

**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	02/01/2005	02/28/2005
<b>pzearfol</b>	OIT Infrastructure & Support	Total No. of Tickets: <b>35</b>
0000110572	opening phone mail 02.09.05	HD: Phonemail
0000110682	2.10 opening phone mail	HD: Phonemail
0000110710	phonemail 2.10 11am	HD: Phonemail
0000109766	phone mail 2.1.05 11:00am	HD: Phonemail
0000110069	phone mail check 2.3.05 11am	HD: Phonemail
0000110176	Novell web interface down	Novell Server Down
0000110171	2.5.05 opening tasks	HD:LabCheck
0000110170	2.4.05 opening labcheck	HD:LabCheck
0000110169	2.4.05 opening phonemail	HD: Phonemail
0000110015	phonemail 2.3.05 - 7:30am	HD: Phonemail
0000110019	2.3.05 opening tasks	HD:LabCheck
0000109912	opening phonemail 2.2.05	HD: Phonemail
0000110787	2.11 opening phone mail	HD: Phonemail
0000111101	2-16-05 opening phone mail	HD: Phonemail
0000111000	2.15 opening phone mail	HD: Phonemail
0000110791	Blackboard unreachable	Online Course Server Down
0000110790	opening tasks 2/11	HD:LabCheck
0000110788	[lab] ECS122PC05: PC won't boot	LabHardware
0000110789	opening labcheck 2.11	HD:LabCheck
0000111234	2.17 opening phone mail	HD: Phonemail
0000111327	[lab] ECS122PC05: wont' boot	LabHardware
0000111579	2/22/05 phone mail check	HD: Phonemail
0000111569	opening tasks 2.22	HD:LabCheck
0000111545	2.22 - opening phonemail	HD: Phonemail
0000111358	webadmin page cannot be displayed; tried through accounts and BB	Webadmin/Webauth Service
0000111330	opening tasks 2.18	HD: Phonemail
0000111329	Opening labcheck 2.18	HD:LabCheck
0000111328	Cosmetic Damage to macines in 114	LabHardware
0000111326	2.18 Opening phone mail	HD: Phonemail
0000111245	12.17 11am phone mail	HD: Phonemail
0000111815	opening phonemail 2.25	HD: Phonemail
0000111823	2.25 opening tasks	HD:LabCheck
0000111878	closing 2.25	HD:LabCheck
0000111875	phone mail - 2.25 8pm	HD: Phonemail
0000111819	Blackboard homepage unreachable; WebAdmin authenticates	Online Course Server Down
<b>stevenh1</b>	DPET Marketing	Total No. of Tickets: <b>25</b>
0000111218	Reset Novell Password	Novell Account Management
0000111702	Re-map Default Printer in UC	DPET Support Request
0000111696	MAC Address Change for copier	DNS Entry Modification
0000111464	Need Novell and AD account	PC Support Request (Fac/Staff)
0000111463	Email Quota Increase	HD: Quota
0000111228	Install Updates for Web Server Firewall	DPET Support Request
0000111778	DNS Change for Web Server	DNS Entry Modification
0000110804	Update Inventory Database to reflect port information for ISD lab	DPET Support Request
0000110819	Software Listing for New Machines	DPET Support Request
0000110896	FTP Access	AFS File Space Requests
0000111078	test	DPET Support Request
0000111071	Replace fuser in UC Copier	DPET Support Request
0000110980	Classroom MAC Address	IP Conflict
0000110806	Novell Password Reset	Novell Account Management
0000110581	Check printer connections on ELC teacher cube PCs	DPET Support Request
0000110696	Verify all machines in ISD classroom can connect to network	DPET Support Request
0000110582	Update Inventory	DPET Support Request
0000109738	Cancel Advance Business Systems Contract	DPET Support Request
0000109919	B-Wing of Academic IV 4th floor cannot get internet, no IPs. x52719	Building Network Outage
0000109760	Notes	DPET Support Request
0000110064	Active Directory Domain Controller	PC Support Request (Fac/Staff)





0000110245	TST-2-GM Prof Data Eff Dating not working	PS Grants
0000110250	TST-2-GM SQL Error on Save - Adding Contacts to Vendors	PS Finance Technical Issues
0000110249	TST-2-GM	Email Request
0000110734	1 - Proposal retrieval not working	PS General Ledger
0000110247	TST-2-GM	Email Request
0000110751	TST-1-GM Non Funded Proposal can be Awarded	PS General Ledger
0000110755	TST-1-GM Status changes to Submitted on Copy	PS General Ledger
0000110764	TST-1-GM Can't enter Budget for a copied version for Continuation	PS General Ledger
0000110968	TST-3-GM Process No Cost Extension/Continuation	PS Finance Technical Issues
0000111085	TST-2-GM Can Generate Award without needed approvals	PS Finance Technical Issues
0000111083	TST-1-GM Prop Budg Hdr and Lines not balanced	PS Finance Technical Issues
0000111081	TST-2-GM Proposal ID not found	PS Finance Technical Issues
0000111080	TST-1-GM PreAward Spending problems	PS Finance Technical Issues

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SA PeopleSoft IT Support

Total No. of Tickets: **18**

0000111246	Ed Hinke needs his email quota increased.	HD: Quota
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
0000111680	Irby Cole needs access to "umbc" database in Crystal Reports.	OIT-BSG Oracle Database
0000111679	Irby Cole needs his VPN changed.	Firewall Issues
0000111678	Stefanie Shaffer needs her VPN changed.	Firewall Issues
0000111514	[site survey] AD302: User needs CAT 5 jacks installed in Admin room	Network Survey
0000111387	Jean cannot edit forms in Word 97.	PC Support Request (Fac/Staff)
0000111247	Ed's PC is rebooting.	PC Support Request (Fac/Staff)
0000111249	Isabel's PC is rebooting.	PC Support Request (Fac/Staff)
0000110746	Dee Melvin needs an Active Directory account.	Active Directory Password
0000110747	Margaret Hall needs an Active Directory account.	Active Directory Password
0000110807	Shelly Gardner needs a Novell account.	Novell Account Management
0000110748	Michelle Gardner needs an Active Directory account.	Active Directory Password
0000109916	Need approval to put a data base on the Novell	Novell Account Management
0000110059	Cashiers Office - Financial Services/local acct needs adm rights	Novell Account Management
0000110245	Request for IT address change in Novell Staffing	UMBC Campus Web Pages
0000110231	Bad link on UMBC Faculty Staff page.	UMBC Campus Web Pages

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Ofc of Enrollment Managemen

Total No. of Tickets: **17**

0000110852	request	Novell Quotas
0000111059	[Fwd: H Drive capacity]	Novell Quotas
0000111094	request	CorpTime Calendar Account Req
0000111864	User needs inventory on H drive quota	Novell Quotas
0000111432	request	Mailing Lists
0000111631	AD account request	Novell Account Management
0000111613	request	Novell Account Management
0000111492	(emstaff)Web List Request	Email Request
0000110242	Enrollment Staff who still need AD	PC Support Request (Fac/Staff)
0000110744	[Fwd: Corporate Calendar]	CorpTime Calendar Account Req
0000110650	request	Novell Account Management
0000110399	request	Dead/Slow Network Jack
0000109778	request	PC Support Request (Fac/Staff)
0000109789	request	PC Support Request (Fac/Staff)
0000109978	request re: ticket # 109609	PC Support Request (Fac/Staff)
0000109936	request	PC Support Request (Fac/Staff)
0000109826	request	Novell Account Management

## Top 10 UMBC Customers Requesting Service

