

Top 10 Users Requesting Service with # of Tickets

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

Tickets Created Between 02/01/2004 02/29/2004

User	Description	Total No. of Tickets:
nitinr1	OIT Infrastructure & Support	30
0000082197	02/01 Lab check 5:45pm	HD:LabCheck
0000082203	10.30 pm close unused labs	HD:LabCheck
0000082201	9:00 pm lab check 02/01	HD:LabCheck
0000082628	Please reset profile	Windows Profile Issues
0000082396	Lab check and closing 12:00 am 02/02	HD:LabCheck
0000082394	Labcheck 11:00 pm 02/02	HD:LabCheck
0000082342	Calendar password not working	CorpTime Calendar Account Req
0000082200	Phone mail 7:00 02/01	HD:LabCheck
0000085078	Phone mail 2:00 02/28	HD: Phonemail
0000085083	Lab check 6:00 pm 02/28	HD:LabCheck
0000083478	7:00pm 02/12 Phone mail	HD: Phonemail
0000083589	Tapes changed by Mike Nolan	HD:TapeChanges
0000083600	Lab check 5:30 pm	HD:LabCheck
0000083642	02/16 Lab check 6:00 am	HD:LabCheck
0000083645	Phone mail 7:21 am 02/16	HD: Phonemail
0000083644	lab check 02/16 7:00 am	HD:LabCheck
0000083639	Lab check 02/16 3:00am	HD:LabCheck
0000083594	Phone mail 2:00pm	HD: Phonemail
0000082843	Lab check 7:00 pm 02/05	HD:LabCheck
0000082952	2:00 02/07	HD: Phonemail
0000083131	Labcheck 2-10-04 12:00	HD:LabCheck
0000083123	Phone mail - 9:00pm 02/09	HD: Phonemail
0000083000	Lab check 9:00pm 02/08	HD:LabCheck
0000084329	Phone mail 12:00 pm 02/21	HD: Phonemail
0000084413	Lab Opening 7:00am 02/23	HD:LabCheck
0000084414	Phone mail 7:20am 02/23	HD: Phonemail
0000084412	Lab check 6:00 am 02/23	HD:LabCheck
0000084333	Phone mail 2:30pm 02/21	HD: Phonemail
0000084340	Lab check 6:20pm 02/21	HD:LabCheck
0000084409	Lab check 02/23 3:00 am	HD:LabCheck
slong	Applications	28
0000085022	FW: Copy query	PS Finance Technical Issues
0000082179	Bundles changing underlying retriever tables	PS IT - Database
0000082263	Bounce FSPRD at 12:30 pm	PS Finance Technical Issues
0000083329	Outlook crashes	PC Support Request (Fac/Staff)
0000083380	Payroll 14 Update - FSPRD	PS IT - Misc
0000083534	FW: App Messaging in HRCA	PS Finance Technical Issues
0000083789	unison error file ad623 2/24/04	PC Support Request (Fac/Staff)
0000083813	FW: Access to Bussys.umbc.edu	PS IT - Misc
0000083764	Payroll 15 Update	PS IT - Misc
0000083724	Missing Objects in FSPRD	PS IT - Database
0000083664	Error in FSDEV	PS IT - Database
0000083470	Long running job in FSTST	PS IT - Misc
0000083415	[Fwd: pat's account]	PS IT - Misc
0000084658	FW: Application Designer for Tom Vogler	PS IT - Misc
0000084787	Delete in FSPRD	PS IT - Database
0000084800	Lance's Finance Access	PS Finance Security
0000084795	App Messaging Failing for Payroll 16	PS Finance Technical Issues
0000082762	Fw: ERROR - PSXFER:	PS IT - Misc
0000083099	P Drive Access	Novell Account Management
0000083068	Clone FSPRD to FSUAT	PS IT - Misc
0000083067	Back up Harddrive	PC Support Request (Fac/Staff)
0000083100	Update FSPRD	PS IT - Misc
0000083101	Laptop Dropoff #2	PC Support Request (Fac/Staff)
0000083870	GL Interface	PS IT - Misc
0000084157	Retriever	PS Finance Technical Issues
0000084155	Retriever Error	PS IT - Misc

0000084110
0000083992

Derek's database access
FSUAT

PS IT - Database
PS IT - Database

rpreston

General Accounting

Total No. of Tickets: **27**

0000082718 Statement of payroll charges
0000082872 Rumba account
0000083137 Reconcile Ledger KK to GL
0000082863 Locked Journal
0000082719 Statement of payroll charges
0000084021 IS UAT DOWN
0000084084 Fwd: stolen per your (HelpDesk) request this is a virus!
0000084085 Fwd: information per your (HelpDesk) request this is a virus!
0000084086 Fwd: read it immediately per your (HelpDesk) request this is a
0000084358 [Fwd: Corporate Calendar]
0000083275 Retriever
0000083393 F&A
0000083468 PR 14
0000083771 2 UAT Copy does not run
0000083508 Copy Journal Inst 482274
0000083496 2 Department detail report
0000083362 Fwd: Retriever Load Process Scheduling
0000084840 Journal Delete
0000084842 June 31st and June 32nd
0000084844 Retriever Mod
0000084841 Journal Print
0000082405 Budget checker
0000082519 5 Scheduling processes
0000082655 Fwd: ERROR - PSXFER:
0000082559 request SQL
0000082407 Retriever
0000084981 PRD DOWN!!!!!!!! ???? URGENT

PS Payroll - Misc
PS Finance Technical Issues
PS General Ledger
PS Finance Technical Issues
PS Payroll - Misc
PS Asset Management
Email Scams/Spam TO UMBC a
HD: Software Config/Trblshtng
HD: Software Config/Trblshtng
HD: Software Config/Trblshtng
PS Finance Technical Issues
PS Finance Technical Issues
PS Finance Technical Issues
PS Finance Technical Issues
PS Finance Technical Issues
PS General Ledger
PS IT - Database
PS General Ledger
PS General Ledger
PS Finance Technical Issues
PS Finance Technical Issues
PS Finance Technical Issues
PS Finance Technical Issues
PS IT - Misc
PS Grants
PS General Ledger
PS IT - Database

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OIT Infrastructure & Support

Total No. of Tickets: **25**

0000082528 Phonemail, Tuesday 2/3, 5:00pm
0000082543 Labcheck Tuesday 2/3/04, 9pm
0000082701 Phonemail, Wednesday 2/4, 7:00pm
0000084959 linux1 down
0000085052 Labcheck, Friday 6:00pm
0000084965 Labcheck, Thursday 2/26, 9:00pm
0000084963 Phonemail, Thursday 2/26, 9:00pm
0000084812 Phonemail, Wednesday 2/25, 7:00pm
0000084926 Tape Change, Thursday 2/26
0000083247 Unable to create account online
0000083267 Labcheck, Tuesday 2/10, 9:00pm
0000083258 Phonemail, Tuesday 2/10, 7:00pm
0000083768 Labcheck, Monday 2/16, 6:00pm
0000083473 Labcheck, Thursday 2/12, 6:00pm
0000083469 Tape Changes, Thursday 2/12
0000083373 Labcheck, Wednesday 2/11, 6:00pm
0000083833 PUP 206 Not assigning IPs
0000084295 Labcheck, Friday 2/20, 6:00pm
0000084177 Phonemail, Thursday 2/19, 7:00pm
0000084139 Access to HD:LabCheck
0000083861 Phonemail, Tuesday 2:00pm
0000082811 High school needs to be removed from UMBC blacklist
0000082825 Tape Changes, Thursday 2/5
0000082853 Labcheck, Thursday 2/5/04, 9:00pm
0000082851 Phonemail, Thursday 2/5 7:00pm

HD:LabCheck
HD:LabCheck
HD:LabCheck
UMBC Central Server Down
HD:LabCheck
HD:LabCheck
HD: Phonemail
HD: Phonemail
HD:TapeChanges
UMBC Account Activation
HD:LabCheck
HD: Phonemail
HD:LabCheck
HD:LabCheck
HD:TapeChanges
HD:LabCheck
Wireless Issues on campus
HD:LabCheck
HD: Phonemail
Remedy Account Request
HD: Phonemail
DNS Entry Modification
HD:TapeChanges
HD:LabCheck
HD: Phonemail

markc

OIT Infrastructure & Support

Total No. of Tickets: **23**

0000084445 Mark's Test Ticket
0000084639 - Carlos: Install Wireless in AcIV A Wing
0000084637 - Carlos: Install UPS in all Academic Building IDF's

Dead/Slow Network Jack
Dead/Slow Network Jack
Dead/Slow Network Jack

0000084636 Request for UMBC to Mirror an FTP Site...
 0000084573 Damian: Order Console Server for Erickson
 0000084511 Matt: UC Wireless
 0000084509 Matt: Day Care Center Network
 0000084508 - Matt: Lecture Hall Wireless
 0000084507 - Matt: Admin Wireless
 0000084501 - Damian: Survey the Core of the Network
 0000084497 Matt: Cleanup the South Campus UMBC Group Network
 0000084495 - Damian: Copper Cable Upgrade in ECS Computer Room
 0000084493 - Damian: Vernier Testing
 0000084491 Damian: Fix Apartment Cabinet HVAC
 0000084714 Vicki: Make Sure Addresses are in DNS
 0000084515 - Matt: Survey Academic Building Networks
 0000084513 - Matt: Library Wireless Cleanup
 0000084490 Damian: Order Catalyst 1900 Switches for Resnet
 0000084489 - Damian: South Campus Company Migration to LRE
 0000084487 - Damian: Resnet Nessus Scanning
 0000084486 Damian: Install Generator Outlet in Physics MDF
 0000084484 - Vicki: Survey the Academic Building Core
 0000084482 - Matt: Upgrade the Fine Arts Building Network

UNIX Misc
 Check Network Jack (Fac/Staff)
 Dead/Slow Network Jack
 Dead/Slow Network Jack
 Dead/Slow Network Jack
 Dead/Slow Network Jack
 Dead/Slow Network Jack
 Dead/Slow Network Jack
 Dead/Slow Network Jack
 Dead/Slow Network Jack
 PhysNet Projects
 Dead/Slow Network Jack
 Dead/Slow Network Jack
 Dead/Slow Network Jack
 Dead/Slow Network Jack
 Dead/Slow Network Jack
 Dead/Slow Network Jack
 Dead/Slow Network Jack
 Dead/Slow Network Jack
 Dead/Slow Network Jack

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OIT Infrastructure & Support

Total No. of Tickets: **22**

0000083374	Phonemail check 2-11-04 8:00	HD: Phonemail
0000083493	Labcheck 11pm 2-12-04	HD:LabCheck
0000083379	Lab check 2-11-04 11pm check	HD:LabCheck
0000083492	Labcheck 2-12-04 10:30	HD:LabCheck
0000083778	Labcheck 2-17-04 12am	HD:LabCheck
0000083777	Labcheck 2-16-04 10/11p Labcheck	HD:LabCheck
0000084546	Lab check 9:30pm 2-23-04	HD:LabCheck
0000084550	Labcheck 12am 2-24-04	HD:LabCheck
0000084821	Labcheck 9:30p 2-25-04	HD:LabCheck
0000084549	Lab Check 11:30p 2-23-04	HD:LabCheck
0000082376	Labcheck 2-2-04 8pm	HD:LabCheck
0000082714	Labcheck 12:00am 2-5-04	HD:LabCheck
0000084969	Labcheck 12am 2-27-04	HD:LabCheck
0000084069	Lab Check 2-18-04 9pm	HD:LabCheck
0000084187	12am Labcheck 2-20-04	HD:LabCheck
0000084121	Need an update on Linux lab image	OIT Lab Linux Image
0000084076	Labcheck 2-19-04 12am	HD:LabCheck
0000084180	9pm Labcheck 2-19-04	HD:LabCheck
0000084111	11am Phone Mail 3 msgs	HD: Phonemail
0000082847	Reactivate Novell Account	Novell Account Management
0000082855	Lab check 2-5-04	HD:LabCheck
0000083127	Labcheck 10:30pm 2-9-04	HD:LabCheck

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FS Administration

Total No. of Tickets: **21**

0000083243	Employee needs an HP/Reflections "SAR" account.	OIT-BSG Finance Bursar
0000083337	Employee Needs Printers Setup.	Novell Printing
0000083338	Employee needs Novell Printer setup.	Novell Printing
0000083655	Account needs SIS access.	OIT-BSG HP3000 Systems
0000084471	Need Printer Added To DHCP.	DHCP Request
0000084717	Employee Needs Email Quota Increased.	HD: Quota
0000084604	Employee Needs Novell Pasword Reset.	Novell Account Password
0000082417	Michele Smith Needs Her Email INBOX Restored.	AFS File Restore Request
0000082603	Netscape Messenger 7.1 running slow....	PC Support Request (Fac/Staff)
0000082451	Employee needs a new Corporate Time account.	CorpTime Calendar Account Req
0000082459	Employee needs an HP Account.	OIT-BSG Operational Support
0000082450	New Corporate Time account needed.	CorpTime Calendar Account Req
0000082589	Permission change needed for Novell accounts.	Novell Account Management
0000082443	Linda Miller needs access to Novell Printers.	Novell Account Management
0000084985	An Error Message Is Occurring In SAR Database.	OIT-BSG HP3000 Systems
0000085044	Joe Hill needs access to Non-Exempt and Exempt email list.	Mailing Lists
0000085016	Carol Davison Needs Novell Quota Increase.	Novell Quotas

0000085002
0000083028
0000083183
0000083029

Mr. Citro needs his Inbox email folder restored.
Employee needs Novell Context Change.
Employee needs Corporate Time Account.
Employee needs Novell Context Change.

AFS File Restore Request
Novell Account Management
CorpTime Calendar Account Req
Novell Account Management

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FS Operations

0000083045
0000083077
0000083212
0000084004
0000084036
0000084040
0000083328
0000084720
0000082272
0000082298
0000082326
0000082703
0000082339
0000082336
0000082305
0000082293
0000082275

PRD PO Change Order Net Change Calc not working
PO Distrib Line cannot be changed on PO after vouchers occur
3 PRD - PO CREATE builds POs set for "No Match" in some cases
SQL update to table needed
Periodic SQL update needed pending Fix to GM_GMFACS
Open case with PS for GM_GMFACS
Retriever access for Weller
PCard Cardholder Profile page link problem
RETRIEVER ACCESS NEEDED
PRD - Mod Request for Custom Grant Reports
PRD - AP Payment Post runs to Success but does not post
SAR to AP Interface did not produce vouchers or vendors
PRD - Printed PO Form not lining up properly
PRD - PO Line Details link not active
PRD - Mod to Custom Grant Rpts - Commitments
PRD Reqd Custom Field is missing from page
PRD - Bundle Issue. BUDGET CHECK PROCESS ERRORS

Total No. of Tickets: **17**
PS Finance Technical Issues
PS Purchasing
PS Finance Technical Issues
PS Finance Technical Issues
PS Finance Technical Issues
PS Finance Technical Issues
PS Finance Technical Issues
PS Finance Technical Issues
PS Purchasing
PS General Ledger
PS Finance Technical Issues
PS Finance Technical Issues
PS Finance Technical Issues
PS IT - Database
PS IT - Database
PS Finance Technical Issues
PS Finance Technical Issues
PS Finance Technical Issues

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Ofc of Enrollment Managemen

0000085026
0000085030
0000084466
0000084607
0000084580
0000084499
0000083299
0000083752
0000083715
0000083834
0000084057
0000084039
0000083835
0000084159
0000084094
0000082746

increase quota request
Library 010D ext 53879: Trying to create accounts
node for Palm Sync
Acad 4B 458 ext: 2467: Problems syncing calendar and palm
request
Outlook 2002
request
email bodys not viewed properly
request
Jack survey. Academic Services Room 103 Advisement area.
request
request
Novell account
request
request
request for Corp. Time account

Total No. of Tickets: **16**
HD: Quota
HD: Accounts
HD: Software Config/Trblshtng
Palm Pilot Support
HD: Quota
PC Support Request (Fac/Staff)
HD: Quota
HD: Software Config/Trblshtng
HD: Quota
Install Network Jack
HD: Quota
HD: Quota
HD: Quota
Novell Account Management
HD: Quota
HD: Quota
CorpTime Calendar Account Req

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DPET Admin Exp

0000083955
0000084380
0000084377
0000082778
0000083213
0000082891
0000083026
0000083525
0000083526
0000084617
0000084797
0000084909
0000084948
0000082586
0000082588
0000082661

FW: Inquiries
Broken Links on DPET Web Site
Web Server Down
FTP Access to ASP1
Remedy Emails
DPET Remedy Accounts
FW: Virus Warning from MailScan to Mail-Sender!
Error opening files
Chris Dernoga needs records from database
Chris McMahan and Linda Kent need classnotes
Virus on DPET Share Drive
Email Quota for Diane Lee
Web Update for Chris McMahan
Novell Access
Share Access
Chris Dernoga cannot FTP to web server

Total No. of Tickets: **16**
UMBC Email Alias
DPET Support Request
DPET Support Request
UMBC Campus Web Pages
Remedy System Issue
Remedy Account Request
HD: Software Config/Trblshtng
Novell Issue (Fac/Staff)
DPET Support Request
DPET Support Request
Novell Account Management
HD: Quota
DPET Support Request
Novell Account Management
Novell Account Management
Novell Account Management
DPET Support Request

Top 10 UMBC Customers Requesting Service

