tec2)Web List Request	Mailing Lists
0000122992	(aciva)Web List Request	Mailing Lists
0000123135	(alumnibldg)Web List Request	Mailing Lists
0000123132	(erickson)Web List Request	Mailing Lists
0000123131	(orl)Web List Request	Mailing Lists
0000123130	(centralplt)Web List Request	Mailing Lists
0000122990	(dh)Web List Request	Mailing Lists
0000122988	(greenhouse)Web List Request	Mailing Lists
0000122985	(acadsvc)Web List Request	Mailing Lists
0000122983	(sdsc)Web List Request	Mailing Lists
0000122981	(sondheim)Web List Request	Mailing Lists
0000122980	(bio)Web List Request	Mailing Lists
chbrown	Physical Education	Total No. of Tickets: 22
0000122426	New Employees need access to corporate calendar	CorpTime Calendar Account Req
0000122445	New Employee-calendar acct needed	CorpTime Calendar Account Req
0000122644	New Employee	Novell Account Management
0000122481	User Name	HD: General Info
0000122473	Cancel Accounts	UMBC Account Deletion
0000122447	New employee - Novell/AD access needed	Novell Account Management
0000122444	Calendar acct for new employee NEAL	CorpTime Calendar Account Req
0000122436	Calendar account for new employee	CorpTime Calendar Account Req
0000122443	Novell/AD access needed for new employee NEAL	Novell Account Management
0000122440	Novell/AD access - New employee - BLUM (user id)	Novell Account Management
0000123397	Corporate Calendar	PC Support Request (Fac/Staff)
0000124279	Calendar acct	CorpTime Calendar Account Req
0000123988	ATTN Ms Barb: New Employee	Novell Account Management
0000124096	Novell/AD accts needed	Novell Account Management
0000124037	Corporate Calendar for Kevin Philyaw	CorpTime Calendar Account Req
0000124174	Calendar acct needed	CorpTime Calendar Account Req
0000124205	New Employee-Novell/AD access needed	Novell Account Management
0000122744	Cancel Account	Novell Account Management
0000122947	Calendar account for new employees	CorpTime Calendar Account Req
0000122977	New Employee-Novell/AD access	Novell Account Management
0000123012	New Employee - Calendar acct	CorpTime Calendar Account Req
0000122943	New Employee - Needs Novell/AD	Novell Account Management
stjones	Library	Total No. of Tickets: 22
0000124179	Corporate calendar account	CorpTime Calendar Account Req

0000122755	Patron load	LCS Support Request
0000123061	AD join	PC Support Request (Fac/Staff)
0000123003	User jbeck	UMBC Account Deletion
0000122921	ILLiad	UNIX Misc
0000122818	staff account/Novell/AD	Active Directory Password
0000121855	FW: restoring a file	Novell File Restore
0000121900	Novell account/AD join	Novell Account Management
0000121938	User shearn1 - Delete email	UMBC Account Deletion
0000121976	shearn1 - delete novell/ad acct	Novell Account Management
0000121946	FW: Novell Deletion	Novell Account Management
0000124224	Ip conflict	IP Conflict
0000124237	Library duplicate ip	IP Conflict
0000124268	Novell user jbeck	Novell Account Management
0000122261	Library dhcp table entry deletions	HD: General Info
0000122311	Friends database	Novell Account Management
0000122636	reference desk computer	PC Support Request (Fac/Staff)
0000122511	[PC s/w] LIB255: Migrate to AD	PC Support Request (Fac/Staff)
0000122496	[site survey] LIB151: install 2 data jacks	Network Survey
0000122492	Static ip assignment	IP Address Request
0000122366	DHCP table deletions	DHCP Request
0000122365	Library dhcp additions	DHCP Request

rpreston

General Accounting

Total No. of Tickets: **20**

0000123152	Run controls in Reporting Instance	Finance Technical Issues
0000123617	slow fs prd	Finance Technical Issues
0000123593	FW: retriever - summary report - gl source	Finance Technical Issues
0000123538	Retriever	Finance Technical Issues
0000123211	Document	Finance Technical Issues
0000123401	Retriever Speed	Finance Technical Issues
0000122397	PS****: Error occurs when updating a DBE	HR Commitment Accounting
0000122480	PS****:Distribution has variances	HR Commitment Accounting
0000122610	P0007A:User cannot retro fringe when earnings is \$0	HR Commitment Accounting
0000122673	PS****:Bob wants a detailed explanation of the impact of missing f	HR Commitment Accounting
0000122510	RE: Retros	Email Request
0000122554	PS****: Actuals distribution screen produces 'no matching buffer fo	HR Commitment Accounting
0000121805	Pocket PC Calendar Sync	Palm Pilot Support
0000122010	3 Question about Crystal Reports and Run controls.	Finance Technical Issues
0000122140	3 Budget	Finance Technical Issues
0000122011	3 Long descr's added to Chartfields	Finance Technical Issues
0000122001	STAT slow	Finance Technical Issues
0000121912	Reporting instance	Finance Technical Issues
0000122740	Increase quota	HD: Quota
0000123097	Repair DBEs entered in wrong FY	HR Commitment Accounting

nyeates1

Ofc of Sponsored Programs

Total No. of Tickets: **17**

0000123170	[site survey] AD211A: Install 1 new data line, Assign IP, & create A	Network Survey
0000123508	OIT website links not working	UMBC Campus Web Pages
0000122545	php permissions	UNIX Misc
0000122697	oracle database access needed	BSG:Database Management
0000122695	VPN access	HD: Software Config/Trblshtng
0000122604	photoshop software request	PC Support Request (Fac/Staff)
0000122670	AD printer access	Novell Printing
0000122686	Novell access	Novell Account Management
0000122681	AD printer not able to connect via AD	PC Support Request (Fac/Staff)
0000121866	VPN accounts needed	HD: Software Config/Trblshtng
0000122195	Paradocs server upgrade	PC Support Request (Fac/Staff)
0000123705	Re: Access to VPN Dialer	HD: Software Config/Trblshtng
0000123720	Novell account needed	Novell Account Management
0000123719	AD access needed	Active Directory Password
0000123722	Oracle account needed	BSG:Database Management
0000123945	user 'demshak' left university	UMBC Account Deletion
0000123966	UMBC Authentication questions?	UNIX Misc

mcnamara	Human Resources	Total No. of Tickets: 17
0000122171	PS****:Create necessary Perm. Lists for Individual Depts w/o them	HR Security
0000124327	PS****:Modify existing SQL Script to produce VETS 100 extract f	HR Human Resources
0000122762	PS****:Need a Permission List Created	HR Security
0000122955	PS****:Prepare August 2005 UMSA Report	HR Technical Issues
0000123072	P0002A:Modify UMBNI008.SQR -- UMBC Back Out Holiday Hours t	HR Time and Labor
0000123060	P0002A:Modify UMBNI005.SQR -- UMBC Leave Plan Eligibility (HR Time and Labor
0000122923	PS****:Need a Permission List Established	HR Security
0000123073	P0002A:Modify UM_BNI007 (AE) -- Leave Accrual Process to refe	HR Time and Labor
0000123078	P0002A:Modify UM_EMPLRCD_LEAVEBAL_SWAPS Query to r	HR Time and Labor
0000123080	P0002A:Modify UMBNR003.SQR -- UMBC Detailed Leave Report t	HR Time and Labor
0000123081	P0002A:Modify UMPYR009.SQR -- Employee Timesheets to	HR Time and Labor
0000123079	P0002A:Modify UMBNR009 -- UMBC Setup for Detailed Leave to	HR Time and Labor
0000123712	PS****: Problems with leave accrual process	HR Payroll
0000124052	PS****:Add DEPTID 10236 to Donique Lewis' existing row level s	HR Security
0000123607	PS****:execute script in HRPRD to delete conflicting rows from PS	HR Technical Issues
0000122462	PS****:Review Row-Level Security and Create New Permission Lis	HR Security
0000122625	P0002A:Modify UM_TIME_DETAIL Component / UM_TIME_ENTRY_	HR Time and Labor

stevenh1	DPET Marketing	Total No. of Tickets: 17
0000121948	New Web Splash Page	DPET Support Request
0000122043	Jack not functional	DPET Support Request
0000122153	Prepare the ELC lab for the fall semester	DPET Support Request
0000122077	reimage the ELC lab	DPET Support Request
0000122076	LDAP Address Book Connection Problems	HD: Software Config/Trblshntg
0000123941	Disable account	Novell Account Management
0000123942	Restrict VPN Access	HD: Software Config/Trblshntg
0000123943	DPET Active Directory Computer Access	PC Support Request (Fac/Staff)
0000123948	Disable Remedy Access	Remedy Account Request
0000122934	Need to make sure all servers are updated and patched	DPET Support Request
0000122937	Undergraduate Education Share Creation	Novell Quotas
0000123031	Master Key	DPET
0000123089	Put computer on AD	DPET Support Request
0000123414	Out Of the Office	DPET Support Request
0000122452	Access to log into DPET Machines	Active Directory Password
0000122632	Novell and Active Directory Access from a Macintosh	Novell Issue (Fac/Staff)
0000122631	Problems with Corporate Time PocketPC Sync	Email Request

jglove1	DPET Marketing	Total No. of Tickets: 15
0000123989	Novell Access & Active Directory Accounts for New ELC Instructo	Novell Account Management
0000124178	ID#0000120342 connect@umbc.edu	UMBC Email Alias
0000123993	XCatalyst Review	DPET Support Request
0000122834	Accounts for Lisa Gambino	Novell Account Management
0000121887	Obtain Access Rights for Training Centers Website	DPET Support Request
0000121889	Update Training Centers Website to Reflect Erickson School	DPET Support Request
0000122024	AD ACCOUNT For Shawnisha Hester	Active Directory Password
0000122023	NOVELL ACCOUNT For Shawnisha Hester	Novell Account Management
0000123452	Novell File Permissions	Novell Issue (Fac/Staff)
0000123586	Build Winter 2006 Website	DPET Support Request
0000122383	Missing Novell Share File	Novell File Restore
0000122433	Active Directory Request	PC Support Request (Fac/Staff)
0000122451	AD Generic User Account	DPET Support Request
0000122540	Generic AD Account	Novell Account Management
0000122434	Active Directory Request	DPET Support Request

byron	Applications	Total No. of Tickets: 14
0000122322	Need assistance with app messaging problem in HRCA instance.	BSG:Database Management
0000122564	CLONE REQUEST	BSG:Database Management
0000122517	pls run attached	HR Technical Issues
0000122449	pls clone HRPRD from tonight's(08/09) backup into HRDB1	BSG:Database Management
0000122333	pls refresh HRDB1 from a clone of HRPRD,overnight	BSG:Database Management
0000122430	ticket	HR Technical Issues
0000124215	pls use the atchd scripts to create tables in HRTST (there are 12)	HR Technical Issues

0000123837 pls clone hrprd to hrtst2 (latest backup)
 0000123996 reset time detail in hrtrn
 0000124171 help with STAT
 0000124011 Assist Ann with file object migration
 0000124038 pls run atchd in hrprd(updt addl pay 0630)
 0000122861 Pls run atchd script in hrprd(chg non-ee to ee 8553)
 0000122901 Pls clone hrprd from 8/9/ into hrtst2

BSG:Database Management
 HR Technical Issues
 Finance Technical Issues
 BSG:Database Management
 HR Technical Issues
 HR Technical Issues
 HR Human Resources

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Applications

Total No. of Tickets: **14**

0000123382 Update Statement for FSPRD
 0000123479 Script for HRDB1
 0000123516 Update for FSPRD
 0000122507 Script for FSDEV and FSPRD
 0000122553 Script for FSPRD
 0000122739 Script for FSPRD
 0000122859 Script for FSPRD
 0000122805 Script for FSDEV
 0000123844 Update for FSPRD
 0000124189 Rebuild Views in FSUAT
 0000122137 Remove STAT from FSUAT
 0000122222 Table Build and Trigger for FSDEV
 0000122188 Script for FSDEV (can wait until Friday Morning)
 0000122162 Script for FSSBX

Finance Technical Issues
 HR Human Resources
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Top 10 UMBC Customers Requesting Service

