

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 *12/01/2003* *12/31/2003*

weller	FS Operations	
0000078152	FSPOM003 Custom Field not on page in PRD	Total No. of Tickets: 18
0000078445	REQ Approval Role Problem	PS Purchasing
0000078324	PRD Problems today	PS Grants
0000078505	TST-PO POTRN002 Dispatch POs	PS Finance Technical Issues
0000078558	TST-PCRD Load Statement error	PS Purchasing
0000078557	TST-PCRD Load Statement error	Email Request
0000078504	TST-PO POMOD003 PO Classif	PS Finance Technical Issues
0000079313	PRODUCTION issue - Items	PS Finance Technical Issues
0000079681	UMPYGL02	PS Finance Technical Issues
0000078569	TST-PCRD Reconcile Bank Statement error on retrieve	PS General Ledger
0000078603	TST-AP Batch Voucher Request process errors	PS Purchasing
0000079035	TST-PO Row Level Dept Security	PS Finance Technical Issues
0000079116	TST-AP Payment Post failed again	PS Purchasing
0000079115	TST-AP Voucher permits 2 different TCodes	PS General Ledger
0000078809	Grants Billing for Crestone Functional Grp	PS Payables
0000078981	Problems with Receivers - For Dot	PS Grants
0000078811	TST-PCARD Tcode Problems	PS Purchasing
0000078580	Mod change requested-PO [PRD]	PS Purchasing
		PS Finance Technical Issues
ha2	Admissions	Total No. of Tickets: 18
0000078648	Lab Check 12am 12/9/03	HD:LabCheck
0000078829	Lab Check 9pm 12/10/03	HD:LabCheck
0000079091	Lab Check 12/13/03 6pm	HD:LabCheck
0000079121	Lab Check 6pm 12/14/03	HD:LabCheck
0000079086	Tape changes for 12/13/03	HD:TapeChanges
0000078948	Lab Check 12/11/03 6pm	HD:LabCheck
0000078830	Lab Check 12/11/03 12am	HD:LabCheck
0000079257	Lab Check 12/16/03 12am	HD:LabCheck
0000079589	Tape changes for 12/20/03	HD:TapeChanges
0000079592	Lab Check 6pm 12/20/03	HD:LabCheck
0000079615	Lab Check 6pm 12/21/03	HD:LabCheck
0000079519	Mouse missing in ECS 114 lab	LabHardware
0000079518	Lab Check 6pm 12/18/03	HD:LabCheck
0000078074	Lab Check 11/30/03 6pm	HD:LabCheck
0000078159	Lab Check 12am 12/2/03	HD:LabCheck
0000078548	Lab Check 6pm 12/7/03	HD:LabCheck
0000078525	Lab Check 6pm 12/6/03	HD:LabCheck
0000078493	Lab Check 6pm 12/04/03	HD:LabCheck
rpreston	General Accounting	Total No. of Tickets: 15
0000078151	User wants to have two simulataneous logins with novell	Novell Account Management
0000078550	TST-GL-FSGL0003 Allocation time span	PS General Ledger
0000078551	Convert FAS Batch to PS for 10/12	PS General Ledger
0000078488	user could not log into FSTST 2 tier	PS Finance Technical Issues
0000078470	Access	PS General Ledger
0000079626	AR Payments	PS Receivables
0000079700	FW: Mail System Error - Returned Mail	Email Request
0000079748	FW: 843 Excel Journal	PS Finance Technical Issues
0000078642	Re: TST - Journal delete fails when journal already budget	PS Finance Technical Issues
0000078941	Fwd: question	PS Budgets
0000078756	TST-GL Journal Generator	PS IT - Misc
0000078746	TST_GL Retreiver	PS IT - Misc
0000078644	TST-GL NVision 8.43 not running	PS Finance Technical Issues
0000078733	Department Detail report	PS Commitment Control
0000078653	TST-GL-Retriever (open periods)	PS Finance Technical Issues

mnolan1	OIT Infrastructure & Support	Total No. of Tickets: 13
0000079340	Labcheck 12-16 18.15	HD:LabCheck
0000079631	Can not set up account	UMBC Account Activation
0000079629	Changed Tapes	HD:TapeChanges
0000079572	labcheck 12-19 18.30	HD:LabCheck
0000078740	labcheck 12-9 19.00	HD:LabCheck
0000079112	Labcheck 12-14 15.00	HD:LabCheck
0000079064	labcheck 12-12 18.45	HD:LabCheck
0000078885	Creat Account	UMBC Account Activation
0000078201	ECS 122 PC16	HD:LabCheck
0000078213	ECS021PC16: System won't power on.	LabHardware
0000078253	Labcheck 12-2 18.50	HD:LabCheck
0000078502	Labchek 12-5 2.30	HD:LabCheck
0000078503	LabCheck 12-5 6.30	HD:LabCheck
brianb	CSEE - Instruction	Total No. of Tickets: 11
0000079051	networks (URGENT/IMPORTANT)	Dead/Slow Network Jack
0000079217	networks DNS change	DNS Entry Modification
0000079219	networks (IMPORTANT)	DNS Entry Modification
0000079685	DNS entry	Email Request
0000079583	MORE DNS changes PLEASE (URGENT)	IP Address Request
0000079577	tape for CMSC	HD:TapeChanges
0000079576	www.csee.umbc.edu DNS (URGENT)	IP Address Request
0000079528	DNS change PLEASE!	DNS Entry Modification
0000079437	network runs	Computer Room Network Line
0000079410	systems/AFS (URGENT)	AFS File Space Requests
0000079275	networks (IMPORTANT)	Dead/Slow Network Jack
siemer	FS Administration	Total No. of Tickets: 11
0000078595	need retriever userid	PS EPM - Misc
0000078711	attn LAN - Novell Access	Novell Account Management
0000078621	attn LAN - more disk space needed	Novell Quotas
0000079152	Very weak signal in ADM427	Wireless Issues on campus
0000079455	attn: HR Peoplesoft	PS Payroll - Misc
0000078107	Disable account	UMBC Account Deletion
0000078563	attn: LAN - Disable Novell account access	Novell Account Management
0000078389	Re: Bursar Email]	UNIX Misc
0000078126	disable account	UMBC Account Deletion
0000078108	disable accounts	UMBC Account Deletion
0000078281	Restore byRequest payroll for June and July in 2003	OIT-BSG Oracle Database
moulden	General Accounting	Total No. of Tickets: 11
0000078142	GL Interface	PS Finance Technical Issues
0000078669	Locked JE	PS Finance Technical Issues
0000078979	JE2136	PS Finance Technical Issues
0000078870	JE 2112 IS LOCKED	PS Finance Technical Issues
0000078917	AP00002178	PS Payables
0000079281	ARDJ2285	PS General Ledger
0000079389	SARSD2381 & 2385 Out of Balance	PS IT - Misc
0000079394	AR00002345	PS Asset Management
0000079397	SARSD2390	PS Asset Management
0000079644	Fw: Emailing: fsgli001_35982.txt	Email Request
0000079392	JE0000002136	PS General Ledger
mdo1	OIT Infrastructure & Support	Total No. of Tickets: 10
0000078154	9:30pm Lab Check 12-1-03	HD:LabCheck
0000078500	12:00a 12-5-03 Lab Check	HD:LabCheck
0000078380	12:30am 12-4-03 Lab Check	HD:LabCheck
0000078369	9pm 12-3-03 Lab Check	HD:LabCheck
0000078364	User needs temp flag to make MyUmbc account	OIT-BSG myUMBC
0000079441	Labcheck 12-17-03 9pm	HD:LabCheck
0000079525	Lab check 12am 12-19-03	HD:LabCheck

0000079524 Lab check 10pm 12-18-03
 0000078646 Lab Check 9:30pm 12-8-03
 0000078951 Lab Check 12-12-03 12:00 lab check

HD:LabCheck
 HD:LabCheck
 HD:LabCheck

ramosm1

OIT Infrastructure & Support

Total No. of Tickets: 9

0000078314 Tape Changes 12-3-03
 0000078526 Lab check 12/06 9 PM
 0000079409 Tape Changes 12/17/03
 0000079595 Lab Check 12/20 9 PM
 0000079693 Tape Changes 12/23/03
 0000079558 Tape changes 12/19/03
 0000078623 Tape Changes 12/8/03
 0000079093 Lab Check 12/13/03 9 PM
 0000079083 Lab Check 12/13/03 3PM

HD:TapeChanges
 HD:LabCheck
 HD:TapeChanges
 HD:LabCheck
 HD:TapeChanges
 HD:TapeChanges
 HD:TapeChanges
 HD:LabCheck
 HD:LabCheck

akhant1

OIT Infrastructure & Support

Total No. of Tickets: 8

0000079812 ***FLAG*** PLEASE READ THIS.
 0000078090 12/01 Tape Change.
 0000078301 Not listed as active student or fac.
 0000079151 12/15 Tape Change.
 0000079761 12/28 Tape change.
 0000079544 Account not mark as active.
 0000079379 ftp.gl.umbc.edu timing out.
 0000079069 12/12 9:30pm Lab check.

HD: Accounts
 HD:TapeChanges
 UMBC Account Activation
 HD:TapeChanges
 HD:TapeChanges
 UMBC Account Activation
 UNIX Misc
 HD:LabCheck

Top 10 UMBC Customers Requesting Service

