

## Top 10 Departments Requesting Service with # of Tickets

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

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

### Computer Sci Elec Engineering

0000107250 Netsaint notification Email change  
 0000106793 Netsaint alerts from last night  
 0000106972 Error printing Grants Transaction Detail Rpt.  
 0000107087 Mcafee problems  
 0000106722 Wrong Fund on GM Project Transactions  
 0000107071 Matlab upgrade.  
 0000107101 Work Order Request  
 0000107102 Work Order Request  
 0000107032 Work Order Request-Email delay  
 0000107044 Visa Transaction missing on GM Rpts  
 0000107000 (no subject)  
 0000106978 virex 7.2  
 0000107163 Student unable to get access to pub directory  
 0000107141 Work Order Request-Quota increase  
 0000107191 Cannot connect through dial up  
 0000106710 Security problem  
 0000106706 Question about file i/o in Oracle  
 0000106696 Reports not running  
 0000107124 Install office xp with frontpage  
 0000107005 Quota Increase For Tarr  
 0000107427 gl quota (fwd)  
 0000106590 user can not run reports  
 0000106948 ITE324: email delay  
 0000107474 Work Order Request  
 0000106601 Work Order Request  
 0000107376 GL quota increase  
 0000107789 can't download BB grades using firefox  
 0000106505 JE problem  
 0000107714 Work Order Request-Linux link no longer runs correctly  
 0000107648 Retriever Items appear to be duplicates  
 0000106840 Work Order Request-Quota for class project  
 0000107727 Req Approval Security verification requested  
 0000106522 People soft is not running reports.  
 0000106488 blackboard problem  
 0000106971 Error printing PS reports  
 0000107801 JellyFish removed  
 0000106970 Hr Report- EE Hist Rprt  
 0000106634 problem accessing Software purchases link on myUMBC  
 0000106628 [Fwd: Dept Budget Earnings (DBE) Request Quick Reference Guide]  
 0000106614 Please increase quota for on1  
 0000107346 Re: QUOTA WARNING for your myUMBC account

### Total Number of Tickets:

Netsaint Requests  
 Netsaint Requests  
 PS Grants  
 HD: Software Config/Trblshtng  
 PS Grants  
 HD: Software Config/Trblshtng  
 HD: Quota  
 HD: Quota  
 PC Support Request (Fac/Staff)  
 PS Grants  
 PS Grants  
 HD: Software Config/Trblshtng  
 Other Dept Unix Issues  
 HD: Quota  
 PPP Setup  
 PS Finance Security  
 Oracle.gl Account Requests  
 PS Grants  
 PC Software Install (Fac/Staff)  
 AFS File Space Requests  
 AFS File Space Requests  
 PS Grants  
 PC Support Request (Fac/Staff)  
 HD: Quota  
 AFS File Space Requests  
 AFS File Space Requests  
 Online Course Misc  
 PS General Ledger  
 UNIX Misc  
 PS General Ledger  
 HD: Software Config/Trblshtng  
 PS Finance Security  
 PS Asset Management  
 Online Course Misc  
 HR Commitment Accounting  
 HD: Software Config/Trblshtng  
 HR Human Resources  
 Individual myUMBC Errors  
 HR Human Resources  
 HD: Quota  
 HD: Quota

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### SA PeopleSoft IT Support

0000106900 Mouse not working on Student PC in Bursar's Office.  
 0000107560 1 Payment file for state failed to build  
 0000106892 HP constantly crashing.  
 0000106497 Jean Bunche needs assistance with her laptop and VPN.  
 0000106682 H drive increase for chesebro -asking for 100 megs  
 0000107706 3 Vendor Mail Code Value not always consistent across pages & Rec  
 0000107700 1 AP Voucher Budget Check ended with Severe Error  
 0000107635 2 Code revision needed in program: UMAPVM01  
 0000106688 myUMBC- E-travel request form not loading -see error msg  
 0000106495 Jean Bunche needs her email quota increased.  
 0000107694 Bursar Student PC is not printing to it's local printer.  
 0000106627 Larry needs access to the "accounting.umbc" Shared I:\ drive.  
 0000106733 Dee needs a Corporate Time account.  
 0000107458 1 SQL Delete needed on UM\_VNDR\_MD\_INFO record  
 0000106734 Dee needs her Novell account mirrored after Ed Hinke.

### Total Number of Tickets:

Labs:PC Software Install  
 PS IT - Database  
 PC Support Request (Fac/Staff)  
 PC Support Request (Fac/Staff)  
 Novell Quotas  
 PS Payables  
 PS Payables  
 PS IT - Database  
 OIT-BSG Faculty  
 HD: Quota  
 PC Support Request (Fac/Staff)  
 Novell Account Management  
 CorpTime Calendar Account Requests  
 PS Payables  
 Novell Account Management

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0000106691 1 eTravel form not working due to bad view after PT upgrade  
 0000106993 Bob Preston needs an intranet site for just Financial Services.  
 0000106581 Irby is getting errors in his Novell login script and it hangs.  
 0000107397 Margaret Hall needs a Corporate Time account.  
 0000106461 TST and DEV functional testing  
 0000107401 Mr. Citro would like another web site created for F/S.  
 0000106600 novell client does not log user into windows  
 0000106792 Need SQL access in FSPRD for PSOPRCLS  
 0000106717 Tina is getting an error in her Novell login script.  
 0000107764 Test Ticket entered by Dot  
 0000106703 Irby needs his Windows/AD password changed.  
 0000107028 Directory Entry  
 0000106860 2 Query - Cannot download to Excel  
 0000106705 Stefanie needs her Windows/AD password changed.

PS Payables  
 AFS File Space Requests  
 Novell Account Management  
 CorpTime Calendar Account Requests  
 PS IT - Misc  
 UMBC Campus Web Pages  
 Novell Issue (Fac/Staff)  
 PS Finance Security  
 Novell Account Management  
 Email Request  
 Active Directory Password  
 HD: Software Config/Trblshtng  
 PS Finance Other  
 Active Directory Password

Human Resources

0000107328 Pls backup HRPRD for payroll now  
 0000107322 please runn attached script in HRPRD  
 0000107329 Please run attchd script to zero leave balances  
 0000107235 [Fwd: Request to change security access]  
 0000107453 User needs a quota increase  
 0000107246 ADMIN 532 : Printer not responding  
 0000107403 Novell/AD Account Creation  
 0000107383 UMSA Reporting Errors  
 0000107063 Create Leave Payout Spreadsheet for specified employees  
 0000107404 Calendar Account Creation  
 0000107402 new employee  
 0000107412 User: pj needs AD password reset.  
 0000107371 Computer Profile Setup  
 0000107375 VAD Code in Time Entry for PRD  
 0000107373 Security Access  
 0000107197 backup HRPRD around 12noon- 2 pm put into HRDB3  
 0000106511 Laptop Reformat and Backup  
 0000107584 Novell/AD on pc needs to be setup for employee PJ  
 0000106924 SQL Password Expiration  
 0000106794 Code to be added to Time Entry  
 0000107715 Modify UMHRI003 -- UMSA Extract to Address Issues Raised By U  
 0000106475 Pls backup of HRPRD - needed for PAYROLL processing  
 0000106833 Security Modification  
 0000106478 This script needs to be run ASAP - it will zero out leave  
 0000106409 Security Revision  
 0000106995 Warning message on trying to run timesheets  
 0000106465 Pls execute this script against HRPRD - buffer error

Total Number of Tickets:

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PS IT - Database  
 PS IT - Database  
 PS IT - Database  
 HR Human Resources  
 HD: Quota  
 PC Support Request (Fac/Staff)  
 Novell Account Management  
 HumanResources:PeopleSoft  
 HR Benefits Admin  
 CorpTime Calendar Account Requests  
 HD: Accounts  
 Active Directory Password  
 PC Computer Install (Fac/Staff)  
 HR Security  
 HR Security  
 PS IT - Database  
 PC Support Request (Fac/Staff)  
 PC Support Request (Fac/Staff)  
 Oracle Client (Fac/Staff)  
 HR Time and Labor  
 HR Human Resources  
 PS IT - Database  
 HR Security  
 PS IT - Database  
 HR Security  
 HR Payroll  
 PS IT - Database

Psychology Admin

0000106431 [site survey] MP301A: Install 3 data lines  
 0000106555 Novell printer pyc\_HP1300N\_2 printer will not print. Saying printin  
 0000107787 Library Search Problems  
 0000106891 Checking out SAS  
 0000107540 Sound  
 0000106526 lab computers can not print to the network printer.  
 0000107782 Quota increase  
 0000107547 user needs an account for a research project  
 0000106525 user can not retrieve files from the I drive  
 0000107774 Work Order Request  
 0000107175 virus  
 0000106814 problem with network scanner  
 0000106987 Sas CD checkout 12/9 due back 12/10  
 0000106609 [Site Survey] SS502D: install new data line  
 0000107647 more space  
 0000107045 PS Support Request  
 0000107231 PS Support Request  
 0000106442 Difficulty with New System...

Total Number of Tickets:

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Network Survey  
 Novell Printing  
 UMBC Campus Web Pages  
 HD: CD Checkout  
 PC Support Request (Fac/Staff)  
 Novell Printing  
 HD: Quota  
 UMBC Arbitrary Account  
 Novell Issue (Fac/Staff)  
 PC Support Request (Fac/Staff)  
 HD: Software Config/Trblshtng  
 Novell Printing  
 HD: CD Checkout  
 Network Survey  
 HD: Quota  
 PS General Ledger  
 PS General Ledger  
 Email Request

0000106834	user needs access to the department I drive	Novell Issue (Fac/Staff)
0000107441	question	Online Course Misc
0000107691	After this morning's outage the psyc_xerox470Printer came back onl	Novell Printing
0000106694	Work request-PC,No sound	PC Support Request (Fac/Staff)
0000107637	E-mail Disc Space	HD: Quota
0000106556	SPSS	PC Software Install (Fac/Staff)
0000107284	Re-install Microsoft Windows 2000 on PC in MP301B	PC Computer Install (Fac/Staff)
0000107452	request for web site assistance	Email Request

DPET Marketing

0000107026	Accounts for New Hire: Rachael Wallace	Novell Account Management
0000107668	UC Copier	DPET Support Request
0000107036	DPET copier	DPET Support Request
0000106761	Order Keyboard for Diane	DPET Support Request
0000107755	ACIV Xerox copier not printing or scanning	DPET Support Request
0000107805	Out Of the Office	DPET Support Request
0000107745	Xerox Meter Reads Are Now Due	DPET Support Request
0000106453	Toner spilling on paper in UC Copier	DPET Support Request
0000107331	Update Servers	DPET Support Request
0000106547	Move Toner to UC	DPET Support Request
0000106546	Order Staples for UC Copier	DPET Support Request
0000106586	Get laptop put on Active Directory	DPET Support Request
0000107479	Import Inventory into Clientele	DPET Support Request
0000107514	Email Account	UMBC Email Alias
0000106795	Novell Account	Novell Account Management
0000107332	Track cell phone inventory	DPET Support Request
0000106602	WebStats for egov Web site	DPET Support Request
0000107309	Novell Login Error	Novell Account Management
0000107625	Report Stolen Laptop	DPET Support Request
0000107548	Order more dry ink cartridges for ACIV copier	DPET Support Request
0000107546	Copier not working	DPET Support Request
0000107556	Copier shut off	DPET Support Request
0000107536	novell needs to be installed on computer	Novell Client Install
0000107123	Novell Account	Novell Account Management

Total Number of Tickets:

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IS Department

0000107016	BB-create class	Online Course Course Creation
0000107089	VPN does not allow access to internal UMBC servers	Firewall Issues
0000107758	Re: QUOTA WARNING for your myUMBC account	HD: Quota
0000107804	RE: QUOTA WARNING for your myUMBC account	HD: Quota
0000107107	worm intrusion	Miscellaneous Queries
0000107562	Bb6.0 - preserving discussion board entries	Online Course Misc
0000107756	RE: QUOTA WARNING for your myUMBC account	HD: Quota
0000106950	About Quota exceeds.	HD: Quota
0000107493	No subject	Email Request
0000107164	Java source files	UNIX Misc
0000107492	<no subject>	HD: Software Config/Trblshtng
0000107641	<no subject>	Online Course Misc
0000107763	Blackboard NEW Course: Assign to New Media: Blackboard	Online Course Course Creation
0000106931	RE: QUOTA WARNING for your myUMBC account	HD: Quota
0000106487	Re: UMBC Blackboard Upgrade: Known Issues	Online Course Misc
0000106929	https://webauth.umbc.edu/umbcLogin failure	Online Course Misc
0000106460	Group Management	Online Course Misc
0000107418	Create Shared Mail Account	UMBC Account Name Change
0000107717	Blackboard truble	Online Course Misc
0000107473	Create Web Space in Public	UMBC Email Alias
0000106861	error on test deployment	Online Course Misc
0000106559	Blackboard problem while using Netscape browser	Online Course Misc

Total Number of Tickets:

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Chemistry BioChem - Academic

0000107616	Computer needs to be formatted and new software installed on it.	PC Software Install (Fac/Staff)
0000107771	Work Order Request	HD: Software Config/Trblshtng
0000106489	+Blackboard DELETE Course: Assign to New Media: Blackboard	Online Course Misc

Total Number of Tickets:

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0000107095 Windows XP service pack 2  
 0000106490 Blackboard DELETE Course: Assign to New Media: Blackboard  
 0000106804 CHEM 440 : Machine needs formatted  
 0000106832 Re: QUOTA WARNING for your myUMBC account  
 0000107797 Error Messages  
 0000107213 Customer's email address seems like it's getting spoofed  
 0000106491 Blackboard DELETE Course: Assign to New Media: Blackboard  
 0000107314 Blackboard Course creation  
 0000107506 Forward UMBC Email to New Account  
 0000107721 [Fwd: QUOTA WARNING for your myUMBC account]  
 0000107311 Period of Indeliverable mail?  
 0000106507 Chem 100; needs printer driver installed  
 0000107109 klssgi1.chem job crash  
 0000107122 departmental website activation request  
 0000106720 add computer to novell network  
 0000107336 quota

IP Address Request  
 Online Course Misc  
 PC Support Request (Fac/Staff)  
 HD: Quota  
 PC Support Request (Fac/Staff)  
 Email Scams/Spam TO UMBC address  
 Online Course Misc  
 Online Course Account Creation  
 HD: Software Config/Trblshtng  
 AFS File Space Requests  
 Email Spam Complaint  
 PC Support Request (Fac/Staff)  
 Chemistry Dept Unix Issues  
 UMBC Campus Web Pages  
 Novell Client Install  
 HD: Quota

Legal Affairs

0000107702 FW: Case ID A20111770 - RIAA Infringement Notification  
 0000106426 FW: Case ID A12610581 - RIAA Infringement Notification  
 0000107703 FW: Case ID A26078453 - RIAA Infringement Notification  
 0000107513 FW: DMCA Notice [Notice ID: 8532968]  
 0000107632 FW: Case ID A25093818 - RIAA Infringement Notification  
 0000106876 FW: Case ID A23105094 - RIAA Infringement Notification  
 0000107701 FW: Case ID A26018383 - RIAA Infringement Notification  
 0000107512 FW: DMCA Notice [Notice ID: 8532573]  
 0000107633 FW: DMCA Notice [Notice ID: 727717]  
 0000106403 FW: Case ID 21912590 - Notice of Claimed Infringement  
 0000106926 FW: Case ID 22811414 - Notice of Claimed Infringement  
 0000106739 FW: DMCA Notice [Notice ID: 678178]  
 0000106767 FW: Case ID 22410717 - Notice of Claimed Infringement  
 0000106922 FW: Case ID A20111770 - RIAA Infringement Notification  
 0000107121 Error in results window when logging in to Novell  
 0000107154 ADIMIN 1011: New PC Setup  
 0000106404 FW: Case ID 20165909 - Notice of Claimed Infringement  
 0000106766 FW: Case ID 22455338 - Notice of Claimed Infringement

Total Number of Tickets:

18

Hostile Net Traffic INTO UMBC  
 Security Issue (Other)  
 Hostile Net Traffic INTO UMBC  
 Email Scams/Spam TO UMBC address  
 Malware General  
 Email Scams/Spam TO UMBC address  
 Hostile Net Traffic INTO UMBC  
 Email Scams/Spam TO UMBC address  
 Email Scams/Spam TO UMBC address  
 Security Issue (Other)  
 Email Scams/Spam TO UMBC address  
 Email Scams/Spam TO UMBC address  
 Email Scams/Spam TO UMBC address  
 Email Scams/Spam TO UMBC address  
 PC Support Request (Fac/Staff)  
 PC Software Install (Fac/Staff)  
 Security Issue (Other)  
 Email Scams/Spam TO UMBC address

General Accounting

0000107115 FIN WEB  
 0000107242 Locked JE  
 0000106743 Menus missing  
 0000106740 Help URL  
 0000106726 Nvision  
 0000106730 is the report server down  
 0000106831 Cannot run query to Excel  
 0000107516 Journal Entry Needs to be Unlocked  
 0000106527 Retros and FY PR#1 ASKED BOB IF THIS TICKET CAN BE CLOSE  
 0000107361 HR accounting line has wrong empl\_rcd & position for offset account  
 0000107622 Please Extend the Time-Out in TST  
 0000106674 Cannot find process scheduler  
 0000106673 20 min log out  
 0000107352 Zuser access  
 0000107275 Needed to create flat files from CAMS data  
 0000107684 Journal Entry Drop Down Menus  
 0000106880 Change Header Status

Total Number of Tickets:

17

PS IT - Database  
 PS Payables  
 PS IT - Database  
 UMBC Campus Web Pages  
 PS IT - Database  
 PS IT - Database  
 PS General Ledger  
 PS General Ledger  
 HR Payroll  
 HR Commitment Accounting  
 PS IT - Database  
 PS General Ledger  
 PS Finance Security  
 HR Human Resources  
 OIT-BSG Finance GA  
 PS General Ledger  
 PS IT - Database

Mechanical Engineering

0000107725 Mechanical Engineering Blackboard Site  
 0000107011 No subject  
 0000106864 Move Computers in Farquhar Lab  
 0000106721 Applying for installation of Abaqus on Windows  
 0000107438 Blackboard community Mechanical Engineering  
 0000106725 ABAQUS on gaia

Total Number of Tickets:

17

Online Course Misc  
 Email Request  
 COE Unix issues  
 COE Unix issues  
 Online Course Misc  
 Email Request

0000107326 Re: My Printer  
 0000107590 Applying for the installation of Pro/Engineer on Windows.  
 0000107238 No subject  
 0000106879 INstall Circuit Studio in 116  
 0000106811 quota increase  
 0000106944 CVS Repository  
 0000107565 ABAQUS  
 0000107775 reporting spam  
 0000106764 access to meng disk servers  
 0000107211 printer cartridge  
 0000107162 =?windows-1252?Q?ME\_Holiday\_Potluck\_Party\_and\_Ms=2E\_?=?

COE Unix issues  
 COE Unix issues  
 COE Unix issues  
 COE Unix issues  
 HD: Quota  
 COE Unix issues  
 COE Unix issues  
 HD: Software Config/Trblshtng  
 COE Unix issues  
 COE Unix issues  
 COE Unix issues

## Top 10 UMBC Departments Requesting Service

