

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 02/01/2005 02/28/2005

Computer Sci Elec Engineering

0000110125 Work Order Request
 0000110126 SSI support
 0000111108 Acrobat Reader
 0000110120 Work Order Request
 0000111091 submit EMERGENCY
 0000111189 Returned mail: see transcript for details (fwd)
 0000111202 [PC s/w] TRC262: User is getting Matlab errors in TRC building
 0000111150 Project Reports
 0000109975 cssalist owner
 0000111212 submit
 0000111123 Booted off wireless
 0000110087 error message
 0000110079 Question???
 0000111125 RE: Access to Nature article
 0000111274 Work Order Request-Replace MAC addr of a bad printer NIC
 0000110048 ITE 366 : MS Office install/Maple Install
 0000110642 Question???
 0000110865 lpUMBC Feedback: List Problem
 0000110304 Work Order Request
 0000110843 [lab] ITE242: Re-image Linux partition only
 0000110258 Spam Question
 0000110296 Blackboard NEW Course: Assign to New Media: Blackboard
 0000110918 Title Changes
 0000110541 Work Order Request-Remedy accts needed
 0000110686 Incorrect Maple license
 0000110738 Blackboard NEW Course: Assign to New Media: Blackboard
 0000110496 reinstating access to course gradebook : CMPE 415 Fall 2004
 0000111088 Request for creating a Calendar Account
 0000110970 submit.class for CMSC 411
 0000110971 Asking for Oracle accounts
 0000111272 PO Blanket Balance query
 0000111065 Unable to login to Oracle
 0000111057 (cmsc691g)Web List Request
 0000110969 submit.class for CMSC437
 0000110239 man page for dbx on IRIX
 0000110237 Linux Users Group Installfest
 0000110225 submit for CMSC4/691N
 0000110227 OpenSSL version.
 0000111251 Access to Blackboard
 0000109774 Hours in Time Entry
 0000109957 problem
 0000109772 Forms
 0000109759 ECS 231 : Virus Scan problem u
 0000109812 Work Order Request-Do not have option to view stu transcripts
 0000109785 No subject
 0000109796 Error w/ CMSC621
 0000109945 CMPE 491W
 0000111805 Position question
 0000111528 CMSC466/666 blackboard Request
 0000111510 unavailability of courses
 0000111525 Retriever view issue
 0000111454 Mathematica 5.0 cd loan
 0000111712 Re: QUOTA WARNING for your myUMBC account
 0000111507 I would like ...
 0000111628 Work Order Request
 0000111915 oracle accounts for my class
 0000111422 PHP issues?
 0000111871 Work Order Request - Class quota increase

Total Number of Tickets:

62

UNIX Misc
 UNIX Misc
 HR Human Resources
 IP Address Request
 Project Submission System
 HD: Software Config/Trblshtng
 PC Support Request (Fac/Staff)
 PS Grants
 Mailing Lists
 Project Submission System
 PC Support Request (Fac/Staff)
 Matlab License Problem
 PS Purchasing
 LCS Support Request
 DNS Entry Modification
 PC Software Install (Fac/Staff)
 PS Purchasing
 Mailing Lists
 Project Submission System
 AFS File Restore Request
 HD: Software Config/Trblshtng
 Online Course Course Creation
 HR Human Resources
 Remedy Account Request
 HD: CD Checkout
 Online Course Account Creation
 Online Course Misc
 CorpTime Calendar Account Requests
 Project Submission System
 Oracle.gl Account Requests
 PS Payables
 Oracle DB Issue (oracle.gl)
 Email Request
 Project Submission System
 UNIX Misc
 HD: General Info
 Project Submission System
 UNIX Misc
 Online Course Misc
 HR Human Resources
 Online Course Misc
 HR Human Resources
 PC Support Request (Fac/Staff)
 HD: Software Config/Trblshtng
 PC Support Request (Fac/Staff)
 Online Course Acct Modification
 Online Course Misc
 HR Human Resources
 Online Course Course Creation
 Online Course Misc
 PS General Ledger
 HD: CD Checkout
 HD: Quota
 Online Course Misc
 Wireless Issues on campus
 Oracle.gl Account Requests
 UNIX Misc
 AFS File Space Requests

0000111481	slow	Online Course Misc
0000111311	Mass Calendar Account Request	CorpTime Calendar Account Requests
0000111795	Urgent, Class Cannot use Blackboard	Online Course Misc
0000111355	titan account	Titan

DPET Marketing

0000110348 Re: [Fwd: POLI 230 Cancellation - Summer Session]
0000111218 Reset Novell Password
0000110696 Verify all machines in ISD classroom can connect to network
0000110806 Novell Password Reset
0000110804 Update Inventory Database to reflect port information for ISD lab
0000110514 Novell H Drive
0000110582 Update Inventory
0000109820 test
0000110591 Color Printer in UC
0000110581 Check printer connections on ELC teacher cube PCs
0000110047 ACIV-B 467B: HP LaserJet 4000 Series PS
0000110065 Crystal Reports XI Developer Edition
0000111228 Install Updates for Web Server Firewall
0000110481 Multiple Internet Explorer Windows Launched
0000110064 Active Directory Domain Controller
0000109741 Need Access to Retriever
0000109760 Notes
0000111067 Whiteboard in Seminar Room
0000111009 Erickson Website
0000109947 Inventory laptop from Tide Point
0000111004 Oracle Calendar Account
0000109919 B-Wing of Academic IV 4th floor cannot get internet, no IPs. x52719
0000111078 test
0000111069 Needs Asian Language Support Installed
0000111071 Replace fuser in UC Copier
0000111077 Remedy password
0000110334 Re: [Fwd: POLI 230 Cancellation - Summer Session]
0000111163 Configure Wireless Device
0000110896 FTP Access
0000110927 Xerox Copier not printing
0000110819 Software Listing for New Machines
0000109782 Label non-working computer
0000110980 Classroom MAC Address
0000109769 [Fwd: Remedy User]
0000109738 Cancel Advance Business Systems Contract
0000110254 Configure and replace machine
0000110945 UC Front Desk Printer
0000111580 Copier problems
0000111702 Re-map Default Printer in UC
0000111696 MAC Address Change for copier
0000111778 DNS Change for Web Server
0000111697 FW: Virus Found in message "Re: That movie"
0000111463 Email Quota Increase
0000111767 Cannot unlock computer
0000111464 Need Novell and AD account

Total Number of Tickets:

45

DPET Support Request
Novell Account Management
DPET Support Request
Novell Account Management
DPET Support Request
Novell Quotas
DPET Support Request
HD: General Info
PC Support Request (Fac/Staff)
DPET Support Request
DPET Support Request
HD: Software Config/Trblshtng
DPET Support Request
DPET Support Request
PC Support Request (Fac/Staff)
PS General Ledger
DPET Support Request
DPET Support Request
AFS File Space Requests
DPET Support Request
CorpTime Calendar Account Requests
Building Network Outage
DPET Support Request
DPET Support Request
DPET Support Request
Remedy Account Request
DPET Support Request
DPET Support Request
AFS File Space Requests
DPET Support Request
DPET Support Request
Labs:Novell Issue
IP Conflict
Remedy Account Request
DPET Support Request
DPET Support Request
DPET Support Request
DPET Support Request
DPET Support Request
DNS Entry Modification
DNS Entry Modification
DPET Support Request
HD: Quota
DPET Support Request
PC Support Request (Fac/Staff)

Mechanical Engineering

0000109752 ENME471 sec101 and sec 102 was not auto created in blackboard co
0000110080 Adobe Acrobat installation in ECS 111
0000110540 webpage
0000109737 Need a laptop
0000110431 more clues
0000110825 Fw: list ME_GRADS: List Message Rejected
0000111265 Increase of my quotas on gl
0000110879 quota
0000110082 1/3/05 SAS v9 6-disc set checkout
0000110052 Abaqus license server change?

Total Number of Tickets:

42

Online Course Account Creation
COE Unix issues
COE Unix issues
COE Unix issues
COE Unix issues
COE Unix issues
Email Request
HD: Quota
HD: CD Checkout
UNIX Misc

0000111223	[Fwd: LK:08UMBC2 - ABAQUS V6.5 License File]	COE Unix issues
0000110395	AD	COE Unix issues
0000109753	ENES221 sec 101 blackboard course guests cannot see anything. In	Online Course Acct Modification
0000110965	Please reactivate user's account as they will be faculty again at univers	UMBC Account Activation
0000110518	[Fwd: about software installation]	COE Unix issues
0000110929	computer problem	COE Unix issues
0000110487	Moniter configuration.	Email Request
0000110058	quota increase	HD: Quota
0000110271	Software Installation	COE Unix issues
0000111002	[Fwd: about software installation]	COE Unix issues
0000110757	LCD profjector and laptop	COE Unix issues
0000109985	[Fwd: Kun He]	COE Unix issues
0000109727	Work Order Request	PC Support Request (Fac/Staff)
0000111853	[Fwd: Request for Projector]	COE Unix issues
0000111416	[Fwd: LK:08UMBC2 - v6.4 Temporary License Key File (while	COE Unix issues
0000111617	ECS 236, Vibration and Control Lab	COE Unix issues
0000111478	Broken Computer in 117	COE Unix issues
0000111706	CDROM not working	COE Unix issues
0000111609	Wildfire Install	COE Unix issues
0000111907	Service Request.	COE Unix issues
0000111412	my UMBC quota	COE Unix issues
0000111388	Blackboard DELETE Course: Assign to New Media: Blackboard	Online Course Misc
0000111612	[Fwd: ECS 236, Vibration and Control Lab]	Email Request
0000111562	please create an ENGR account	Email Request
0000111518	Fw: Technical Support Training	COE Unix issues
0000111807	Create directories on ME Disk mounted to GL server	AFS File Space Requests
0000111675	Email account for collaborating faculty/staff	HD: Software Config/Trblshtng
0000111576	Mathlab cd borrowed	HD: CD Checkout
0000111312	[Fwd: ecs115linux02 - not responding]	COE Unix issues
0000111638	Install ANSYS on lab's computer	COE Unix issues
0000111722	Install Matlab in L. Zhu Lab	COE Unix issues
0000111501	008 Lab	COE Unix issues

Library

0000111055	Machines taking long to load preferences
0000109921	Guest account problem
0000109966	Novell file restore
0000110534	menu update request
0000111238	novell password reset
0000109899	RE: New Staff/ Novell Accounts..
0000110401	Oracle calendar accounts
0000111250	Ghost server space
0000110184	Create accounts for 2 new users
0000110050	AOK Guest Accounts
0000111013	Library jack 5-16
0000110244	User is faculty but cannot see student transcript and enrollment varifi
0000110700	RE: [Fwd: Pop Up Blockers can cause problems in PeopleSoft]
0000111151	Work Order Request/Adobe Acrobat install
0000110715	Work Order Request
0000109955	library jack activation
0000110535	Library jack 241d1
0000110539	AD machine modification
0000111010	ips
0000110524	Admin bld rm 629 . x58742 User would like machine reformatted and
0000110505	Add Library guest accounts issuers
0000109910	Library PCs not getting proper IPs
0000109960	Library 2nd floor SX270 problems
0000111203	User is getting an error in Vernier certificate
0000109747	Work Order Request-Reset lib guest acct profiles
0000111686	AD join
0000111307	FW: Alicia Hatton to join library staff
0000111559	Slide Library AFS
0000111924	FW: email account for new staff member

Total Number of Tickets:

Windows Profile Issues
UMBC Arbitrary Account
Novell File Restore
PS Finance Security
Novell Account Password
Novell Account Management
CorpTime Calendar Account Requests
Novell Quotas
HD: Accounts
UMBC Arbitrary Account
Dead/Slow Network Jack
Individual myUMBC Errors
Email Request
PC Support Request (Fac/Staff)
UMBC Arbitrary Account
Dead/Slow Network Jack
Dead/Slow Network Jack
PC Support Request (Fac/Staff)
IP Address Request
PC Computer Install (Fac/Staff)
UMBC Arbitrary Account
IP Address Request
DHCP Request
HD: Software Config/Trblshtng
UMBC Arbitrary Account
Active Directory Password
Novell Account Management
AFS File Space Requests
Novell Account Management

0000111313 deleting listservs
 0000111383 forward mail
 0000111386 FW: Jhunter@umbc.edu
 0000111382 Dns/dhcp assignment
 0000111433 Work Order Request-Have their been any changes to oracle gl server
 0000111716 Friends Database Problem
 0000111399 Lib 5th floor: Jack not working
 0000111604 Mailbox restore
 0000111782 user needs quota increase
 0000111317 In Library first floor, they encountered a problem using guest account w

Mailing Lists
 HD: Software Config/Trblshtng
 Spam sent to Help Desk queue
 IP Address Request
 Oracle DB Issue (oracle.gl)
 PC Support Request (Fac/Staff)
 Dead/Slow Network Jack
 AFS File Restore Request
 HD: Quota
 Windows Profile Issues

Ofc of Sponsored Programs

0000110634 Need access to submit proposal - Answer
 0000110321 Problems w/setting pc back up again after moving to new furniture
 0000110764 TST-1-GM Can't enter Budget for a copied version for Continuation
 0000110755 TST-1-GM Status changes to Submitted on Copy
 0000110562 No subject-Error msg when trying to subscribe to AMST392
 0000110132 User gets an error when tries to print - doesn't have access to printer o
 0000110021 My account
 0000110538 Account problems
 0000110968 TST-3-GM Process No Cost Extension/Continuation
 0000110834 User needs file UMBCLAN_Share_pool_server/shared/dept/grad/para
 0000110127 TST-1-GM Cannot approve Proposals for others
 0000110951 [PC s/w] ECS329b: PDFs won't print to Hp Lj 1200
 0000110208 Proposal Approval process
 0000110234 TST-2-GM
 0000110245 TST-2-GM Prof Data Eff Dating not working
 0000110112 TST-2-GM
 0000111194 [Fwd: Re: myUMBC paradocs link not working for user]
 0000110921 [PC s/w] ECS329: printing PDFs created on the fly through secure we
 0000110249 TST-2-GM
 0000110734 1 - Proposal retrieval not working
 0000110718 Machine joined to AD
 0000111081 TST-2-GM Proposal ID not found
 0000110119 TST-1-GM Proposal Status Value missing
 0000111080 TST-1-GM PreAward Spending problems
 0000111083 TST-1-GM Prop Budg Hdr and Lines not balanced
 0000110928 User is in dept sponsored programs and needs novell printer SPGMHP4650
 0000110657 Need more space in my mailbox
 0000111085 TST-2-GM Can Generate Award without needed approvals
 0000110247 TST-2-GM
 0000110751 TST-1-GM Non Funded Proposal can be Awarded
 0000110250 TST-2-GM SQL Error on Save - Adding Contacts to Vendors
 0000110471 Work Order Request
 0000110108 TST-1-GM Proposal Status changes to Approved
 0000110123 TST-1-GM Cannot deny proposal approval
 0000111303 website stats for research site
 0000111334 oracle database access
 0000111340 [PC s/w] ECS 329F - User needs added to local users group
 0000111310 User Margarita Cardona needs calendar account created. x58635
 0000111345 Correct VPN access

Total Number of Tickets:

39

PS Grants
 PC Support Request (Fac/Staff)
 PS General Ledger
 PS General Ledger
 Mailing Lists
 Novell Printing
 PS Grants
 PS Grants
 PS Finance Technical Issues
 Novell File Restore
 PS General Ledger
 PC Support Request (Fac/Staff)
 PS Grants
 Email Request
 PS Grants
 Email Request
 PS Finance Technical Issues
 PC Support Request (Fac/Staff)
 Email Request
 PS General Ledger
 PC Support Request (Fac/Staff)
 PS Finance Technical Issues
 PS Grants
 PS Finance Technical Issues
 PS Finance Technical Issues
 Novell Printing
 HD: Quota
 PS Finance Technical Issues
 Email Request
 PS General Ledger
 PS Finance Technical Issues
 Mailing Lists
 PS General Ledger
 PS General Ledger
 UNIX Misc
 PS Finance Security
 PC Support Request (Fac/Staff)
 CorpTime Calendar Account Requests
 Firewall Issues

Psychology Admin

0000110122 blackboard question
 0000110109 Blackboard gradebook
 0000111220 virus email?
 0000111226 virus email
 0000110118 User Enrollment Question
 0000110190 User unable to access Fall'04 class gradebook
 0000110194 MP316 x52360; Windows XP; Customer has tried using spybot to c
 0000110192 [PC h/w] MP332: User would like file transferred off their computer o
 0000109761 Quota increase
 0000111278 email refused for size

Total Number of Tickets:

37

Online Course Misc
 Online Course Misc
 HD: Software Config/Trblshtng
 HD: Software Config/Trblshtng
 Online Course Acct Modification
 Online Course Misc
 PC Support Request (Fac/Staff)
 PC Support Request (Fac/Staff)
 HD: Quota
 HD: Quota

0000110912	Disk quota	HD: Quota
0000110641	Need Assistance	PC Support Request (Fac/Staff)
0000110468	[PC s/w] SS511: Possible Virus infection - spyware removal	PC Support Request (Fac/Staff)
0000111257	Fwd: suspicious junk mail	Email Spam Complaint
0000110446	User needs quota increase for class	AFS File Space Requests
0000110681	MP332: Xerox 470st has a dead hard drive..	Novell Printing
0000110680	Novell Generic account Password reset	Novell Account Password
0000109757	Psychology printer psychp1300_2printer was disconnected and now n	Novell Printing
0000110728	SS 512 & MP336: latest version of SPSS	PC Software Install (Fac/Staff)
0000110678	Reset GenPsyc2 pw	Novell Account Password
0000109725	Unable to see courses on Bb or able to enroll	Online Course Misc
0000110370	[PC s/w] AD1001B: Install SPSS	PC Software Install (Fac/Staff)
0000110802	Blackboard login	HD: Software Config/Trblshng
0000110860	quota increase request for Bio 428 (required by instructor)	HD: Quota
0000110941	[PC s/w] SS509: Install MS Office	PC Software Install (Fac/Staff)
0000111045	SS507A: Activte dead ethernet jack #53-A	Dead/Slow Network Jack
0000110766	Borrowing SAS CD	HD: CD Checkout
0000111788	Printer Problems	PC Support Request (Fac/Staff)
0000111674	Faculty Annual Report site	OIT-BSG Faculty
0000111745	Work Order Request-Setup laptop w/novell	Novell Client Install
0000111503	Group Administered Corporate TIme Account	CorpTime Calendar Account Requests
0000111431	Posting Question	Online Course Misc
0000111429	podium in Lecture Hall 7	HD: General Info
0000111760	Novell acct needed for Ticket111745	Novell Account Management
0000111715	SAS 9.0 CD check out due back 2/24	HD: CD Checkout
0000111630	Gradebook grades are changing	Online Course Misc
0000111610	Math/psyc rm301. x52488. Machine needs local account for windows l	PC Support Request (Fac/Staff)

Institutional Research

0000109961	Employees w/o Active Primary Job	HumanResources:PeopleSoft
0000110711	Employees w/o an active primary job	HR Human Resources
0000111021	Work Order Request-Grant access to network printers	Novell Printing
0000111122	New index in epmdev	PS Finance Technical Issues
0000111222	JOBCODE does not match RANK	HumanResources:PeopleSoft
0000111224	No active primary job	HR Human Resources
0000109959	Missing Payment Method	HumanResources:PeopleSoft
0000111148	Userid for New employee	PS Finance Technical Issues
0000109979	Missing Rank information for Faculty	HumanResources:PeopleSoft
0000111230	Build new table in epmdev	PS EPM - Misc
0000109728	(fsse2005)Web List Request	Mailing Lists
0000110975	Out of tablespace in EPMDEV	PS EPM - Misc
0000111170	EIS files do not all have the same record count....	OIT-BSG IR Reporting
0000110594	4 new Finance tables in EPM	PS Finance Technical Issues
0000111287	access to OIR's I and J drive for employee	Novell Account Management
0000111259	New table UW_DEPT_TBL_CUR in epmdev	PS EPM - Misc
0000110241	Computer is not starting	PC Support Request (Fac/Staff)
0000111291	Novell account	Novell Account Management
0000110075	Database Space	Oracle DB Issue (oracle.gl)
0000111216	Grant access to UMBCDW in epmdev	PS EPM - Misc
0000111219	Faculty with suspicious educ level	HR Human Resources
0000109981	Employees misshing Race information	HR Human Resources
0000111120	Epmdev: ORA-01536: space quota exceeded for tablespace "	PS EPM - Misc
0000110413	Info from Shadow HCD	PS IT - Database
0000111378	Tables to include in UMBC_OIR_USERS role	PS EPM - Misc
0000111922	Proj_Activity incomplete load	PS EPM - Misc
0000111935	establishing an OIR e-mail address	UMBC Arbitrary Account
0000111858	Faculty rank not consistant with jobcode	HR Human Resources
0000111362	Remove UMBC_PS_READ_ROLE from UMBC_OIR_USERS	PS EPM - Misc
0000111868	Schedule Informatica maps	PS EPM - Misc
0000111356	ETL wrong for Proj_Resource table in epmdev	PS EPM - Misc

Total Number of Tickets:

31

Human Resources

0000110997 UC 116A : Logon for training

Total Number of Tickets:

PC Support Request (Fac/Staff)

30

0000109922	user: pmollen in dept human resources gets no I:/ drive and printers do	Novell Account Management
0000111019	Printer HRHP4SIPrinter in Human Resources dept is not printing.	Novell Printing
0000110381	Data Audit Report Issue	HR Human Resources
0000110623	Remove Correct History Access from BPEACH, JORDAND, and PJ u	HR Security
0000109811	[PC s/w] Delta: Repair Microsoft Office installation	PC Support Request (Fac/Staff)
0000111271	Printer driver installation	PC Support Request (Fac/Staff)
0000110589	Pls run attached script against HRPRD for payroll	PS IT - Database
0000110904	Configure laptop for workgroup printer	PC Support Request (Fac/Staff)
0000110482	Security Setup/Revisions	HR Security
0000111003	Gross Pay Rpt not showing REG erncd \$\$	HR Payroll
0000110500	Admin rm 504. x53849. HR got 2 new comps that need to have typi	PC Computer Install (Fac/Staff)
0000110585	(hrstaff)Web List Request	Email Request
0000110579	Modify Security Access	HR Human Resources
0000110219	Develop a Page to permit users to maintain PS_UM_PAR_BENF_TB	HR Benefits Admin
0000110222	Execute the Attached Script in HRPRD	PS IT - Database
0000110937	New computer installation/computer switch	PC Software Install (Fac/Staff)
0000110072	Admin rm532. x52337. User needs help getting rid of files spybot se	PC Support Request (Fac/Staff)
0000110212	Modify timesheet to include sabbatical employees	HR Payroll
0000109724	Alter Security for Bobbie Jo Peach, Pat Jarkowski, and Dave Jordan t	HR Security
0000111637	User needs quota increase	HD: Quota
0000111743	HRHP4siPrinter in Human Resources is not printing.	Novell Printing
0000111717	pls run attached script against HRPRD for payroll	PS IT - Database
0000111708	pls run attached script against HRPRD	PS IT - Database
0000111909	SQL Errors	HR Human Resources
0000111582	Security Revision	HR Security
0000111781	DISK QUOTA	HD: Software Config/Trblshtng
0000111533	Re: QUOTA WARNING for your myUMBC account	HD: Quota
0000111821	ADMIN 532 : PC setup	PC Software Install (Fac/Staff)
0000111729	pls backup HRPRD for final payroll	PS IT - Database

Admissions

0000110313	Lab check 12am 2/7/05	HD:LabCheck
0000110167	Lab check 12am 2/4/05	HD:LabCheck
0000110314	Tape changes for 2/7/05	HD:TapeChanges
0000110166	Lab check 2/3/05 10pm	HD:LabCheck
0000110987	Lab check 2/14/05 10pm	HD:LabCheck
0000110671	Lab check 2/10/05 12am	HD:LabCheck
0000110785	Lab check 2/10/05 10pm	HD:LabCheck
0000110836	Tape changes for 2/11/05	HD:TapeChanges
0000110786	Lab check 12am 2/11/05	HD:LabCheck
0000110638	Recruit data cleanup	OIT-BSG Admissions
0000111205	Lab check 2/16/05 10pm	HD:LabCheck
0000111206	Lab check 2/17/05 12am	HD:LabCheck
0000110012	Lab check 10pm 2/2/05	HD:LabCheck
0000110010	Phonemail 2/2/05 8pm	HD: Phonemail
0000110013	Lab check 12am 2/3/05	HD:LabCheck
0000111847	Novell Shared Drive Quota Increase	Novell Quotas
0000111918	request	HD: Quota
0000111861	Tape changes 2/25/05	HD:TapeChanges
0000111540	Labcheck 2-21-05 15.00	HD:LabCheck
0000111530	Passfaces no longer working	Webadmin/Webauth Service
0000111756	Lab check 12am 2/24/05	HD:LabCheck
0000111899	Tape changes for 2/27/05	HD:TapeChanges
0000111395	2/18/05 tape change	HD:TapeChanges
0000111442	Lab check 12am 2/21/05	HD:LabCheck
0000111436	Tape changes for 2/20/05	HD:TapeChanges
0000111371	UMBC Calendar link broken	UMBC Web Servers
0000111936	Blackboard Community Request: Assign to New Media: Blackboard	Online Course Course Creation
0000111634	Investigate issues with recruits loaded in February 2005	OIT-BSG Admissions
0000111755	Lab check 2/23/05 10p	HD:LabCheck

Total Number of Tickets:

29

SA PeopleSoft IT Support

0000110748	Michelle Gardner needs an Active Directory account.
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Total Number of Tickets:

Active Directory Password

28

0000110059	Cashiers Office - Financial Services/local acct needs adm rights	Novell Account Management
0000110746	Dee Melvin needs an Active Directory account.	Active Directory Password
0000111053	TST-1-PO Need documentation for bundle that changed PO Rollover	PS Purchasing
0000110747	Margaret Hall needs an Active Directory account.	Active Directory Password
0000111249	Isabel's PC is rebooting.	PC Support Request (Fac/Staff)
0000111246	Ed Hinke needs his email quota increased.	HD: Quota
0000111018	2 UMAPVM01 Process not building rows correctly	PS Payables
0000109937	TST-1-BI BC does not build rows on KK records	PS Billing
0000110205	Request for URL address change for Financial Services.	UMBC Campus Web Pages
0000109958	TST-1-PO Chg Order Printed form Custom Changes Gone	PS Purchasing
0000111247	Ed's PC is rebooting.	PC Support Request (Fac/Staff)
0000110601	TST-1-AP Post Ran to No Success for Closed Voucher	PS Payables
0000110956	PayCycle Report has missing rows	PS Payables
0000110956	PayCycle Report has missing rows	PS Payables
0000110807	Shelly Gardner needs a Novell account.	Novell Account Management
0000109916	Need approval to put a data base on the Novell	Novell Account Management
0000110078	TST-2-PO PO Rollover workbench won't open	PS Purchasing
0000110231	Bad link on UMBC Faculty Staff page.	UMBC Campus Web Pages
0000111680	Irby Cole needs access to "umbc" database in Crystal Reports.	OIT-BSG Oracle Database
0000111333	Crystal needs to have her Novell password reset.	Novell Account Management
0000111681	Stefanie needs access to "umbc" database in Crystal Reports.	OIT-BSG Oracle Database
0000111678	Stefanie Shaffer needs her VPN changed.	Firewall Issues
0000111679	Irby Cole needs his VPN changed.	Firewall Issues
0000111477	1 Query giving error on Run command	PS General Ledger
0000111514	[site survey] AD302: User needs CAT 5 jacks installed in Admin room	Network Survey
0000111578	2 Vendor buffer error Vendor ID #0000003418	PS Payables
0000111387	Jean cannot edit forms in Word 97.	PC Support Request (Fac/Staff)

Top 10 UMBC Departments Requesting Service

