

## Top 10 Users Requesting Service with # of Tickets

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

<b>dvelli1</b>	SA PeopleSoft IT Support
0000107694	Bursar Student PC is not printing to it's local printer.
0000106993	Bob Preston needs an intranet site for just Financial Services.
0000107397	Margaret Hall needs a Corporate Time account.
0000107401	Mr. Citro would like another web site created for F/S.
0000106495	Jean Bunche needs her email quota increased.
0000106581	Irby is getting errors in his Novell login script and it hangs.
0000106600	novell client does not log user into windows
0000106497	Jean Bunche needs assistance with her laptop and VPN.
0000106627	Larry needs access to the "accounting.umbc" Shared I:\ drive.
0000106682	H drive increase for chesebro -asking for 100 megs
0000106688	myUMBC- E-travel request form not loading -see error msg
0000106705	Stefanie needs her Windows/AD password changed.
0000106900	Mouse not working on Student PC in Bursar's Office.
0000106892	HP constantly crashing.
0000106734	Dee needs her Novell account mirrored after Ed Hinke.
0000106733	Dee needs a Corporate Time account.
0000106717	Tina is getting an error in her Novell login script.
0000106703	Irby needs his Windows/AD password changed.
<b>gleason</b>	Legal Affairs
0000107154	ADIMIN 1011: New PC Setup
0000107513	FW: DMCA Notice [Notice ID: 8532968]
0000107512	FW: DMCA Notice [Notice ID: 8532573]
0000107632	FW: Case ID A25093818 - RIAA Infringement Notification
0000107633	FW: DMCA Notice [Notice ID: 727717]
0000107703	FW: Case ID A26078453 - RIAA Infringement Notification
0000107702	FW: Case ID A20111770 - RIAA Infringement Notification
0000107701	FW: Case ID A26018383 - RIAA Infringement Notification
0000106403	FW: Case ID 21912590 - Notice of Claimed Infringement
0000106404	FW: Case ID 20165909 - Notice of Claimed Infringement
0000106926	FW: Case ID 22811414 - Notice of Claimed Infringement
0000106922	FW: Case ID A20111770 - RIAA Infringement Notification
0000106876	FW: Case ID A23105094 - RIAA Infringement Notification
0000106767	FW: Case ID 22410717 - Notice of Claimed Infringement
0000106766	FW: Case ID 22455338 - Notice of Claimed Infringement
0000106739	FW: DMCA Notice [Notice ID: 678178]
0000106426	FW: Case ID A12610581 - RIAA Infringement Notification
<b>slong</b>	Applications
0000106595	STAT Approval
0000106801	Refresh FSDEV
0000106962	Batch Jobs ending with Time Out Error
0000106838	UMGMR012 Report contains blank pages
0000107558	bundles crystals
0000107605	derek fsprd access
0000107734	3 FW: Invoices Locked Again
0000107636	FW: PeopleSoft error report
0000106999	stat
0000107509	FW: The Process Instance ( 162713 - Process: (FSPECBLD) compl
0000107308	permission error on fs84 dir
0000107219	Retriever Report
0000107218	crystal report fixes
0000107192	Database Links
0000107159	stat
0000107078	FW: The Process Instance ( 159717 - Process: (FSPECBLD) compl
0000107001	FW: PeopleSoft error report

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

Total No. of Tickets: **18**

PC Support Request (Fac/Staff)  
AFS File Space Requests  
CorpTime Calendar Account Req  
UMBC Campus Web Pages  
HD: Quota  
Novell Account Management  
Novell Issue (Fac/Staff)  
PC Support Request (Fac/Staff)  
Novell Account Management  
Novell Quotas  
OIT-BSG Faculty  
Active Directory Password  
Labs:PC Software Install  
PC Support Request (Fac/Staff)  
Novell Account Management  
CorpTime Calendar Account Req  
Novell Account Management  
Active Directory Password

Total No. of Tickets: **17**

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

Total No. of Tickets: **17**

WebTrends  
PS IT - Database  
PS IT - Database  
PS IT - Database  
PS IT - Misc  
Email Request  
PS Finance Technical Issues  
PS IT - Database  
PS IT - Database  
Email Request  
PS IT - Database  
PS General Ledger  
PS IT - Database  
PS IT - Database  
PS IT - Database  
PS IT - Misc  
PS IT - Database

**stevenh1** DPET Marketing

Total No. of Tickets: **17**

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

<b>dharley</b>	Applications	Total No. of Tickets: <b>14</b>
0000106625	[Fwd: Re: myUMBC paradocs link fix]	OIT-BSG myUMBC
0000106798	Need the PS_RUN_GL_TRLBAL table to have a change reversed in f	PS IT - Database
0000106896	Need the PS_RUN_GL_TRLBAL table to be re-altered in FSDEV	PS IT - Database
0000106800	Need the PS_RUN_GL_TRLBAL table to be altered in FSDEV	PS IT - Database
0000106626	Need a table to be altered in fsdev	PS IT - Database
0000106632	Need a table to be altered in fsuat	PS IT - Database
0000107040	Need the PS_RUN_FS_JNLDET table to be altered in FSUAT	PS IT - Database
0000107290	Need indexes to be created in FSFIX	PS Finance Technical Issues
0000107041	Need the PS_RUN_GL_TRLBAL table to be altered in FSUAT	PS IT - Database
0000107451	Need the PS_RUN_GL_TRLBAL table to be altered in FSTST	PS IT - Database
0000107450	Need the PS_RUN_FS_JNLDET table to be altered in FSTST	PS IT - Database
0000107409	Need the PS_RUN_GL_TRLBAL table to be altered in FSDEV	PS IT - Database
0000107393	Need the PS_RUN_FS_JNLDET table to be altered in FSDEV	PS IT - Database
0000107354	Stat Problems	PS Finance Technical Issues

<b>dsylva</b>	Applications	Total No. of Tickets: <b>12</b>
0000106520	Update CPAYRUN_TBL in HRPRD	HR Human Resources
0000106524	Execute script in HRPRD	HR Human Resources
0000106554	Execute script in HRPRD	HR Human Resources
0000107151	Copy tables in HRDB3	HR Human Resources
0000107337	Execute script in HRPRD	HR Human Resources
0000107554	SQRs fail to execute in development/test instances	Email Request
0000107440	Execute scripts in HRPRD	PS IT - Database
0000107416	Execute scripts in HRPRD	HR Human Resources
0000107396	Perform Oracle Export on 3 tables in HRDB3.	PS IT - Database
0000107304	Grant read permissions for Debi Leal for HRPRD & HRDB3.	PS Finance Technical Issues
0000107285	Backup HRDB3	HR Human Resources
0000107708	Create table in HRPRD	HR Human Resources

<b>lrاند</b>	Applications	Total No. of Tickets: <b>12</b>
0000106985	Please restore HRUAT from backup of 12/03/04 -- Do NOT put in in t	PS IT - Misc
0000107064	Please execute the attached script against HRDB2 instance	PS IT - Database
0000107559	Restore HRDB3 from Backup Taken Morning of Mon. 12/20/04	PS IT - Database
0000107569	Please set aside back-ups of specified Oracle instances for restore aft	PS IT - Database
0000107571	Clone HRDB2 instance from Backup of HRPRD from evening of 12	PS IT - Database
0000107607	Please turn off HRDB1 instance and turn on HRCA instance	PS IT - SysAdmin
0000107570	Clone HRCA instance from Backup of HRDB3 from evening of 12/2	PS IT - Database
0000106516	Please execute the attached script against the HRTST2 instance	PS IT - Database
0000106759	Please grant HR Developers read/write access to HRTST and HRUA	PS IT - Database
0000106660	Please clone HRDB2 from HRTST	PS IT - Database
0000106654	Please execute the attached script against the HRTST instance	PS IT - Database
0000106523	Please review attached appserv crash dump file and provide feedback	PS IT - SysAdmin

<b>myo</b>	OIT Infrastructure & Support	Total No. of Tickets: <b>10</b>
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0000107222 12/14 11am phone mail check. no msges.  
 0000107462 11:00AM Phone mail. 1msg.  
 0000107249 All tapes changed for 12/14  
 0000107620 12/21 All tapes changed for today.  
 0000107762 All tapes changed for 12/25. 12/24 were changed on 12/24 but forgot t  
 0000106633 All tapes changed for 12/3  
 0000106663 All tapes changed for 12/5.  
 0000106754 User Jessica Pollak moderates list serv ryanwhitemaryland@listproc.umb  
 0000106841 All tapes changed except CMSC had already been changed by CS staf  
 0000106827 Peoplesoft page www.umbc.edu/peoplesoft gives server error when tr

HD: Phonemail  
 HD: Phonemail  
 HD:TapeChanges  
 HD:TapeChanges  
 HD:TapeChanges  
 HD:TapeChanges  
 HD:TapeChanges  
 HD:TapeChanges  
 Mailing Lists  
 HD:TapeChanges  
 PS IT - Database

**fusselba**

Office of Procurement

Total No. of Tickets: **9**

0000107022 No records in staging table  
 0000107180 No Record in Staging Table  
 0000107596 No Records in staging table  
 0000106677 P-card Data Load  
 0000106835 No budget check  
 0000106836 No budget ck  
 0000106937 No records in staging table  
 0000106851 No Records in Staging table  
 0000106788 No Records in Staging table

PS Purchasing  
 PS Purchasing  
 PS IT - Database  
 PS Purchasing  
 PS Purchasing  
 PS Budgets  
 PS Purchasing  
 PS Purchasing  
 PS Purchasing

**weller**

SA PeopleSoft IT Support

Total No. of Tickets: **8**

0000107560 1 Payment file for state failed to build  
 0000107764 Test Ticket entered by Dot  
 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  
 0000107458 1 SQL Delete needed on UM\_VNDR\_MD\_INFO record  
 0000106691 1 eTravel form not working due to bad view after PT upgrade  
 0000106792 Need SQL access in FSPRD for PSOPRCLS

PS IT - Database  
 Email Request  
 PS Payables  
 PS Payables  
 PS IT - Database  
 PS Payables  
 PS Payables  
 PS Finance Security

## Top 10 UMBC Customers Requesting Service

