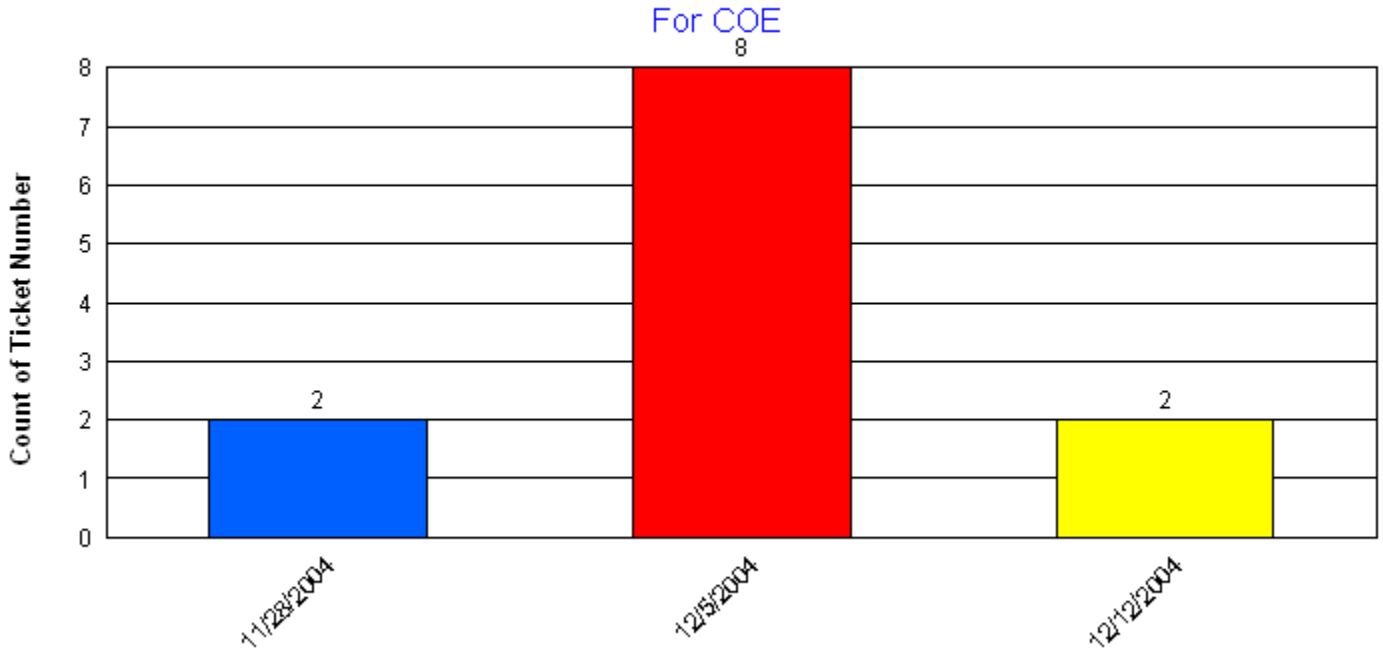


Closed/Resolved Tickets by OIT Section

Tickets Created Between 12/01/2004 and 12/31/2004

COE	Total:	Create Date	Short Description
champ	12		
Closed	Total: 12		
Ticket Number: 0000106864		12/08/2004	Move Computers in Farquhar Lab
Ticket Number: 0000107011		12/09/2004	No subject
Ticket Number: 0000107142		12/13/2004	blackboard community enrollment
Ticket Number: 0000107162		12/13/2004	=?windows-1252?Q?ME_Holiday_Potluck_Party_and_Ms=2E_?=?
Ticket Number: 0000107061		12/10/2004	[Fwd: Labview]
Ticket Number: 0000106432		12/01/2004	[Fwd: FEMLAB License]
Ticket Number: 0000106721		12/06/2004	Applying for installation of Abaqus on Windows
Ticket Number: 0000106725		12/06/2004	ABAQUS on gaia
Ticket Number: 0000106729		12/06/2004	Install Zupan Laptop
Ticket Number: 0000106509		12/02/2004	[Fwd: broken monitor in ITE 243]
Ticket Number: 0000106732		12/06/2004	Fix Panos' PC
Ticket Number: 0000106764		12/06/2004	access to meng disk servers

Count of Ticket Number / Create Date

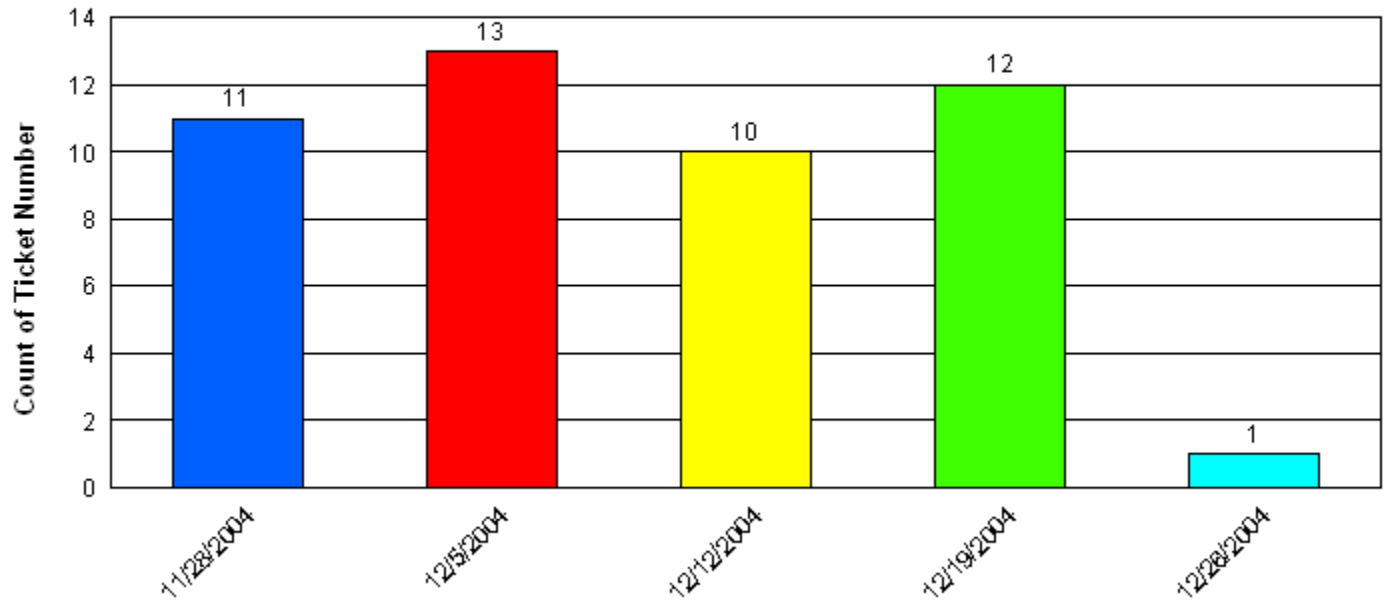


DPET	Total:	<u>Create</u> <u>Date</u>	<u>Short Description</u>
gluo1	47		
Closed	Total:	3	
Ticket Number: 0000106458		12/01/2004	Paper
Ticket Number: 0000106513		12/02/2004	request
Ticket Number: 0000106533		12/02/2004	Set up the new Xerox copier in the UC
glove1	Total:	9	
Closed	Total:	9	
Ticket Number: 0000106630		12/03/2004	Software Purchasing Request
Ticket Number: 0000106715		12/06/2004	Order Visio
Ticket Number: 0000106761		12/06/2004	Order Keyboard for Diane
Ticket Number: 0000106760		12/06/2004	Set up new computer for new hire
Ticket Number: 0000106866		12/08/2004	New Computer Setup
Ticket Number: 0000107021		12/10/2004	wallace accounts
Ticket Number: 0000106946		12/09/2004	computer on the 4th floor
Ticket Number: 0000107293		12/15/2004	Access to Directories for Wallace
Ticket Number: 0000107318		12/15/2004	Machine reboots sporadically
stevenh1	Total:	31	
Resolved	Total:	3	
Ticket Number: 0000107556		12/20/2004	Copier shut off
Ticket Number: 0000107805		12/30/2004	Out Of the Office
Ticket Number: 0000107755		12/23/2004	ACIV Xerox copier not printing or scanning
Closed	Total:	28	
Ticket Number: 0000107331		12/15/2004	Update Servers
Ticket Number: 0000107475		12/17/2004	computer
Ticket Number: 0000107356		12/16/2004	Adobe Acrobat
Ticket Number: 0000107332		12/15/2004	Track cell phone inventory
Ticket Number: 0000107479		12/17/2004	Import Inventory into Clientele
Ticket Number: 0000107546		12/20/2004	Copier not working
Ticket Number: 0000107561		12/20/2004	Wireless keyboard not working
Ticket Number: 0000107745		12/23/2004	Xerox Meter Reads Are Now Due
Ticket Number: 0000107668		12/22/2004	UC Copier
Ticket Number: 0000107634		12/21/2004	phone for Vicki
Ticket Number: 0000107625		12/21/2004	Report Stolen Laptop
Ticket Number: 0000107548		12/20/2004	Order more dry ink cartridges for ACIV copier
Ticket Number: 0000107519		12/20/2004	Needs Computer Moved
Ticket Number: 0000106797		12/07/2004	Novell Account
Ticket Number: 0000107030		12/10/2004	UC copier problems
Ticket Number: 0000107244		12/14/2004	Update on space for Vicki
Ticket Number: 0000107165		12/13/2004	Get Extension Moved
Ticket Number: 0000107036		12/10/2004	DPET copier
Ticket Number: 0000106951		12/09/2004	ELC camera
Ticket Number: 0000106899		12/08/2004	Copier not working
Ticket Number: 0000106890		12/08/2004	Vicki Crane
Ticket Number: 0000106826		12/07/2004	Loopback Notification
Ticket Number: 0000106602		12/03/2004	WebStats for egov Web site
Ticket Number: 0000106453		12/01/2004	Toner spilling on paper in UC Copier
Ticket Number: 0000106586		12/03/2004	Get laptop put on Active Directory
Ticket Number: 0000106546		12/02/2004	Order Staples for UC Copier
Ticket Number: 0000106515		12/02/2004	B & W Copier
Ticket Number: 0000106472		12/01/2004	Phaser Color Printer Printing Blue as Purple

swapna1		<u>Create</u>	<u>Short Description</u>
Closed		<u>Date</u>	
Ticket Number:	0000106547	12/02/2004	Move Toner to UC
Ticket Number:	0000107166	12/13/2004	Computer Setup
Ticket Number:	0000107581	12/21/2004	moving issues
Ticket Number:	0000107604	12/21/2004	extra computer
		<u>Total:</u> 4	

Count of Ticket Number / Create Date

For DPET



	<u>Create</u>	<u>Short Description</u>
	<u>Date</u>	
Desktop Support	Total: 143	
Desktop	Total: 8	
Closed	Total: 8	
Ticket Number: 0000107274	12/15/2004	Is myumbc down -my acct will not work
Ticket Number: 0000107283	12/15/2004	Jennifer/SHS - can not delete job in hp2100 queue
Ticket Number: 0000107652	12/22/2004	Mabe - win98/need help to install local printer
Ticket Number: 0000107029	12/10/2004	TRC-not able to connect to network
Ticket Number: 0000107034	12/10/2004	eddingen-engl/virus shield files are corrupt
Ticket Number: 0000107439	12/17/2004	Tree or server can not be found
Ticket Number: 0000106681	12/06/2004	Finkelstein-DAS/mozilla started to upgrade
Ticket Number: 0000106680	12/06/2004	M.Hilton - Have lost all of my network drives.
chrism	Total: 7	
Closed	Total: 7	
Ticket Number: 0000106863	12/08/2004	Tree or server can not be found
Ticket Number: 0000106956	12/09/2004	Asset Security Alert
Ticket Number: 0000106955	12/09/2004	Asset Security Alert
Ticket Number: 0000106954	12/09/2004	Asset Security Alert
Ticket Number: 0000106953	12/09/2004	Asset Security Alert
Ticket Number: 0000106952	12/09/2004	Asset Security Alert
Ticket Number: 0000107627	12/21/2004	user loss his department network drives
edortiz	Total: 31	
Closed	Total: 31	
Ticket Number: 0000107292	12/15/2004	BSOD: IRQL not less then or equal.
Ticket Number: 0000107353	12/16/2004	User is missing Spell Check files
Ticket Number: 0000107303	12/15/2004	Commons rm 017 machine's CD-rom and floppy does not work.. and r
Ticket Number: 0000106804	12/07/2004	CHEM 440 : Machine needs formatted
Ticket Number: 0000107048	12/10/2004	user can not access files in I drive
Ticket Number: 0000107114	12/13/2004	Outlook2000 - No dialog box for password
Ticket Number: 0000107246	12/14/2004	ADMIN 532 : Printer not responding
Ticket Number: 0000107234	12/14/2004	cannot print to office network printer
Ticket Number: 0000107214	12/14/2004	PUB POLICY 439 : Print Queue Freezing
Ticket Number: 0000107210	12/14/2004	FA 509 : Upgrade assessment
Ticket Number: 0000107124	12/13/2004	Install office xp with frontpage
Ticket Number: 0000107127	12/13/2004	PC Configuration
Ticket Number: 0000107043	12/10/2004	pc takes awhile to reboot
Ticket Number: 0000106858	12/08/2004	UC124: blue scree
Ticket Number: 0000106867	12/08/2004	Local printer not recognizing as having paper in it
Ticket Number: 0000106902	12/08/2004	Problems printing PS requisition via adobe acrobat
Ticket Number: 0000106865	12/08/2004	HPDeskjet 5740 local printer install
Ticket Number: 0000107136	12/13/2004	Bio rm 079. x52296. User needs computer formatted and reinstalled w
Ticket Number: 0000106414	12/01/2004	Frontpage install
Ticket Number: 0000106450	12/01/2004	FA III windows installer trouble.
Ticket Number: 0000106507	12/02/2004	Chem 100; needs printer driver installed
Ticket Number: 0000106494	12/02/2004	research: make contacts default instead of UMBC directory
Ticket Number: 0000106526	12/02/2004	lab computers can not print to the network printer.
Ticket Number: 0000106582	12/03/2004	Multiple machine use of one account.
Ticket Number: 0000106558	12/02/2004	computer is missing .cab files for office 2003
Ticket Number: 0000106608	12/03/2004	computer freezes when user enter a password
Ticket Number: 0000106770	12/06/2004	User can only connect to Resnet in Safe Mode
Ticket Number: 0000106750	12/06/2004	applications needs to be reinstalled
Ticket Number: 0000106600	12/03/2004	novell client does not log user into windows
Ticket Number: 0000106531	12/02/2004	CD drive problems
Ticket Number: 0000106525	12/02/2004	user can not retrieve files from the I drive

		<u>Create</u>		<u>Short Description</u>
		<u>Date</u>		
josh				
	Closed		Total: 9	
Ticket Number:	0000106497	12/02/2004		Jean Bunche needs assistance with her laptop and VPN.
Ticket Number:	0000106780	12/07/2004		BSOD Error - 2 machines
Ticket Number:	0000106577	12/03/2004		User can't use local printer.
Ticket Number:	0000106756	12/06/2004		computer randomly crashes
Ticket Number:	0000106857	12/08/2004		Need Femlab
Ticket Number:	0000107121	12/13/2004		Error in results window when logging in to Novell
Ticket Number:	0000106900	12/08/2004		Mouse not working on Student PC in Bursar's Office.
Ticket Number:	0000106855	12/08/2004		NEED BY 11AM for webclass - No sound from pc
Ticket Number:	0000107273	12/15/2004		Contact Shelly for this request - machine will not power on
			Total: 1	
kirkley1				
	Closed		Total: 1	
Ticket Number:	0000107174	12/13/2004		User gets DHCP errors on Resnet

	<u>Create</u>	<u>Date</u>	<u>Short Description</u>
lasuk			
Closed		Total: 41	
Ticket Number: 0000106839	12/07/2004		[Mac s/w] SS009: Change default ftp encoding from mac binary to pc c
Ticket Number: 0000106932	12/09/2004		ecs122pc05 missing
Ticket Number: 0000106949	12/09/2004		[PC s/w] BS369 : SAS reinstall
Ticket Number: 0000107006	12/09/2004		Asset Security Alert
Ticket Number: 0000107032	12/10/2004		Work Order Request-Email delay
Ticket Number: 0000107223	12/14/2004		[PC s/w] LIB255: Java Problem
Ticket Number: 0000107307	12/15/2004		Asset Security Alert
Ticket Number: 0000107167	12/13/2004		[lab] ECS336: Install Photoshop CS (v8.0)
Ticket Number: 0000107156	12/13/2004		[PC s/w] SS211: Laptop keyboard is not recognizing any letters
Ticket Number: 0000107152	12/13/2004		problem with scanner
Ticket Number: 0000107140	12/13/2004		testing ignore
Ticket Number: 0000107130	12/13/2004		[PC s/w] BS480: Remove spyware, install mozilla
Ticket Number: 0000107008	12/09/2004		Asset Security Alert
Ticket Number: 0000106997	12/09/2004		Asset Security Alert
Ticket Number: 0000106965	12/09/2004		[Mac s/w] ITE217: Oracle Calendar install for Mac OSX
Ticket Number: 0000106948	12/09/2004		ITE324: email delay
Ticket Number: 0000106847	12/08/2004		[lab] ECS336MAC22: Check CDRW drive for damage
Ticket Number: 0000106848	12/08/2004		[lab] ECS122PC24: Re-image lab PC
Ticket Number: 0000107387	12/16/2004		[PC s/w] ACIV340: Install Novell Client
Ticket Number: 0000107609	12/21/2004		[PC s/w] AD825: Customer Unable to Upload documents using AFS C
Ticket Number: 0000107600	12/21/2004		[PC s/w] COMMONS 309 : SPSS install
Ticket Number: 0000107568	12/21/2004		[lab] ECS005PC05: computer unable to login
Ticket Number: 0000106431	12/01/2004		[site survey] MP301A: Install 3 data lines
Ticket Number: 0000106437	12/01/2004		Asset Security Alert
Ticket Number: 0000106675	12/06/2004		[PC s/w] ECS020: Install hp reflection on hd pc
Ticket Number: 0000106594	12/03/2004		Guest account for biology department laptop
Ticket Number: 0000106556	12/02/2004		SPSS
Ticket Number: 0000106510	12/02/2004		[lab] FA001: Re-image FA001PC26.
Ticket Number: 0000106482	12/01/2004		[lab] ECS104PC24: eject button for computer is pressed to far in
Ticket Number: 0000106455	12/01/2004		Asset Security Alert
Ticket Number: 0000106449	12/01/2004		[PC s/w] AD608: Re-Install Windows XP
Ticket Number: 0000106441	12/01/2004		Asset Security Alert
Ticket Number: 0000106438	12/01/2004		Asset Security Alert
Ticket Number: 0000106738	12/06/2004		[PC s/w] ACIV337 : Not able to read email on myUMBC
Ticket Number: 0000106436	12/01/2004		[PC s/w] ITE452: Install MS Publisher
Ticket Number: 0000106433	12/01/2004		Asset Security Alert
Ticket Number: 0000106428	12/01/2004		Asset Security Alert
Ticket Number: 0000106419	12/01/2004		Asset Security Alert
Ticket Number: 0000106420	12/01/2004		Asset Security Alert
Ticket Number: 0000106422	12/01/2004		Asset Security Alert
Ticket Number: 0000106473	12/01/2004		[PC s/w] AD222: Re-install Windows XP
maboone1		Total: 3	
Closed		Total: 3	
Ticket Number: 0000106650	12/04/2004		error when trying to run: "Unable to create temporary file rpt-0018.tmp
Ticket Number: 0000107524	12/20/2004		Work Order Request-IMC PC 30 fan is very noisy
Ticket Number: 0000107245	12/14/2004		User: angb1 cannot login to OIT lab even after password reset. Can I
mikec		Total: 1	
Closed		Total: 1	
Ticket Number: 0000106413	12/01/2004		[Fwd: Re: No service]

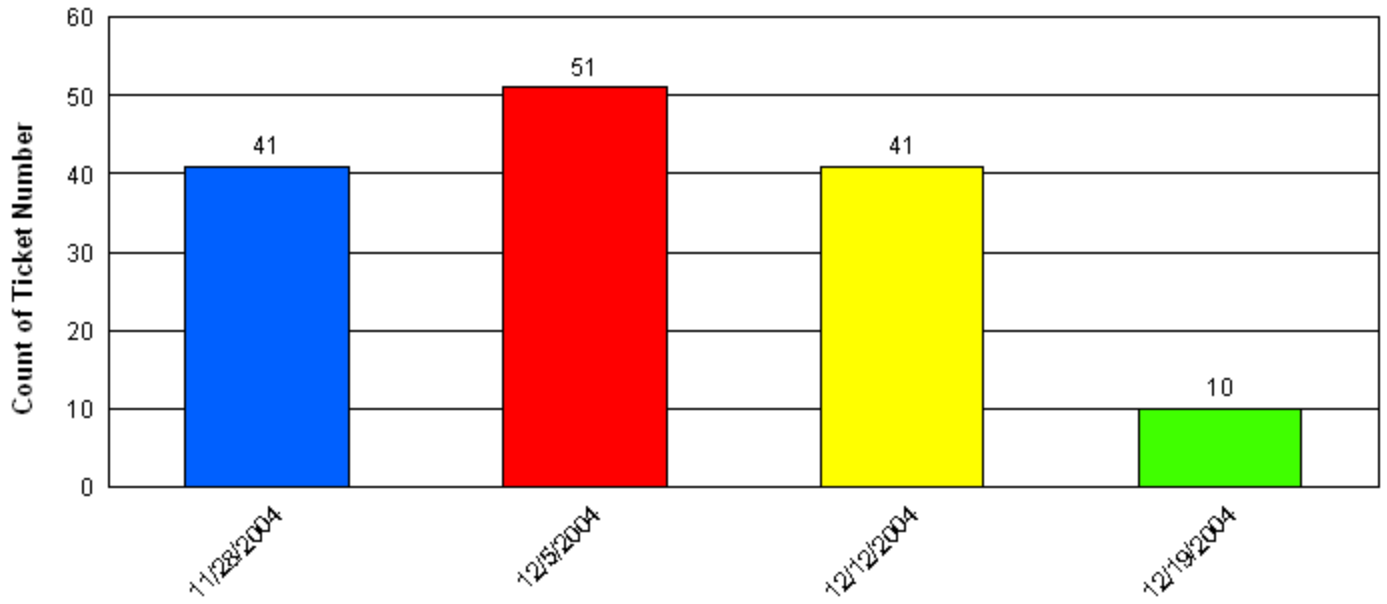
		<u>Create</u>		<u>Short Description</u>
		<u>Date</u>		
omarn			32	
Resolved			6	
Ticket Number:	0000107435	12/17/2004		loc: PUP Rm 013
Ticket Number:	0000107038	12/10/2004		Win 98 Laptop usage halted by program "guarddog"
Ticket Number:	0000107372	12/16/2004		ADMIN 223 : Mozilla uninstall/reinstall
Ticket Number:	0000107722	12/23/2004		ADMIN 807 : Computer set up
Ticket Number:	0000107555	12/20/2004		2nd Floor admin rm 224A. x52624. Needs virus scan updated as emai
Ticket Number:	0000107054	12/10/2004		User could not install linksys wireless Network card Does not work o
Closed			26	
Ticket Number:	0000107269	12/15/2004		Mozilla does not open messages
Ticket Number:	0000107540	12/20/2004		Sound
Ticket Number:	0000107371	12/16/2004		Computer Profile Setup
Ticket Number:	0000107495	12/19/2004		Needs Windows installed
Ticket Number:	0000107284	12/15/2004		Re-install Microsoft Windows 2000 on PC in MP301B
Ticket Number:	0000107266	12/15/2004		Machine keeps crashing
Ticket Number:	0000106940	12/09/2004		Work Order Request
Ticket Number:	0000107189	12/14/2004		Work Order Request
Ticket Number:	0000107161	12/13/2004		3 three pc in room 004 Bldg SS do not allow anyone to log in
Ticket Number:	0000106984	12/09/2004		problem with a speaker
Ticket Number:	0000106941	12/09/2004		Same problem as in T104916 - problem has reoccurred.
Ticket Number:	0000106854	12/08/2004		Browser Hijacking
Ticket Number:	0000106875	12/08/2004		Computer is running processes in the background and locking up.
Ticket Number:	0000106889	12/08/2004		Work Order Request
Ticket Number:	0000106719	12/06/2004		User cannot login to computer in RAC 329.
Ticket Number:	0000106425	12/01/2004		FTP Program install
Ticket Number:	0000106463	12/01/2004		Novell printer not working
Ticket Number:	0000106511	12/02/2004		Laptop Reformat and Backup
Ticket Number:	0000106567	12/02/2004		Work Order Request
Ticket Number:	0000106611	12/03/2004		Novell password changes - need disabled
Ticket Number:	0000106697	12/06/2004		New novell/ad account - can not log into novell
Ticket Number:	0000106720	12/06/2004		add computer to novell network
Ticket Number:	0000106694	12/06/2004		Work request-PC,No sound
Ticket Number:	0000106528	12/02/2004		PC reinstall.
Ticket Number:	0000106459	12/01/2004		Public Policy rm310 x52568 Windows XP system needs Novell client
Ticket Number:	0000107380	12/16/2004		Ticket ID#0000106889 - Work Order Request-New computer Install
talder1			10	
Closed			10	
Ticket Number:	0000107137	12/13/2004		Walker rm 3423. x26516. User would like Fee virus removal done to h
Ticket Number:	0000106477	12/01/2004		jack needs to be checked
Ticket Number:	0000106679	12/06/2004		Laptop - Need help with dialup setup
Ticket Number:	0000106636	12/03/2004		Wireless Network problems
Ticket Number:	0000106893	12/08/2004		User has problems with windows booting.
Ticket Number:	0000107100	12/12/2004		User gets constant redirecting
Ticket Number:	0000107190	12/14/2004		WALKER 304A: Not getting IP
Ticket Number:	0000107191	12/14/2004		Cannot connect through dial up
Ticket Number:	0000107251	12/14/2004		ON SITE Virus Detection
Ticket Number:	0000107133	12/13/2004		Needs help cleaning CPU of Virus

Create
Date

Short Description

Count of Ticket Number / Create Date

For Desktop Support



		<u>Create</u>	<u>Short Description</u>
		<u>Date</u>	
Financial Services: Peo	Total:	66	
tkuonen		Total:	20
Closed		Total:	20
Ticket Number:	0000106837	12/07/2004	Problem
Ticket Number:	0000107000	12/09/2004	(no subject)
Ticket Number:	0000107236	12/14/2004	Pcard Query for Project won't download to Excel
Ticket Number:	0000107185	12/14/2004	Fw: invoices will not print
Ticket Number:	0000106991	12/09/2004	Cashier's Office - PeopleSoft down
Ticket Number:	0000106974	12/09/2004	monthly report
Ticket Number:	0000106907	12/08/2004	PS Account
Ticket Number:	0000106963	12/09/2004	Detail Trans Report
Ticket Number:	0000106972	12/09/2004	Error printing Grants Transaction Detail Rpt.
Ticket Number:	0000107727	12/23/2004	Req Approval Security verification requested
Ticket Number:	0000106920	12/09/2004	authorization error in PS finance
Ticket Number:	0000107256	12/14/2004	[Fwd: Returned mail: see transcript for details]
Ticket Number:	0000107742	12/23/2004	Your email message was blocked
Ticket Number:	0000107728	12/23/2004	AP BKSTSecurity - New User Requested
Ticket Number:	0000107317	12/15/2004	Security Request
Ticket Number:	0000107429	12/17/2004	People Soft Access
Ticket Number:	0000106401	12/01/2004	Requisition Issue
Ticket Number:	0000106521	12/02/2004	dispatching orders
Ticket Number:	0000106529	12/02/2004	P-Card Access in Finance
Ticket Number:	0000106522	12/02/2004	People soft is not running reports.

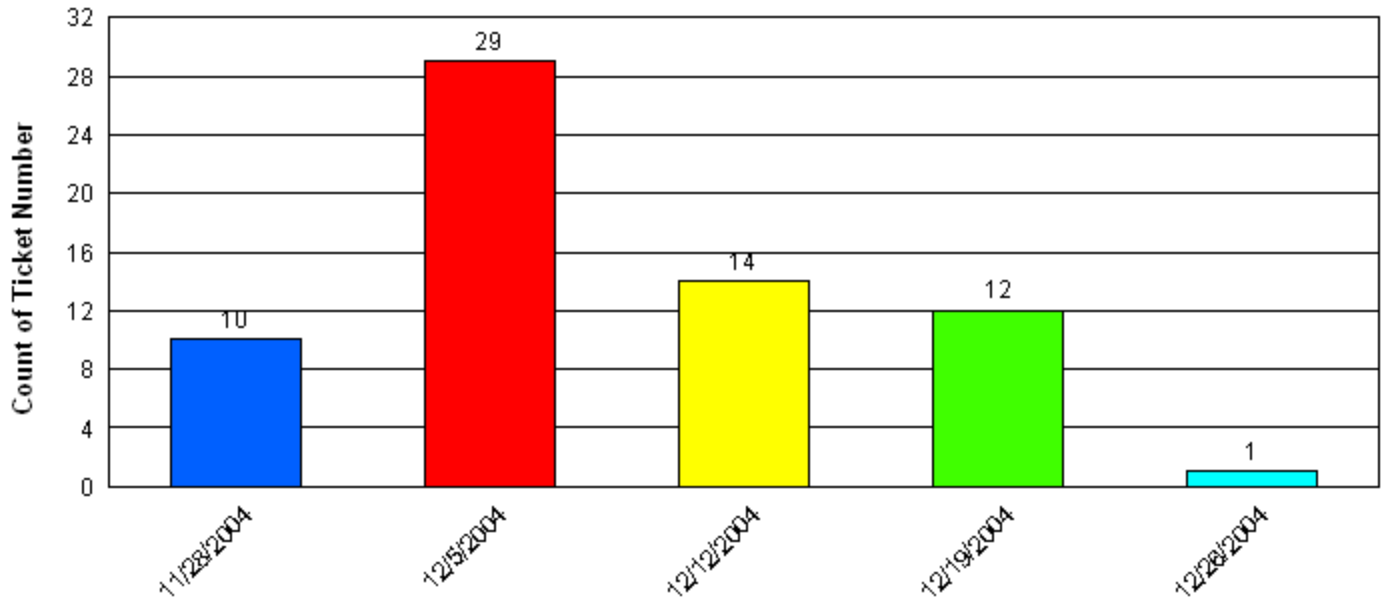
<u>weller</u>	<u>Created</u>	<u>Date</u>	<u>Short Description</u>
	Closed	Total: 46	
Ticket Number: 0000106696	12/06/2004	46	Reports not running
Ticket Number: 0000106590	12/03/2004		user can not run reports
Ticket Number: 0000106607	12/03/2004		How to Look Up Voucher Info Using "Retriever Transaction Detail R
Ticket Number: 0000106707	12/06/2004		Error Message when Submitting a Proposal
Ticket Number: 0000106704	12/06/2004		Report not running
Ticket Number: 0000106689	12/06/2004		remedy
Ticket Number: 0000106685	12/06/2004		Process Scheduler Down
Ticket Number: 0000106678	12/06/2004		Process Scheduler down
Ticket Number: 0000106676	12/06/2004		Page Display errors
Ticket Number: 0000106674	12/06/2004		Cannot find process scheduler
Ticket Number: 0000106651	12/04/2004		Grant report will not post
Ticket Number: 0000106629	12/03/2004		Grant report issue
Ticket Number: 0000106888	12/08/2004		Statement of Payroll Charges vs. Retriever
Ticket Number: 0000106723	12/06/2004		Tracing AP Payment
Ticket Number: 0000106722	12/06/2004		Wrong Fund on GM Project Transactions
Ticket Number: 0000106710	12/06/2004		Security problem
Ticket Number: 0000106593	12/03/2004		Budget checking
Ticket Number: 0000106708	12/06/2004		Re Report Error in PS
Ticket Number: 0000106709	12/06/2004		Session timeout
Ticket Number: 0000106505	12/02/2004		JE problem
Ticket Number: 0000107400	12/16/2004		Question on Grant Reports Not Including Retros
Ticket Number: 0000107437	12/17/2004		Ancient Studies Revolving Account.
Ticket Number: 0000107518	12/20/2004		Payment Cancelations
Ticket Number: 0000107601	12/21/2004		HELP - Requisition Approval
Ticket Number: 0000107716	12/22/2004		Retriever Error
Ticket Number: 0000107764	12/26/2004		Test Ticket entered by Dot
Ticket Number: 0000107753	12/23/2004		FW: Problem printing requisition
Ticket Number: 0000107746	12/23/2004		Security Changes Requested
Ticket Number: 0000107718	12/22/2004		PeopleSoft Time out Errors
Ticket Number: 0000107648	12/22/2004		Retriever Items appear to be duplicates
Ticket Number: 0000107563	12/20/2004		Fw: Pay Cycle
Ticket Number: 0000107628	12/21/2004		Account Question
Ticket Number: 0000107405	12/16/2004		Process Error
Ticket Number: 0000106803	12/07/2004		favorites still missing in PeopleSoft Finance
Ticket Number: 0000107248	12/14/2004		Various Reports do not agree on Retro data
Ticket Number: 0000107240	12/14/2004		black bar in ps
Ticket Number: 0000107231	12/14/2004		PS Support Request
Ticket Number: 0000107145	12/13/2004		CV990150 Revenue in Retriever vs PC module
Ticket Number: 0000107144	12/13/2004		Retriever Reports & rollup Depts
Ticket Number: 0000107116	12/13/2004		Receipt Questions
Ticket Number: 0000107045	12/10/2004		PS Support Request
Ticket Number: 0000107044	12/10/2004		Visa Transaction missing on GM Rpts
Ticket Number: 0000106921	12/09/2004		Tuition \$'s being added to Salary \$'s
Ticket Number: 0000106810	12/07/2004		P-card report
Ticket Number: 0000106836	12/07/2004		No budget ck
Ticket Number: 0000106835	12/07/2004		No budget check

Create
Date

Short Description

Count of Ticket Number / Create Date

For Financial Services: PeopleSoft



	<u>Create</u>		
	<u>Date</u>		<u>Short Description</u>
Helpdesk	Total:	304	
HD:Tape_Changes	Total:	6	
Closed	Total:	6	
Ticket Number: 0000107398	12/16/2004		12/5 tape change
Ticket Number: 0000107798	12/29/2004		Tape changes for 12/29/04
Ticket Number: 0000107786	12/28/2004		Tape changes for 12/28/04
Ticket Number: 0000107809	12/30/2004		Tape changes for 12/30/04
Ticket Number: 0000107748	12/23/2004		Tape changes for 12/23/04
Ticket Number: 0000107499	12/20/2004		Tape Changes 12/21/04
HelpDesk	Total:	22	
Closed	Total:	22	
Ticket Number: 0000107282	12/15/2004		m davidson- reset password
Ticket Number: 0000107613	12/21/2004		NCS optical scanner down
Ticket Number: 0000107582	12/21/2004		parker/geog - can not find excel attachment to send
Ticket Number: 0000107515	12/20/2004		student/walkin - email quota-can not delete
Ticket Number: 0000107511	12/20/2004		Carroll - Running over quota - where is this mail
Ticket Number: 0000107443	12/17/2004		New cedar employee - create email account
Ticket Number: 0000107355	12/16/2004		Password reset request
Ticket Number: 0000107359	12/16/2004		temporary increase
Ticket Number: 0000107347	12/16/2004		eboni morris - fax recieved to have pw reset
Ticket Number: 0000107286	12/15/2004		Staff/do not have a spam folder
Ticket Number: 0000106862	12/08/2004		pam/hr - new employee how fast can i get a novell acct
Ticket Number: 0000107279	12/15/2004		s.boyce - do not remember account information
Ticket Number: 0000107125	12/13/2004		student-have sent attachemnets and now quota exceeded
Ticket Number: 0000107682	12/22/2004		Reset password for Kristin Gordon
Ticket Number: 0000107261	12/15/2004		Terminal window upon dialup hangs
Ticket Number: 0000107073	12/10/2004		Password reset request
Ticket Number: 0000107119	12/13/2004		Reg office-new employee
Ticket Number: 0000107110	12/13/2004		Fay/Hist - have been out awhile - can not access mail
Ticket Number: 0000107027	12/10/2004		student/potomac-not getting resnet login page
Ticket Number: 0000107272	12/15/2004		Everyother week receive msg of reaching quota
Ticket Number: 0000106613	12/03/2004		customer unable to connect to myumbc
Ticket Number: 0000106690	12/06/2004		Lilly - Did not receive email from an offcampus employee

	<u>Create</u>	<u>Short Description</u>
	<u>Date</u>	
anna	Total: 47	
Closed	Total: 47	
Ticket Number: 0000106483	12/01/2004	exceed quota of my account
Ticket Number: 0000106603	12/03/2004	Work Order Request
Ticket Number: 0000106597	12/03/2004	Work Order Request
Ticket Number: 0000106583	12/03/2004	Faculty in need of quota increase.
Ticket Number: 0000106580	12/03/2004	User needs increase in quota
Ticket Number: 0000106576	12/03/2004	12-3-04 morning checklist
Ticket Number: 0000106575	12/03/2004	can not send/receive emails
Ticket Number: 0000106572	12/03/2004	email problem
Ticket Number: 0000106571	12/03/2004	Checklist 12-2-04 10.00
Ticket Number: 0000106568	12/02/2004	Frontpage and FTP
Ticket Number: 0000106566	12/02/2004	phone mail
Ticket Number: 0000106565	12/02/2004	increase quota
Ticket Number: 0000106548	12/02/2004	increase quota
Ticket Number: 0000106539	12/02/2004	Email problem
Ticket Number: 0000106538	12/02/2004	phone mail
Ticket Number: 0000106777	12/07/2004	Work Order Request
Ticket Number: 0000106773	12/06/2004	Quota issue
Ticket Number: 0000106751	12/06/2004	email spam filter
Ticket Number: 0000106712	12/06/2004	Click to Meet Information
Ticket Number: 0000106799	12/07/2004	name change
Ticket Number: 0000106706	12/06/2004	Question about file i/o in Oracle
Ticket Number: 0000106646	12/04/2004	Problems clearing disk space
Ticket Number: 0000106614	12/03/2004	Please increase quota for on1
Ticket Number: 0000106464	12/01/2004	Work Order Request-Installed security cd now dumping of phys mem
Ticket Number: 0000106578	12/03/2004	Student Labs
Ticket Number: 0000106545	12/02/2004	lab check
Ticket Number: 0000106832	12/07/2004	Re: QUOTA WARNING for your myUMBC account
Ticket Number: 0000106929	12/09/2004	https://webauth.umbc.edu/umbcLogin failure
Ticket Number: 0000107052	12/10/2004	Novell Access
Ticket Number: 0000107050	12/10/2004	[Fwd: [Fwd: QUOTA WARNING for your myUMBC account]]
Ticket Number: 0000107035	12/10/2004	Greatest Golf Gift Ever - Priced For Students
Ticket Number: 0000107028	12/10/2004	Directory Entry
Ticket Number: 0000107020	12/10/2004	Morning Check List 12/10/04 7:00 a.m.
Ticket Number: 0000107019	12/10/2004	new free alumni and military search site
Ticket Number: 0000107012	12/09/2004	Work Order Request
Ticket Number: 0000107004	12/09/2004	Can not receive email
Ticket Number: 0000106950	12/09/2004	About Quota exceeds.
Ticket Number: 0000106947	12/09/2004	Disk usage
Ticket Number: 0000106938	12/09/2004	Phonemail, Thursday 12/9, 7:30am
Ticket Number: 0000106931	12/09/2004	RE: QUOTA WARNING for your myUMBC account
Ticket Number: 0000106913	12/08/2004	cannot delete old emails
Ticket Number: 0000106885	12/08/2004	[Fwd: web issue with David Yager's site]
Ticket Number: 0000107013	12/09/2004	networking
Ticket Number: 0000107015	12/09/2004	Labcheck 12-9-04 22.00
Ticket Number: 0000107336	12/16/2004	quota
Ticket Number: 0000107726	12/23/2004	Re: QUOTA WARNING for your myUMBC account
Ticket Number: 0000107442	12/17/2004	Dominic Cirincione - Email Account
egabril	Total: 1	
Closed	Total: 1	
Ticket Number: 0000106891	12/08/2004	Checking out SAS

ha2		<u>Create</u>	<u>Short Description</u>
		<u>Date</u>	
Resolved		<u>Total:</u> 16	
Ticket Number:	0000107612	12/21/2004	registration problem
Ticket Number:	0000107776	12/28/2004	Work Order Request
Closed		<u>Total:</u> 14	
Ticket Number:	0000107333	12/15/2004	Work Order Request-Couldn't connect laptop
Ticket Number:	0000107788	12/28/2004	ID#0000107776] Work Order Request
Ticket Number:	0000107773	12/27/2004	Tape changes for 12/27/04
Ticket Number:	0000107346	12/16/2004	Re: QUOTA WARNING for your myUMBC account
Ticket Number:	0000107712	12/22/2004	SAS install
Ticket Number:	0000107752	12/23/2004	bestlabdeals.com - Announcing our NEW E-Commerce Web Site
Ticket Number:	0000107528	12/20/2004	Work Order Request
Ticket Number:	0000107018	12/10/2004	POP3?
Ticket Number:	0000107090	12/11/2004	Mathlab & Mathematica Installaion
Ticket Number:	0000107093	12/12/2004	Security Alert - Confirm Your WAMU Information
Ticket Number:	0000106573	12/03/2004	UC 101-E Network Connectivity Issue
Ticket Number:	0000106652	12/05/2004	Please add your site to our directory...
Ticket Number:	0000106653	12/05/2004	Help Research Students - Complete A Survey, Win Prizes
Ticket Number:	0000106637	12/03/2004	Blackboard

	<u>Create</u>	<u>Date</u>	<u>Short Description</u>
kherna1			
Resolved	Total:	63	
Ticket Number: 0000107463	Total:	1	
	12/17/2004		user is checking out the SAS CD

<u>Closed</u>	<u>Create Date</u>	<u>Total:</u>	<u>Short Description</u>
		62	
Ticket Number: 0000107276	12/15/2004		Checklist 12-15-04 7.30
Ticket Number: 0000107606	12/21/2004		Password Reset for fahmed2
Ticket Number: 0000107572	12/21/2004		Account Remains Active?
Ticket Number: 0000107564	12/20/2004		Re: QUOTA WARNING for your myUMBC account
Ticket Number: 0000107506	12/20/2004		Forward UMBC Email to New Account
Ticket Number: 0000107687	12/22/2004		Net-Temps Career News
Ticket Number: 0000107487	12/18/2004		Work Order Request
Ticket Number: 0000107407	12/16/2004		Work Order Request
Ticket Number: 0000107402	12/16/2004		new employee
Ticket Number: 0000107686	12/22/2004		userpages down
Ticket Number: 0000107678	12/22/2004		Re: QUOTA WARNING for your myUMBC account
Ticket Number: 0000107647	12/22/2004		more space
Ticket Number: 0000107644	12/22/2004		Checklist 12-22-04 8.00
Ticket Number: 0000107642	12/22/2004		Lab check 12am closing
Ticket Number: 0000107639	12/21/2004		12/21/04 5:00pm phone mail
Ticket Number: 0000107638	12/21/2004		12/21/04 7:00pm lab check
Ticket Number: 0000107626	12/21/2004		phone mail check
Ticket Number: 0000107620	12/21/2004		12/21 All tapes changed for today.
Ticket Number: 0000107617	12/21/2004		server error
Ticket Number: 0000107366	12/16/2004		11:00 Phone Mail Check
Ticket Number: 0000107324	12/15/2004		Increase quota
Ticket Number: 0000107108	12/13/2004		forbidden error
Ticket Number: 0000106850	12/08/2004		Checklist 12-8-04 7.30
Ticket Number: 0000106914	12/08/2004		Work Order Request-Need more quota for project
Ticket Number: 0000107254	12/14/2004		No subject
Ticket Number: 0000107252	12/14/2004		Blackboard login problem
Ticket Number: 0000107087	12/11/2004		Mcafee problems
Ticket Number: 0000107003	12/09/2004		No subject
Ticket Number: 0000107062	12/10/2004		SAS 9.1 CD checkout. Due back Monday 12/13.
Ticket Number: 0000106928	12/09/2004		Webauth giving internal server error
Ticket Number: 0000106925	12/09/2004		QuickTime Movie Link (3D Printing) does not work
Ticket Number: 0000106918	12/09/2004		problem with ethernet alarm in labs
Ticket Number: 0000106915	12/08/2004		lab check
Ticket Number: 0000106911	12/08/2004		lab check
Ticket Number: 0000106910	12/08/2004		phonemail check
Ticket Number: 0000106903	12/08/2004		Accessing Desktop Files Inquiry
Ticket Number: 0000106881	12/08/2004		Homepage HELP please!
Ticket Number: 0000106877	12/08/2004		Library Computer
Ticket Number: 0000106874	12/08/2004		My web Page- Help Please
Ticket Number: 0000106871	12/08/2004		website not working properly
Ticket Number: 0000106870	12/08/2004		web page
Ticket Number: 0000106869	12/08/2004		Net-Temps Career News
Ticket Number: 0000106852	12/08/2004		Wireless Network Problem
Ticket Number: 0000106849	12/08/2004		Labcheck 12-8-04 6.30
Ticket Number: 0000106821	12/07/2004		phone mail check
Ticket Number: 0000106840	12/07/2004		Work Order Request-Quota for class project
Ticket Number: 0000106841	12/07/2004		All tapes changed except CMSC had already been changed by CS staf
Ticket Number: 0000107084	12/11/2004		Strange message received
Ticket Number: 0000106699	12/06/2004		disk usage
Ticket Number: 0000106481	12/01/2004		lab check
Ticket Number: 0000106768	12/06/2004		Problem log in into Blackboard
Ticket Number: 0000106485	12/01/2004		lab check
Ticket Number: 0000106772	12/06/2004		Work Order Request-Not able to delete email
Ticket Number: 0000106762	12/06/2004		12/06/2004: tape change

	<u>Create</u>	<u>Date</u>	<u>Short Description</u>
Ticket Number: 0000106737		12/06/2004	UC 101-E Network Connectivity Issue
Ticket Number: 0000106716		12/06/2004	Quota problems
Ticket Number: 0000106700		12/06/2004	UMBC Account Creation
Ticket Number: 0000106683		12/06/2004	93% disk space used
Ticket Number: 0000106669		12/06/2004	disk usage at 100%
Ticket Number: 0000106666		12/05/2004	linux1, linux2, and linux3 all froze
Ticket Number: 0000106615		12/03/2004	Needs a local Administrator on the laptop
Ticket Number: 0000106769		12/06/2004	User cannot establish a dialup connection
kincaid		<u>Total:</u> 13	
Closed		<u>Total:</u> 13	
Ticket Number: 0000107537		12/20/2004	Email account
Ticket Number: 0000106462		12/01/2004	Work Order Request-How do I change tele number thru myumbc
Ticket Number: 0000106789		12/07/2004	E-mail option access error
Ticket Number: 0000106443		12/01/2004	Work Order Request-Can not log into system or bb
Ticket Number: 0000106684		12/06/2004	Disk Quota
Ticket Number: 0000107037		12/10/2004	User is getting a 169 IP
Ticket Number: 0000107092		12/12/2004	Security Alert - Confirm Your WAMU Information
Ticket Number: 0000107177		12/14/2004	Blackboard
Ticket Number: 0000107280		12/15/2004	spss version 12 loaned out
Ticket Number: 0000107498		12/19/2004	problem with firefox
Ticket Number: 0000107610		12/21/2004	Re: QUOTA WARNING for your myUMBC account
Ticket Number: 0000107640		12/21/2004	Winter and Spring Registration
Ticket Number: 0000107614		12/21/2004	NCS called again for scanner
mcs pads1		<u>Total:</u> 9	
Closed		<u>Total:</u> 9	
Ticket Number: 0000107468		12/17/2004	password reset
Ticket Number: 0000107430		12/17/2004	12/17/04 Morning and Lab Check 7:51 a.m.
Ticket Number: 0000107449		12/17/2004	password reset
Ticket Number: 0000106845		12/08/2004	12/7/04 10:00 p.m.
Ticket Number: 0000106987		12/09/2004	Sas CD checkout 12/9 due back 12/10
Ticket Number: 0000107049		12/10/2004	12/10/04 11:00 a.m. phone mail
Ticket Number: 0000107105		12/12/2004	Phonemail check 5:00 p.m. 12/11/04
Ticket Number: 0000106604		12/03/2004	Work Order Request-Not able to login
Ticket Number: 0000106655		12/05/2004	12/5/04 morning checklist and labcheck
mnolan1		<u>Total:</u> 1	
Closed		<u>Total:</u> 1	
Ticket Number: 0000107645		12/22/2004	Dell - WinXP / Please check monitor
moneill1		<u>Total:</u> 4	
Closed		<u>Total:</u> 4	
Ticket Number: 0000107188		12/14/2004	UMBC Account Password Reset for mjordan
Ticket Number: 0000106496		12/02/2004	UMBC Account Password Reset for eplitt
Ticket Number: 0000106598		12/03/2004	Work Order Request-Not able to access email account
Ticket Number: 0000106657		12/05/2004	SAS Version 9 6 CD check out
myers		<u>Total:</u> 7	
Resolved		<u>Total:</u> 1	
Ticket Number: 0000107384		12/16/2004	Printed Batches
Closed		<u>Total:</u> 6	
Ticket Number: 0000107476		12/17/2004	VPN Access
Ticket Number: 0000107057		12/10/2004	Karen Spencer
Ticket Number: 0000107129		12/13/2004	Arthur Bezwada/REG Reflections Acct
Ticket Number: 0000107239		12/14/2004	"kerebos"
Ticket Number: 0000106427		12/01/2004	Ticket ID#0000106333
Ticket Number: 0000106504		12/02/2004	Logfile Tape November 2004

		<u>Create</u>		<u>Short Description</u>
		<u>Date</u>		
myo		<u>Total:</u>	101	
Resolved		<u>Total:</u>	1	
Ticket Number:	0000107782	12/28/2004		Quota increase

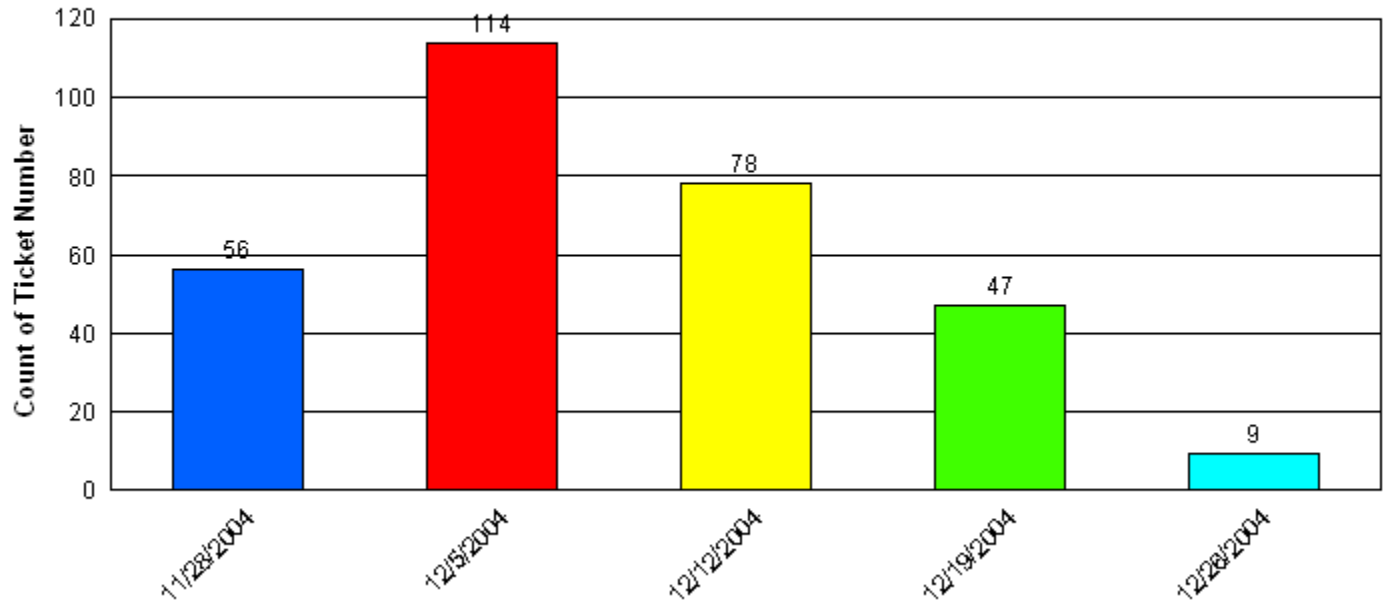
<u>Closed</u>	<u>Create Date</u>	<u>Total:</u>	<u>Short Description</u>
		100	
Ticket Number: 0000107334	12/15/2004		lab check
Ticket Number: 0000107494	12/19/2004		Checklist 12-19-04 12.00
Ticket Number: 0000107492	12/18/2004		<no subject>
Ticket Number: 0000107491	12/18/2004		labcheck 12/18/04 10 pm
Ticket Number: 0000107490	12/18/2004		lab check 12/18/04 7 pm
Ticket Number: 0000107488	12/18/2004		12/18/04 5:00pm phone mail check
Ticket Number: 0000107485	12/18/2004		12/18/04 2:00pm lab check
Ticket Number: 0000107484	12/18/2004		12/18/04 2:00pm phone mail check
Ticket Number: 0000107483	12/18/2004		12/18/04 11:00 phone mail check
Ticket Number: 0000107482	12/18/2004		12/18 Morning Tasks
Ticket Number: 0000107480	12/17/2004		12/17/04 10:00pm lab check
Ticket Number: 0000107478	12/17/2004		Re: QUOTA WARNING for your myUMBC account
Ticket Number: 0000107340	12/16/2004		Helpdesk Opening 12/16/04
Ticket Number: 0000107709	12/22/2004		User's emails have all dissappeared as of today. If all can be recovered
Ticket Number: 0000107585	12/21/2004		UMBC Account Password Reset
Ticket Number: 0000107575	12/21/2004		Morning Checklist, Tuesday 12/21
Ticket Number: 0000107574	12/21/2004		Sudden Stops in myUMBC
Ticket Number: 0000107534	12/20/2004		phone mail
Ticket Number: 0000107504	12/20/2004		12/20/04 7:30am phone mail check
Ticket Number: 0000107503	12/20/2004		Work Order Request-Increase quota
Ticket Number: 0000107425	12/16/2004		Phonemail, Thursday 12/16, 7:00pm
Ticket Number: 0000107428	12/17/2004		Checklist 12-17-04 12.00
Ticket Number: 0000107462	12/17/2004		11:00AM Phone mail. 1msg.
Ticket Number: 0000107603	12/21/2004		11:00 Phone mail check.
Ticket Number: 0000107453	12/17/2004		User needs a quota increase
Ticket Number: 0000107426	12/16/2004		Labcheck 12-16-04 22.00
Ticket Number: 0000107386	12/16/2004		Net-Temps Career News
Ticket Number: 0000106805	12/07/2004		connectivity
Ticket Number: 0000106822	12/07/2004		Resolution set at 640x480 and will not change.
Ticket Number: 0000107222	12/14/2004		12/14 11am phone mail check. no msges.
Ticket Number: 0000107179	12/14/2004		Morning Checklist, Tuesday 12/14, 7:30am
Ticket Number: 0000107178	12/14/2004		Re: QUOTA WARNING for your myUMBC account
Ticket Number: 0000107175	12/14/2004		virus
Ticket Number: 0000107171	12/13/2004		virus scan
Ticket Number: 0000107158	12/13/2004		2:00 Phone Mail Check
Ticket Number: 0000107141	12/13/2004		Work Order Request-Quota increase
Ticket Number: 0000107117	12/13/2004		email account
Ticket Number: 0000107112	12/13/2004		disk usage
Ticket Number: 0000107111	12/13/2004		Checklist 12-13-04 7.30
Ticket Number: 0000107106	12/12/2004		labcheck 12-12-04 19.00
Ticket Number: 0000107104	12/12/2004		recieving e-mails not intended for me...
Ticket Number: 0000107101	12/12/2004		Work Order Request
Ticket Number: 0000107102	12/12/2004		Work Order Request
Ticket Number: 0000107096	12/12/2004		Labcheck 12-12-04 12.00
Ticket Number: 0000107094	12/12/2004		Work Order Request
Ticket Number: 0000107088	12/11/2004		labcheck 12/11/04 10 pm
Ticket Number: 0000107086	12/11/2004		Phonemail 12/11/04 5 pm
Ticket Number: 0000107083	12/11/2004		lab check 2/11/04 7 pm
Ticket Number: 0000107081	12/11/2004		printing from a wireless connection
Ticket Number: 0000107077	12/11/2004		12/11/04 : morning checklist
Ticket Number: 0000107076	12/11/2004		12/10/04 11:59pm lab check
Ticket Number: 0000107075	12/10/2004		12/10/04 10:00pm phone mail check
Ticket Number: 0000107074	12/10/2004		12/10/04 10:00pm lab check
Ticket Number: 0000107071	12/10/2004		Matlab upgrade.

	<u>Create</u>	<u>Date</u>	<u>Short Description</u>
Ticket Number:	0000107059	12/10/2004	phone check/lab check
Ticket Number:	0000106986	12/09/2004	Account request for Bree Pinsker as staff member.
Ticket Number:	0000106983	12/09/2004	Asset Security Alert
Ticket Number:	0000106980	12/09/2004	Asset Security Alert
Ticket Number:	0000106978	12/09/2004	virex 7.2
Ticket Number:	0000106977	12/09/2004	Asset Security Alert
Ticket Number:	0000107120	12/13/2004	Connecting as dcherc1
Ticket Number:	0000106912	12/08/2004	Urgent Problem - Spybot
Ticket Number:	0000106886	12/08/2004	Re: CONFIRMATION
Ticket Number:	0000106813	12/07/2004	xbox live
Ticket Number:	0000106811	12/07/2004	quota increase
Ticket Number:	0000106818	12/07/2004	Personal Web Site
Ticket Number:	0000107215	12/14/2004	Please increase users quota.
Ticket Number:	0000106395	12/01/2004	Labcheck 12-1-04 3.00
Ticket Number:	0000106610	12/03/2004	user is checking out SAS
Ticket Number:	0000106518	12/02/2004	phone mail
Ticket Number:	0000106508	12/02/2004	Ticket #0000105978
Ticket Number:	0000106492	12/02/2004	Morning Checklist, Thursday 12/2
Ticket Number:	0000106440	12/01/2004	Virex 7 loan
Ticket Number:	0000106429	12/01/2004	Quota increase for staff
Ticket Number:	0000106495	12/02/2004	Jean Bunche needs her email quota increased.
Ticket Number:	0000106400	12/01/2004	Checklist 12-1-04 7.30
Ticket Number:	0000106748	12/06/2004	unable to load designated page for 05 health benefits costs
Ticket Number:	0000106714	12/06/2004	accessing gl from home over aol dial-up
Ticket Number:	0000106711	12/06/2004	User needs a quota Increase
Ticket Number:	0000106693	12/06/2004	Work Order Request
Ticket Number:	0000106671	12/06/2004	12/06/04 6:30am phone mail check
Ticket Number:	0000106670	12/06/2004	12/06/04 6:30am lab check
Ticket Number:	0000106644	12/04/2004	12/04/04 2:00pm lab check
Ticket Number:	0000106642	12/04/2004	12/04/04 11:00am phone mail check
Ticket Number:	0000106641	12/04/2004	12/04/04 7:30am phone mail check
Ticket Number:	0000106639	12/03/2004	phonemail 12/3/04 7 pm
Ticket Number:	0000106638	12/03/2004	labcheck 12/3/04
Ticket Number:	0000106635	12/03/2004	labcheck 12-3-04 19.00
Ticket Number:	0000106633	12/03/2004	All tapes changed for 12/3
Ticket Number:	0000106396	12/01/2004	VM check 12-1-04 5.00
Ticket Number:	0000107566	12/20/2004	User would like quota increase
Ticket Number:	0000106665	12/05/2004	Quota increase requested
Ticket Number:	0000106658	12/05/2004	Disk Quota
Ticket Number:	0000106656	12/05/2004	New Coach (email account)
Ticket Number:	0000106649	12/04/2004	Customer in need of guest account.
Ticket Number:	0000106648	12/04/2004	tape changes 12/4/04
Ticket Number:	0000106647	12/04/2004	Phonemail 12/4/06 5 pm
Ticket Number:	0000106645	12/04/2004	12/04/04 2:00pm phone mail check
Ticket Number:	0000107567	12/21/2004	Lab closing 12/21/04
Ticket Number:	0000106778	12/07/2004	Phonemail, Tuesday 12/7, 7:30am
pmcneel1		<u>Total:</u>	1
Closed		<u>Total:</u>	1
Ticket Number:	0000107629	12/21/2004	12/21/04 SAS 9.1.2 check out (7 disk set) 3:45pm

	<u>Create</u>	<u>Date</u>	<u>Short Description</u>
pzeaf01	<u>Total:</u>	8	
Closed	<u>Total:</u>	8	
Ticket Number:	0000107467	12/17/2004	SAS 9.1 loan
Ticket Number:	0000107535	12/20/2004	Password reset
Ticket Number:	0000107766	12/27/2004	password reset
Ticket Number:	0000107781	12/28/2004	password for myUMBC reset
Ticket Number:	0000107552	12/20/2004	password reset
Ticket Number:	0000106908	12/08/2004	12/8/04 6:00 pm SAS 9.1.2 7 disk set checkout
Ticket Number:	0000106749	12/06/2004	password reset
Ticket Number:	0000106786	12/07/2004	Password reset
ramosm1	<u>Total:</u>	2	
Closed	<u>Total:</u>	2	
Ticket Number:	0000106640	12/04/2004	Your eBay Account Could be Suspended
Ticket Number:	0000107079	12/11/2004	US GreenCard -Last 2 weeks Year 2004
stevens3	<u>Total:</u>	3	
Closed	<u>Total:</u>	3	
Ticket Number:	0000107306	12/15/2004	Can not log in to resnet
Ticket Number:	0000106542	12/02/2004	user checked out the spss CD
Ticket Number:	0000106752	12/06/2004	SAS 9.1.2 checkout

Count of Ticket Number / Create Date

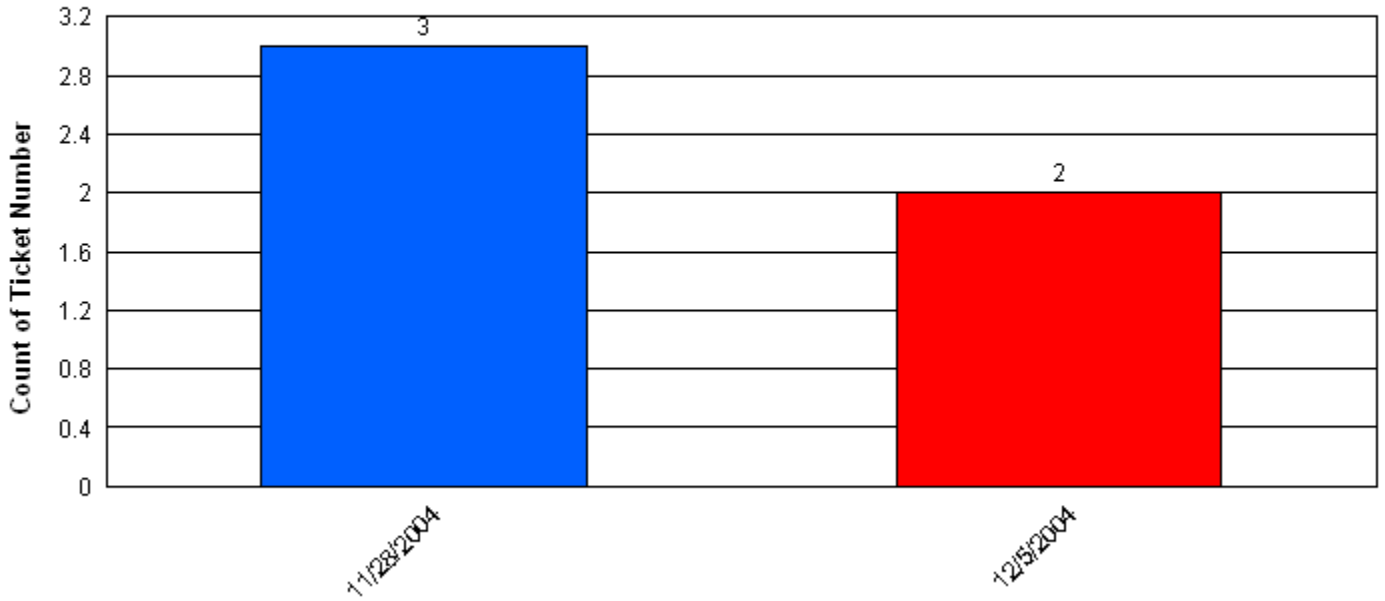
For Helpdesk



Human Resources		<u>Create</u> <u>Date</u>	<u>Short Description</u>
Total:		5	
mcnamara		Total: 1	
Closed		Total: 1	
Ticket Number:	0000106631	12/03/2004	Incorrect description for Action Reason
rsanders		Total: 4	
Closed		Total: 4	
Ticket Number:	0000106405	12/01/2004	concern on 2 depts using same position number
Ticket Number:	0000106628	12/03/2004	[Fwd: Dept Budget Earnings (DBE) Request Quick Reference Guide]
Ticket Number:	0000106923	12/09/2004	re: PeopleSoft - Change Par Report
Ticket Number:	0000107010	12/09/2004	Human Resources PeopleSoft Authorization Form?

Count of Ticket Number / Create Date

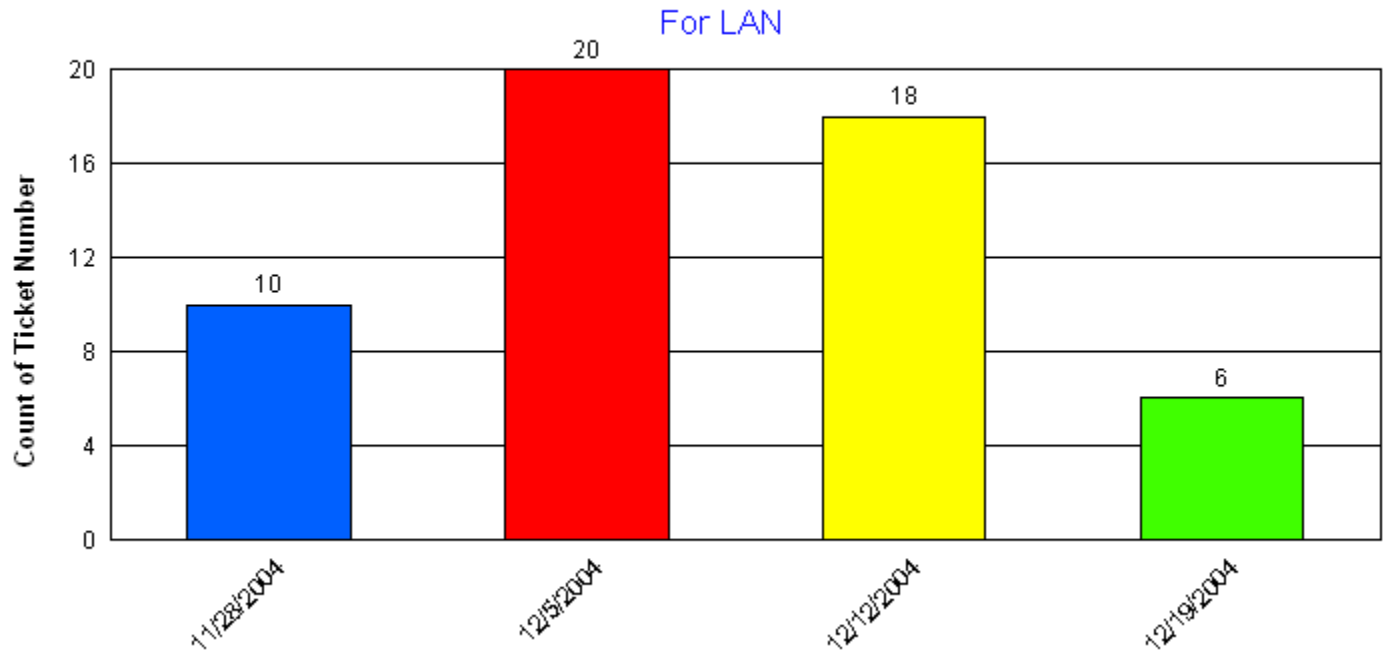
For Human Resources



LAN	Total:	<u>Create</u> Date	Short Description
enoch	54		
	<u>Total:</u>	48	
Resolved		<u>Total:</u>	1
Ticket Number: 0000106555		12/02/2004	Novell printer psyc_HP1300N_2 printer will not print. Saying printin
Closed		<u>Total:</u>	47
Ticket Number: 0000107297		12/15/2004	User wallace in dept. DPET needs novell password reset. x55556
Ticket Number: 0000107310		12/15/2004	User: kflest1 for dept gradschool needs access to I:/ drive in deans of
Ticket Number: 0000107316		12/15/2004	access to construction service context
Ticket Number: 0000107403		12/16/2004	Novell/AD Account Creation
Ticket Number: 0000107459		12/17/2004	Please create a Novell account for Vernon McGlothin
Ticket Number: 0000107477		12/17/2004	Novell Accounts
Ticket Number: 0000107688		12/22/2004	User needs his novell account to have access to the J: drive.
Ticket Number: 0000107737		12/23/2004	new Novell account
Ticket Number: 0000107738		12/23/2004	Reset users password.
Ticket Number: 0000107691		12/22/2004	After this morning's outage the psyc_xerox470Printer came back onl
Ticket Number: 0000107529		12/20/2004	User: bezwada changes novell password using ctrl-alt-del but when he
Ticket Number: 0000107464		12/17/2004	Problem with software which uses Novell system
Ticket Number: 0000107406		12/16/2004	Printer Access
Ticket Number: 0000107351		12/16/2004	Novell account
Ticket Number: 0000107315		12/15/2004	access to Finance folder on Athletics shared drive
Ticket Number: 0000107309		12/15/2004	Novell Login Error
Ticket Number: 0000106795		12/07/2004	Novell Account
Ticket Number: 0000107126		12/13/2004	Cannot log in
Ticket Number: 0000107155		12/13/2004	Customer needs profile reset
Ticket Number: 0000107233		12/14/2004	Add Printer to customer's available printers
Ticket Number: 0000107198		12/14/2004	Access to OIA HP4500
Ticket Number: 0000107134		12/13/2004	User saved a file in My Documents and now it is gone.
Ticket Number: 0000107123		12/13/2004	Novell Account
Ticket Number: 0000107069		12/10/2004	Re: Ticket 107042 - NOVELL
Ticket Number: 0000106884		12/08/2004	Needs to have printers installed on a computer.
Ticket Number: 0000106959		12/09/2004	reset passcode for student assistant
Ticket Number: 0000107042		12/10/2004	Novell Account
Ticket Number: 0000106834		12/07/2004	user needs access to the department I drive
Ticket Number: 0000107412		12/16/2004	User: pj needs AD password reset.
Ticket Number: 0000106734		12/06/2004	Dee needs her Novell account mirrored after Ed Hinke.
Ticket Number: 0000106728		12/06/2004	[Fwd: Regarding S/w installation on Perry m/c at circulation]
Ticket Number: 0000106705		12/06/2004	Stefanie needs her Windows/AD password changed.
Ticket Number: 0000106703		12/06/2004	Irby needs his Windows/AD password changed.
Ticket Number: 0000106702		12/06/2004	New OIT employee needs printer access
Ticket Number: 0000106687		12/06/2004	New employee - Financial Services
Ticket Number: 0000106682		12/06/2004	H drive increase for chesebro -asking for 100 megs
Ticket Number: 0000106606		12/03/2004	User: eveirman needs novell account for econ department. Memo Rec
Ticket Number: 0000106605		12/03/2004	User: jfrancis needs novell account for econ department. Memo Receiv
Ticket Number: 0000106744		12/06/2004	Novell/AD Account Creation
Ticket Number: 0000106591		12/03/2004	User kausum1
Ticket Number: 0000106581		12/03/2004	Irby is getting errors in his Novell login script and it hangs.
Ticket Number: 0000106562		12/02/2004	mirror shaffer and irby's with morgan's.
Ticket Number: 0000106541		12/02/2004	User is logging in at novell.umbc.edu. Uses login: username.web.umb
Ticket Number: 0000106452		12/01/2004	Can't login to Novell Account
Ticket Number: 0000106718		12/06/2004	Users account goes to the logout screen after about a minute.
Ticket Number: 0000106627		12/03/2004	Larry needs access to the "accounting.umbc" Shared I:\ drive.
Ticket Number: 0000106828		12/07/2004	New employee login needed
jesse		<u>Total:</u>	1
Closed		<u>Total:</u>	1
Ticket Number: 0000106589		12/03/2004	j drive is not listed for user

vladimir		<u>Create</u>	<u>Short Description</u>
		<u>Date</u>	
Resolved		Total: 5	
Ticket Number:	0000107739	12/23/2004	Work Order Request
Closed		Total: 4	
Ticket Number:	0000106814	12/07/2004	problem with network scanner
Ticket Number:	0000106823	12/07/2004	ChemHP2100TN ,chemHP2100_2, chemHP2100 printer queues nee
Ticket Number:	0000106717	12/06/2004	Tina is getting an error in her Novell login script.
Ticket Number:	0000106736	12/06/2004	Novell drive needed for department user

Count of Ticket Number / Create Date



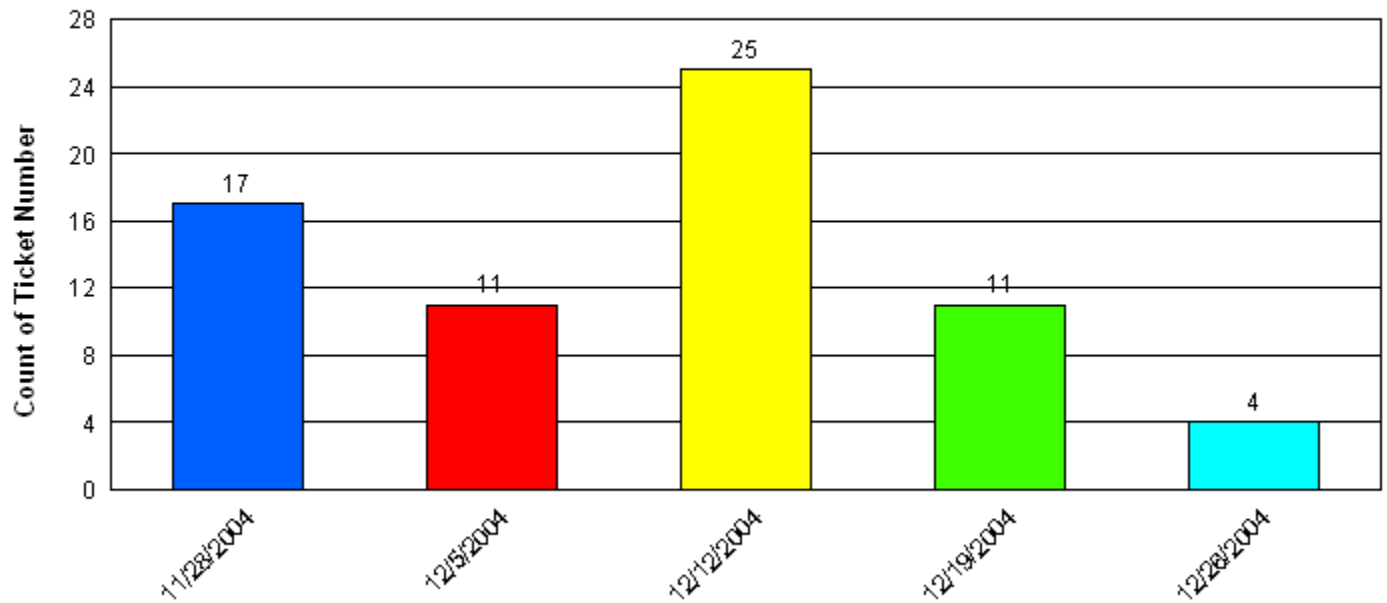
New Media	<u>Total:</u>	<u>Create</u> <u>Date</u>	<u>Short Description</u>
NewMedia:BlackBoard	68		
Closed	<u>Total:</u>	1	
Ticket Number: 0000107160 ebenson1		12/13/2004	psyc - trying to download gb and asking for a delimiter
Resolved	<u>Total:</u>	5	
Ticket Number: 0000107763		12/26/2004	Blackboard NEW Course: Assign to New Media: Blackboard
Closed	<u>Total:</u>	4	
Ticket Number: 0000107573		12/21/2004	Banned file: private_01_warranties.zip in mail from you
Ticket Number: 0000107643		12/22/2004	Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number: 0000107176		12/14/2004	Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number: 0000107243		12/14/2004	User is teaching SOC698B and the class is in previous instructor Stev
fritz	<u>Total:</u>	3	
Closed	<u>Total:</u>	3	
Ticket Number: 0000106993		12/09/2004	Bob Preston needs an intranet site for just Financial Services.
Ticket Number: 0000107023		12/10/2004	Spring courses
Ticket Number: 0000106536		12/02/2004	Blackboard Problem

rarmstro		<u>Create</u>	<u>Short Description</u>
		<u>Date</u>	
Resolved		<u>Total:</u>	49
		<u>Total:</u>	4
Ticket Number:	0000107717	12/22/2004	Blackboard truble
Ticket Number:	0000107800	12/29/2004	courses for winter 2005 session
Ticket Number:	0000107795	12/29/2004	RUSS 311
Ticket Number:	0000107789	12/28/2004	can't download BB grades using firefox
Closed		<u>Total:</u>	45
Ticket Number:	0000107314	12/15/2004	Blackboard Course creation
Ticket Number:	0000107338	12/16/2004	Blackboard COPY Course: Assign to New Media: Blackboard
Ticket Number:	0000107358	12/16/2004	User needs to unlock two student online exams
Ticket Number:	0000107365	12/16/2004	Blackboard COPY Course: Assign to New Media: Blackboard
Ticket Number:	0000107395	12/16/2004	Bb On-Line Exam Problem
Ticket Number:	0000107417	12/16/2004	Blackboard DELETE Course: Assign to New Media: Blackboard
Ticket Number:	0000107420	12/16/2004	Blackboard DELETE Course: Assign to New Media: Blackboard
Ticket Number:	0000107423	12/16/2004	Blackboard DELETE Course: Assign to New Media: Blackboard
Ticket Number:	0000107713	12/22/2004	Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number:	0000107562	12/20/2004	Bb6.0 - preserving discussion board entries
Ticket Number:	0000107505	12/20/2004	Course mistake
Ticket Number:	0000107493	12/19/2004	No subject
Ticket Number:	0000107486	12/18/2004	shell for MLL 301
Ticket Number:	0000107441	12/17/2004	question
Ticket Number:	0000107421	12/16/2004	Blackboard DELETE Course: Assign to New Media: Blackboard
Ticket Number:	0000107419	12/16/2004	Blackboard DELETE Course: Assign to New Media: Blackboard
Ticket Number:	0000107422	12/16/2004	Blackboard DELETE Course: Assign to New Media: Blackboard
Ticket Number:	0000107388	12/16/2004	user can not access a test on blackboard
Ticket Number:	0000107364	12/16/2004	Blackboard COPY Course: Assign to New Media: Blackboard
Ticket Number:	0000107360	12/16/2004	For course poly250 user can't see her participation in gradebook and i
Ticket Number:	0000107339	12/16/2004	Blackboard COPY Course: Assign to New Media: Blackboard
Ticket Number:	0000106861	12/08/2004	error on test deployment
Ticket Number:	0000106905	12/08/2004	Re: Turnitin Assignment
Ticket Number:	0000107016	12/09/2004	BB-create class
Ticket Number:	0000107067	12/10/2004	Events calendar in Blackboard
Ticket Number:	0000106490	12/02/2004	Blackboard DELETE Course: Assign to New Media: Blackboard
Ticket Number:	0000106398	12/01/2004	Problems with Blackboard at UMBC
Ticket Number:	0000106643	12/04/2004	Customer unable to submit discussion board entries in blackboard
Ticket Number:	0000106830	12/07/2004	Blackboard community request
Ticket Number:	0000106397	12/01/2004	Problems with Blackboard
Ticket Number:	0000106616	12/03/2004	ticket 106139
Ticket Number:	0000106771	12/06/2004	User wants a Winter Course set up
Ticket Number:	0000106746	12/06/2004	public affairs/scholars program blackboard site
Ticket Number:	0000107438	12/17/2004	Blackboard community Mechanical Engineering
Ticket Number:	0000106553	12/02/2004	SOCY 300
Ticket Number:	0000106540	12/02/2004	PROBLEM with Bb Questions & Answers
Ticket Number:	0000106535	12/02/2004	Blackboard Community Request: Assign to New Media: Blackboard
Ticket Number:	0000106517	12/02/2004	socy 600
Ticket Number:	0000106489	12/02/2004	+Blackboard DELETE Course: Assign to New Media: Blackboard
Ticket Number:	0000106488	12/02/2004	blackboard problem
Ticket Number:	0000106484	12/01/2004	answers to Help Desk questions ticket ID#0000106398
Ticket Number:	0000106460	12/01/2004	Group Management
Ticket Number:	0000107379	12/16/2004	Blackboard COPY Course: Assign to New Media: Blackboard
Ticket Number:	0000106442	12/01/2004	Difficulty with New System...
Ticket Number:	0000106491	12/02/2004	Blackboard DELETE Course: Assign to New Media: Blackboard

<u>vergil</u>		<u>Create</u>	<u>Short Description</u>
		<u>Date</u>	
Resolved		Total: 10	
Ticket Number:	0000107719	12/23/2004	Request for URL change (Assign to Webdev)
Ticket Number:	0000107747	12/23/2004	User is director of hillel and wants to have access to sta.umbc.edu/orgs/
Closed		Total: 8	
Ticket Number:	0000107377	12/16/2004	Request to Create Analog Webstat Account for Transit Site
Ticket Number:	0000107541	12/20/2004	Request to Add cparke3 to ACL of IMC website
Ticket Number:	0000106796	12/07/2004	Soc Website - sending mail
Ticket Number:	0000107122	12/13/2004	departmental website activation request
Ticket Number:	0000107502	12/20/2004	Request for URL change (Assign to Webdev)
Ticket Number:	0000107378	12/16/2004	Analog Webstat Account Requested
Ticket Number:	0000106416	12/01/2004	Request for URL change (Assign to Webdev)
Ticket Number:	0000106774	12/07/2004	Request for URL change (Assign to Webdev)

Count of Ticket Number / Create Date

For New Media



		<u>Create</u>	<u>Short Description</u>
		<u>Date</u>	
OIT BSG Non People	Total:	171	
BSG:Operational_Support	Total:	32	
Closed	Total:	32	
Ticket Number:	0000106808	12/07/2004	OSWP Reports Printed
Ticket Number:	0000106471	12/01/2004	Gloria Cameron/Security Password Reset
Ticket Number:	0000106498	12/02/2004	OSWP Printer changed from UC207 to ACIV467B
Ticket Number:	0000106501	12/02/2004	MVBR4023
Ticket Number:	0000106499	12/02/2004	MVBR4024 Tape #055
Ticket Number:	0000106502	12/02/2004	HPUMBC1,2 3 Tape Change
Ticket Number:	0000106695	12/06/2004	Password Reset/USR0003.LIB
Ticket Number:	0000106791	12/07/2004	Reactivate User in Reflections
Ticket Number:	0000106787	12/07/2004	MVBR4025
Ticket Number:	0000106782	12/07/2004	HP Labels/Admissions
Ticket Number:	0000106781	12/07/2004	HPUMBC1,2,3 Tape Rotation
Ticket Number:	0000106623	12/03/2004	ECON 102 J. Palmateer
Ticket Number:	0000106503	12/02/2004	Labels for Admissions/Grad School
Ticket Number:	0000106500	12/02/2004	MVBM4009M Tape#400
Ticket Number:	0000107265	12/15/2004	HPUMB1,2 and 3 Tapes
Ticket Number:	0000107209	12/14/2004	Reflections Account: Debrayta Melvin
Ticket Number:	0000107208	12/14/2004	MVBM4009 Tape#202
Ticket Number:	0000106935	12/09/2004	HPUMBC1,2,3 Tape change
Ticket Number:	0000106936	12/09/2004	Labels for GADM/Admissions
Ticket Number:	0000107199	12/14/2004	AXBR4574
Ticket Number:	0000107267	12/15/2004	Labels for Grad School/Admissions/Career Devlp
Ticket Number:	0000107298	12/15/2004	USR022.LIB Gene Vitak Unable to access reflections
Ticket Number:	0000107348	12/16/2004	Betty needs starla,usr0266.sar reactivated
Ticket Number:	0000107299	12/15/2004	USR0272.SAR and USR0276.SAR Add Account Change/Merge Up
Ticket Number:	0000107595	12/21/2004	Usr not able to access SAR Adjust
Ticket Number:	0000107676	12/22/2004	LAbels for GADM.UADM
Ticket Number:	0000107733	12/23/2004	need sec pw for usr0335.genl reset
Ticket Number:	0000107677	12/22/2004	UABR1632 Job recreated
Ticket Number:	0000107675	12/22/2004	Tapes Changed/HPUMBC1,2,3
Ticket Number:	0000107594	12/21/2004	Abort User Session
Ticket Number:	0000107472	12/17/2004	User needed help with password
Ticket Number:	0000107268	12/15/2004	RDBM2003 Grade Sheets

BSG:Web_Infrastructure

Create

Date

Total: 127

Short Description

<u>Closed</u>	<u>Create Date</u>	<u>Total:</u>	<u>Short Description</u>
		127	
Ticket Number: 0000107433	12/17/2004		PSYC 331 Warwick
Ticket Number: 0000107287	12/15/2004		PSYC 332 Blass
Ticket Number: 0000107301	12/15/2004		sonogrpahy - werner/umbctrainingcenters
Ticket Number: 0000107591	12/21/2004		PHYS 111 Dymski/Final
Ticket Number: 0000107589	12/21/2004		PHYS111 Dymski
Ticket Number: 0000107579	12/21/2004		psyc332 - mcnary
Ticket Number: 0000107578	12/21/2004		psyc320 - mcnary
Ticket Number: 0000107577	12/21/2004		ellis - need raw data file
Ticket Number: 0000107576	12/21/2004		geog120 - ellis
Ticket Number: 0000107580	12/21/2004		phys105 - dymski
Ticket Number: 0000107532	12/20/2004		biol302L-sandoz
Ticket Number: 0000107531	12/20/2004		biol100 - lake
Ticket Number: 0000107658	12/22/2004		ECON 102 M. Thomas
Ticket Number: 0000107657	12/22/2004		ECON 101 M. thomas
Ticket Number: 0000107656	12/22/2004		Sociology 300/201 A. Silva
Ticket Number: 0000107655	12/22/2004		PSYC 304 Freiberg
Ticket Number: 0000107654	12/22/2004		EHS 302 Polk
Ticket Number: 0000107653	12/22/2004		EHS 471 Polk
Ticket Number: 0000107651	12/22/2004		EHS 473 Polk
Ticket Number: 0000107650	12/22/2004		CHEM 102L Brothers
Ticket Number: 0000107649	12/22/2004		BIOL 100/100H Sokolove
Ticket Number: 0000107530	12/20/2004		socy100 - trela
Ticket Number: 0000107522	12/20/2004		biol304 - miller
Ticket Number: 0000107521	12/20/2004		anth211 - san antonio
Ticket Number: 0000107520	12/20/2004		geog110 - dubois
Ticket Number: 0000107517	12/20/2004		BIOL 442 Eisenmann/Brewster
Ticket Number: 0000107508	12/20/2004		ECON 122/ALL Davis
Ticket Number: 0000107507	12/20/2004		ECON 121/601 Croteau
Ticket Number: 0000107399	12/16/2004		PSYC 331 Exam 2 Warwick
Ticket Number: 0000107392	12/16/2004		sowk260 - lawrence-webb
Ticket Number: 0000107391	12/16/2004		socy/wmst353 - morgan
Ticket Number: 0000107389	12/16/2004		socy470 - bembry
Ticket Number: 0000107390	12/16/2004		socy/wmst353 - morgan
Ticket Number: 0000107588	12/21/2004		Abnormal Psy/Lisa Jordan
Ticket Number: 0000107313	12/15/2004		poli250 - fletcher/ver b
Ticket Number: 0000107312	12/15/2004		poli250 - fletcher/ver a
Ticket Number: 0000107289	12/15/2004		PSYC 335 Provine
Ticket Number: 0000107664	12/22/2004		PSYC 356 Rabin
Ticket Number: 0000107663	12/22/2004		CHEM 101 Perks
Ticket Number: 0000107662	12/22/2004		SOWK 260 Lawrence-Webb
Ticket Number: 0000107661	12/22/2004		BIOL 108/101 Weber
Ticket Number: 0000107660	12/22/2004		PSYC/Richman
Ticket Number: 0000107659	12/22/2004		ECON 102/301 Palmateer
Ticket Number: 0000107729	12/23/2004		econ312 - ng
Ticket Number: 0000107593	12/21/2004		BIOL 301/Omland,Freeland,Leipis
Ticket Number: 0000107592	12/21/2004		SOCY/WMST 332 Lottes
Ticket Number: 0000107732	12/23/2004		psyc342 - anderson
Ticket Number: 0000107731	12/23/2004		psyc342 sg -anderson
Ticket Number: 0000107730	12/23/2004		econ312 - ng
Ticket Number: 0000107699	12/22/2004		chem351 - hosmane
Ticket Number: 0000107698	12/22/2004		chem351 - hosmane
Ticket Number: 0000107697	12/22/2004		chem351 - hosmane
Ticket Number: 0000107696	12/22/2004		milller - geog111
Ticket Number: 0000107674	12/22/2004		CHEM 300 Fabris

	<u>Create</u>	<u>Date</u>	<u>Short Description</u>
Ticket Number:	0000107673	12/22/2004	ECON 101/1801 T. Keyes
Ticket Number:	0000107672	12/22/2004	ECON 101/1701 T.Keyes
Ticket Number:	0000107671	12/22/2004	BIOL 303 Blumberg/Kloetzel
Ticket Number:	0000107670	12/22/2004	Chem 101 Perks
Ticket Number:	0000107669	12/22/2004	BIOL 301 Freeland/Omland/Leips
Ticket Number:	0000107667	12/22/2004	PSYC 285 Dahlquist
Ticket Number:	0000107666	12/22/2004	PSYC 382 Dahlquist
Ticket Number:	0000107665	12/22/2004	BIOL 251 Fleischman
Ticket Number:	0000107456	12/17/2004	psyc390 - rabin
Ticket Number:	0000107455	12/17/2004	stat121 - kegan
Ticket Number:	0000107454	12/17/2004	biol302 - gethmann
Ticket Number:	0000107446	12/17/2004	Abnormal Psyc/Lisa Jordan
Ticket Number:	0000107445	12/17/2004	PSYC 370 PProvine
Ticket Number:	0000107288	12/15/2004	PSYC 340 Blass
Ticket Number:	0000106806	12/07/2004	PSYC 100/201 R. Starr
Ticket Number:	0000106807	12/07/2004	CHEM123 Tara Carpenter
Ticket Number:	0000107182	12/14/2004	biol109 - caruso
Ticket Number:	0000107181	12/14/2004	psyc205 - freiberg
Ticket Number:	0000107149	12/13/2004	chem101 - carpenter
Ticket Number:	0000107148	12/13/2004	psyc100 - freiberg
Ticket Number:	0000107132	12/13/2004	PSYC 100/101 Rescore Freiberg
Ticket Number:	0000107131	12/13/2004	ECON 312/401 Carpenter
Ticket Number:	0000107260	12/15/2004	PSYC 100/301 OBrien
Ticket Number:	0000107046	12/10/2004	biol100 - lake
Ticket Number:	0000107025	12/10/2004	CSEE486 Frank Green
Ticket Number:	0000107205	12/14/2004	PSYC 200/ Schaeffer
Ticket Number:	0000107204	12/14/2004	BIOL 301 Rescore/Freeland
Ticket Number:	0000107203	12/14/2004	BIOL 301 Freeland
Ticket Number:	0000107202	12/14/2004	Schultz/Raw Data Scanned
Ticket Number:	0000107201	12/14/2004	CMSC/Katz
Ticket Number:	0000107200	12/14/2004	BIOL 304 MILLER
Ticket Number:	0000107195	12/14/2004	AXBR4573 DMULTI File
Ticket Number:	0000107184	12/14/2004	chem101 - perks
Ticket Number:	0000107183	12/14/2004	psyc200 - obrien
Ticket Number:	0000107258	12/15/2004	BIOL 303 Blumberg/Kloetzel
Ticket Number:	0000107229	12/14/2004	ehs345 - smith-cumberland
Ticket Number:	0000107228	12/14/2004	ecad210 - 0601 / armor
Ticket Number:	0000107227	12/14/2004	ecad210 - 0501 / armor
Ticket Number:	0000107221	12/14/2004	EHS 491 POLK
Ticket Number:	0000107220	12/14/2004	EHS/475 POLK
Ticket Number:	0000107207	12/14/2004	PSYC 385/101 McGuire
Ticket Number:	0000107206	12/14/2004	PSYC 335/201 McGuire
Ticket Number:	0000107262	12/15/2004	IS300/201 Smith
Ticket Number:	0000107257	12/15/2004	PSYC 380/201 Leslie Parker
Ticket Number:	0000107259	12/15/2004	PSYC 370/101 Provine
Ticket Number:	0000107263	12/15/2004	EHS345/Smith-Cumberland
Ticket Number:	0000106934	12/09/2004	CMSC/Katz
Ticket Number:	0000107434	12/17/2004	PSYC 100/301 O'Brien
Ticket Number:	0000107457	12/17/2004	sowk390J - dvorak
Ticket Number:	0000107264	12/15/2004	ECAD 360/101 Cohen
Ticket Number:	0000106812	12/07/2004	PSYC 342 Exam 6 Anderson
Ticket Number:	0000107362	12/16/2004	chem123 - carpenter
Ticket Number:	0000107344	12/16/2004	SOCY 101/201 Kelley-Moore
Ticket Number:	0000107342	12/16/2004	IFSM295/301 Nooruddin
Ticket Number:	0000107343	12/16/2004	SOCY 101/301 Kelley-Moore

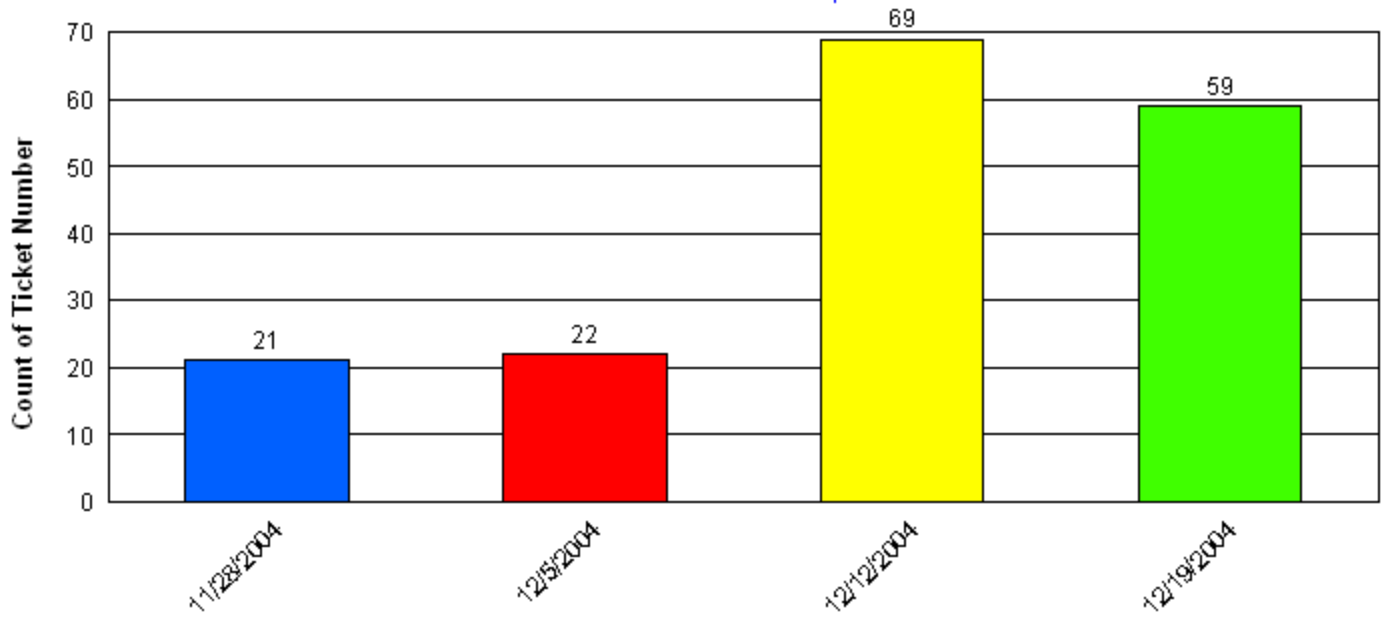
	<u>Create</u>	<u>Date</u>	<u>Short Description</u>
Ticket Number:	0000106968	12/09/2004	psyc342 - anderson
Ticket Number:	0000106624	12/03/2004	Sonography Program Scantrons
Ticket Number:	0000106620	12/03/2004	ECON 101/1701 and 1801
Ticket Number:	0000106552	12/02/2004	SOCY 300/201 A. Silva
Ticket Number:	0000106551	12/02/2004	PSYC 200/Sonnenschein
Ticket Number:	0000106550	12/02/2004	BIOL 100/Exam 3 Sokolove
Ticket Number:	0000106549	12/02/2004	SOCY.WMST332 Lottes
Ticket Number:	0000107432	12/17/2004	PSYC 335/101 Provine
Ticket Number:	0000107431	12/17/2004	PSYC 370/101 Provine
Ticket Number:	0000106470	12/01/2004	BIOL 430 McGraw
Ticket Number:	0000106468	12/01/2004	PSYC 100 Freiberg
Ticket Number:	0000106467	12/01/2004	BIOL 100/100H Sokolove
Ticket Number:	0000107320	12/15/2004	CHEM351 PERKS
Ticket Number:	0000107471	12/17/2004	psyc205 - freiberg
Ticket Number:	0000107470	12/17/2004	psyc100 - freiberg
Ticket Number:	0000106785	12/07/2004	IFSM 310 Frank Green
Ticket Number:	0000106784	12/07/2004	BIOL 251/Fleischman
Ticket Number:	0000106783	12/07/2004	Chem 102L/Brothers
blanchet		<u>Total:</u>	2
Closed		<u>Total:</u>	2
Ticket Number:	0000107501	12/20/2004	ABORT: ARBM4428
Ticket Number:	0000107275	12/15/2004	Needed to create flat files from CAMS data
dina		<u>Total:</u>	7
Closed		<u>Total:</u>	7
Ticket Number:	0000107408	12/16/2004	Help with cashier's office printer installation
Ticket Number:	0000107624	12/21/2004	Problem changing students grad major
Ticket Number:	0000106882	12/08/2004	Spring 2005 Courses not appearing on web schedule
Ticket Number:	0000106930	12/09/2004	ABORT: TCBR2203
Ticket Number:	0000106617	12/03/2004	Add new Academic Program
Ticket Number:	0000106618	12/03/2004	Users need access to HP program
Ticket Number:	0000106775	12/07/2004	ABORT: UABM1623,UABM1688,UABM1623
mikef		<u>Total:</u>	1
Closed		<u>Total:</u>	1
Ticket Number:	0000107047	12/10/2004	Rounding problem in final grades-email already sent to paul/mike
paulr		<u>Total:</u>	2
Closed		<u>Total:</u>	2
Ticket Number:	0000106486	12/02/2004	Work Order Request
Ticket Number:	0000106634	12/03/2004	problem accessing Software purchases link on myUMBC

Create
Date

Short Description

Count of Ticket Number / Create Date

For OIT BSG Non PeopleSoft



		<u>Create</u>	<u>Short Description</u>
OIT Business Systems: P		<u>Date</u>	
		Total: 154	
afinn		<u>Total: 3</u>	
Closed		<u>Total: 3</u>	
Ticket Number:	0000106625	12/03/2004	[Fwd: Re: myUMBC paradocs link fix]
Ticket Number:	0000106979	12/09/2004	Work Order Request
Ticket Number:	0000107319	12/15/2004	JOB set failing first time on new run control in FSTST
chriss		<u>Total: 27</u>	
Closed		<u>Total: 27</u>	
Ticket Number:	0000107354	12/16/2004	Stat Problems
Ticket Number:	0000107569	12/21/2004	Please set aside back-ups of specified Oracle instances for restore aft
Ticket Number:	0000107570	12/21/2004	Clone HRCA instance from Backup of HRDB3 from evening of 12/2
Ticket Number:	0000107559	12/20/2004	Restore HRDB3 from Backup Taken Morning of Mon. 12/20/04
Ticket Number:	0000107523	12/20/2004	pls backup HRDB3 and save backup
Ticket Number:	0000107571	12/21/2004	Clone HRDB2 instance from Backup of HRPRD from evening of 12
Ticket Number:	0000106801	12/07/2004	Refresh FSDEV
Ticket Number:	0000106809	12/07/2004	please run attached script in FSDEV
Ticket Number:	0000107153	12/13/2004	clear r25 oracle DB lock
Ticket Number:	0000107159	12/13/2004	stat
Ticket Number:	0000107285	12/15/2004	Backup HRDB3
Ticket Number:	0000107290	12/15/2004	Need indexes to be created in FSFIX
Ticket Number:	0000107197	12/14/2004	backup HRPRD around 12noon- 2 pm put into HRDB3
Ticket Number:	0000107186	12/14/2004	Pls restore HRDB1 from bkup of HRUAT 12/03/04
Ticket Number:	0000107151	12/13/2004	Copy tables in HRDB3
Ticket Number:	0000106996	12/09/2004	Issue for Z user access with Query 35
Ticket Number:	0000106975	12/09/2004	Please run attached scripts in FSDEV
Ticket Number:	0000106859	12/08/2004	Please run script in FSTST
Ticket Number:	0000107363	12/16/2004	Restore HRDB3 from Backup take mid-morning on Wed. 12/15/04
Ticket Number:	0000106516	12/02/2004	Please execute the attached script against the HRTST2 instance
Ticket Number:	0000106524	12/02/2004	Execute script in HRPRD
Ticket Number:	0000106763	12/06/2004	Please run attached script in FSDEV
Ticket Number:	0000106660	12/05/2004	Please clone HRDB2 from HRTST
Ticket Number:	0000106622	12/03/2004	Please run script in FSDEV - for retriever summary report
Ticket Number:	0000106612	12/03/2004	Run Script in FSDEV for run control record - new retriever summary r
Ticket Number:	0000106595	12/03/2004	STAT Approval
Ticket Number:	0000106520	12/02/2004	Update CPAYRUN_TBL in HRPRD
haddaway		<u>Total: 18</u>	
Closed		<u>Total: 18</u>	
Ticket Number:	0000106896	12/08/2004	Need the PS_RUN_GL_TRLBAL table to be re-altered in FSDEV
Ticket Number:	0000106412	12/01/2004	please run script (FSUAT) + (FSDEV)
Ticket Number:	0000106626	12/03/2004	Need a table to be altered in fsdev
Ticket Number:	0000106654	12/05/2004	Please execute the attached script against the HRTST instance
Ticket Number:	0000107440	12/17/2004	Execute scripts in HRPRD
Ticket Number:	0000107128	12/13/2004	View creation in HRTST2
Ticket Number:	0000107500	12/20/2004	ABORT: WHORL,WHBSARS, WHBLRC
Ticket Number:	0000107337	12/16/2004	Execute script in HRPRD
Ticket Number:	0000107545	12/20/2004	Please run attached script in FSDEV
Ticket Number:	0000107393	12/16/2004	Need the PS_RUN_FS_JNLDET table to be altered in FSDEV
Ticket Number:	0000107695	12/22/2004	please run attached script in FSDEV
Ticket Number:	0000107711	12/22/2004	Please run attached script in FSTST
Ticket Number:	0000107735	12/23/2004	please run script to update FSPRD Table
Ticket Number:	0000107736	12/23/2004	run sql to fix view
Ticket Number:	0000107724	12/23/2004	pls copy last night's bkup HRPRD to HRDB2
Ticket Number:	0000107708	12/22/2004	Create table in HRPRD
Ticket Number:	0000107396	12/16/2004	Perform Oracle Export on 3 tables in HRDB3.
Ticket Number:	0000107409	12/16/2004	Need the PS_RUN_GL_TRLBAL table to be altered in FSDEV

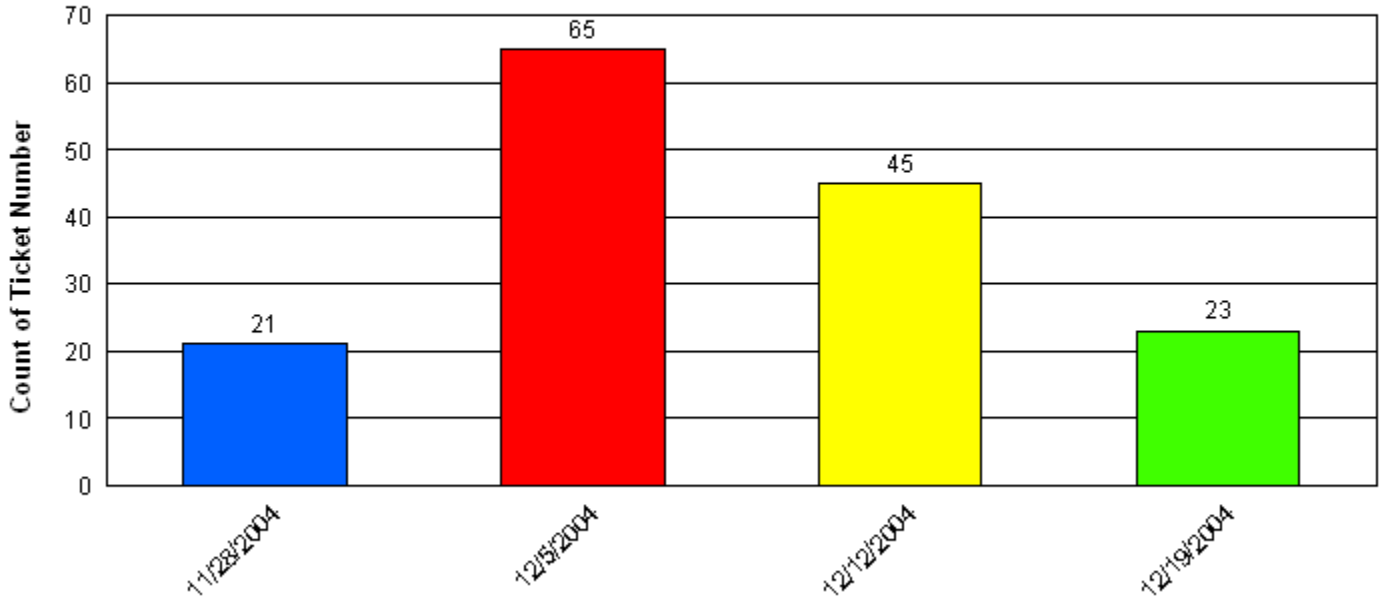
		<u>Create</u>		<u>Short Description</u>
		<u>Date</u>		
jeremy			<u>Total:</u> 45	
	<u>Closed</u>		<u>Total:</u> 45	
Ticket Number:	0000107304	12/15/2004		Grant read permissions for Debi Leal for HRPRD & HRDB3.
Ticket Number:	0000107322	12/15/2004		please runn attached script in HRPRD
Ticket Number:	0000107451	12/17/2004		Need the PS_RUN_GL_TRLBAL table to be altered in FSTST
Ticket Number:	0000107416	12/16/2004		Execute scripts in HRPRD
Ticket Number:	0000107411	12/16/2004		pls restore HRDB3 from the save tape from 12/15
Ticket Number:	0000107460	12/17/2004		Please run SQL in FSPRD * backup first*
Ticket Number:	0000107329	12/15/2004		Please run attchd script to zero leave balances
Ticket Number:	0000107328	12/15/2004		Pls backup HRPRD for payroll now
Ticket Number:	0000107327	12/15/2004		Pls restore HRDB3 from backup late this am and keep bckup
Ticket Number:	0000107323	12/15/2004		SQL+ access in HRDB1 Please
Ticket Number:	0000106798	12/07/2004		Need the PS_RUN_GL_TRLBAL table to have a change reversed in f
Ticket Number:	0000106872	12/08/2004		Please run attached script in FSTST
Ticket Number:	0000107217	12/14/2004		SQL+ access in HRDB2 Please
Ticket Number:	0000107216	12/14/2004		Table creation in HRTST2
Ticket Number:	0000107192	12/14/2004		Database Links
Ticket Number:	0000107135	12/13/2004		View creation in HRDEV
Ticket Number:	0000107065	12/10/2004		run script
Ticket Number:	0000107064	12/10/2004		Please execute the attached script against HRDB2 instance
Ticket Number:	0000107056	12/10/2004		Grant account STEPHEN write privs in HRDB2
Ticket Number:	0000107040	12/10/2004		Need the PS_RUN_FS_JNLDET table to be altered in FSUAT
Ticket Number:	0000107041	12/10/2004		Need the PS_RUN_GL_TRLBAL table to be altered in FSUAT
Ticket Number:	0000107009	12/09/2004		Clone FSPRD -> FSSBX
Ticket Number:	0000106988	12/09/2004		Please grant WRITE privs in HRDB1 to account 'stephen'
Ticket Number:	0000106985	12/09/2004		Please restore HRUAT from backup of 12/03/04 -- Do NOT put in t
Ticket Number:	0000106943	12/09/2004		Please run attached script in FSTST
Ticket Number:	0000106924	12/09/2004		SQL Password Expiration
Ticket Number:	0000106800	12/07/2004		Need the PS_RUN_GL_TRLBAL table to be altered in FSDEV
Ticket Number:	0000106824	12/07/2004		please run script
Ticket Number:	0000106560	12/02/2004		Pls create an Oracle user id for me in hrtst2 - userid = byron
Ticket Number:	0000106792	12/07/2004		Need SQL access in FSPRD for PSOPRCLS
Ticket Number:	0000106790	12/07/2004		Test mail
Ticket Number:	0000106632	12/03/2004		Need a table to be altered in fsuat
Ticket Number:	0000106564	12/02/2004		Permissions still not correct in hrtst2 see attached
Ticket Number:	0000106554	12/02/2004		Execute script in HRPRD
Ticket Number:	0000106478	12/01/2004		This script needs to be run ASAP - it will zero out leave
Ticket Number:	0000106475	12/01/2004		Pls backup of HRPRD - needed for PAYROLL processing
Ticket Number:	0000106465	12/01/2004		Pls execute this script against HRPRD - buffer error
Ticket Number:	0000106410	12/01/2004		Run Script in FSUAT - for Retriever Summary Reports
Ticket Number:	0000107450	12/17/2004		Need the PS_RUN_FS_JNLDET table to be altered in FSTST
Ticket Number:	0000107055	12/10/2004		Reset password in HRDB2 for account STEPHEN
Ticket Number:	0000106759	12/06/2004		Please grant HR Developers read/write access to HRTST and HRUA
Ticket Number:	0000106758	12/06/2004		give write privs to account STEPHEN in HRTST
Ticket Number:	0000106755	12/06/2004		Please grant Narayan Chakrapani (username 'narayan') oracle access t
Ticket Number:	0000106742	12/06/2004		Copy table data to FSDEV
Ticket Number:	0000106713	12/06/2004		SQL+ access in HRDB1 Please

	<u>Create</u>	<u>Date</u>	<u>Short Description</u>
jgood	<u>Total:</u>	8	
Closed	<u>Total:</u>	8	
Ticket Number: 0000106451	12/01/2004	run finweb_pop.sh tomorrow at 4:00AM through CF Engine	
Ticket Number: 0000107281	12/15/2004	PS Finance - webpa2.ps, sa-webpa2.ps are critical	
Ticket Number: 0000106686	12/06/2004	backup schedule for HRDBx	
Ticket Number: 0000106961	12/09/2004	Add 3 services	
Ticket Number: 0000106966	12/09/2004	Pls recompile the COBOL pgms in new HRDB1... databases	
Ticket Number: 0000107250	12/14/2004	Netsaint notification Email change	
Ticket Number: 0000106962	12/09/2004	Batch Jobs ending with Time Out Error	
Ticket Number: 0000107607	12/21/2004	Please turn off HRDB1 instance and turn on HRCA instance	
jking	<u>Total:</u>	15	
Closed	<u>Total:</u>	15	
Ticket Number: 0000107308	12/15/2004	permission error on fs84 dir	
Ticket Number: 0000107554	12/20/2004	SQRs fail to execute in development/test instances	
Ticket Number: 0000107382	12/16/2004	PSHR -User id and password invalid on logging in	
Ticket Number: 0000107509	12/20/2004	FW: The Process Instance (162713 - Process: (FSPECBLD) compl	
Ticket Number: 0000107605	12/21/2004	derek fsprd access	
Ticket Number: 0000107385	12/16/2004	access to HR denied	
Ticket Number: 0000106793	12/07/2004	Netsaint alerts from last night	
Ticket Number: 0000107001	12/09/2004	FW: PeopleSoft error report	
Ticket Number: 0000106842	12/07/2004	FSSBX Upgrade	
Ticket Number: 0000107622	12/21/2004	Please Extend the Time-Out in TST	
Ticket Number: 0000106673	12/06/2004	20 min log out	
Ticket Number: 0000106677	12/06/2004	P-card Data Load	
Ticket Number: 0000106726	12/06/2004	Nvision	
Ticket Number: 0000106740	12/06/2004	Help URL	
Ticket Number: 0000106730	12/06/2004	is the report server down	
kirby	<u>Total:</u>	8	
Closed	<u>Total:</u>	8	
Ticket Number: 0000106701	12/06/2004	Setup Melba Fey for Z user access in HR	
Ticket Number: 0000106745	12/06/2004	Reset z account for Gina	
Ticket Number: 0000106846	12/08/2004	Add Jennifer Easterly as a Z user	
Ticket Number: 0000107024	12/10/2004	Z user access request from Corey Green	
Ticket Number: 0000106960	12/09/2004	Establish security	
Ticket Number: 0000106994	12/09/2004	New Z user for Corey Green	
Ticket Number: 0000107345	12/16/2004	Finance and HR Modules Do Not Agree - URGENT	
Ticket Number: 0000107743	12/23/2004	Setup 2 more Z users for Corey Green	
ostrove	<u>Total:</u>	4	
Closed	<u>Total:</u>	4	
Ticket Number: 0000107410	12/16/2004	Mary Hilton/Access to ByRequest	
Ticket Number: 0000106853	12/08/2004	Diebold - ORL - sever went down yesterday.	
Ticket Number: 0000107558	12/20/2004	bundles crystals	
Ticket Number: 0000106574	12/03/2004	Authorization Required errors	
psimon	<u>Total:</u>	7	
Closed	<u>Total:</u>	7	
Ticket Number: 0000106688	12/06/2004	myUMBC- E-travel request form not loading -see error msg	
Ticket Number: 0000106691	12/06/2004	1 eTravel form not working due to bad view after PT upgrade	
Ticket Number: 0000106788	12/07/2004	No Records in Staging table	
Ticket Number: 0000106851	12/08/2004	No Records in Staging table	
Ticket Number: 0000107180	12/14/2004	No Record in Staging Table	
Ticket Number: 0000107022	12/10/2004	No records in staging table	
Ticket Number: 0000106937	12/09/2004	No records in staging table	

<u>slong</u>		<u>Create Date</u>	<u>Short Description</u>
Closed		Total: 17	
Ticket Number:	0000106831	12/07/2004	Cannot run query to Excel
Ticket Number:	0000107242	12/14/2004	Locked JE
Ticket Number:	0000107218	12/14/2004	crystal report fixes
Ticket Number:	0000107212	12/14/2004	Custom Crystal SAREF Reports will not run since PT Upgrade
Ticket Number:	0000107115	12/13/2004	FIN WEB
Ticket Number:	0000107002	12/09/2004	RUMBA LOGON
Ticket Number:	0000106981	12/09/2004	Fw: invoices will not print
Ticket Number:	0000106906	12/08/2004	Grant Reports
Ticket Number:	0000106880	12/08/2004	Change Header Status
Ticket Number:	0000107349	12/16/2004	Pay File
Ticket Number:	0000107700	12/22/2004	1 AP Voucher Budget Check ended with Severe Error
Ticket Number:	0000107560	12/20/2004	1 Payment file for state failed to build
Ticket Number:	0000107516	12/20/2004	Journal Entry Needs to be Unlocked
Ticket Number:	0000107458	12/17/2004	1 SQL Delete needed on UM_VNDR_MD_INFO record
Ticket Number:	0000106461	12/01/2004	TST and DEV functional testing
Ticket Number:	0000106860	12/08/2004	2 Query - Cannot download to Excel
Ticket Number:	0000106743	12/06/2004	Menus missing
stephen		Total: 2	
Closed		Total: 2	
Ticket Number:	0000106409	12/01/2004	Security Revision
Ticket Number:	0000106833	12/07/2004	Security Modification

Count of Ticket Number / Create Date

For OIT Business Systems: PeopleSoft



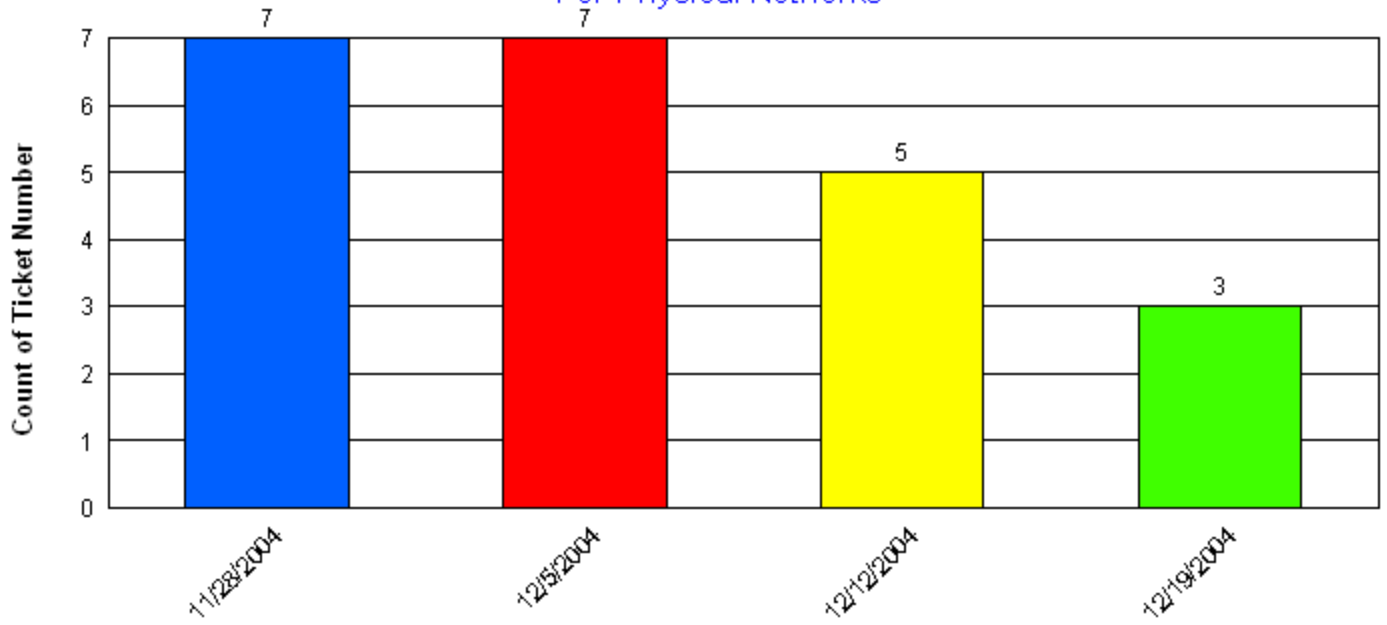
		<u>Create</u>		<u>Short Description</u>
		<u>Date</u>		
Physical Networks	Total:	22		
beakja1		<u>Total:</u>	6	
Closed		<u>Total:</u>	6	
Ticket Number: 0000106815		12/07/2004		Harbor Hall Room 163B. x28062. Jack not giving IP. His network ca
Ticket Number: 0000107058		12/10/2004		static ip for server
Ticket Number: 0000106532		12/02/2004		Work Order Request
Ticket Number: 0000106599		12/03/2004		novell account wormlab can't log in
Ticket Number: 0000106592		12/03/2004		Work Order Request
Ticket Number: 0000106435		12/01/2004		ACIV444: Dead jack
cmckin1		<u>Total:</u>	1	
Closed		<u>Total:</u>	1	
Ticket Number: 0000107685		12/22/2004		various web services down
damian		<u>Total:</u>	1	
Closed		<u>Total:</u>	1	
Ticket Number: 0000106662		12/05/2004		Slow ping times
rays1		<u>Total:</u>	2	
Resolved		<u>Total:</u>	2	
Ticket Number: 0000107705		12/22/2004		Dropping wireless connection in SS114
Ticket Number: 0000107510		12/20/2004		Work Order Request-Static ip
vicki		<u>Total:</u>	4	
Closed		<u>Total:</u>	4	
Ticket Number: 0000106933		12/09/2004		ORL Network outage c00393.umbc.edu (under ORL) unreachable
Ticket Number: 0000107168		12/13/2004		library network outage
Ticket Number: 0000106569		12/02/2004		UC Radio station WMBC cannot do streaming video. 410-590-4946
Ticket Number: 0000106765		12/06/2004		Jack Activation
zicka		<u>Total:</u>	8	
Closed		<u>Total:</u>	8	
Ticket Number: 0000107436		12/17/2004		Work Order Request-Would like static ip
Ticket Number: 0000106469		12/01/2004		Work Order Request
Ticket Number: 0000106887		12/08/2004		[lab] BS011PC05 is picking up a floater IP address
Ticket Number: 0000106423		12/01/2004		No internet in TRC252
Ticket Number: 0000106998		12/09/2004		need lines reconfigured
Ticket Number: 0000107193		12/14/2004		DNS Change
Ticket Number: 0000107367		12/16/2004		Need DHCP register - sorta urgent
Ticket Number: 0000107415		12/16/2004		FW: Library DHCP entries

Create
Date

Short Description

Count of Ticket Number / Create Date

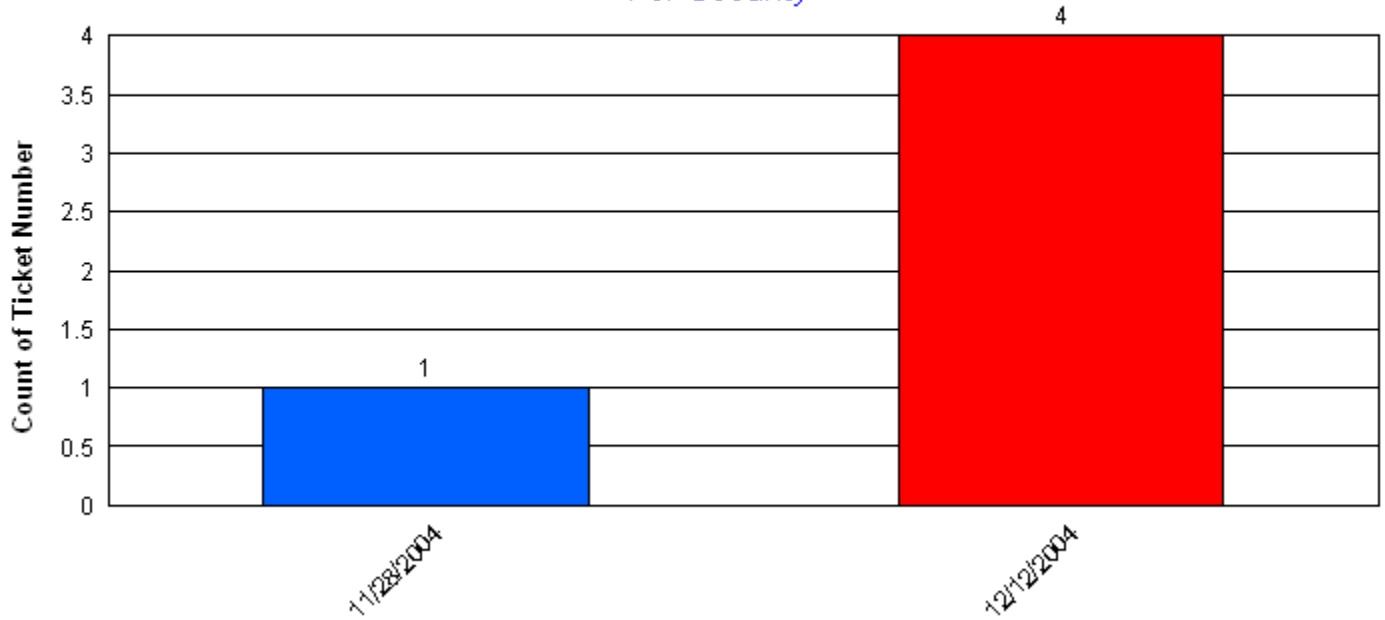
For Physical Networks



Security	Total:	Create Date	Short Description
akhant1	5		
Closed		Total: 4	
Ticket Number: 0000107335		12/16/2004	Universal Control Panel offers Multiple Connectivity Options
Ticket Number: 0000107481		12/18/2004	Infrared Specialty Cameras
Ticket Number: 0000107091		12/12/2004	Security Alert - Confirm Your WAMU Information
Ticket Number: 0000107107		12/12/2004	worm intrusion
andy		Total: 1	
Closed		Total: 1	
Ticket Number: 0000106421		12/01/2004	Please Check System for Unauthorized Access

Count of Ticket Number / Create Date

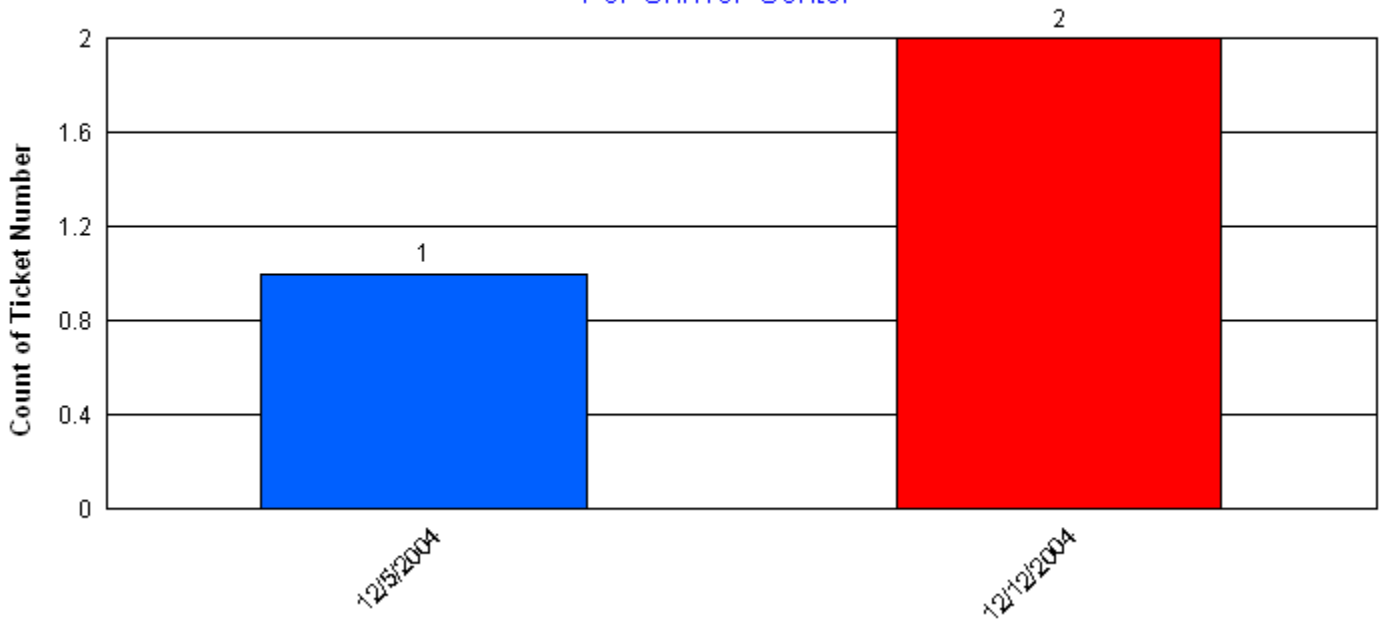
For Security



Shriver Center	Total:	Create Date	Short Description
psscott	3		
Closed	Total:	3	
Ticket Number: 0000106661		12/05/2004	Wipe laptop formerly used by Mary Chaput
Ticket Number: 0000107302		12/15/2004	Fw: my wireles laptop connection
Ticket Number: 0000107321		12/15/2004	AACo Network connection

Count of Ticket Number / Create Date

For Shriver Center



SysCore	Total:	<u>Create</u> <u>Date</u>	<u>Short Description</u>
	115		
banz		<u>Total:</u> 2	
Closed		<u>Total:</u> 2	
Ticket Number: 0000106916		12/08/2004	problems with login to GL servers; ssh not responding
Ticket Number: 0000106563		12/02/2004	web1.cs?
daleg		<u>Total:</u> 26	
Resolved		<u>Total:</u> 1	
Ticket Number: 0000107803		12/30/2004	No subject-
Closed		<u>Total:</u> 25	
Ticket Number: 0000107611		12/21/2004	Internal server errors, connections time out on registration functions
Ticket Number: 0000107723		12/23/2004	Unable to open email folders
Ticket Number: 0000107770		12/27/2004	User needs admin rights to a student website
Ticket Number: 0000107802		12/30/2004	Order Royal Replica Watches Online
Ticket Number: 0000107811		12/30/2004	Sierra Leone Research
Ticket Number: 0000107807		12/30/2004	Get MONEY BACK NOW.
Ticket Number: 0000107772		12/27/2004	No subject
Ticket Number: 0000107759		12/25/2004	Mail from TCF
Ticket Number: 0000107721		12/23/2004	[Fwd: QUOTA WARNING for your myUMBC account]
Ticket Number: 0000107679		12/22/2004	[Fwd: Spam Filter]
Ticket Number: 0000106878		12/08/2004	permissions needed on research site
Ticket Number: 0000107099		12/12/2004	SSH into gl.umbc.edu times out
Ticket Number: 0000107033		12/10/2004	Greatest Golf Gift Ever - Priced For Students
Ticket Number: 0000107005		12/09/2004	Quota Increase For Tarr
Ticket Number: 0000107098		12/12/2004	[Software request] Valgrind
Ticket Number: 0000107777		12/28/2004	Order Royal Replica Watches Online
Ticket Number: 0000106945		12/09/2004	Get Laid Tonight : Do you need a friend
Ticket Number: 0000106957		12/09/2004	Multiple Matlab lisencc issues being reported
Ticket Number: 0000106969		12/09/2004	The webmail, sftp and ssh fail to login, however, user can access myum
Ticket Number: 0000106909		12/08/2004	Problems with alumni account; sending email
Ticket Number: 0000106901		12/08/2004	New Micro- Cap Stock Opportunity
Ticket Number: 0000106659		12/05/2004	Help Research Students - Complete A Survey, Win Prizes
Ticket Number: 0000106776		12/07/2004	Linux mkisofs in depot not built w/ large file support
Ticket Number: 0000106668		12/06/2004	(somethin'good)Web List Request
Ticket Number: 0000106672		12/06/2004	URGENT - Action needed ASAP Re: Ticket 0000106206
jcgriego		<u>Total:</u> 9	
Closed		<u>Total:</u> 9	
Ticket Number: 0000106479		12/01/2004	password reset request for Oracle DB
Ticket Number: 0000107255		12/14/2004	Calendar account modification: displayed surname
Ticket Number: 0000107164		12/13/2004	Java source files
Ticket Number: 0000106827		12/07/2004	Peoplsoft page www.umbc.edu/peoplsoft gives server error when tr
Ticket Number: 0000107230		12/14/2004	student can not login to the oracle server.
Ticket Number: 0000107085		12/11/2004	Work Order Request
Ticket Number: 0000107007		12/09/2004	Oracle Calendar Resource Addition
Ticket Number: 0000106989		12/09/2004	user is unable to log in because she forgot her password
Ticket Number: 0000106856		12/08/2004	need a list of all UMBC faculty and staff usernames & email addresse

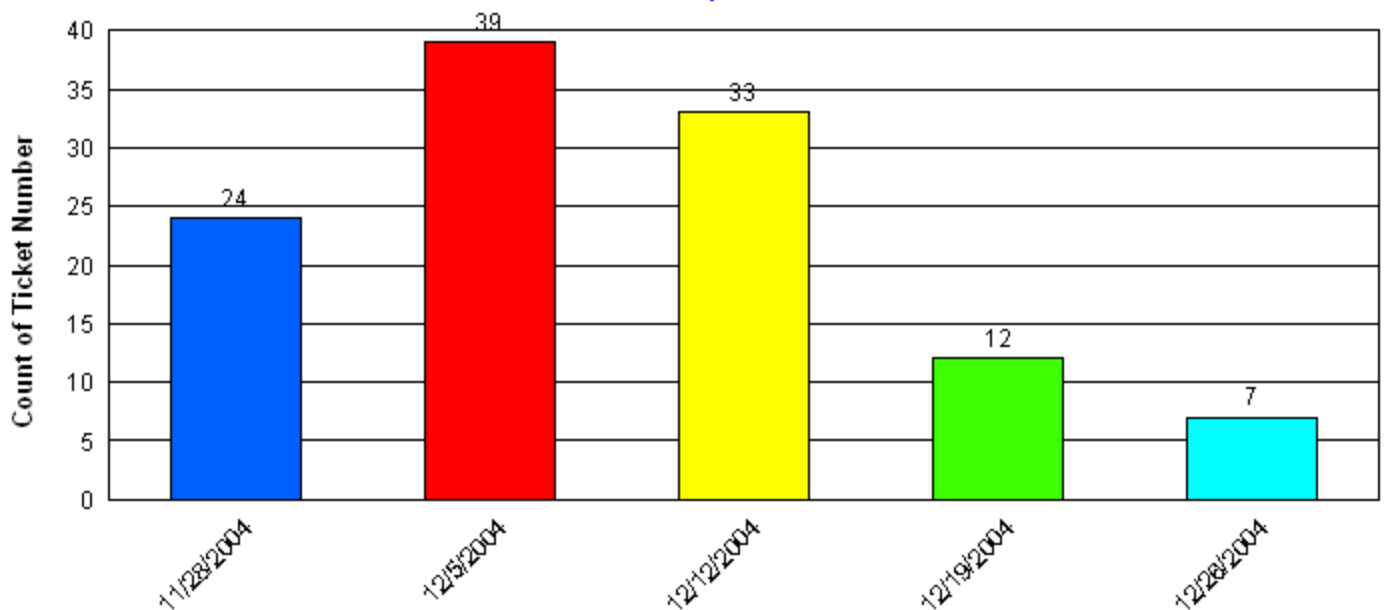
sbrown7		<u>Create</u>	<u>Short Description</u>
Resolved		<u>Date</u>	
		<u>Total:</u>	
Ticket Number:	0000107414	12/16/2004	User request account deletion and to put email forwarded to david@clo
Ticket Number:	0000107547	12/20/2004	user needs an account for a research project
		<u>Total:</u>	2

<u>Closed</u>	<u>Create Date</u>	<u>Total:</u>	<u>Short Description</u>
		76	
Ticket Number: 0000107253	12/14/2004		Mail received intended for sharia1@umbc.edu
Ticket Number: 0000107374	12/16/2004		User needs to have her inbox and trash/saved messages folder restore
Ticket Number: 0000107397	12/16/2004		Margaret Hall needs a Corporate Time account.
Ticket Number: 0000107707	12/22/2004		(llc)Web List Request
Ticket Number: 0000107680	12/22/2004		Work Order Request-afs permissions to modify ACTIVATE website
Ticket Number: 0000107553	12/20/2004		Addtl info for T107551-web storage quota (fwd)
Ticket Number: 0000107550	12/20/2004		Email Alias Correction Request
Ticket Number: 0000107551	12/20/2004		web storage quota
Ticket Number: 0000107514	12/20/2004		Email Account
Ticket Number: 0000107474	12/17/2004		Work Order Request
Ticket Number: 0000107473	12/17/2004		Create Web Space in Public
Ticket Number: 0000107466	12/17/2004		Uncontrollable spam
Ticket Number: 0000107452	12/17/2004		request for web site assistance
Ticket Number: 0000107427	12/16/2004		gl quota (fwd)
Ticket Number: 0000107424	12/16/2004		file reload request
Ticket Number: 0000107418	12/16/2004		Create Shared Mail Account
Ticket Number: 0000107404	12/16/2004		Calendar Account Creation
Ticket Number: 0000107376	12/16/2004		GL quota increase
Ticket Number: 0000107368	12/16/2004		Need listprocs created asap
Ticket Number: 0000107357	12/16/2004		List Deletion Request: DIVINLIB
Ticket Number: 0000107311	12/15/2004		Period of Indeliverable mail?
Ticket Number: 0000107300	12/15/2004		Philosophy webmaster
Ticket Number: 0000106802	12/07/2004		User's name is Toshihiko Takemura but someone put in system as Tak
Ticket Number: 0000106843	12/07/2004		(umbcleadershape2005)Web List Request
Ticket Number: 0000106820	12/07/2004		user wants to change her username and password.
Ticket Number: 0000106939	12/09/2004		(com)Web List Request
Ticket Number: 0000106964	12/09/2004		Calendar account for new staff
Ticket Number: 0000107461	12/17/2004		Please create a Corp Time calendar acct for Vernon McGlothlin
Ticket Number: 0000107241	12/14/2004		new account
Ticket Number: 0000107226	12/14/2004		List Deletion Request: AETECH
Ticket Number: 0000107225	12/14/2004		(somethingood)Web List Request
Ticket Number: 0000107187	12/14/2004		Work Order Request-Give admin access
Ticket Number: 0000107143	12/13/2004		Work Order Request
Ticket Number: 0000107139	12/13/2004		(jab)Web List Request
Ticket Number: 0000107103	12/12/2004		close my email account
Ticket Number: 0000107080	12/11/2004		Work Order Request
Ticket Number: 0000107051	12/10/2004		pettit needs an oracle account
Ticket Number: 0000107026	12/10/2004		Accounts for New Hire: Rachael Wallace
Ticket Number: 0000106973	12/09/2004		Corporate Timing
Ticket Number: 0000106967	12/09/2004		Calendar Account
Ticket Number: 0000106825	12/07/2004		Email restore
Ticket Number: 0000107169	12/13/2004		use lost files in a directory
Ticket Number: 0000106844	12/08/2004		(acpagovernance)Web List Request
Ticket Number: 0000106779	12/07/2004		linux2 showing critical in Netsaint
Ticket Number: 0000106601	12/03/2004		Work Order Request
Ticket Number: 0000106407	12/01/2004		(pshr)Web List Request
Ticket Number: 0000106411	12/01/2004		problems w/requests
Ticket Number: 0000106448	12/01/2004		Work Order Request
Ticket Number: 0000106753	12/06/2004		Kill my processes please
Ticket Number: 0000106747	12/06/2004		Calendar Account Creation
Ticket Number: 0000106731	12/06/2004		I require administrative functions under my.UMBC accounts.
Ticket Number: 0000106733	12/06/2004		Dee needs a Corporate Time account.
Ticket Number: 0000106727	12/06/2004		webadmin admin functions
Ticket Number: 0000106724	12/06/2004		(pat-cab)Web List Request

	<u>Create</u>	<u>Date</u>	<u>Short Description</u>
Ticket Number:	0000107232	12/14/2004	List Deletion Request: CTCTECH
Ticket Number:	0000107163	12/13/2004	Student unable to get access to pub directory
Ticket Number:	0000106664	12/05/2004	(learning)Web List Request
Ticket Number:	0000106754	12/06/2004	User Jessica Pollak moderates list serv ryanwhitemaryland@listproc.umb
Ticket Number:	0000106621	12/03/2004	Graduate would like userpage cleared.
Ticket Number:	0000106619	12/03/2004	listserv owner help
Ticket Number:	0000106585	12/03/2004	User needs a hercules account.
Ticket Number:	0000106584	12/03/2004	quick question
Ticket Number:	0000106579	12/03/2004	ACTIVATE2 listproc
Ticket Number:	0000106537	12/02/2004	(gest_jcet_staff)Web List Request
Ticket Number:	0000106534	12/02/2004	(cbe-search)Web List Request
Ticket Number:	0000106506	12/02/2004	(activateparticipants)Web List Request
Ticket Number:	0000106474	12/01/2004	lpUMBC Feedback: Comments
Ticket Number:	0000106466	12/01/2004	looking for listservs
Ticket Number:	0000106454	12/01/2004	User: zamp1 needs calendar account. Fullname: Nicole Zampino.
Ticket Number:	0000106447	12/01/2004	Work Order Request
Ticket Number:	0000106444	12/01/2004	remove from visart listproc
Ticket Number:	0000106430	12/01/2004	(pstech)Web List Request
Ticket Number:	0000106408	12/01/2004	(psfin)Web List Request
Ticket Number:	0000106406	12/01/2004	(psstudent)Web List Request
Ticket Number:	0000106519	12/02/2004	Renaming a LIST on Listproc
Ticket Number:	0000106514	12/02/2004	Subscribing

Count of Ticket Number / Create Date

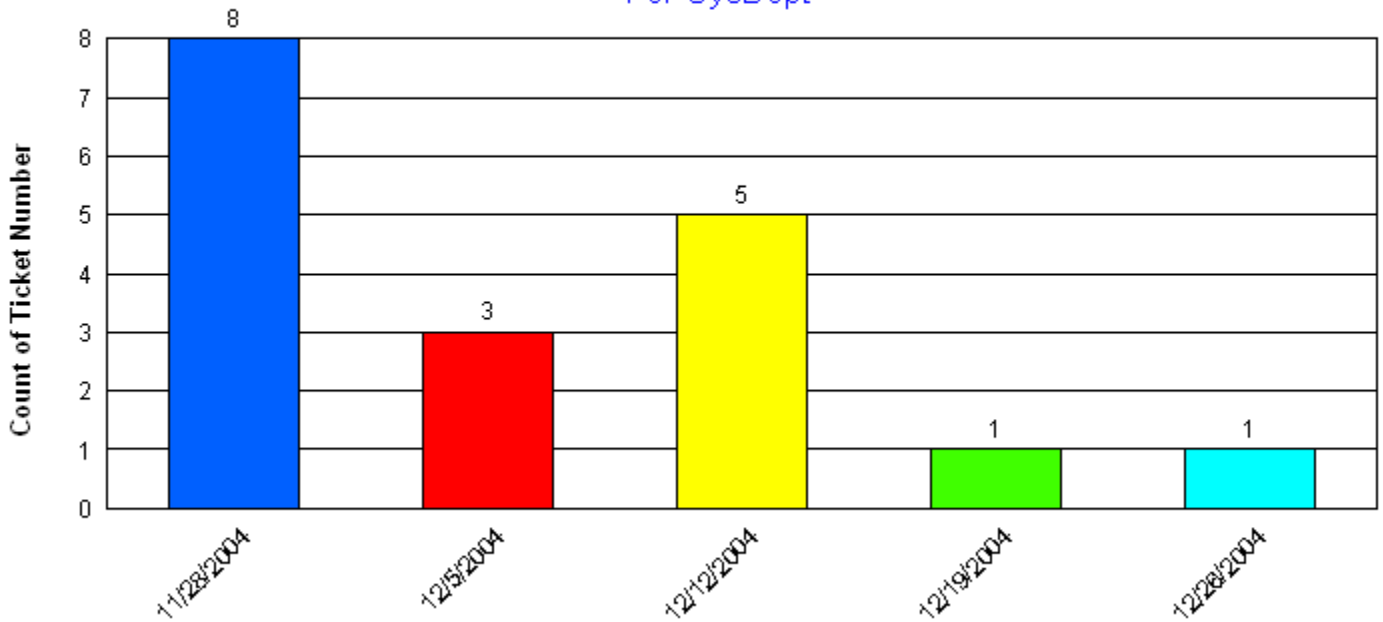
For SysCore



SysDept	Total:	Create Date	Short Description
champ	18		
Closed	6		
Ticket Number: 0000106418		12/01/2004	Go to store to get Uri Ink
Ticket Number: 0000106434		12/01/2004	Work on Khan's new laptop
Ticket Number: 0000106417		12/01/2004	Install RAM for Grad Student
Ticket Number: 0000106424		12/01/2004	Meeting with MEGSA
Ticket Number: 0000106415		12/01/2004	No subject
Ticket Number: 0000106439		12/01/2004	Work on Appas laptop problem
laura	11		
Closed	11		
Ticket Number: 0000106543		12/02/2004	phonecall from victoria? from groupG re: ipa hung
Ticket Number: 0000106663		12/05/2004	All tapes changed for 12/5.
Ticket Number: 0000106958		12/09/2004	nmr303 machine to be reinstalled
Ticket Number: 0000107237		12/14/2004	new account on lancair/columbia (phys)
Ticket Number: 0000107249		12/14/2004	All tapes changed for 12/14
Ticket Number: 0000107082		12/11/2004	Tape changes 12/11/04
Ticket Number: 0000107109		12/13/2004	klssgi1.chem job crash
Ticket Number: 0000107113		12/13/2004	testing.. ignore
Ticket Number: 0000107762		12/25/2004	All tapes changed for 12/25. 12/24 were changed on 12/24 but forgot t
Ticket Number: 0000107814		12/31/2004	Tape Change 12-31-04 (Last one for the year)
Ticket Number: 0000107489		12/18/2004	Tape changes 12/18/04
randy	1		
Closed	1		
Ticket Number: 0000106476		12/01/2004	Power Outage at the TRC / Cluster Crash

Count of Ticket Number / Create Date

For SysDept



Create

Date

Short Description

Total Remedy Tickets Closed or Resolved between

12/01/2004 and 12/31/2004 : 1187

Count of Ticket Number / Create Date & HD Department Section

