

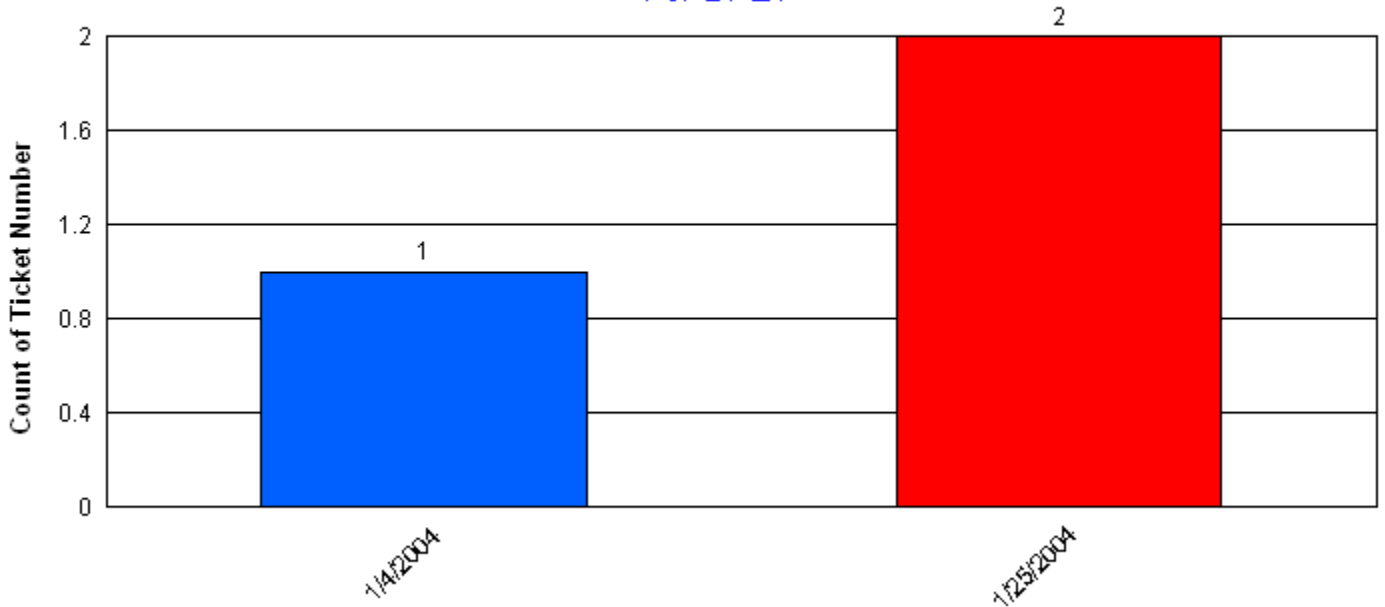
## Closed/Resolved Tickets by OIT Section

*Tickets Created Between 01/01/2004 and 01/31/2004*

DPET	Total:	Create Date	Short Description
<b>jglove1</b>		<b>Total: 3</b>	
<b>Closed</b>		<b>Total: 1</b>	
Ticket Number: 0000080173		01/08/2004	New workstation set-up in ELC
<b>stevenh1</b>		<b>Total: 2</b>	
<b>Resolved</b>		<b>Total: 2</b>	
Ticket Number: 0000081685		01/28/2004	Need to have remedy installed on laptop in Dpet department
Ticket Number: 0000081959		01/30/2004	printer hook-up request

### Count of Ticket Number / Create Date

For DPET



	<u>Create</u>	<u>Short Description</u>
	<u>Date</u>	
<b>Desktop Support</b>	<b>Total: 194</b>	
<b>Desktop</b>	<b>Total: 6</b>	
<b>Closed</b>	<b>Total: 6</b>	
Ticket Number: 0000081283	01/23/2004	setup 12" powerbook
Ticket Number: 0000081629	01/28/2004	signature disappeared from WebMail
Ticket Number: 0000081807	01/29/2004	remedy is not working on my pc
Ticket Number: 0000080638	01/14/2004	Canon scanner help
Ticket Number: 0000080025	01/06/2004	install XP professional
Ticket Number: 0000080093	01/07/2004	can't login to Novell
<b>HD:PPP</b>	<b>Total: 1</b>	
<b>Closed</b>	<b>Total: 1</b>	
Ticket Number: 0000080159	01/08/2004	can't connect outside of UMBC domain
<b>afort1</b>	<b>Total: 3</b>	
<b>Resolved</b>	<b>Total: 1</b>	
Ticket Number: 0000081499	01/27/2004	Customer can't access resnet login screen
<b>Closed</b>	<b>Total: 2</b>	
Ticket Number: 0000080496	01/13/2004	need to have a zip software installed pup229
Ticket Number: 0000080105	01/07/2004	PPP Setup
<b>chrism</b>	<b>Total: 7</b>	
<b>Resolved</b>	<b>Total: 1</b>	
Ticket Number: 0000081771	01/29/2004	ECS025 computers
<b>Closed</b>	<b>Total: 6</b>	
Ticket Number: 0000081466	01/27/2004	[Fwd: Old copy of Win98]
Ticket Number: 0000081642	01/28/2004	PC Windows Local username creation.
Ticket Number: 0000080635	01/14/2004	purchase of Macromedia software
Ticket Number: 0000080679	01/15/2004	PUP 371 ext 52192: Problems with logging into Windows
Ticket Number: 0000079937	01/05/2004	PPP setup. Sas 433
Ticket Number: 0000080786	01/16/2004	Blaster Worm Patch/Removal CD

<b>edortiz</b>		<u>Create</u>	<u>Short Description</u>
<b>Resolved</b>		<u>Date</u>	
		<u>Total:</u> 58	
		<u>Total:</u> 19	
Ticket Number:	0000080678	01/15/2004	WinXP; IE has multiple pop-ups
Ticket Number:	0000080911	01/20/2004	Admin 913 ext 51573: machine reformat and install
Ticket Number:	0000081007	01/21/2004	can't print
Ticket Number:	0000080937	01/20/2004	can't connect through Novell
Ticket Number:	0000081119	01/22/2004	IE 6.0 Error: Runtime Error: Would you like to debug?
Ticket Number:	0000081124	01/22/2004	Admin 717 ext 2091: Customer would like someone to help setup em
Ticket Number:	0000081861	01/29/2004	MS Word Problems
Ticket Number:	0000081616	01/28/2004	PC Install: ITE452
Ticket Number:	0000081747	01/28/2004	Professor cannot log into Novell on laptop
Ticket Number:	0000081843	01/29/2004	Printing problems: CHEMHP2100TN
Ticket Number:	0000082021	01/30/2004	Customer can not log into machine
Ticket Number:	0000081980	01/30/2004	Laptop Win2k need local username.
Ticket Number:	0000081877	01/29/2004	PUBLIC POLICY: 420 - Novell Login Problem
Ticket Number:	0000081866	01/29/2004	User unable to login into Novell on office machine
Ticket Number:	0000081788	01/29/2004	Outlook setup for WinXP system.
Ticket Number:	0000081759	01/29/2004	computer to be set up
Ticket Number:	0000081697	01/28/2004	PC not getting network connection. MP 212
Ticket Number:	0000081671	01/28/2004	My computer
Ticket Number:	0000081451	01/27/2004	not getting IP

<u>Closed</u>	<u>Create Date</u>	<u>Total:</u>	<u>Short Description</u>
		<b>39</b>	
Ticket Number: 0000081537	01/27/2004		Netscape peoblem
Ticket Number: 0000081540	01/27/2004		Printer not set up to computers
Ticket Number: 0000080295	01/09/2004		Software Installation
Ticket Number: 0000080468	01/13/2004		windows logo error but not installed new hardware
Ticket Number: 0000080480	01/13/2004		OS Upgrade Windows XP
Ticket Number: 0000080519	01/13/2004		Novell Client Upgrade
Ticket Number: 0000080561	01/14/2004		Printing multi-week calendar from Corporate Time 6.0 phy329
Ticket Number: 0000080574	01/14/2004		Novell Install
Ticket Number: 0000080710	01/15/2004		Novell Printing request. LAB CHEM 476
Ticket Number: 0000080664	01/15/2004		Cannot print to Novell printer
Ticket Number: 0000080586	01/14/2004		Phys Plant 104A ext. 51448: Problems printing to the Novell printers
Ticket Number: 0000080575	01/14/2004		PC stops responding to keyboard and mouse input after boot.
Ticket Number: 0000080564	01/14/2004		Work Order Request
Ticket Number: 0000080537	01/13/2004		Reformat machine with Win2k
Ticket Number: 0000080719	01/15/2004		Netscape 7.1
Ticket Number: 0000080757	01/16/2004		ITE 325E Ext: 53423 Windows XP installation
Ticket Number: 0000080761	01/16/2004		Acad 4 323 ext: 52863 Tree or server not found
Ticket Number: 0000080881	01/20/2004		after getting prompted to set new password, won't let her login
Ticket Number: 0000080908	01/20/2004		PRD - Runtime Error.
Ticket Number: 0000081026	01/21/2004		Customer1 would like assitance with Palm Sync
Ticket Number: 0000081170	01/22/2004		needs to get this machine operational
Ticket Number: 0000081149	01/22/2004		problem with unknown printers
Ticket Number: 0000081011	01/21/2004		PCMCIA NIC Configuration
Ticket Number: 0000080893	01/20/2004		Netscape Mail
Ticket Number: 0000080784	01/16/2004		PUP 413 Ext: 52180 Problems with printer
Ticket Number: 0000080749	01/16/2004		Drive L problem
Ticket Number: 0000080795	01/16/2004		Windows XP Install
Ticket Number: 0000080509	01/13/2004		Pub Policy 252 ext: Problems with Novell Password
Ticket Number: 0000080413	01/12/2004		New network printer setup, PUP 255
Ticket Number: 0000079911	01/05/2004		BIO 207 ext:3295: Problems printing to color laserjet
Ticket Number: 0000079989	01/06/2004		Admin 911 ext:1577: Problems with monitor possibly video card
Ticket Number: 0000079957	01/05/2004		PC Win2k Novell install. Chem 478
Ticket Number: 0000080032	01/06/2004		Windows XP Upgrade chem202b
Ticket Number: 0000080049	01/06/2004		Saving files on Network drives
Ticket Number: 0000080232	01/08/2004		customer unable to print to networked printer
Ticket Number: 0000080130	01/07/2004		jdbgmgr.exe file hoax, file deleted
Ticket Number: 0000080109	01/07/2004		machine keeps rebooting
Ticket Number: 0000080091	01/07/2004		Several Network-related Errors
Ticket Number: 0000079932	01/05/2004		Monitor Setup

	<u>Create</u>	<u>Date</u>	<u>Short Description</u>
<b>josh</b>			
<b>Resolved</b>		<b>Total: 36</b>	
Ticket Number: 0000080499	01/13/2004		Need jacks added to two rooms
Ticket Number: 0000080774	01/16/2004		TRC 274 ext: 2713: Jack Survey
Ticket Number: 0000080929	01/20/2004		VPN access to HPs
Ticket Number: 0000081481	01/27/2004		Customer needs Toshiba Pocket PC sync software reinstalled.
Ticket Number: 0000081619	01/28/2004		AFS client does not load
Ticket Number: 0000081630	01/28/2004		Network Printer problems
Ticket Number: 0000082071	01/30/2004		Netscape mail problems (Admin 1002)
Ticket Number: 0000082046	01/30/2004		needs a jack to be active
Ticket Number: 0000081852	01/29/2004		Need Netscape upgraded.
Ticket Number: 0000081740	01/28/2004		Visual Studio.NET install
Ticket Number: 0000081667	01/28/2004		Cannot map to Novell drives
Ticket Number: 0000081529	01/27/2004		Cheryl cannot access "Grants2001" database.
Ticket Number: 0000081533	01/27/2004		Janice cannot login to Netscape Messenger or see all folders.
<b>Closed</b>		<b>Total: 23</b>	
Ticket Number: 0000081255	01/23/2004		computer/printer problems
Ticket Number: 0000080241	01/09/2004		Cant resolve host name to IP address
Ticket Number: 0000080248	01/09/2004		when reboot system gets an error
Ticket Number: 0000080364	01/12/2004		Problems creating desktop shortcut
Ticket Number: 0000080529	01/13/2004		Applications not working
Ticket Number: 0000080684	01/15/2004		Errors with SAS
Ticket Number: 0000080485	01/13/2004		Unable to print to our HP Office Jet printer
Ticket Number: 0000080486	01/13/2004		Corporate Time synch problem w/ Pocket PC
Ticket Number: 0000080438	01/12/2004		Possible dead jack
Ticket Number: 0000080466	01/13/2004		Reflections Installation
Ticket Number: 0000080398	01/12/2004		need Novell and Remedy software
Ticket Number: 0000080260	01/09/2004		e-mail problem
Ticket Number: 0000080274	01/09/2004		Pick Up two Computers at South campus
Ticket Number: 0000080024	01/06/2004		Virus Scanner does not update
Ticket Number: 0000080061	01/06/2004		OS X VPN Installation Instructions typo
Ticket Number: 0000080163	01/08/2004		Trouble accessing files on I: drive
Ticket Number: 0000080208	01/08/2004		Importing CSV-format Addressbook into Webmail.
Ticket Number: 0000080217	01/08/2004		[Fwd: Re: Matlab for home use]
Ticket Number: 0000080214	01/08/2004		Windows profiler for .net?
Ticket Number: 0000080198	01/08/2004		Verify if computer is dead
Ticket Number: 0000080098	01/07/2004		Admin 1012 ext:52870 Machine gets BSOD
Ticket Number: 0000080703	01/15/2004		VPN and PINE
Ticket Number: 0000081197	01/22/2004		Palm Pilot to be reset
<b>kirkley1</b>		<b>Total: 8</b>	
<b>Resolved</b>		<b>Total: 1</b>	
Ticket Number: 0000081364	01/25/2004		Wye 331ext 27159 Problems getting webpages to come up
<b>Closed</b>		<b>Total: 7</b>	
Ticket Number: 0000081558	01/27/2004		User has troubles loading any webpages
Ticket Number: 0000080319	01/10/2004		PPP problem
Ticket Number: 0000080392	01/12/2004		Win2k; Windows password not working
Ticket Number: 0000079875	01/05/2004		Faculty reports tree unavailable in Public Policy
Ticket Number: 0000080064	01/06/2004		WYE 322 ext: 7150 Problems with Jack
Ticket Number: 0000080047	01/06/2004		public policy 440 ext51469 printer hooked up to network
Ticket Number: 0000079995	01/06/2004		PC Configuration

	<u>Create</u>	<u>Short Description</u>
	<u>Date</u>	
<b>lasuk</b>	<b>Total: 16</b>	
<b>Resolved</b>	<b>Total: 6</b>	
Ticket Number: 0000080280	01/09/2004	IRC Print Problems
Ticket Number: 0000081012	01/21/2004	New Alumni House, Basement ext:52786: Mac needs to be set up to p
Ticket Number: 0000081641	01/28/2004	Customer unable to print (Fine arts 541)
Ticket Number: 0000081947	01/30/2004	ECS021PC22 HDD Failure
Ticket Number: 0000082160	01/31/2004	Virex 7.2 does not function on Panther
Ticket Number: 0000081742	01/28/2004	Problem with computer in FA001
<b>Closed</b>	<b>Total: 10</b>	
Ticket Number: 0000080643	01/14/2004	Linux problems with PC-53 in Lab 122A
Ticket Number: 0000080734	01/15/2004	Lab 021 PC-09 boot error
Ticket Number: 0000080806	01/17/2004	Lab 021 Linux problems
Ticket Number: 0000080838	01/18/2004	ECS 021 PC 09
Ticket Number: 0000080758	01/16/2004	Entourage X problem
Ticket Number: 0000081054	01/21/2004	Upgrading MAC system to OS 10.3
Ticket Number: 0000081217	01/22/2004	Firewire port not recognizing devices
Ticket Number: 0000081194	01/22/2004	TRC 225 ext: 56566: Installation of Matlab
Ticket Number: 0000081097	01/21/2004	Mice problems in 122A
Ticket Number: 0000080886	01/20/2004	Mac Support - G4 Tower PPP Support
<b>mhartm1</b>	<b>Total: 10</b>	
<b>Resolved</b>	<b>Total: 3</b>	
Ticket Number: 0000081513	01/27/2004	resnet problem
Ticket Number: 0000081833	01/29/2004	place printer on network
Ticket Number: 0000082075	01/30/2004	Computer cant connect to resnet
<b>Closed</b>	<b>Total: 7</b>	
Ticket Number: 0000081268	01/23/2004	needs help and a computer look on setting up resnet
Ticket Number: 0000081384	01/25/2004	problems connecting to resnet
Ticket Number: 0000081541	01/27/2004	Cant long on to resnet
Ticket Number: 0000081484	01/27/2004	Urgent: screensaver password protected
Ticket Number: 0000080632	01/14/2004	Check jack
Ticket Number: 0000080022	01/06/2004	Chem 135 ext: 2529 Problems with machine (hard disk)
Ticket Number: 0000080166	01/08/2004	Work Order Request
<b>mikec</b>	<b>Total: 5</b>	
<b>Closed</b>	<b>Total: 5</b>	
Ticket Number: 0000080813	01/17/2004	[Fwd: Over 395 Diplomas awarded! Get yours...]
Ticket Number: 0000080814	01/17/2004	No subject
Ticket Number: 0000080642	01/14/2004	lpUMBC Feedback: Suggestions
Ticket Number: 0000081426	01/26/2004	Undeliverable message returned to sender
Ticket Number: 0000081427	01/26/2004	Sxe

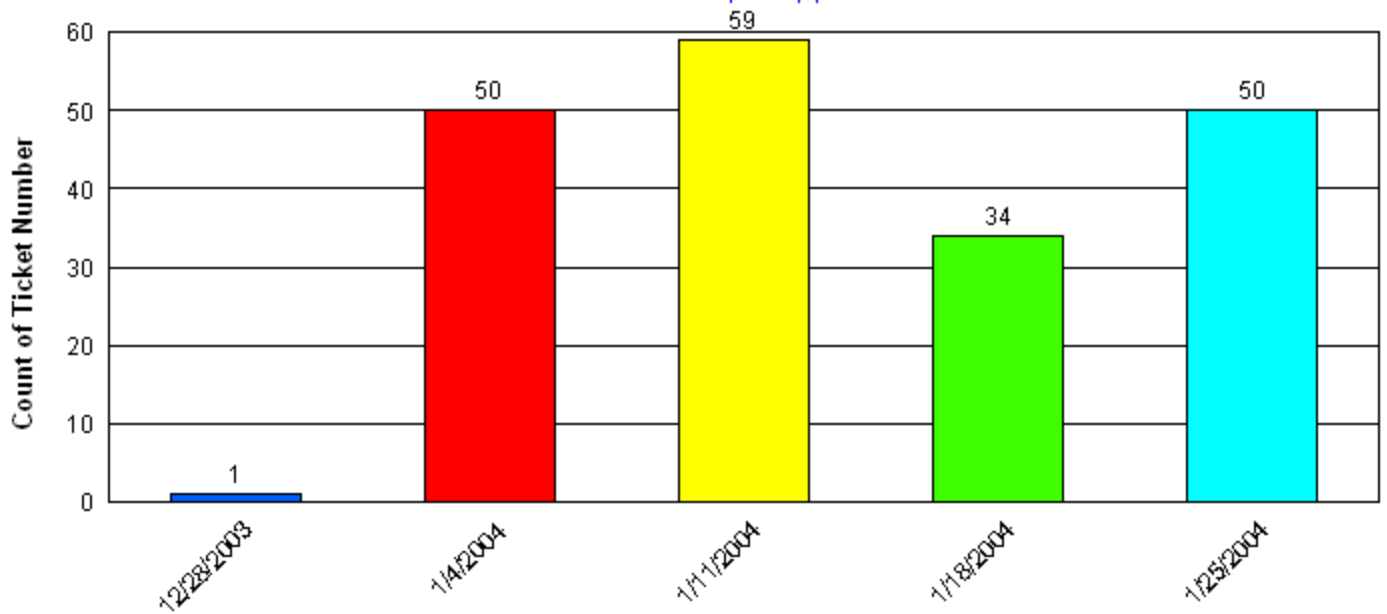
		<u>Create</u>		<u>Short Description</u>
		<u>Date</u>		
<b>omarn</b>		<b>Total:</b>	<b>44</b>	
	<b>Resolved</b>	<b>Total:</b>	<b>4</b>	
Ticket Number:	0000081613	01/28/2004		Netscape does not run wh
Ticket Number:	0000082014	01/30/2004		Computer Issue
Ticket Number:	0000082042	01/30/2004		Customer not able to log onto novell Commons
Ticket Number:	0000081967	01/30/2004		Computer in RAC 331 slow
	<b>Closed</b>	<b>Total:</b>	<b>40</b>	
Ticket Number:	0000081424	01/26/2004		SPSS pup419a
Ticket Number:	0000080254	01/09/2004		Fine Arts Bldg 539: Problems with Printer
Ticket Number:	0000080271	01/09/2004		MacAfee is slowing computer down
Ticket Number:	0000080369	01/12/2004		Office Install
Ticket Number:	0000080490	01/13/2004		Network Printer Trouble sc2.025
Ticket Number:	0000080555	01/14/2004		running very slow rac322
Ticket Number:	0000080612	01/14/2004		Customer has too many concurrent logons lib
Ticket Number:	0000080691	01/15/2004		Library 216A ext 53720: Novell and Calendar problems with machine
Ticket Number:	0000080658	01/15/2004		Monitor does not turn on
Ticket Number:	0000080626	01/14/2004		WinXP, possible virus on machine chem303
Ticket Number:	0000080595	01/14/2004		Customer can not log into machine mp318
Ticket Number:	0000080444	01/12/2004		Deleted Netscape 7 addressbook file fa453
Ticket Number:	0000080287	01/09/2004		Novell and Reflections Install uc124
Ticket Number:	0000080696	01/15/2004		Please re-install Windows XP on PC at Tech Center sc
Ticket Number:	0000080763	01/16/2004		password
Ticket Number:	0000081165	01/22/2004		IE Crashes Randomly pup428
Ticket Number:	0000081146	01/22/2004		Check Jack bio60a
Ticket Number:	0000081084	01/21/2004		Freeing up disk space pup371
Ticket Number:	0000081040	01/21/2004		Request for Service mp204
Ticket Number:	0000081036	01/21/2004		PC support request. SS403 Backroom ss403
Ticket Number:	0000081024	01/21/2004		re: laptop computer stalls in middle of booting up mp313
Ticket Number:	0000081010	01/21/2004		Floppy does not open from Word chem129a
Ticket Number:	0000080896	01/20/2004		Library 216A Ext: 53720: Monitor Setup
Ticket Number:	0000080885	01/20/2004		replacing old machine with new laptop ad717.0
Ticket Number:	0000080884	01/20/2004		Netscape hangs on start ad911
Ticket Number:	0000080762	01/16/2004		WinXP, Outlook not responding, may need reinstall acad309 316
Ticket Number:	0000080753	01/16/2004		PC local log in request. ite452
Ticket Number:	0000080752	01/16/2004		PC Wireless mouse setup.
Ticket Number:	0000080113	01/07/2004		Assistance with connecting Zip drive pup211
Ticket Number:	0000080218	01/08/2004		Software Installation ad904
Ticket Number:	0000080178	01/08/2004		Public Policy 223 ext:52079 Problems with video card after moce
Ticket Number:	0000080171	01/08/2004		need Novell accounts setup up pup408
Ticket Number:	0000080097	01/07/2004		Erickson Hall 070 ext: 51556 Problems with missing DLL file ehall72
Ticket Number:	0000080094	01/07/2004		Outlook Express purges messages fa457
Ticket Number:	0000079993	01/06/2004		Problems with Word data merge document ad912
Ticket Number:	0000079837	01/02/2004		re: "warning" message mp313
Ticket Number:	0000079900	01/05/2004		M/P 311 ext.52415: Problems printing to local printer
Ticket Number:	0000079897	01/05/2004		2.025 South Campus ext 56784: Cannot log into machine
Ticket Number:	0000079992	01/06/2004		Admin 932 ext: 52632 Netscape and Excell lockups
Ticket Number:	0000079895	01/05/2004		NOVELL Install bio480

Create  
Date

Short Description

## Count of Ticket Number / Create Date

For Desktop Support



	<u>Create</u>	<u>Date</u>	<u>Short Description</u>
<b>Financial Services: Peo</b>	<b>Total:</b>	<b>67</b>	
<b>chris</b>	<b>Total:</b>	<b>4</b>	
<b>Resolved</b>	<b>Total:</b>	<b>2</b>	
Ticket Number: 0000081602	01/27/2004		Fw: Another Bundle Needed
Ticket Number: 0000082020	01/30/2004		Bundle Migration to FSPRD
<b>Closed</b>	<b>Total:</b>	<b>2</b>	
Ticket Number: 0000080169	01/08/2004		TST-AR AR Update errors
Ticket Number: 0000080219	01/08/2004		TST-BI-Pending Items loading to AR out of Balances
<b>cnewton</b>	<b>Total:</b>	<b>5</b>	
<b>Resolved</b>	<b>Total:</b>	<b>1</b>	
Ticket Number: 0000081715	01/28/2004		PI not in PS
<b>Closed</b>	<b>Total:</b>	<b>4</b>	
Ticket Number: 0000080306	01/09/2004		F&A error message
Ticket Number: 0000080053	01/06/2004		payroll corrections
Ticket Number: 0000080714	01/15/2004		F&A calc issue with proposal # 000430
Ticket Number: 0000081140	01/22/2004		vacant budgeted position numbers
<b>gary</b>	<b>Total:</b>	<b>3</b>	
<b>Closed</b>	<b>Total:</b>	<b>3</b>	
Ticket Number: 0000080718	01/15/2004		CRESTONE REMEDY HOURS - 1-15-2004
Ticket Number: 0000080422	01/12/2004		Remedy Ticket Hrs for Week of 1/5/2004
Ticket Number: 0000082131	01/31/2004		Grant Billing Issue in FSPRD
<b>jason</b>	<b>Total:</b>	<b>1</b>	
<b>Closed</b>	<b>Total:</b>	<b>1</b>	
Ticket Number: 0000080512	01/13/2004		Mod to Grant Rpts - Commitments
<b>kurilla</b>	<b>Total:</b>	<b>2</b>	
<b>Closed</b>	<b>Total:</b>	<b>2</b>	
Ticket Number: 0000080880	01/20/2004		UPDATE TST
Ticket Number: 0000080604	01/14/2004		FW: Retriever Trans Detail by Dept Estimate
<b>mbogus1</b>	<b>Total:</b>	<b>7</b>	
<b>Resolved</b>	<b>Total:</b>	<b>2</b>	
Ticket Number: 0000081871	01/29/2004		Set up Procurement approvals
Ticket Number: 0000082077	01/30/2004		PO 208
<b>Closed</b>	<b>Total:</b>	<b>5</b>	
Ticket Number: 0000080256	01/09/2004		Changing an account code
Ticket Number: 0000080569	01/14/2004		Procurement access - Please assign to mbogus1
Ticket Number: 0000080174	01/08/2004		Assign to mbogus1
Ticket Number: 0000080183	01/08/2004		Need Requisition Approver Security Access
Ticket Number: 0000080148	01/07/2004		[Fwd: PCard authorization]
<b>rpreston</b>	<b>Total:</b>	<b>4</b>	
<b>Closed</b>	<b>Total:</b>	<b>4</b>	
Ticket Number: 0000080028	01/06/2004		statement of payroll charges report
Ticket Number: 0000080135	01/07/2004		Error/Warning Listing for Disb Load
Ticket Number: 0000081083	01/21/2004		Clarification on Department ID's
Ticket Number: 0000080527	01/13/2004		Payroll/Accounting

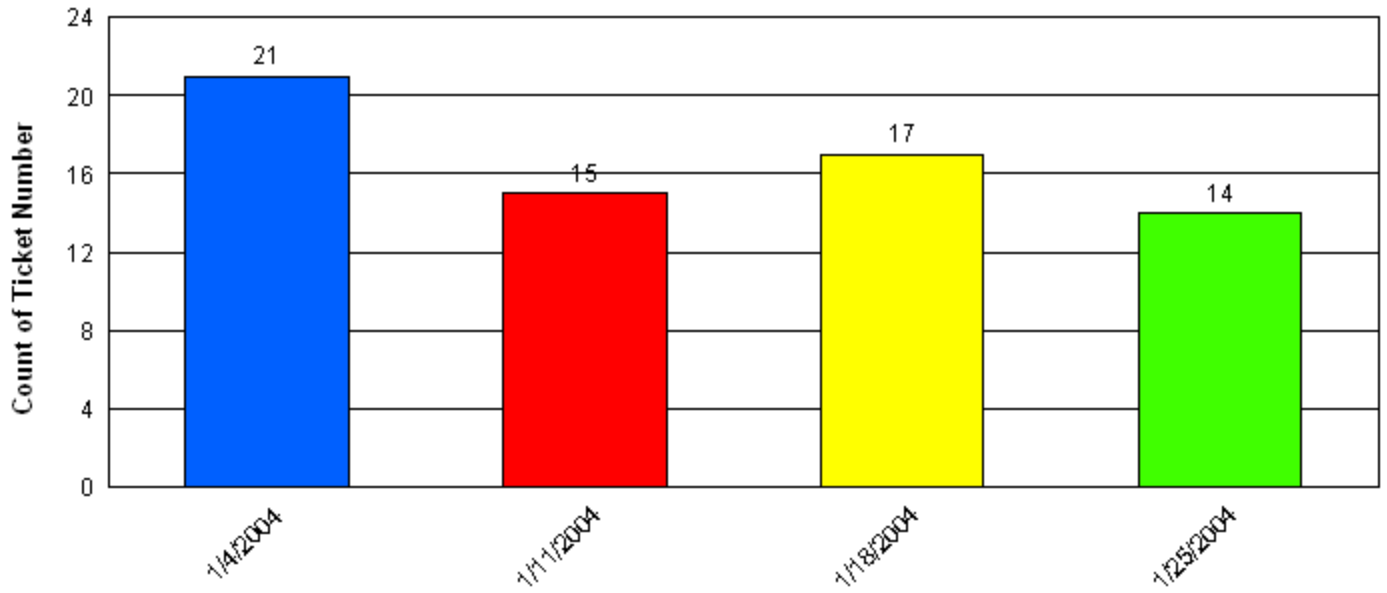
<u>weller</u>	<u>Created</u>	<u>Date</u>	<u>Short Description</u>
	<b>Total:</b>	<b>41</b>	
<b>Closed</b>	<b>Total:</b>	<b>41</b>	
Ticket Number: 0000080283	01/09/2004		PCard Role Missing
Ticket Number: 0000080428	01/12/2004		Missing Airline Expenses
Ticket Number: 0000080508	01/13/2004		PCard transactions not displayed
Ticket Number: 0000080410	01/12/2004		TST-GM-REVREC CORRECTION CUSTOMIZATION IS MISSI
Ticket Number: 0000080583	01/14/2004		peoplesoft
Ticket Number: 0000080667	01/15/2004		GL Interface Issue
Ticket Number: 0000081056	01/21/2004		AR Load & AR Update assigned to Darlene
Ticket Number: 0000080538	01/13/2004		Tracking a Working Fund Check Request
Ticket Number: 0000081242	01/23/2004		error message is PeopleSoft
Ticket Number: 0000081301	01/23/2004		Legacy POs & BPOs
Ticket Number: 0000081696	01/28/2004		Match Exception for Location difference betweenPO and Vdhr.
Ticket Number: 0000081783	01/29/2004		TST - Retest of 78637 & 81308 BUNDLES
Ticket Number: 0000081875	01/29/2004		User Preferences Setup
Ticket Number: 0000082023	01/30/2004		Combo Edit Error in PS
Ticket Number: 0000081832	01/29/2004		purchase order 208
Ticket Number: 0000081723	01/28/2004		TST - Retest for #80141 BUNDLES
Ticket Number: 0000081677	01/28/2004		voucher 14766
Ticket Number: 0000081417	01/26/2004		do travel queries exist?
Ticket Number: 0000080712	01/15/2004		Grant access for a PI
Ticket Number: 0000081306	01/23/2004		Voucher 14766
Ticket Number: 0000080780	01/16/2004		Entering a PeopleSoft receipt
Ticket Number: 0000080958	01/20/2004		grant report date range problem
Ticket Number: 0000081047	01/21/2004		Wrong QTY Received iin error
Ticket Number: 0000081062	01/21/2004		AP Payment Inquiry
Ticket Number: 0000081159	01/22/2004		Security Role changes needed
Ticket Number: 0000081218	01/22/2004		Finance & retriever access
Ticket Number: 0000081214	01/22/2004		Access for Alex (fwd)
Ticket Number: 0000081198	01/22/2004		Req Approval User Security Problem
Ticket Number: 0000081121	01/22/2004		GLInquiry-lines not all visible
Ticket Number: 0000081091	01/21/2004		Query Training
Ticket Number: 0000081088	01/21/2004		Cost Sharing Process
Ticket Number: 0000079884	01/05/2004		Re: Process Monitor
Ticket Number: 0000079956	01/05/2004		TST-AP-ERROR ON BUDGET CHECK
Ticket Number: 0000079952	01/05/2004		Please grant Linda access to International Education Services account
Ticket Number: 0000080059	01/06/2004		verifying charges that appear on a grant from the BGL
Ticket Number: 0000080182	01/08/2004		Account Numbers
Ticket Number: 0000080137	01/07/2004		problem
Ticket Number: 0000080040	01/06/2004		P-card reconciliation help needed
Ticket Number: 0000079994	01/06/2004		Access to Finance
Ticket Number: 0000079969	01/05/2004		TST-BI-ERROR ON SINGLE-ACTION-INVOICING
Ticket Number: 0000079916	01/05/2004		TST-BI-Billing Pre-Load Failed

Create  
Date

Short Description

## Count of Ticket Number / Create Date

For Financial Services: PeopleSoft



<b>Helpdesk</b>	<u>Total:</u>	<u>Create Date</u>	<u>Short Description</u>
<b>HD:PeopleSoft</b>	<b>649</b>		
<b>Closed</b>	<b>Total:</b>	<b>1</b>	
Ticket Number: 0000080888		01/20/2004	getting runtime error in screen
<b>HD:Tape_Changes</b>	<b>Total:</b>	<b>5</b>	
<b>Closed</b>	<b>Total:</b>	<b>5</b>	
Ticket Number: 0000080837		01/18/2004	Tape Changes 1/18/04
Ticket Number: 0000079848		01/03/2004	Tape Changes 1-3-4
Ticket Number: 0000079859		01/04/2004	Tape Changes 1/4/04
Ticket Number: 0000080320		01/10/2004	1-10-04 Tape changes
Ticket Number: 0000080336		01/11/2004	tape changes 1/11/03

<b>HelpDesk</b>		<u>Create</u>	
		<u>Date</u>	
<b>Closed</b>		<u>Total:</u>	<b>46</b>
		<u>Total:</u>	<b>46</b>
			<u>Short Description</u>
Ticket Number: 0000080255		01/09/2004	Password reset
Ticket Number: 0000080391		01/12/2004	Password reset
Ticket Number: 0000080462		01/13/2004	can't delete 2.2mb email
Ticket Number: 0000080546		01/13/2004	Password reset for "sharon1"
Ticket Number: 0000081620		01/28/2004	Password reset for 'gillani1'
Ticket Number: 0000081259		01/23/2004	Password reset
Ticket Number: 0000081253		01/23/2004	increase quota
Ticket Number: 0000082136		01/31/2004	Reset password
Ticket Number: 0000082133		01/31/2004	Password reset
Ticket Number: 0000082056		01/30/2004	reset password
Ticket Number: 0000081902		01/29/2004	dial-up problems
Ticket Number: 0000081849		01/29/2004	create account for adjunct faculty
Ticket Number: 0000081817		01/29/2004	can't go into mail
Ticket Number: 0000081635		01/28/2004	sending message but getting an authentication 505 error
Ticket Number: 0000081548		01/27/2004	Changed password
Ticket Number: 0000081547		01/27/2004	Reset Password
Ticket Number: 0000082165		01/31/2004	Customer cannot dial into network through dial up
Ticket Number: 0000082150		01/31/2004	Cannot connect to the network through dial-up
Ticket Number: 0000081543		01/27/2004	changed password
Ticket Number: 0000081546		01/27/2004	quota increases
Ticket Number: 0000081524		01/27/2004	Changed Password
Ticket Number: 0000081523		01/27/2004	Changed password
Ticket Number: 0000081517		01/27/2004	Changed Password
Ticket Number: 0000081515		01/27/2004	reset password
Ticket Number: 0000081530		01/27/2004	Change password
Ticket Number: 0000081531		01/27/2004	Creating an account
Ticket Number: 0000081273		01/23/2004	forward UMBC to natalia.peter@verizon.net
Ticket Number: 0000081287		01/23/2004	password reset to lastname last four of SSN
Ticket Number: 0000079902		01/05/2004	Password reset request for student
Ticket Number: 0000081184		01/22/2004	myUMBC password
Ticket Number: 0000080016		01/06/2004	downloading Netscape 7.1
Ticket Number: 0000080114		01/07/2004	auto-save in Word
Ticket Number: 0000080180		01/08/2004	customer needs quota increase
Ticket Number: 0000080230		01/08/2004	User requested assistance in lowering disk usage
Ticket Number: 0000080835		01/18/2004	password reset
Ticket Number: 0000081157		01/22/2004	cannot create myUMBC account
Ticket Number: 0000081168		01/22/2004	cannot create account
Ticket Number: 0000081179		01/22/2004	create a myUMBC account
Ticket Number: 0000081171		01/22/2004	create account for research assistant
Ticket Number: 0000081158		01/22/2004	PIN reset
Ticket Number: 0000081156		01/22/2004	created myUMBC account
Ticket Number: 0000081112		01/22/2004	reset PIN but still not able to create account
Ticket Number: 0000081061		01/21/2004	publish to Front Page
Ticket Number: 0000081068		01/21/2004	not getting connected to Internet
Ticket Number: 0000081621		01/28/2004	Password reset for 'hshah4'
Ticket Number: 0000081623		01/28/2004	removed unused files in home director
<b>HelpDesk:CD</b>		<u>Total:</u>	<b>1</b>
<b>Closed</b>		<u>Total:</u>	<b>1</b>
Ticket Number: 0000080717		01/15/2004	Borrowed CDs for SAS

<b>akhant1</b>		<u>Create</u>	<u>Short Description</u>
<b>Resolved</b>		<u>Date</u>	
		<u>Total:</u>	<b>93</b>
		<u>Total:</u>	<b>39</b>
Ticket Number: 0000081035	01/21/2004	Work Order Request	
Ticket Number: 0000081103	01/22/2004	Error message	
Ticket Number: 0000082171	01/31/2004	Lab check/closing 12am 2/1/04	
Ticket Number: 0000082170	01/31/2004	Lab check 11pm 1/31/04	
Ticket Number: 0000082166	01/31/2004	Lab check 9pm 1/31/04	
Ticket Number: 0000082163	01/31/2004	Great Info	
Ticket Number: 0000082158	01/31/2004	Lab Check 1/31/04 6 PM	
Ticket Number: 0000082157	01/31/2004	Phone mail 6:15pm 1/31	
Ticket Number: 0000082149	01/31/2004	Phone mail 01/31 2:00	
Ticket Number: 0000082106	01/31/2004	Lab check 1-31-04 12am check	
Ticket Number: 0000082105	01/30/2004	Closing non used labs 23.00	
Ticket Number: 0000082104	01/30/2004	labcheck at 23.00 1-30-04	
Ticket Number: 0000082098	01/30/2004	Lab Check 1/30/04 6 PM	
Ticket Number: 0000082093	01/30/2004	Windows profile not loading.	
Ticket Number: 0000081994	01/30/2004	01/30 Tape change	
Ticket Number: 0000081978	01/30/2004	Re: QUOTA WARNING for your myUMBC account	
Ticket Number: 0000081971	01/30/2004	Work Order Request	
Ticket Number: 0000081962	01/30/2004	Re: QUOTA WARNING for your myUMBC account	
Ticket Number: 0000081946	01/30/2004	Lab Check 1.30.04 12am	
Ticket Number: 0000081943	01/29/2004	Lab check 1-29-04 10:00pm	
Ticket Number: 0000081928	01/29/2004	Phonemail, Thursday 1/29, 7:00pm	
Ticket Number: 0000081927	01/29/2004	Work Order Request	
Ticket Number: 0000081925	01/29/2004	Work Order Request	
Ticket Number: 0000081922	01/29/2004	No subject	
Ticket Number: 0000081920	01/29/2004	labcheck 1-29-04 18.30	
Ticket Number: 0000081914	01/29/2004	Mailbox Disappearance	
Ticket Number: 0000081915	01/29/2004	No subject	
Ticket Number: 0000081913	01/29/2004	problem	
Ticket Number: 0000081910	01/29/2004	Email error	
Ticket Number: 0000081908	01/29/2004	problem	
Ticket Number: 0000081907	01/29/2004	Work Order Request	
Ticket Number: 0000081901	01/29/2004	Where is all my mail???	
Ticket Number: 0000082099	01/30/2004	Phonemail 1/30/04 7pm	
Ticket Number: 0000081591	01/27/2004	corinne pics	
Ticket Number: 0000081923	01/29/2004	Problem with email account	
Ticket Number: 0000081919	01/29/2004	help!	
Ticket Number: 0000081961	01/30/2004	30-Jan-2004 7:30 Morning check	
Ticket Number: 0000081502	01/27/2004	No subject	
Ticket Number: 0000081526	01/27/2004	FW: Virus Detected In Mail Sent From You!	

<u>Closed</u>	<u>Create Date</u>	<u>Total:</u>	<u>Short Description</u>
		54	
Ticket Number: 0000081241	01/23/2004		DROP OFF MAC
Ticket Number: 0000081246	01/23/2004		missing e-mails
Ticket Number: 0000081251	01/23/2004		Office XP CD Loan
Ticket Number: 0000081319	01/23/2004		99% Uptime Web Hosting & Server
Ticket Number: 0000081354	01/24/2004		guaranteed weight loss j2
Ticket Number: 0000081366	01/25/2004		01/25 Tape Change.
Ticket Number: 0000081383	01/25/2004		9:35 lab check
Ticket Number: 0000081611	01/28/2004		7:30am Morning Stuff
Ticket Number: 0000081576	01/27/2004		Tape changes for 1/27/04
Ticket Number: 0000081506	01/27/2004		problems
Ticket Number: 0000081503	01/27/2004		No subject
Ticket Number: 0000081504	01/27/2004		No subject
Ticket Number: 0000081459	01/27/2004		01/27 7:30am Lab log.
Ticket Number: 0000081446	01/27/2004		1/27/04 voicemail
Ticket Number: 0000081432	01/26/2004		1.26 - All tapes changed successfully
Ticket Number: 0000081390	01/25/2004		1.25.2004 11pm Labcheck
Ticket Number: 0000081389	01/25/2004		10:30 PM post lab check labcxcheck
Ticket Number: 0000081386	01/25/2004		VM checked
Ticket Number: 0000081380	01/25/2004		1.25.2004 - Labcheck
Ticket Number: 0000081369	01/25/2004		01/25 Opening lab check.
Ticket Number: 0000081347	01/24/2004		Thank You
Ticket Number: 0000081318	01/23/2004		Webmail problms, can't get messages
Ticket Number: 0000081315	01/23/2004		Welcome to www.dumpsmarket.com
Ticket Number: 0000080292	01/09/2004		SPSS CD Loan
Ticket Number: 0000080298	01/09/2004		help with lost email
Ticket Number: 0000080313	01/10/2004		Microsoft Windows XP Professional OEM 241617
Ticket Number: 0000080482	01/13/2004		Not listed as active student
Ticket Number: 0000080605	01/14/2004		Borrowed SAS 8.1 4CDs.
Ticket Number: 0000080646	01/14/2004		Lab Check 01/14/04 9pm
Ticket Number: 0000080666	01/15/2004		SAS CD Checkout
Ticket Number: 0000080693	01/15/2004		Re: inquiry
Ticket Number: 0000080526	01/13/2004		01/13 Tape Change.
Ticket Number: 0000080705	01/15/2004		span
Ticket Number: 0000080697	01/15/2004		Re: QUOTA WARNING for your myUMBC account
Ticket Number: 0000080722	01/15/2004		Reinstalling McAfee
Ticket Number: 0000080777	01/16/2004		Quota increase request.
Ticket Number: 0000080803	01/17/2004		99% Uptime Web Hosting & Server
Ticket Number: 0000080858	01/19/2004		SAS loan
Ticket Number: 0000081079	01/21/2004		We need Help!
Ticket Number: 0000081095	01/21/2004		No subject
Ticket Number: 0000081137	01/22/2004		Online Account Activation
Ticket Number: 0000081216	01/22/2004		User requests quota increase
Ticket Number: 0000081210	01/22/2004		Who's your Valentine? Find out who likes you now!
Ticket Number: 0000081203	01/22/2004		User not listed as active student or staff.
Ticket Number: 0000081181	01/22/2004		=?ISO-8859-1?B?vHioRLbHss64Z75QsNM=?=
Ticket Number: 0000081133	01/22/2004		Not listed as active faculty, student, or staff
Ticket Number: 0000081099	01/21/2004		Customer cannot create account online
Ticket Number: 0000080920	01/20/2004		01/20 Tape Change.
Ticket Number: 0000080828	01/18/2004		quota
Ticket Number: 0000080750	01/16/2004		SAS CD set borrowed
Ticket Number: 0000080534	01/13/2004		Office XP CD
Ticket Number: 0000080074	01/06/2004		Mail client setup
Ticket Number: 0000080124	01/07/2004		Re: UMBC OIT: Entourage (fwd)
Ticket Number: 0000080138	01/07/2004		Ye Diana Wang is a PhD student in IFSM

**anna**

Create

Date

Total: **304**

Short Description

<b>Resolved</b>	<u>Create</u> <u>Date</u>	<u>Total:</u> 73	<u>Short Description</u>
Ticket Number: 0000081776	01/29/2004		No subject
Ticket Number: 0000080968	01/20/2004		Re: GCG Access?? (fwd)
Ticket Number: 0000081867	01/29/2004		filtering email
Ticket Number: 0000081868	01/29/2004		Work Order Request
Ticket Number: 0000081737	01/28/2004		Requesting to be removed from an old blackboard course
Ticket Number: 0000081316	01/23/2004		SPSS
Ticket Number: 0000081339	01/24/2004		SquirrelMail
Ticket Number: 0000081527	01/27/2004		Loaned Matlab 11
Ticket Number: 0000082151	01/31/2004		Remove old courses from blackboard
Ticket Number: 0000082142	01/31/2004		tape change 1-31-04
Ticket Number: 0000082137	01/31/2004		11.00 phonemail
Ticket Number: 0000082130	01/31/2004		removing course in blackboard
Ticket Number: 0000082115	01/31/2004		Opening HD 1-31-04
Ticket Number: 0000082107	01/31/2004		removal of past classes from blackboard course list
Ticket Number: 0000082095	01/30/2004		Blackboard course removal
Ticket Number: 0000082074	01/30/2004		Request To Be Removed From Course
Ticket Number: 0000082070	01/30/2004		blackboard
Ticket Number: 0000082050	01/30/2004		Blackboard Student Course Deletion
Ticket Number: 0000082043	01/30/2004		No subject
Ticket Number: 0000082039	01/30/2004		Work Order Request
Ticket Number: 0000082035	01/30/2004		blackboard
Ticket Number: 0000082031	01/30/2004		blackboard deletion request
Ticket Number: 0000082005	01/30/2004		blackboard courses from Fall 03
Ticket Number: 0000081992	01/30/2004		Remove Course from Blackboard
Ticket Number: 0000081778	01/29/2004		Unwanted BB courses
Ticket Number: 0000081769	01/29/2004		Deletion of Blackboard Course
Ticket Number: 0000081766	01/29/2004		Webcam quick cam 4000 pro
Ticket Number: 0000081762	01/29/2004		Blackboard Course Removal
Ticket Number: 0000081761	01/29/2004		Virus Detected In Mail Sent To You! (fwd)
Ticket Number: 0000081760	01/29/2004		Lab check 1-29-04 12am
Ticket Number: 0000081758	01/29/2004		Lab Check 10:30pm 1/28/04
Ticket Number: 0000081756	01/29/2004		Quota Increase
Ticket Number: 0000081755	01/29/2004		deletion from courses
Ticket Number: 0000081951	01/30/2004		Removal of Blackboard Course
Ticket Number: 0000081935	01/29/2004		No subject
Ticket Number: 0000081929	01/29/2004		No subject
Ticket Number: 0000081921	01/29/2004		request for removal of blackboard courses
Ticket Number: 0000081900	01/29/2004		blackboard
Ticket Number: 0000081889	01/29/2004		math 151
Ticket Number: 0000081886	01/29/2004		blackboard
Ticket Number: 0000081874	01/29/2004		Dropping Course
Ticket Number: 0000081873	01/29/2004		Course Removal Request
Ticket Number: 0000081870	01/29/2004		Course Deletion Request
Ticket Number: 0000081850	01/29/2004		Error resetting PIN
Ticket Number: 0000081842	01/29/2004		blackboard deletion
Ticket Number: 0000081839	01/29/2004		email question
Ticket Number: 0000081838	01/29/2004		Remove Blackboard Course
Ticket Number: 0000081837	01/29/2004		removing blackboard course
Ticket Number: 0000081828	01/29/2004		01/29 11:00am Phone Mail check.
Ticket Number: 0000081814	01/29/2004		No subject
Ticket Number: 0000081813	01/29/2004		No subject
Ticket Number: 0000081803	01/29/2004		Re: QUOTA WARNING for your myUMBC account
Ticket Number: 0000081802	01/29/2004		Re: QUOTA WARNING for your myUMBC account
Ticket Number: 0000081801	01/29/2004		course removal

		<u>Create</u>	<u>Short Description</u>
		<u>Date</u>	
Ticket Number:	0000081753	01/29/2004	Blackboard Course Removal
Ticket Number:	0000081746	01/28/2004	blackboard
Ticket Number:	0000081744	01/28/2004	deleting a class from blackboard
Ticket Number:	0000081736	01/28/2004	Request to be Removed from Blackboard courses
Ticket Number:	0000081732	01/28/2004	Old course removal request
Ticket Number:	0000081721	01/28/2004	New Blackboard Account
Ticket Number:	0000081718	01/28/2004	Pin reset requested
Ticket Number:	0000081717	01/28/2004	Quota increase needed
Ticket Number:	0000081711	01/28/2004	Work Order Request
Ticket Number:	0000081706	01/28/2004	Blackboard Course Deletion
Ticket Number:	0000081692	01/28/2004	Remove following course from BB account
Ticket Number:	0000081688	01/28/2004	Work Order Request
Ticket Number:	0000081628	01/28/2004	1/28/2004 11am Phonemail check
Ticket Number:	0000081785	01/29/2004	Help in mail transition
Ticket Number:	0000081500	01/27/2004	Remove 2 classes from BB
Ticket Number:	0000081368	01/25/2004	Possible Resnet Problems Default Gateway
Ticket Number:	0000081793	01/29/2004	remove blackboard courses
Ticket Number:	0000081782	01/29/2004	Reset password
Ticket Number:	0000081781	01/29/2004	01/29 7:30am HD opening log.

	<u>Create</u>		<u>Short Description</u>
<u>Closed</u>	<u>Date</u>	<u>Total:</u>	
Ticket Number: 0000081221	01/22/2004	231	Work Order Request
Ticket Number: 0000081225	01/22/2004		many broken links on OIT page
Ticket Number: 0000081224	01/22/2004		Lab Check 8:00pm 1/22/04
Ticket Number: 0000081371	01/25/2004		01/25 11:00am log.
Ticket Number: 0000081370	01/25/2004		01/25 7:30am Log.
Ticket Number: 0000081402	01/26/2004		No subject
Ticket Number: 0000081329	01/24/2004		Needs a password reset
Ticket Number: 0000081323	01/24/2004		course deletion
Ticket Number: 0000081320	01/23/2004		Work Order Request
Ticket Number: 0000081310	01/23/2004		RE: CMSC 421 Linux OS CDs
Ticket Number: 0000081296	01/23/2004		Work Order Request
Ticket Number: 0000081236	01/23/2004		Quota Warning
Ticket Number: 0000081596	01/27/2004		Custom Marketing
Ticket Number: 0000081592	01/27/2004		Blackboard
Ticket Number: 0000081589	01/27/2004		Server error in myumbc
Ticket Number: 0000081590	01/27/2004		internal server error
Ticket Number: 0000081588	01/27/2004		system error from umbc student
Ticket Number: 0000081586	01/27/2004		server error
Ticket Number: 0000081587	01/27/2004		virus
Ticket Number: 0000081585	01/27/2004		two courses need to be deleted from my blackboard
Ticket Number: 0000081584	01/27/2004		internal error
Ticket Number: 0000081892	01/29/2004		Mass e-mail delivery 667692413
Ticket Number: 0000081879	01/29/2004		Visa Security Update
Ticket Number: 0000081774	01/29/2004		pénis énlarger
Ticket Number: 0000081773	01/29/2004		hi there
Ticket Number: 0000081695	01/28/2004		removal of blackboard courses
Ticket Number: 0000081691	01/28/2004		class removal
Ticket Number: 0000081656	01/28/2004		Blackboard Course Removal
Ticket Number: 0000081686	01/28/2004		remove from online class
Ticket Number: 0000081676	01/28/2004		blackboard
Ticket Number: 0000081606	01/27/2004		Blackboard
Ticket Number: 0000081603	01/27/2004		blackboard course removals
Ticket Number: 0000081601	01/27/2004		Removal of old courses.
Ticket Number: 0000081600	01/27/2004		removal
Ticket Number: 0000081597	01/27/2004		Blackboard course removal
Ticket Number: 0000081583	01/27/2004		login problem
Ticket Number: 0000081581	01/27/2004		error on Myumbc 3:56p.m.
Ticket Number: 0000081578	01/27/2004		Error connecting to MyUMBC
Ticket Number: 0000081575	01/27/2004		Server error
Ticket Number: 0000081573	01/27/2004		internal error
Ticket Number: 0000081570	01/27/2004		500 Internal Error
Ticket Number: 0000081555	01/27/2004		Deletion of old Courses
Ticket Number: 0000081458	01/27/2004		Internal Server Error
Ticket Number: 0000081454	01/27/2004		Old courses to be removed from Blackboard
Ticket Number: 0000081449	01/27/2004		Work Order Request
Ticket Number: 0000081448	01/27/2004		test
Ticket Number: 0000081532	01/27/2004		Work Order Request
Ticket Number: 0000081441	01/26/2004		a request for blackboard removal
Ticket Number: 0000081440	01/26/2004		Blackboard Course Removal
Ticket Number: 0000081435	01/26/2004		=?gb2312?B?0r3Hxc34u7bTrcT6o6E=?=
Ticket Number: 0000081430	01/26/2004		Course removal request
Ticket Number: 0000081539	01/27/2004		Delete Blackboard Courses
Ticket Number: 0000081538	01/27/2004		delete blackboard courses
Ticket Number: 0000081525	01/27/2004		Hi

	<u>Create</u>	<u>Date</u>	<u>Short Description</u>
Ticket Number:	0000081512	01/27/2004	myUMBC class list problem
Ticket Number:	0000081511	01/27/2004	error
Ticket Number:	0000081509	01/27/2004	faculty functions on my.umbc.edu are dead
Ticket Number:	0000081460	01/27/2004	myumbc problem
Ticket Number:	0000081428	01/26/2004	FW: Your girlfriend wanted me to forward this! yx alnu
Ticket Number:	0000081429	01/26/2004	hello
Ticket Number:	0000081421	01/26/2004	Please delete my blackboard requested courses
Ticket Number:	0000081419	01/26/2004	removal from blackboard course
Ticket Number:	0000081408	01/26/2004	Removing Blackboard Courses
Ticket Number:	0000081406	01/26/2004	Request to be removed from an old course
Ticket Number:	0000081387	01/25/2004	Request for removal
Ticket Number:	0000081372	01/25/2004	01/25 2:00pm log.
Ticket Number:	0000081226	01/23/2004	Hi! Sitemanager, ==> 78%!....(whitman4574yj)
Ticket Number:	0000080236	01/08/2004	Lab Check 01/08/2004 10pm
Ticket Number:	0000080237	01/09/2004	Re: MAIY, unseen and unnoticed
Ticket Number:	0000080244	01/09/2004	All tapes changed with no problems Jan 08
Ticket Number:	0000080258	01/09/2004	Modem problems
Ticket Number:	0000080533	01/13/2004	Password reset.
Ticket Number:	0000080525	01/13/2004	Work Order Request
Ticket Number:	0000080477	01/13/2004	Work Order Request
Ticket Number:	0000080473	01/13/2004	Work Order Request
Ticket Number:	0000080467	01/13/2004	error activating account
Ticket Number:	0000080465	01/13/2004	sunday
Ticket Number:	0000080464	01/13/2004	Bullet Proof Web Hosting & Server
Ticket Number:	0000080461	01/13/2004	Unable to access my-umbc
Ticket Number:	0000080459	01/13/2004	Re: and the restaurant avdkh pfykvuomny
Ticket Number:	0000080453	01/12/2004	I recieved an internal error message
Ticket Number:	0000080451	01/12/2004	Thousands & Thousands of Products On Their Way
Ticket Number:	0000080448	01/12/2004	Customize Marketing
Ticket Number:	0000080380	01/12/2004	deleting email
Ticket Number:	0000080372	01/12/2004	Work Order Request
Ticket Number:	0000080365	01/12/2004	[Fwd: Warning: could not send message for past 1 day]
Ticket Number:	0000080647	01/14/2004	Re: MYLKFKMI, in his twenty
Ticket Number:	0000080641	01/14/2004	Re: QR, removing yeshua from
Ticket Number:	0000080639	01/14/2004	Removal of courses from Blackboard
Ticket Number:	0000080559	01/14/2004	want to buy or refianance a home
Ticket Number:	0000080550	01/14/2004	can not access gl
Ticket Number:	0000080549	01/13/2004	Work Order Request
Ticket Number:	0000080544	01/13/2004	Work Order Request
Ticket Number:	0000080498	01/13/2004	PAYPAL.COM NEW YEAR OFFER
Ticket Number:	0000081297	01/23/2004	Work Order Request
Ticket Number:	0000080686	01/15/2004	Old Course Removal
Ticket Number:	0000080680	01/15/2004	Personal Webpage assistance
Ticket Number:	0000080810	01/17/2004	Email restore
Ticket Number:	0000080653	01/15/2004	expand disk space
Ticket Number:	0000080648	01/14/2004	Re: PKO, ashamed! im perishing
Ticket Number:	0000080350	01/12/2004	Email account Problem.
Ticket Number:	0000080344	01/11/2004	Work Order Request
Ticket Number:	0000080342	01/11/2004	Mail Quota Info
Ticket Number:	0000080339	01/11/2004	buy medications online
Ticket Number:	0000080338	01/11/2004	Re: WKYY, there great heaps
Ticket Number:	0000080337	01/11/2004	Re: WKYY, there great heaps
Ticket Number:	0000080335	01/11/2004	Customer cannot activate account online
Ticket Number:	0000080326	01/10/2004	Work Order Request
Ticket Number:	0000080739	01/16/2004	No subject

	<u>Create</u>	<u>Date</u>	<u>Short Description</u>
Ticket Number:	0000080325	01/10/2004	spss 11 license
Ticket Number:	0000080279	01/09/2004	Account activation for Edith Brumskill
Ticket Number:	0000080278	01/09/2004	Re: QUOTA WARNING for your myUMBC account
Ticket Number:	0000080249	01/09/2004	enjoy it
Ticket Number:	0000080252	01/09/2004	Re: GABSRIOG, nose had once
Ticket Number:	0000080239	01/09/2004	Re: NH, reasoning on this
Ticket Number:	0000080238	01/09/2004	better than viagra
Ticket Number:	0000081104	01/22/2004	FOREX News - OpenForex.Org 241845
Ticket Number:	0000080941	01/20/2004	Work Order Request
Ticket Number:	0000079983	01/06/2004	great feeling
Ticket Number:	0000079981	01/05/2004	sunday
Ticket Number:	0000079979	01/05/2004	Myumbc account
Ticket Number:	0000079973	01/05/2004	removal of blackboard courses
Ticket Number:	0000079965	01/05/2004	remove from Blackboard
Ticket Number:	0000079954	01/05/2004	disk usage
Ticket Number:	0000079943	01/05/2004	Sitemanager, --> 80%!....turnaround2839jr
Ticket Number:	0000079933	01/05/2004	Deleting emails Problem
Ticket Number:	0000079931	01/05/2004	[Fwd: QUOTA WARNING for your myUMBC account]
Ticket Number:	0000079917	01/05/2004	Staff request for quota increase
Ticket Number:	0000079913	01/05/2004	Email quota increase request for faculty
Ticket Number:	0000079898	01/05/2004	activate student
Ticket Number:	0000079883	01/05/2004	Work Order Request
Ticket Number:	0000079879	01/05/2004	Not listed as active student
Ticket Number:	0000079847	01/03/2004	Re: QUOTA WARNING for your myUMBC account
Ticket Number:	0000079844	01/03/2004	=?GB2312?B?wM/F89PR1Nq0y7j4xPqw3cTqo6E=?=
Ticket Number:	0000079948	01/05/2004	Not listed as active student
Ticket Number:	0000080102	01/07/2004	where's my mail?
Ticket Number:	0000080101	01/07/2004	where's my mail?
Ticket Number:	0000080087	01/07/2004	Regarding position in management. 15 openings available.
Ticket Number:	0000080086	01/07/2004	holiday surprise
Ticket Number:	0000080082	01/07/2004	free prescriptions
Ticket Number:	0000080080	01/07/2004	Re: BPGRRYD, was lit with
Ticket Number:	0000080076	01/06/2004	W i n d o w s - XP Professional!!! will be only \$35.00 !!!
Ticket Number:	0000080155	01/08/2004	Re: RH, profile and full
Ticket Number:	0000080535	01/13/2004	Course Deletion Request
Ticket Number:	0000080017	01/06/2004	Tape Changes - Tuesday 1/6/04
Ticket Number:	0000080233	01/08/2004	lab check 1/8/04 8 PM
Ticket Number:	0000080228	01/08/2004	SPAM crisis
Ticket Number:	0000080221	01/08/2004	FW: Returned mail: see transcript for details
Ticket Number:	0000080204	01/08/2004	=?GB2312?B?08S7s7my0+/W2NDCv6q3xaOsu7bTrbTzvNLQwsDP
Ticket Number:	0000080202	01/08/2004	virus alert - for real (fwd)
Ticket Number:	0000080189	01/08/2004	=?GB2312?B?08S7s7my0+/W2NDCv6q3xaOsu7bTrbTzvNLQwsDP
Ticket Number:	0000080158	01/08/2004	Permission for Ye Diana Wang to purchase SPSS
Ticket Number:	0000080154	01/08/2004	Just Prove that you're over 18, and you watch it without paying! Curre
Ticket Number:	0000080149	01/07/2004	tape change for 1/07/2004
Ticket Number:	0000080144	01/07/2004	Customer does not exist in Bb database
Ticket Number:	0000080285	01/09/2004	FA001 Projector bulb
Ticket Number:	0000080120	01/07/2004	[Fwd: virus alert-this is for real!]
Ticket Number:	0000080015	01/06/2004	my account, again
Ticket Number:	0000079997	01/06/2004	Work Order Request
Ticket Number:	0000079990	01/06/2004	Tapes 1/6/04
Ticket Number:	0000080727	01/15/2004	send email to another email address
Ticket Number:	0000080736	01/16/2004	=?GB2312?B?0MXPoibXysHPyTW8rw===?=-
Ticket Number:	0000080809	01/17/2004	Tape Change 1-17-04
Ticket Number:	0000080823	01/18/2004	Request information

	<u>Create</u>	<u>Date</u>	<u>Short Description</u>
Ticket Number:	0000081230	01/23/2004	Re: IUI, i just arrived
Ticket Number:	0000081205	01/22/2004	Course Deletion Request
Ticket Number:	0000081174	01/22/2004	Remove Blackboard Courses
Ticket Number:	0000080979	01/20/2004	No subject
Ticket Number:	0000080978	01/20/2004	system failure
Ticket Number:	0000080977	01/20/2004	Time Error
Ticket Number:	0000080975	01/20/2004	error
Ticket Number:	0000080974	01/20/2004	Problem
Ticket Number:	0000080976	01/20/2004	Server problems
Ticket Number:	0000080972	01/20/2004	Internal server error
Ticket Number:	0000080971	01/20/2004	Internal Server Error
Ticket Number:	0000080970	01/20/2004	internal error message
Ticket Number:	0000081292	01/23/2004	A few errors and a question
Ticket Number:	0000081123	01/22/2004	Reply
Ticket Number:	0000081109	01/22/2004	Help!
Ticket Number:	0000081108	01/22/2004	Work Order Request
Ticket Number:	0000081106	01/22/2004	Help with myumbc
Ticket Number:	0000081102	01/22/2004	Work Order Request
Ticket Number:	0000081105	01/22/2004	access permission error fcgi-bin/myumbc.fcgi
Ticket Number:	0000081234	01/23/2004	Read Receipt
Ticket Number:	0000081006	01/21/2004	Re: QUOTA WARNING for your myUMBC account
Ticket Number:	0000081005	01/21/2004	No subject
Ticket Number:	0000080995	01/21/2004	weight loss
Ticket Number:	0000080994	01/21/2004	Re: SEH, vareukha stepped back
Ticket Number:	0000080993	01/21/2004	Re: WGGAVC, made the whole
Ticket Number:	0000080992	01/21/2004	Re: VWYFHAVMBQD,184, the dog rose
Ticket Number:	0000080991	01/21/2004	Re: DSDATF, and waved them
Ticket Number:	0000080989	01/21/2004	Problem logging into MyUMBC
Ticket Number:	0000081220	01/22/2004	Internet 2004 plus
Ticket Number:	0000081048	01/21/2004	Remove classes from Blackboard
Ticket Number:	0000080988	01/21/2004	system failure umbc student
Ticket Number:	0000080987	01/21/2004	general failure of the UCS system
Ticket Number:	0000080986	01/21/2004	Can't logon myUMBC
Ticket Number:	0000080984	01/21/2004	help!
Ticket Number:	0000080985	01/21/2004	notice of system failure
Ticket Number:	0000080981	01/20/2004	System failure
Ticket Number:	0000080982	01/20/2004	General Failure
Ticket Number:	0000080980	01/20/2004	myUMBC
Ticket Number:	0000080969	01/20/2004	error on myumbc
Ticket Number:	0000080963	01/20/2004	Blackboard course deletion request
Ticket Number:	0000080955	01/20/2004	No subject
Ticket Number:	0000080954	01/20/2004	Work Order Request
Ticket Number:	0000080949	01/20/2004	Virus Detected In Mail Sent From You! (fwd)
Ticket Number:	0000080926	01/20/2004	UMBC home-Academics
Ticket Number:	0000081111	01/22/2004	Re: RPJ, my beloved changed
Ticket Number:	0000080869	01/19/2004	[Fwd: virus in an email to me from you]
Ticket Number:	0000080867	01/19/2004	problem with email account
Ticket Number:	0000080854	01/19/2004	[Fwd: WARNING. You tried to send a potential virus or unauthorized
Ticket Number:	0000080850	01/19/2004	Courses Deletion Request
Ticket Number:	0000080852	01/19/2004	Re: QUOTA WARNING for your myUMBC account
Ticket Number:	0000080836	01/18/2004	ppp connection problem
Ticket Number:	0000080832	01/18/2004	Work Order Request
Ticket Number:	0000080831	01/18/2004	Spam from hinet.net
Ticket Number:	0000080827	01/18/2004	Work Order Request
Ticket Number:	0000080882	01/20/2004	=?ISO-8859-1?B?vHi2x7LOuGe+ULDT?=-

		<u>Create</u>		<u>Short Description</u>
		<u>Date</u>		
Ticket Number:	0000080876	01/20/2004		=?gb2312?B?aGVscGRlc2u6w8/7z6KjoaOh?=-
Ticket Number:	0000080875	01/19/2004		NICE TO MEET YOU
Ticket Number:	0000080874	01/19/2004		Problems With myUMBC
Ticket Number:	0000080873	01/19/2004		Dear friend,your co-operation is needed.
Ticket Number:	0000080872	01/19/2004		Wiped out inbox and "Can't open folders" in Mail directory when
Ticket Number:	0000080821	01/17/2004		[Fwd: Fw: [Fwd: Enable your UMBC Alumni Email Account Forward
Ticket Number:	0000081013	01/21/2004		E-mail Problem
Ticket Number:	0000080772	01/16/2004		Tape Changes, Friday 1/16
Ticket Number:	0000080737	01/16/2004		Re: AIHL, the first! exclaimed
Ticket Number:	0000080735	01/15/2004		Lab Check 01/15/04 10pm
Ticket Number:	0000080728	01/15/2004		Lab Check 1/15/04 8 PM
Ticket Number:	0000080730	01/15/2004		Important LAB Information .....
<b>ha2</b>		<u>Total:</u>	<b>7</b>	
<b>Closed</b>		<u>Total:</u>	<b>7</b>	
Ticket Number:	0000080944	01/20/2004		Email Restore
Ticket Number:	0000080150	01/07/2004		Student cannot log onto resnet.
Ticket Number:	0000081324	01/24/2004		BUSINESS PROPOSAL
Ticket Number:	0000081356	01/24/2004		Work Order Request
Ticket Number:	0000081580	01/27/2004		User requests password reset
Ticket Number:	0000082168	01/31/2004		Cum And Look Like A PORN STAR!!!!!!!!!! encodersprouting
Ticket Number:	0000081326	01/24/2004		Phonemail messages 8am 1/24/04
<b>jperron1</b>		<u>Total:</u>	<b>1</b>	
<b>Resolved</b>		<u>Total:</u>	<b>1</b>	
Ticket Number:	0000081924	01/29/2004		problem

	<u>Create</u>	<u>Short Description</u>
	<u>Date</u>	
<b>kherna1</b>	<b>Total: 36</b>	
<b>Resolved</b>	<b>Total: 2</b>	
Ticket Number: 0000081726	01/28/2004	Page File Error/ McAfee Uninstall ecs201
Ticket Number: 0000080545	01/13/2004	Help
<b>Closed</b>	<b>Total: 34</b>	
Ticket Number: 0000081528	01/27/2004	Not listed as active student
Ticket Number: 0000081554	01/27/2004	XP cd checkout
Ticket Number: 0000081480	01/27/2004	Not listed as active staff
Ticket Number: 0000081535	01/27/2004	Not listed as active student
Ticket Number: 0000080296	01/09/2004	issues with the disk usage quota
Ticket Number: 0000080669	01/15/2004	How can I do that
Ticket Number: 0000080657	01/15/2004	SAS CD Borrowed
Ticket Number: 0000080649	01/15/2004	[Fwd: Virus Detected In Mail Sent To You!]
Ticket Number: 0000080644	01/14/2004	email probs
Ticket Number: 0000080637	01/14/2004	Customer not listed as active faculty student or staff
Ticket Number: 0000080552	01/14/2004	my.umbc account error
Ticket Number: 0000080456	01/13/2004	(no subject)
Ticket Number: 0000080455	01/13/2004	help me please!
Ticket Number: 0000080450	01/12/2004	error on myumbc
Ticket Number: 0000080443	01/12/2004	Wireless Network
Ticket Number: 0000080440	01/12/2004	connecting to gl space w/ fetch
Ticket Number: 0000080418	01/12/2004	Work Order Request
Ticket Number: 0000080417	01/12/2004	Account Activation
Ticket Number: 0000080401	01/12/2004	account warning
Ticket Number: 0000080363	01/12/2004	Office XP loan
Ticket Number: 0000079926	01/05/2004	PC Monitor flickering. Public Policy 425
Ticket Number: 0000079849	01/03/2004	Purging this e-mail account
Ticket Number: 0000079839	01/02/2004	Fwd: UMBC email account problems...
Ticket Number: 0000079901	01/05/2004	Work Order Request
Ticket Number: 0000079947	01/05/2004	spss license
Ticket Number: 0000080226	01/08/2004	Question
Ticket Number: 0000080175	01/08/2004	Borrowed SAS 8.1
Ticket Number: 0000080157	01/08/2004	No subject
Ticket Number: 0000079980	01/05/2004	Work Order Request
Ticket Number: 0000079982	01/06/2004	I am having trouble checking my email from home and work.
Ticket Number: 0000079976	01/05/2004	6 PM lab check
Ticket Number: 0000080707	01/15/2004	SAS 8.1 4CDs.
Ticket Number: 0000080952	01/20/2004	Virex Virus Definition Assistance
Ticket Number: 0000080794	01/16/2004	Work Order Request
<b>kincaid</b>	<b>Total: 11</b>	
<b>Resolved</b>	<b>Total: 1</b>	
Ticket Number: 0000082084	01/30/2004	access to reflections from home computer
<b>Closed</b>	<b>Total: 10</b>	
Ticket Number: 0000081560	01/27/2004	SAS and Matlab cd checkouts
Ticket Number: 0000081768	01/29/2004	=?gb2312?B?0qogt6IgssYgsdgg1/YgtcQgysI=?=
Ticket Number: 0000081772	01/29/2004	Mass e-mail delivery 244860428
Ticket Number: 0000081937	01/29/2004	No subject
Ticket Number: 0000082067	01/30/2004	RE: Amanda Martin to join Tech. Services
Ticket Number: 0000081916	01/29/2004	No subject
Ticket Number: 0000080421	01/12/2004	Delete Account
Ticket Number: 0000080530	01/13/2004	New reflections account.
Ticket Number: 0000080870	01/19/2004	my UMBC - nedd access to "aculty options"
Ticket Number: 0000080156	01/08/2004	Testscore.exe aborts while confirming results

	<u>Create</u>	<u>Short Description</u>
	<u>Date</u>	
<b>mdo1</b>	<u>Total:</u> 4	
<b>Resolved</b>	<u>Total:</u> 3	
Ticket Number: 0000081930	01/29/2004	Mailbox errors
Ticket Number: 0000081931	01/29/2004	Work Order Request
Ticket Number: 0000081932	01/29/2004	Account Error
<b>Closed</b>	<u>Total:</u> 1	
Ticket Number: 0000081911	01/29/2004	Load CD
<b>mnolan1</b>	<u>Total:</u> 1	
<b>Closed</b>	<u>Total:</u> 1	
Ticket Number: 0000081257	01/23/2004	waiting for fax to reset password
<b>moneill1</b>	<u>Total:</u> 27	
<b>Resolved</b>	<u>Total:</u> 4	
Ticket Number: 0000081418	01/26/2004	FW: Virus Detected In Mail Sent To You!
Ticket Number: 0000081437	01/26/2004	e-mail quota
Ticket Number: 0000081595	01/27/2004	Work Order Request
Ticket Number: 0000081738	01/28/2004	Phonemail, Wednesday 1/28, 7:30pm
<b>Closed</b>	<u>Total:</u> 23	
Ticket Number: 0000081264	01/23/2004	UMBC Account Password Reset for qtran4
Ticket Number: 0000081284	01/23/2004	UMBC Account Password Reset for pat8
Ticket Number: 0000081343	01/24/2004	UMBC Account Password Reset for mcarrol
Ticket Number: 0000081334	01/24/2004	UMBC Account Password Reset for clarence
Ticket Number: 0000081288	01/23/2004	UMBC Account Password Reset for mooren1
Ticket Number: 0000080290	01/09/2004	Tape Changes, friday 1/9/2004
Ticket Number: 0000080532	01/13/2004	Borrowed SAS 8.1 4CDs
Ticket Number: 0000080690	01/15/2004	SPSS 11 and SAS 8 loan
Ticket Number: 0000080115	01/07/2004	UMBC Account Password Reset for rogersw1
Ticket Number: 0000080023	01/06/2004	UMBC Account Password Reset for lin3
Ticket Number: 0000080046	01/06/2004	SAS 8.1 CDs Loan
Ticket Number: 0000080227	01/08/2004	UMBC Account Password Reset for rpatte3
Ticket Number: 0000080223	01/08/2004	UMBC Account Password Reset for tschof1
Ticket Number: 0000080222	01/08/2004	UMBC Account Password Reset for pet2
Ticket Number: 0000080184	01/08/2004	UMBC Account Password Reset for gbravo1
Ticket Number: 0000080187	01/08/2004	UMBC Account Password Reset for monica4
Ticket Number: 0000080186	01/08/2004	UMBC Account Password Reset for lgreen3
Ticket Number: 0000080128	01/07/2004	Alumni House Lost Connection then can't get into Novell
Ticket Number: 0000080118	01/07/2004	Borrowed SAS 8.1 4CDs.
Ticket Number: 0000080020	01/06/2004	UMBC Account Password Reset for fsami1
Ticket Number: 0000079929	01/05/2004	Matlab 12.1 CD set borrowed
Ticket Number: 0000079974	01/05/2004	UMBC Account Password Reset for den1
Ticket Number: 0000080790	01/16/2004	UMBC Account Password Reset for jwilli7
<b>myers</b>	<u>Total:</u> 3	
<b>Resolved</b>	<u>Total:</u> 2	
Ticket Number: 0000081819	01/29/2004	new HP account creation
Ticket Number: 0000082059	01/30/2004	Create HP Accounts for Greg Williams and Nezhat Olia
<b>Closed</b>	<u>Total:</u> 1	
Ticket Number: 0000080039	01/06/2004	name change on HP systems

	<u>Create</u>		<u>Short Description</u>
	<u>Date</u>		
<b>nitinr1</b>	<u>Total:</u>	<b>8</b>	
<b>Resolved</b>	<u>Total:</u>	<b>5</b>	
Ticket Number: 0000081934	01/29/2004		Password reset requested
Ticket Number: 0000081977	01/30/2004		PSYC604, 360 not listed - Instructor
Ticket Number: 0000082138	01/31/2004		mcafee error 1306
Ticket Number: 0000082012	01/30/2004		Password reset for Sharon Davis
Ticket Number: 0000081640	01/28/2004		SAS 8 CD Loan
<b>Closed</b>	<u>Total:</u>	<b>3</b>	
Ticket Number: 0000081704	01/28/2004		tp
Ticket Number: 0000081708	01/28/2004		Password reset request
Ticket Number: 0000081725	01/28/2004		Password reset requested
<b>pzeafol</b>	<u>Total:</u>	<b>7</b>	
<b>Resolved</b>	<u>Total:</u>	<b>5</b>	
Ticket Number: 0000081188	01/22/2004		User borrowed software packages
Ticket Number: 0000081836	01/29/2004		Off campus password change
Ticket Number: 0000081845	01/29/2004		User password change
Ticket Number: 0000081859	01/29/2004		User password change
Ticket Number: 0000081846	01/29/2004		User having trouble with message rules
<b>Closed</b>	<u>Total:</u>	<b>2</b>	
Ticket Number: 0000081705	01/28/2004		User password didn't work
Ticket Number: 0000081731	01/28/2004		Labcheck Wed 1/28 6:00pm

	<u>Create</u>	<u>Short Description</u>
	<u>Date</u>	
<b>ramosm1</b>	<b>Total: 33</b>	
<b>Resolved</b>	<b>Total: 7</b>	
Ticket Number: 0000081463	01/27/2004	Resnet login page doesn't come up
Ticket Number: 0000081374	01/25/2004	Tried to delete email
Ticket Number: 0000082062	01/30/2004	Phonemail 1/30/04 2 PM
Ticket Number: 0000082164	01/31/2004	better than viagra
Ticket Number: 0000082167	01/31/2004	pénis énlarger
Ticket Number: 0000082155	01/31/2004	hello
Ticket Number: 0000082034	01/30/2004	Re: VNFYSTPP, that same moment
<b>Closed</b>	<b>Total: 26</b>	
Ticket Number: 0000081556	01/27/2004	Office XP cd checkout
Ticket Number: 0000081665	01/28/2004	You can start with \$20 and just 1 hour per week
Ticket Number: 0000081332	01/24/2004	lasts longer than viagra
Ticket Number: 0000081341	01/24/2004	"Netscape Connection"
Ticket Number: 0000080314	01/10/2004	Re: XWGLS, dearly for this
Ticket Number: 0000080316	01/10/2004	Just Prove that you're over 18, and you watch it without paying! Curre
Ticket Number: 0000080321	01/10/2004	"The camera man got busted and yeah he got fired..." but we have the t
Ticket Number: 0000080333	01/11/2004	Want more self-assurance?
Ticket Number: 0000080332	01/11/2004	=?GB2312?B?w+K30b+qzaijrMTjtcTN+NW+vs3E3LP2z9bU2kdvb
Ticket Number: 0000080315	01/10/2004	great oil
Ticket Number: 0000080547	01/13/2004	great oil
Ticket Number: 0000079864	01/04/2004	holiday surprise
Ticket Number: 0000079829	01/01/2004	New year greetings card for you!
Ticket Number: 0000080842	01/18/2004	generic viagra
Ticket Number: 0000079858	01/04/2004	free prescriptions
Ticket Number: 0000079857	01/04/2004	=?hz-gb-2312?B?ftEYzpDfn0=?=
Ticket Number: 0000079856	01/04/2004	=?hz-gb-2312?B?ftEY1NQUeIJFI7MV9JT014UjsxX1csRy5CcC
Ticket Number: 0000079855	01/04/2004	=?hz-gb-2312?B?ftEYzpDfn0=?=
Ticket Number: 0000080725	01/15/2004	[Fwd: Hi, today Kim Mosley got extra job benefits. And so can you...]
Ticket Number: 0000080732	01/15/2004	Re: confines of more ynyv wddn
Ticket Number: 0000080830	01/18/2004	Vlagra up to 70%! nbl
Ticket Number: 0000080834	01/18/2004	Asset Recovery Services p
Ticket Number: 0000080839	01/18/2004	Re: ICIINA, to that white
Ticket Number: 0000080833	01/18/2004	We Buy Surplus Inventory taalxu
Ticket Number: 0000080829	01/18/2004	Get paid to participate in online focus groups
Ticket Number: 0000080733	01/15/2004	=?GB2312?B?0MXPoibXysHPytW8rw==?=
<b>steyr</b>	<b>Total: 13</b>	
<b>Closed</b>	<b>Total: 13</b>	
Ticket Number: 0000080706	01/15/2004	Increase quota
Ticket Number: 0000080768	01/16/2004	Change password
Ticket Number: 0000080323	01/10/2004	myumbc email account
Ticket Number: 0000080351	01/12/2004	Email account Problem.
Ticket Number: 0000080354	01/12/2004	Change password
Ticket Number: 0000080366	01/12/2004	Password Reset
Ticket Number: 0000080346	01/12/2004	view student transcripts?
Ticket Number: 0000080393	01/12/2004	Reset password
Ticket Number: 0000080454	01/13/2004	please help me!
Ticket Number: 0000080606	01/14/2004	WinXP, cannot print from SEVIS
Ticket Number: 0000080487	01/13/2004	Account creation
Ticket Number: 0000080471	01/13/2004	enrolling students
Ticket Number: 0000080412	01/12/2004	reset password

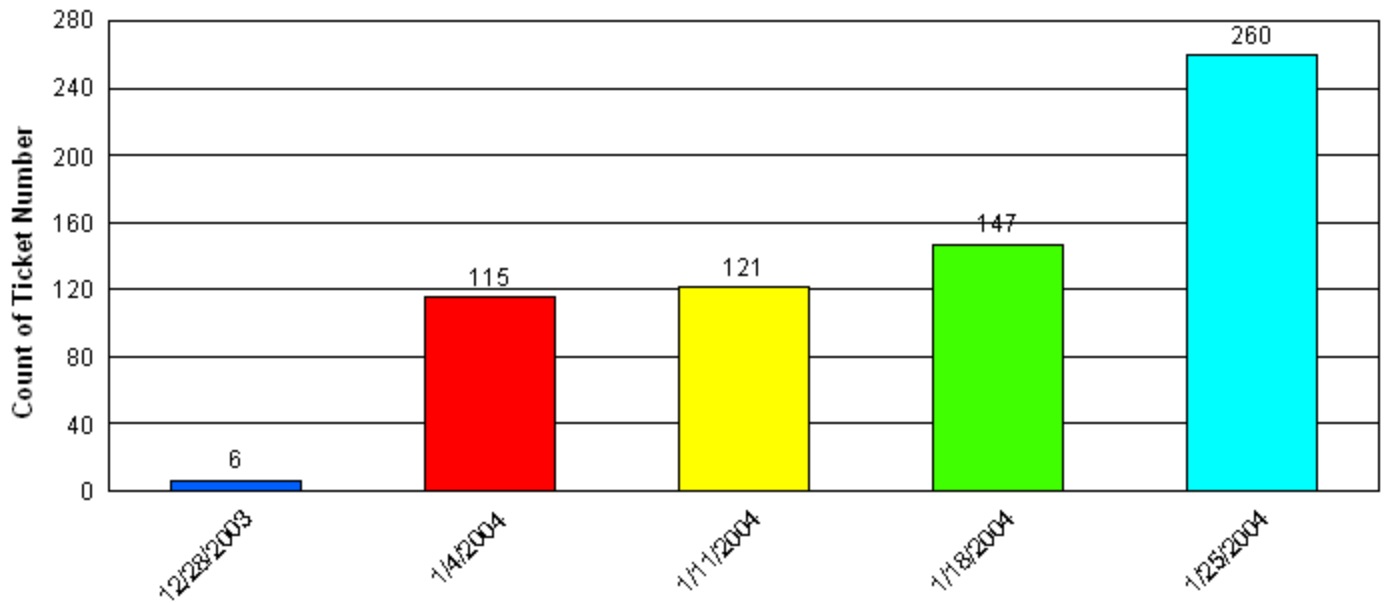
		<u>Create</u>		<u>Short Description</u>
		<u>Date</u>		
<b>talder1</b>		<u>Total:</u>	<b>48</b>	
	<b>Resolved</b>	<u>Total:</u>	<b>8</b>	
Ticket Number:	0000081411	01/26/2004		PINE problems
Ticket Number:	0000081413	01/26/2004		can not delet
Ticket Number:	0000081475	01/27/2004		Cleaning out e-mail account
Ticket Number:	0000082096	01/30/2004		inbox crashed
Ticket Number:	0000081979	01/30/2004		Net connection
Ticket Number:	0000081938	01/29/2004		online registration
Ticket Number:	0000081650	01/28/2004		question
Ticket Number:	0000081436	01/26/2004		error message
	<b>Closed</b>	<u>Total:</u>	<b>40</b>	
Ticket Number:	0000081355	01/24/2004		Clearance 241903
Ticket Number:	0000081359	01/25/2004		re:alternative to stock market
Ticket Number:	0000081385	01/25/2004		Open Port
Ticket Number:	0000081358	01/25/2004		re:alternative to stock market
Ticket Number:	0000080253	01/09/2004		Mac?? Room 108
Ticket Number:	0000080554	01/14/2004		Customer can not create account online
Ticket Number:	0000080576	01/14/2004		RE: QUOTA WARNING for your myUMBC account
Ticket Number:	0000080630	01/14/2004		request
Ticket Number:	0000080633	01/14/2004		email test
Ticket Number:	0000080616	01/14/2004		Lo necesario para crear tu empresa online gqrgl
Ticket Number:	0000080560	01/14/2004		Save 70 percent on Viagra 241694
Ticket Number:	0000080385	01/12/2004		Account Activation ssn 193-36-7507
Ticket Number:	0000080394	01/12/2004		deleting emails
Ticket Number:	0000080387	01/12/2004		Staff account activation 080349835
Ticket Number:	0000080531	01/13/2004		[Fwd: Virus Detected In Mail Sent To You!]
Ticket Number:	0000080721	01/15/2004		Borrowed MS Office XP and VS 6 and VS .Net
Ticket Number:	0000081244	01/23/2004		1/21 All tapes changed Successfully
Ticket Number:	0000081092	01/21/2004		Account Active Duration
Ticket Number:	0000081046	01/21/2004		SAS release 8
Ticket Number:	0000080946	01/20/2004		Activate account as student
Ticket Number:	0000080922	01/20/2004		Inbox problems
Ticket Number:	0000080913	01/20/2004		Password set to timesstamp all numbers
Ticket Number:	0000080895	01/20/2004		All tapes changed with no problems
Ticket Number:	0000080807	01/17/2004		Missing account
Ticket Number:	0000080789	01/16/2004		SAS 8 CDs Loan
Ticket Number:	0000081142	01/22/2004		Dropping off PC
Ticket Number:	0000080773	01/16/2004		SAS 8 CD Loan
Ticket Number:	0000080446	01/12/2004		All tapes changed successfully except...
Ticket Number:	0000080037	01/06/2004		SAS 8 CD loan
Ticket Number:	0000080050	01/06/2004		SAS 8 CDs Loan
Ticket Number:	0000080077	01/07/2004		Work Order Request
Ticket Number:	0000080075	01/06/2004		Lab Check 1/6/04 9 PM
Ticket Number:	0000080069	01/06/2004		6 PM lab check
Ticket Number:	0000080048	01/06/2004		SAS 8.1 CDs Loan
Ticket Number:	0000079949	01/05/2004		create'd acct
Ticket Number:	0000080598	01/14/2004		request
Ticket Number:	0000079935	01/05/2004		reset to timestamp
Ticket Number:	0000079945	01/05/2004		reset to timestamp
Ticket Number:	0000080143	01/07/2004		Borrowed UMBC LNX 1.1
Ticket Number:	0000080119	01/07/2004		MYUMBC Account Problems

Create  
Date

Short Description

## Count of Ticket Number / Create Date

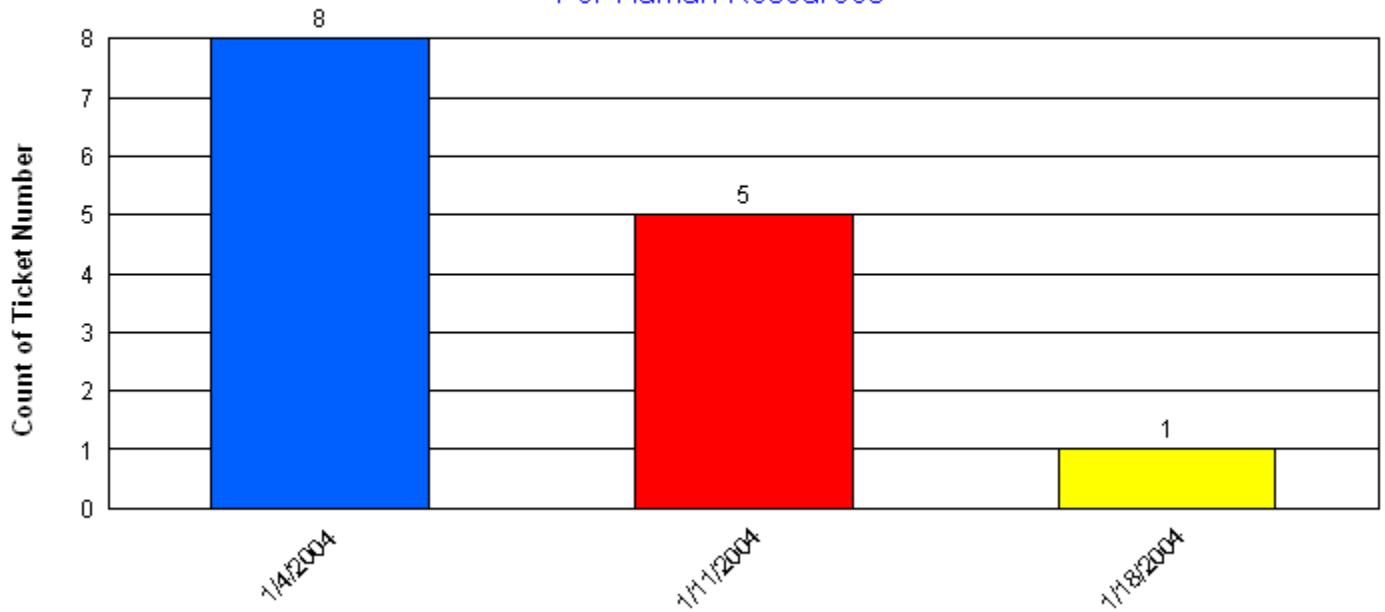
For Helpdesk



Human Resources		<u>Create</u>	<u>Short Description</u>
		<u>Date</u>	
<b>Total:</b>		<b>14</b>	
<b>rsanders</b>		<b>Total:</b>	<b>14</b>
<b>Resolved</b>		<b>Total:</b>	<b>1</b>
Ticket Number:	0000081176	01/22/2004	Incorrect Customer Information
<b>Closed</b>		<b>Total:</b>	<b>13</b>
Ticket Number:	0000080250	01/09/2004	Re: Time Entry Load
Ticket Number:	0000080539	01/13/2004	Problems printing forms from PeopleSoft
Ticket Number:	0000080493	01/13/2004	Payroll Calculations
Ticket Number:	0000079968	01/05/2004	HR/ Payroll - Distribution Error Review
Ticket Number:	0000080051	01/06/2004	Write ups
Ticket Number:	0000080062	01/06/2004	Review Tasks
Ticket Number:	0000080095	01/07/2004	Pay Calc
Ticket Number:	0000080108	01/07/2004	Leave
Ticket Number:	0000080066	01/06/2004	Remedy Ticket Hours
Ticket Number:	0000080065	01/06/2004	New DOE codes from CPB
Ticket Number:	0000080742	01/16/2004	Change PAR Consultation
Ticket Number:	0000080785	01/16/2004	reappointment in PS Human Resources
Ticket Number:	0000080775	01/16/2004	Invalid Expiration Dates

## Count of Ticket Number / Create Date

For Human Resources



<u>LAN</u>	<u>Total:</u>	<u>Create Date</u>	<u>Short Description</u>
<b>jesse</b>	<b>72</b>	<b>Total: 32</b>	
<b>Resolved</b>		<b>Total: 9</b>	
Ticket Number: 0000081196		01/22/2004	Locked out of local login
Ticket Number: 0000081808		01/29/2004	new Novell account
Ticket Number: 0000081271		01/23/2004	Novell workstation specific accounts
Ticket Number: 0000081968		01/30/2004	account set-up help
Ticket Number: 0000082089		01/30/2004	Creation of an account
Ticket Number: 0000082078		01/30/2004	Novell Quota Increase
Ticket Number: 0000082090		01/30/2004	Creat a novell account
Ticket Number: 0000082066		01/30/2004	Novell acct for amandam
Ticket Number: 0000081571		01/27/2004	Novell Account Creation
<b>Closed</b>		<b>Total: 23</b>	
Ticket Number: 0000081250		01/23/2004	Novell account password reset
Ticket Number: 0000081298		01/23/2004	Need to have I: drive space increased to 250MB
Ticket Number: 0000080377		01/12/2004	Create account for rider
Ticket Number: 0000080376		01/12/2004	New Novell Account
Ticket Number: 0000080406		01/12/2004	attn: printer access
Ticket Number: 0000080581		01/14/2004	Increase novell quota
Ticket Number: 0000080597		01/14/2004	Needs to have access to two Novell printers.
Ticket Number: 0000080628		01/14/2004	Novell account creation
Ticket Number: 0000080596		01/14/2004	Needs Novell Account
Ticket Number: 0000080566		01/14/2004	Novell Account Creation
Ticket Number: 0000080528		01/13/2004	New novell account creation.
Ticket Number: 0000080470		01/13/2004	Request for Novell Log in
Ticket Number: 0000080754		01/16/2004	New Novell account
Ticket Number: 0000080755		01/16/2004	Novell Permissions
Ticket Number: 0000081183		01/22/2004	Novell password reset.
Ticket Number: 0000081178		01/22/2004	new temp employee
Ticket Number: 0000081175		01/22/2004	New novell account creation.
Ticket Number: 0000081117		01/22/2004	Novell Account Creation
Ticket Number: 0000081114		01/22/2004	Novell Account Creation
Ticket Number: 0000081028		01/21/2004	new Novell account
Ticket Number: 0000081008		01/21/2004	Context Addition
Ticket Number: 0000080919		01/20/2004	Please create a Novell acct for Eryl Pettit
Ticket Number: 0000081135		01/22/2004	new coordinator

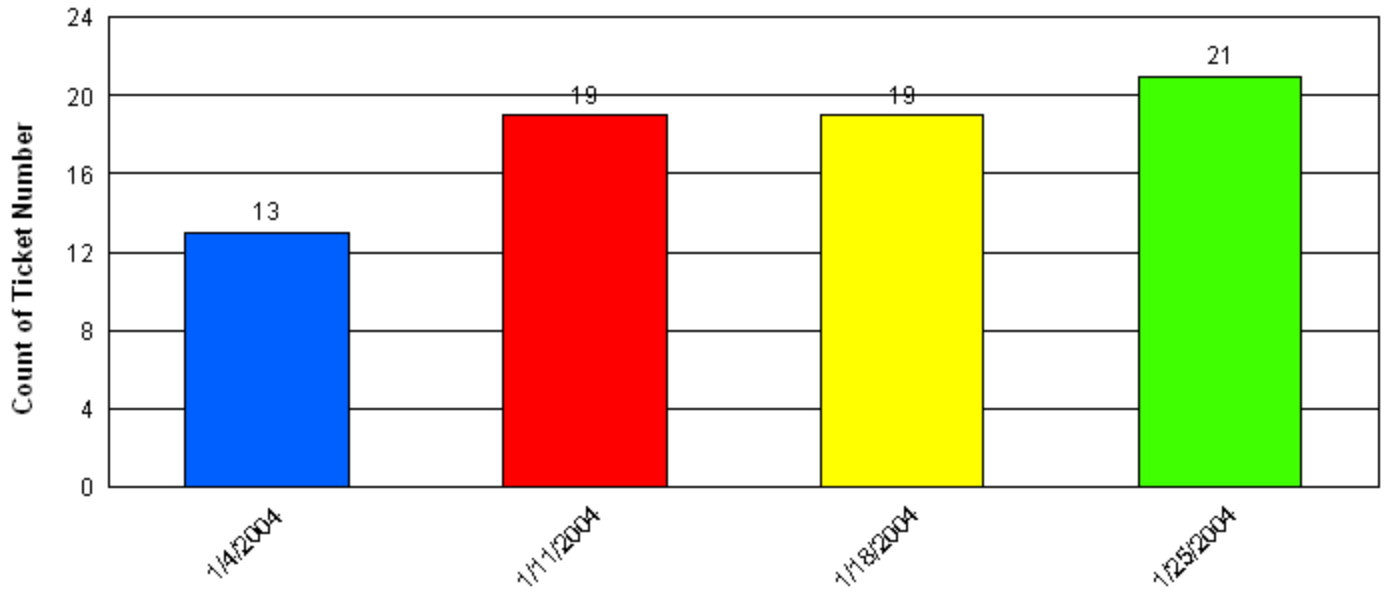
	<u>Create</u>	<u>Short Description</u>
	<u>Date</u>	
<b>ostrove</b>	<b>Total: 24</b>	
<b>Resolved</b>	<b>Total: 4</b>	
Ticket Number: 0000080756	01/16/2004	Multiple customers in various departments cannot print
Ticket Number: 0000081888	01/29/2004	Re: Xerox printer in Chemistry
Ticket Number: 0000082001	01/30/2004	Novell password expired.
Ticket Number: 0000081710	01/28/2004	FW: folder restore
<b>Closed</b>	<b>Total: 20</b>	
Ticket Number: 0000081636	01/28/2004	Customer unable to write to H:\ drive
Ticket Number: 0000081652	01/28/2004	Joe Arnold's computer (fwd)
Ticket Number: 0000081876	01/29/2004	Novel access needed for "Financial_Service" account.
Ticket Number: 0000081970	01/30/2004	New Novell account creation.
Ticket Number: 0000080353	01/12/2004	ion user addition
Ticket Number: 0000080481	01/13/2004	Test ticket
Ticket Number: 0000080405	01/12/2004	Delete Novell account
Ticket Number: 0000080711	01/15/2004	I: drive problems
Ticket Number: 0000080745	01/16/2004	PRINTING CHANGE PAR REPORT
Ticket Number: 0000080957	01/20/2004	Help to Recover Files
Ticket Number: 0000080902	01/20/2004	Runtime Errors when running Matlab in ECS labs
Ticket Number: 0000080759	01/16/2004	Library dept share permissions
Ticket Number: 0000079991	01/06/2004	Novell printing problems in ADMIN 3rd floor
Ticket Number: 0000079878	01/05/2004	User requests a Novell account
Ticket Number: 0000080112	01/07/2004	Station restricted account modification. Public Policy 419A
Ticket Number: 0000080043	01/06/2004	name change
Ticket Number: 0000080035	01/06/2004	attn: LAN - printer access
Ticket Number: 0000079953	01/05/2004	novell account creation
Ticket Number: 0000079924	01/05/2004	security access list of folders on shared drive
Ticket Number: 0000079874	01/05/2004	Novell Account locked out
<b>vladimir</b>	<b>Total: 16</b>	
<b>Resolved</b>	<b>Total: 4</b>	
Ticket Number: 0000081904	01/29/2004	T drive not mapped. Shriver Center Business Area
Ticket Number: 0000081917	01/29/2004	Reset Password
Ticket Number: 0000082008	01/30/2004	Novell account creation requested
Ticket Number: 0000081964	01/30/2004	Novell File Needs Restoring.
<b>Closed</b>	<b>Total: 12</b>	
Ticket Number: 0000081280	01/23/2004	Novell account needed w/Access to SJP Drive
Ticket Number: 0000081282	01/23/2004	Calendar account for ianoff1 / Dept = SJP
Ticket Number: 0000081510	01/27/2004	New library employee needs novell acct - User ID=DURBIN
Ticket Number: 0000081666	01/28/2004	Novell password reset.
Ticket Number: 0000081536	01/27/2004	Novell Login
Ticket Number: 0000080242	01/09/2004	Would like a quota increas on shared account
Ticket Number: 0000080012	01/06/2004	Please Increase Novell Quota Temporarily
Ticket Number: 0000080019	01/06/2004	Admin 10th floor ext: 53218 Problem with Xerox Document center
Ticket Number: 0000080161	01/08/2004	Novell account creation
Ticket Number: 0000080054	01/06/2004	Athletics Access
Ticket Number: 0000081002	01/21/2004	Novell File Restore
Ticket Number: 0000081057	01/21/2004	Novell File Restore

Create  
Date

Short Description

## Count of Ticket Number / Create Date

For LAN



		<u>Create</u>		<u>Short Description</u>
		<u>Date</u>		
<b>New Media</b>	<b>Total:</b>	<b>285</b>		
<b>darnold</b>		<b>Total:</b>	<b>4</b>	
	<b>Closed</b>	<b>Total:</b>	<b>4</b>	
Ticket Number:	0000079861	01/04/2004		Blackboard Course: Assign to New Media: Blackboard
Ticket Number:	0000079851	01/03/2004		Blackboard Course: Assign to New Media: Blackboard
Ticket Number:	0000079862	01/04/2004		Blackboard Course: Assign to New Media: Blackboard
Ticket Number:	0000079860	01/04/2004		Blackboard Course: Assign to New Media: Blackboard

<b>ebenson1</b>		<u>Create</u>	<u>Short Description</u>
<b>Resolved</b>		<u>Date</u>	
		<u>Total:</u> 78	
		<u>Total:</u> 17	
Ticket Number:	0000081957	01/30/2004	Blackboard Course: Assign to New Media: Blackboard
Ticket Number:	0000080863	01/19/2004	Blackboard Course: Assign to New Media: Blackboard
Ticket Number:	0000081954	01/30/2004	Blackboard Course: Assign to New Media: Blackboard
Ticket Number:	0000081988	01/30/2004	Blackboard Course: Assign to New Media: Blackboard
Ticket Number:	0000081751	01/29/2004	Blackboard Course: Assign to New Media: Blackboard
Ticket Number:	0000081749	01/28/2004	TA access to blackboard
Ticket Number:	0000081729	01/28/2004	Blackboard Course: Assign to New Media: Blackboard
Ticket Number:	0000081728	01/28/2004	Blackboard Course: Assign to New Media: Blackboard
Ticket Number:	0000081727	01/28/2004	Blackboard Course: Assign to New Media: Blackboard
Ticket Number:	0000081955	01/30/2004	Blackboard Course: Assign to New Media: Blackboard
Ticket Number:	0000081674	01/28/2004	Blackboard Course: Assign to New Media: Blackboard
Ticket Number:	0000081687	01/28/2004	Blackboard Course: Assign to New Media: Blackboard
Ticket Number:	0000081958	01/30/2004	Blackboard Course: Assign to New Media: Blackboard
Ticket Number:	0000081960	01/30/2004	blackboard site for IFSM728
Ticket Number:	0000081860	01/29/2004	Blackboard Course: Assign to New Media: Blackboard
Ticket Number:	0000081853	01/29/2004	bb6
Ticket Number:	0000081862	01/29/2004	Request For Course

<u>Closed</u>	<u>Create Date</u>	<u>Total:</u>	<u>Short Description</u>
Ticket Number: 0000081478	01/27/2004	61	Blackboard Course: Assign to New Media: Blackboard
Ticket Number: 0000081473	01/27/2004		Blackboard Course: Assign to New Media: Blackboard
Ticket Number: 0000081658	01/28/2004		Blackboard Course: Assign to New Media: Blackboard
Ticket Number: 0000081657	01/28/2004		Blackboard Course: Assign to New Media: Blackboard
Ticket Number: 0000081655	01/28/2004		Request For Course
Ticket Number: 0000081654	01/28/2004		Blackboard Course: Assign to New Media: Blackboard
Ticket Number: 0000081561	01/27/2004		Blackboard Course: Assign to New Media: Blackboard
Ticket Number: 0000081565	01/27/2004		Blackboard Course: Assign to New Media: Blackboard
Ticket Number: 0000081488	01/27/2004		Blackboard Course: Assign to New Media: Blackboard
Ticket Number: 0000081483	01/27/2004		Blackboard Course: Assign to New Media: Blackboard
Ticket Number: 0000081482	01/27/2004		Blackboard Course: Assign to New Media: Blackboard
Ticket Number: 0000081479	01/27/2004		Blackboard Course: Assign to New Media: Blackboard
Ticket Number: 0000081474	01/27/2004		Request For Course
Ticket Number: 0000081470	01/27/2004		Blackboard Course: Assign to New Media: Blackboard
Ticket Number: 0000081471	01/27/2004		please update the date for my ENGL 401 section 0101
Ticket Number: 0000081465	01/27/2004		Blackboard Course: Assign to New Media: Blackboard
Ticket Number: 0000081467	01/27/2004		Blackboard Course: Assign to New Media: Blackboard
Ticket Number: 0000081469	01/27/2004		Blackboard Course: Assign to New Media: Blackboard
Ticket Number: 0000081472	01/27/2004		Blackboard Course: Assign to New Media: Blackboard
Ticket Number: 0000080299	01/09/2004		Blackboard Course: Assign to New Media: Blackboard
Ticket Number: 0000080494	01/13/2004		Blackboard Course: Assign to New Media: Blackboard
Ticket Number: 0000080501	01/13/2004		Course 'UMBC_COURSE_TEMPLATE' quota exceeded
Ticket Number: 0000080503	01/13/2004		Course 'UMBC_COURSE_TEMPLATE' quota exceeded
Ticket Number: 0000080507	01/13/2004		Course 'UMBC_COURSE_TEMPLATE' quota exceeded
Ticket Number: 0000080572	01/14/2004		Blackboard Course: Assign to New Media: Blackboard
Ticket Number: 0000080578	01/14/2004		Blackboard Course: Assign to New Media: Blackboard
Ticket Number: 0000080621	01/14/2004		Blackboard Course: Assign to New Media: Blackboard
Ticket Number: 0000080573	01/14/2004		Blackboard Course: Assign to New Media: Blackboard
Ticket Number: 0000080516	01/13/2004		Blackboard Course: Assign to New Media: Blackboard
Ticket Number: 0000080504	01/13/2004		Course 'UMBC_COURSE_TEMPLATE' quota exceeded
Ticket Number: 0000080502	01/13/2004		Course 'UMBC_COURSE_TEMPLATE' quota exceeded
Ticket Number: 0000080500	01/13/2004		Course 'UMBC_COURSE_TEMPLATE' quota exceeded
Ticket Number: 0000080415	01/12/2004		Blackboard Course: Assign to New Media: Blackboard
Ticket Number: 0000080489	01/13/2004		Blackboard Course: Assign to New Media: Blackboard
Ticket Number: 0000080805	01/17/2004		Blackboard Course: Assign to New Media: Blackboard
Ticket Number: 0000080855	01/19/2004		Blackboard Course: Assign to New Media: Blackboard
Ticket Number: 0000081058	01/21/2004		Blackboard Course: Assign to New Media: Blackboard
Ticket Number: 0000081050	01/21/2004		Blackboard Course: Assign to New Media: Blackboard
Ticket Number: 0000081051	01/21/2004		Blackboard Course: Assign to New Media: Blackboard
Ticket Number: 0000081043	01/21/2004		Blackboard Course: Assign to New Media: Blackboard
Ticket Number: 0000081038	01/21/2004		Blackboard Course: Assign to New Media: Blackboard
Ticket Number: 0000081134	01/22/2004		Blackboard Course: Assign to New Media: Blackboard
Ticket Number: 0000081015	01/21/2004		New Blackboard Account
Ticket Number: 0000081085	01/21/2004		Blackboard Course: Assign to New Media: Blackboard
Ticket Number: 0000080868	01/19/2004		Blackboard Course: Assign to New Media: Blackboard
Ticket Number: 0000081144	01/22/2004		Blackboard Course: Assign to New Media: Blackboard
Ticket Number: 0000081139	01/22/2004		Blackboard Course: Assign to New Media: Blackboard
Ticket Number: 0000081132	01/22/2004		Blackboard Course: Assign to New Media: Blackboard
Ticket Number: 0000081131	01/22/2004		Blackboard Course: Assign to New Media: Blackboard
Ticket Number: 0000081129	01/22/2004		Blackboard Course: Assign to New Media: Blackboard
Ticket Number: 0000081116	01/22/2004		Blackboard Course: Assign to New Media: Blackboard
Ticket Number: 0000081076	01/21/2004		History 496
Ticket Number: 0000081069	01/21/2004		Blackboard Course: Assign to New Media: Blackboard
Ticket Number: 0000081067	01/21/2004		Blackboard Course: Assign to New Media: Blackboard

	<u>Create</u>		<u>Short Description</u>
	<u>Date</u>		
Ticket Number: 0000081153	01/22/2004		Blackboard Course: Assign to New Media: Blackboard
Ticket Number: 0000081152	01/22/2004		Blackboard Course: Assign to New Media: Blackboard
Ticket Number: 0000081150	01/22/2004		Blackboard Course: Assign to New Media: Blackboard
Ticket Number: 0000081148	01/22/2004		Blackboard Course: Assign to New Media: Blackboard
Ticket Number: 0000081147	01/22/2004		Blackboard Course: Assign to New Media: Blackboard
Ticket Number: 0000080856	01/19/2004		Blackboard Course: Assign to New Media: Blackboard
Ticket Number: 0000080817	01/17/2004		Blackboard Course: Assign to New Media: Blackboard
<b>fritz</b>	<u>Total:</u>	<b>6</b>	
<b>Resolved</b>	<u>Total:</u>	<b>5</b>	
Ticket Number: 0000081789	01/29/2004		Khine W Swe
Ticket Number: 0000081909	01/29/2004		Enrollment Request for ENGL/IFSM 387 Web Content Development (
Ticket Number: 0000081895	01/29/2004		Enrollment Request for ENGL/IFSM 387 Web Content Development (
Ticket Number: 0000081905	01/29/2004		Enrollment Request for ENGL/IFSM 387 Web Content Development (
Ticket Number: 0000081896	01/29/2004		Enrollment Request for ENGL/IFSM 387 Web Content Development (
<b>Closed</b>	<u>Total:</u>	<b>1</b>	
Ticket Number: 0000081394	01/26/2004		Saving files posted on Bb

		<u>Create</u>	
		<u>Date</u>	
<b>rarmstro</b>		<u>Total:</u>	<b>196</b>
<b>Resolved</b>		<u>Total:</u>	<b>25</b>
<u>Ticket Number:</u>	<u>0000082025</u>	<u>01/30/2004</u>	<u>ENGL/IFSM 387 blackboard 6 error</u>
Ticket Number:	0000082162	01/31/2004	No subject
Ticket Number:	0000082156	01/31/2004	Blackboard Course: Assign to New Media: Blackboard
Ticket Number:	0000082004	01/30/2004	Blackboard Course: Assign to New Media: Blackboard
Ticket Number:	0000081999	01/30/2004	Blackboard Course: Assign to New Media: Blackboard
Ticket Number:	0000081998	01/30/2004	Blackboard Course: Assign to New Media: Blackboard
Ticket Number:	0000081952	01/30/2004	Request For Course
Ticket Number:	0000081948	01/30/2004	Blackboard Course: Assign to New Media: Blackboard
Ticket Number:	0000081942	01/29/2004	Request to be removed from an old course
Ticket Number:	0000081940	01/29/2004	Deleting Blackboard Courses
Ticket Number:	0000081939	01/29/2004	remove old course from blackboard
Ticket Number:	0000081926	01/29/2004	Blackboard Course: Assign to New Media: Blackboard
Ticket Number:	0000082100	01/30/2004	Blackboard Course: Assign to New Media: Blackboard
Ticket Number:	0000082049	01/30/2004	removing students
Ticket Number:	0000082045	01/30/2004	Blackboard 6 login problem
Ticket Number:	0000082044	01/30/2004	Request for course
Ticket Number:	0000082037	01/30/2004	problem
Ticket Number:	0000082011	01/30/2004	Blackboard Course: Assign to New Media: Blackboard
Ticket Number:	0000081739	01/28/2004	blackboard update to spring semester
Ticket Number:	0000081893	01/29/2004	Blackboard Course: Assign to New Media: Blackboard
Ticket Number:	0000081829	01/29/2004	Copy 2 courses for me
Ticket Number:	0000081815	01/29/2004	Work Order Request
Ticket Number:	0000081767	01/29/2004	Blackboard course removal
Ticket Number:	0000081700	01/28/2004	bb6
Ticket Number:	0000081702	01/28/2004	Blackboard Course: Assign to New Media: Blackboard

	<u>Create</u>		<u>Short Description</u>
<u>Closed</u>	<u>Date</u>	<u>Total:</u>	
		<b>171</b>	
Ticket Number: 0000081223	01/22/2004		Blackboard Course: Assign to New Media: Blackboard
Ticket Number: 0000081275	01/23/2004		Request for Course
Ticket Number: 0000081779	01/29/2004		A problem?
Ticket Number: 0000081745	01/28/2004		Customer cannot access BB6 through netscape
Ticket Number: 0000081593	01/27/2004		Enrollment Request for PSYC 200 Developmental Psychology (PSYC2
Ticket Number: 0000081562	01/27/2004		Need assistant for Black Board
Ticket Number: 0000081550	01/27/2004		Econ 474
Ticket Number: 0000081549	01/27/2004		Course Enrollment
Ticket Number: 0000081534	01/27/2004		Blackboard Course: Assign to New Media: Blackboard
Ticket Number: 0000081514	01/27/2004		Blackboard Course: Assign to New Media: Blackboard
Ticket Number: 0000081521	01/27/2004		Course 'MUSC126_0101_SP2004' quota exceeded
Ticket Number: 0000081498	01/27/2004		Course 'MUSC126_0101_SP2004' quota exceeded
Ticket Number: 0000081496	01/27/2004		Course 'MUSC126_0101_SP2004' quota exceeded
Ticket Number: 0000081497	01/27/2004		Course 'MUSC126_0101_SP2004' quota exceeded
Ticket Number: 0000081495	01/27/2004		Course 'MUSC126_0101_SP2004' quota exceeded
Ticket Number: 0000081494	01/27/2004		Course 'MUSC126_0101_SP2004' quota exceeded
Ticket Number: 0000081491	01/27/2004		Course 'MUSC126_0101_SP2004' quota exceeded
Ticket Number: 0000081493	01/27/2004		Course 'MUSC126_0101_SP2004' quota exceeded
Ticket Number: 0000081490	01/27/2004		Course 'MUSC126_0101_SP2004' quota exceeded
Ticket Number: 0000081468	01/27/2004		EDUC 602
Ticket Number: 0000081439	01/26/2004		Blackboard Course: Assign to New Media: Blackboard
Ticket Number: 0000081434	01/26/2004		Blackboard Course: Assign to New Media: Blackboard
Ticket Number: 0000081433	01/26/2004		Blackboard
Ticket Number: 0000081431	01/26/2004		Blackboard Course: Assign to New Media: Blackboard
Ticket Number: 0000081423	01/26/2004		Blackboard Course: Assign to New Media: Blackboard
Ticket Number: 0000081422	01/26/2004		Blackboard Course: Assign to New Media: Blackboard
Ticket Number: 0000081420	01/26/2004		Blackboard Course: Assign to New Media: Blackboard
Ticket Number: 0000081416	01/26/2004		Blackboard Course: Assign to New Media: Blackboard
Ticket Number: 0000081409	01/26/2004		Blackboard Course: Assign to New Media: Blackboard
Ticket Number: 0000081405	01/26/2004		Work Order Request
Ticket Number: 0000081404	01/26/2004		Course Website for IFSM 420 and 610
Ticket Number: 0000081401	01/26/2004		removing courses
Ticket Number: 0000081330	01/24/2004		Blackboard Course: Assign to New Media: Blackboard
Ticket Number: 0000081317	01/23/2004		New Blackboard Account
Ticket Number: 0000081307	01/23/2004		Put self in wrong class
Ticket Number: 0000081302	01/23/2004		No blackboard admin options
Ticket Number: 0000081303	01/23/2004		Blackboard Course: Assign to New Media: Blackboard
Ticket Number: 0000081295	01/23/2004		blackboard listing
Ticket Number: 0000081290	01/23/2004		User has problems with email utility
Ticket Number: 0000081277	01/23/2004		Blackboard Course: Assign to New Media: Blackboard
Ticket Number: 0000081274	01/23/2004		Blackboard Course: Assign to New Media: Blackboard
Ticket Number: 0000081382	01/25/2004		Blackboard Course: Assign to New Media: Blackboard
Ticket Number: 0000081377	01/25/2004		Blackboard Course: Assign to New Media: Blackboard
Ticket Number: 0000081365	01/25/2004		Blackboard Course: Assign to New Media: Blackboard
Ticket Number: 0000081363	01/25/2004		Blackboard Course: Assign to New Media: Blackboard
Ticket Number: 0000081362	01/25/2004		new class sections
Ticket Number: 0000081361	01/25/2004		Remove courses
Ticket Number: 0000081357	01/25/2004		Blackboard Course: Assign to New Media: Blackboard
Ticket Number: 0000081353	01/24/2004		Blackboard Course: Assign to New Media: Blackboard
Ticket Number: 0000081352	01/24/2004		Blackboard Course: Assign to New Media: Blackboard
Ticket Number: 0000081348	01/24/2004		Work Order Request
Ticket Number: 0000081345	01/24/2004		Blackboard Course: Assign to New Media: Blackboard
Ticket Number: 0000081344	01/24/2004		Work Order Request
Ticket Number: 0000081338	01/24/2004		Blackboard Course: Assign to New Media: Blackboard

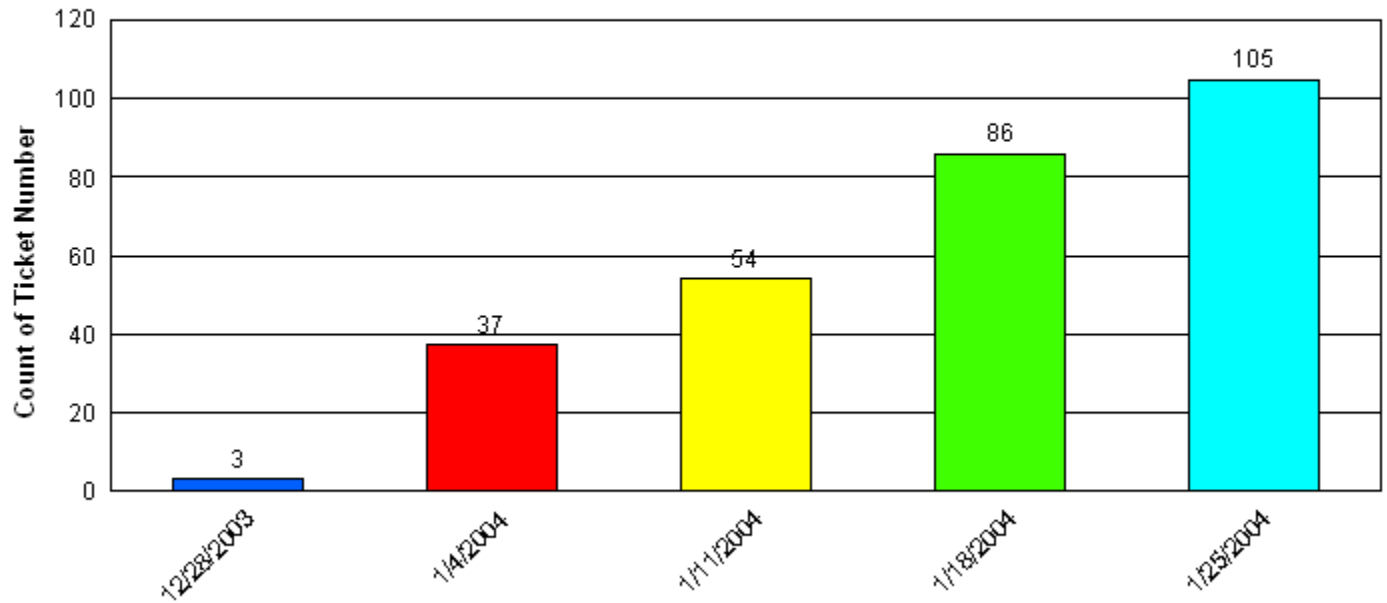
		<u>Create</u>	<u>Short Description</u>
		<u>Date</u>	
Ticket Number:	0000081335	01/24/2004	Request For Course
Ticket Number:	0000081333	01/24/2004	Blackboard Course: Assign to New Media: Blackboard
Ticket Number:	0000081340	01/24/2004	Blackboard Course: Assign to New Media: Blackboard
Ticket Number:	0000081267	01/23/2004	Blackboard Course: Assign to New Media: Blackboard
Ticket Number:	0000081263	01/23/2004	Blackboard Course: Assign to New Media: Blackboard
Ticket Number:	0000081254	01/23/2004	Deletion of old blackboard courses
Ticket Number:	0000081247	01/23/2004	Blackboard Course: Assign to New Media: Blackboard
Ticket Number:	0000081245	01/23/2004	Blackboard Course: Assign to New Media: Blackboard
Ticket Number:	0000080288	01/09/2004	Blackboard Course: Assign to New Media: Blackboard
Ticket Number:	0000080396	01/12/2004	Blackboard Course: Assign to New Media: Blackboard
Ticket Number:	0000080622	01/14/2004	Blackboard Course: Assign to New Media: Blackboard
Ticket Number:	0000080591	01/14/2004	Blackboard Course: Assign to New Media: Blackboard
Ticket Number:	0000080589	01/14/2004	Blackboard Course: Assign to New Media: Blackboard
Ticket Number:	0000080588	01/14/2004	Blackboard Course: Assign to New Media: Blackboard
Ticket Number:	0000080587	01/14/2004	Blackboard Course: Assign to New Media: Blackboard
Ticket Number:	0000080585	01/14/2004	Blackboard Course: Assign to New Media: Blackboard
Ticket Number:	0000080584	01/14/2004	Blackboard Course: Assign to New Media: Blackboard
Ticket Number:	0000080582	01/14/2004	Blackboard Course: Assign to New Media: Blackboard
Ticket Number:	0000080492	01/13/2004	Blackboard Course: Assign to New Media: Blackboard
Ticket Number:	0000080695	01/15/2004	Blackboard Course: Assign to New Media: Blackboard
Ticket Number:	0000080694	01/15/2004	Blackboard Course: Assign to New Media: Blackboard
Ticket Number:	0000080674	01/15/2004	Blackboard Course: Assign to New Media: Blackboard
Ticket Number:	0000080673	01/15/2004	Blackboard Course: Assign to New Media: Blackboard
Ticket Number:	0000080671	01/15/2004	Blackboard question
Ticket Number:	0000080672	01/15/2004	Blackboard quota
Ticket Number:	0000080662	01/15/2004	Blackboard Course: Assign to New Media: Blackboard
Ticket Number:	0000080623	01/14/2004	Blackboard Course: Assign to New Media: Blackboard
Ticket Number:	0000080449	01/12/2004	Blackboard Course: Assign to New Media: Blackboard
Ticket Number:	0000080447	01/12/2004	Create community for Wed. course 1/14/04
Ticket Number:	0000080442	01/12/2004	Blackboard Course: Assign to New Media: Blackboard
Ticket Number:	0000080434	01/12/2004	Request to copy Blackboard course
Ticket Number:	0000080430	01/12/2004	Blackboard Course: Assign to New Media: Blackboard
Ticket Number:	0000080427	01/12/2004	Blackboard Course: Assign to New Media: Blackboard
Ticket Number:	0000080397	01/12/2004	Blackboard Course: Assign to New Media: Blackboard
Ticket Number:	0000080395	01/12/2004	Blackboard Course: Assign to New Media: Blackboard
Ticket Number:	0000080495	01/13/2004	Blackboard Course: Assign to New Media: Blackboard
Ticket Number:	0000080343	01/11/2004	Blackboard Course: Assign to New Media: Blackboard
Ticket Number:	0000080704	01/15/2004	Course creation request
Ticket Number:	0000080311	01/10/2004	No subject
Ticket Number:	0000080289	01/09/2004	Blackboard Course: Assign to New Media: Blackboard
Ticket Number:	0000080300	01/09/2004	Blackboard Course: Assign to New Media: Blackboard
Ticket Number:	0000080729	01/15/2004	Blackboard Course: Assign to New Media: Blackboard
Ticket Number:	0000080731	01/15/2004	Help to clean my blackboard site
Ticket Number:	0000080766	01/16/2004	Blackboard Course: Assign to New Media: Blackboard
Ticket Number:	0000080844	01/18/2004	Add course
Ticket Number:	0000080771	01/16/2004	course creation
Ticket Number:	0000081141	01/22/2004	Problem with auto enrollment
Ticket Number:	0000081034	01/21/2004	Blackboard Demo: Assign to New Media: Blackboard
Ticket Number:	0000080891	01/20/2004	Course 'IFSM601_0101_SP2004' quota exceeded
Ticket Number:	0000080890	01/20/2004	Course 'IFSM601_0101_SP2004' quota exceeded
Ticket Number:	0000080889	01/20/2004	Course 'IFSM601_0101_SP2004' quota exceeded
Ticket Number:	0000080887	01/20/2004	Course 'IFSM601_0101_SP2004' quota exceeded
Ticket Number:	0000080859	01/19/2004	Blackboard Course: Assign to New Media: Blackboard
Ticket Number:	0000080841	01/18/2004	Blackboard Course: Assign to New Media: Blackboard
Ticket Number:	0000080840	01/18/2004	Blackboard Course: Assign to New Media: Blackboard

	<u>Create</u>	<u>Date</u>	<u>Short Description</u>
Ticket Number:	0000080818	01/17/2004	Blackboard Demo: Assign to New Media: Blackboard
Ticket Number:	0000080782	01/16/2004	Blackboard Course: Assign to New Media: Blackboard
Ticket Number:	0000081204	01/22/2004	Blackboard Course: Assign to New Media: Blackboard
Ticket Number:	0000081201	01/22/2004	Blackboard Course: Assign to New Media: Blackboard
Ticket Number:	0000081199	01/22/2004	Blackboard Course: Assign to New Media: Blackboard
Ticket Number:	0000081200	01/22/2004	Blackboard Course: Assign to New Media: Blackboard
Ticket Number:	0000081166	01/22/2004	Blackboard Course: Assign to New Media: Blackboard
Ticket Number:	0000081164	01/22/2004	Blackboard Course: Assign to New Media: Blackboard
Ticket Number:	0000081163	01/22/2004	Blackboard Course: Assign to New Media: Blackboard
Ticket Number:	0000081167	01/22/2004	Blackboard Course: Assign to New Media: Blackboard
Ticket Number:	0000081115	01/22/2004	Blackboard Course: Assign to New Media: Blackboard
Ticket Number:	0000081094	01/21/2004	new director of public relations!
Ticket Number:	0000081098	01/21/2004	Blackboard Course: Assign to New Media: Blackboard
Ticket Number:	0000081063	01/21/2004	Blackboard Course: Assign to New Media: Blackboard
Ticket Number:	0000081060	01/21/2004	Blackboard Course: Assign to New Media: Blackboard
Ticket Number:	0000081059	01/21/2004	Blackboard Course: Assign to New Media: Blackboard
Ticket Number:	0000080973	01/20/2004	Blackboard Course: Assign to New Media: Blackboard
Ticket Number:	0000080934	01/20/2004	BB 6 pilot issue
Ticket Number:	0000080931	01/20/2004	BIOL301_0101 can't distinguish between SP03 and SP04
Ticket Number:	0000080927	01/20/2004	Creation of a course
Ticket Number:	0000080912	01/20/2004	Blackboard course
Ticket Number:	0000080907	01/20/2004	Course 'SOCY101_0401_SP2004' quota exceeded
Ticket Number:	0000080904	01/20/2004	Blackboard Course: Assign to New Media: Blackboard
Ticket Number:	0000080903	01/20/2004	Blackboard Course: Assign to New Media: Blackboard
Ticket Number:	0000080898	01/20/2004	Course 'IFSM601_0101_SP2004' quota exceeded
Ticket Number:	0000080892	01/20/2004	Course 'IFSM601_0101_SP2004' quota exceeded
Ticket Number:	0000080781	01/16/2004	Blackboard Course: Assign to New Media: Blackboard
Ticket Number:	0000080117	01/07/2004	Blackboard Course: Assign to New Media: Blackboard
Ticket Number:	0000080548	01/13/2004	community set-up, PSYC
Ticket Number:	0000079977	01/05/2004	RE: Course 'ENGL393_0501_SP2004' quota exceeded
Ticket Number:	0000079893	01/05/2004	Course 'PSYC385_0101_SP2004' quota exceeded
Ticket Number:	0000079892	01/05/2004	Course 'PSYC385_0101_SP2004' quota exceeded
Ticket Number:	0000079891	01/05/2004	Course 'PSYC385_0101_SP2004' quota exceeded
Ticket Number:	0000079888	01/05/2004	Course 'ENGL393_0501_SP2004' quota exceeded
Ticket Number:	0000079887	01/05/2004	Course 'ENGL393_0501_SP2004' quota exceeded
Ticket Number:	0000079885	01/05/2004	Course 'ENGL393_0501_SP2004' quota exceeded
Ticket Number:	0000079882	01/05/2004	Course 'ENGL393_0501_SP2004' quota exceeded
Ticket Number:	0000079881	01/05/2004	Course 'ENGL393_0501_SP2004' quota exceeded
Ticket Number:	0000079880	01/05/2004	Course 'ENGL393_0501_SP2004' quota exceeded
Ticket Number:	0000079910	01/05/2004	Course 'IFSM310_0201_SP2004' quota exceeded
Ticket Number:	0000079886	01/05/2004	Course 'ENGL393_0501_SP2004' quota exceeded
Ticket Number:	0000079834	01/01/2004	=?GB2312?B?wM/F89PR1Nq0y7j4xPqw3cTqo6E=?=
Ticket Number:	0000079830	01/01/2004	Blackboard Course Posting
Ticket Number:	0000079988	01/06/2004	Blackboard Course: Assign to New Media: Blackboard
Ticket Number:	0000080216	01/08/2004	Blackboard Course: Assign to New Media: Blackboard
Ticket Number:	0000080190	01/08/2004	Blackboard Course: Assign to New Media: Blackboard
Ticket Number:	0000080177	01/08/2004	Work Order Request
Ticket Number:	0000080152	01/07/2004	Re: UMBC Blackboard To Be Down All Day, Dec. 24
Ticket Number:	0000080092	01/07/2004	Course 'MUSC230_0101_SP2004' quota exceeded
Ticket Number:	0000080057	01/06/2004	Blackboard Course: Assign to New Media: Blackboard
Ticket Number:	0000080056	01/06/2004	Blackboard Course: Assign to New Media: Blackboard
Ticket Number:	0000080052	01/06/2004	Blackboard Course: Assign to New Media: Blackboard
Ticket Number:	0000080010	01/06/2004	Blackboard Course: Assign to New Media: Blackboard
Ticket Number:	0000080009	01/06/2004	Blackboard Course: Assign to New Media: Blackboard
Ticket Number:	0000080008	01/06/2004	Blackboard Course: Assign to New Media: Blackboard

	<u>Create</u>	<u>Short Description</u>
	<u>Date</u>	
Ticket Number: 0000080005	01/06/2004	Blackboard Course: Assign to New Media: Blackboard
Ticket Number: 0000080003	01/06/2004	Blackboard Course: Assign to New Media: Blackboard
Ticket Number: 0000081864	01/29/2004	blackboard class -- no students entered
Ticket Number: 0000079909	01/05/2004	blackboard organization
Ticket Number: 0000080116	01/07/2004	Blackboard Course: Assign to New Media: Blackboard
Ticket Number: 0000081551	01/27/2004	No subject
Ticket Number: 0000081101	01/22/2004	Enrollment Request for PSYC 200 Developmental Psychology (PSYC2
<b>vergil</b>	<u>Total:</u> 1	
<b>Closed</b>	<u>Total:</u> 1	
Ticket Number: 0000080542	01/13/2004	Web page access

## Count of Ticket Number / Create Date

For New Media



		<u>Create</u>	<u>Short Description</u>
		<u>Date</u>	
<b>OIT BSG Non People</b>	<b>Total:</b>	<b>72</b>	
<b>BSG:Operational_Support</b>	<b>Total:</b>	<b>2</b>	
<b>Closed</b>	<b>Total:</b>	<b>2</b>	
Ticket Number: 0000081792		01/29/2004	abort session for usr0623.sar
Ticket Number: 0000081022		01/21/2004	Delete Danielle's HP account
<b>BSG:Web_Infrastructure</b>	<b>Total:</b>	<b>7</b>	
<b>Closed</b>	<b>Total:</b>	<b>7</b>	
Ticket Number: 0000080999		01/21/2004	ECON102 - takacs
Ticket Number: 0000081000		01/21/2004	psyc285 / anderson
Ticket Number: 0000081237		01/23/2004	psyc285 - anderson
Ticket Number: 0000081612		01/28/2004	Pollack needs copy of gradebook
Ticket Number: 0000080463		01/13/2004	Psyc285 - anderson
Ticket Number: 0000080656		01/15/2004	Psyc285/9101 Bob Anderson
Ticket Number: 0000080655		01/15/2004	econ 101
<b>blanchet</b>	<b>Total:</b>	<b>4</b>	
<b>Closed</b>	<b>Total:</b>	<b>4</b>	
Ticket Number: 0000080939		01/20/2004	Problems with Sallie Mae file transmissions
Ticket Number: 0000080618		01/14/2004	Request from Parking Services to change a lost permit number3
Ticket Number: 0000081681		01/28/2004	Upload of Dept of Ed files not working
Ticket Number: 0000080998		01/21/2004	ABORT: ARBM4414 JMS#4472
<b>dina</b>	<b>Total:</b>	<b>22</b>	
<b>Closed</b>	<b>Total:</b>	<b>22</b>	
Ticket Number: 0000080879		01/20/2004	4348 TCBM2200 ABORT 8/5 DS TC #J2031 MON 3:4
Ticket Number: 0000081087		01/21/2004	Problem running labels
Ticket Number: 0000081066		01/21/2004	Problems with Records maintenance
Ticket Number: 0000081443		01/27/2004	4933 TCBR2203 ABORT 5 CS TC #J2628 298 SAT 6:4
Ticket Number: 0000081442		01/27/2004	4932 TCBR2203 ABORT 8/5 CS TC #J2588 252 SAT 12:
Ticket Number: 0000080942		01/20/2004	Modify Degree Maintenance program
Ticket Number: 0000080897		01/20/2004	No courses listed under EHS or EHS for spring2004 catalog
Ticket Number: 0000081661		01/28/2004	Questions about student search service uploads
Ticket Number: 0000081693		01/28/2004	Questions about posting degrees
Ticket Number: 0000081965		01/30/2004	Questions about academic dismissal and suspension
Ticket Number: 0000082033		01/30/2004	New mail codes to be added
Ticket Number: 0000081775		01/29/2004	ABORT: UABM1642 JMS#5379,5381-5384 USR0094.UADM
Ticket Number: 0000080264		01/09/2004	Problem with balancer
Ticket Number: 0000080265		01/09/2004	Winter Freeze reports not created
Ticket Number: 0000080650		01/15/2004	IRBR2026 JMS3877 Dina
Ticket Number: 0000080580		01/14/2004	Electronic Transcripts not being generated correctly
Ticket Number: 0000080557		01/14/2004	Release of Term Course Rollover for summer
Ticket Number: 0000080458		01/13/2004	ABORT: JMS#3590 IRBR3026
Ticket Number: 0000080419		01/12/2004	CEEB Code Change
Ticket Number: 0000080408		01/12/2004	Need help with EDUC certificate posting
Ticket Number: 0000080355		01/12/2004	ABORT: JMS#3481 TCBM2207 .OSWP
Ticket Number: 0000080457		01/13/2004	ABORT: RDBR2009 JMS#3572 and 3573
<b>kirby</b>	<b>Total:</b>	<b>8</b>	
<b>Resolved</b>	<b>Total:</b>	<b>1</b>	
Ticket Number: 0000081956		01/30/2004	ABORT: EASPJOB JMS#3538 JOB#1212
<b>Closed</b>	<b>Total:</b>	<b>7</b>	
Ticket Number: 0000081376		01/25/2004	Registration
Ticket Number: 0000081505		01/27/2004	myUMBC problems
Ticket Number: 0000080304		01/09/2004	HP2 test files cleanup
Ticket Number: 0000080373		01/12/2004	Test for BSG Non PS WFM
Ticket Number: 0000080381		01/12/2004	Copy of HEIS database, and flat files
Ticket Number: 0000080425		01/12/2004	Another CEEB code change
Ticket Number: 0000080947		01/20/2004	Adjust myUMBC HP listeners to allow more than 10 connections

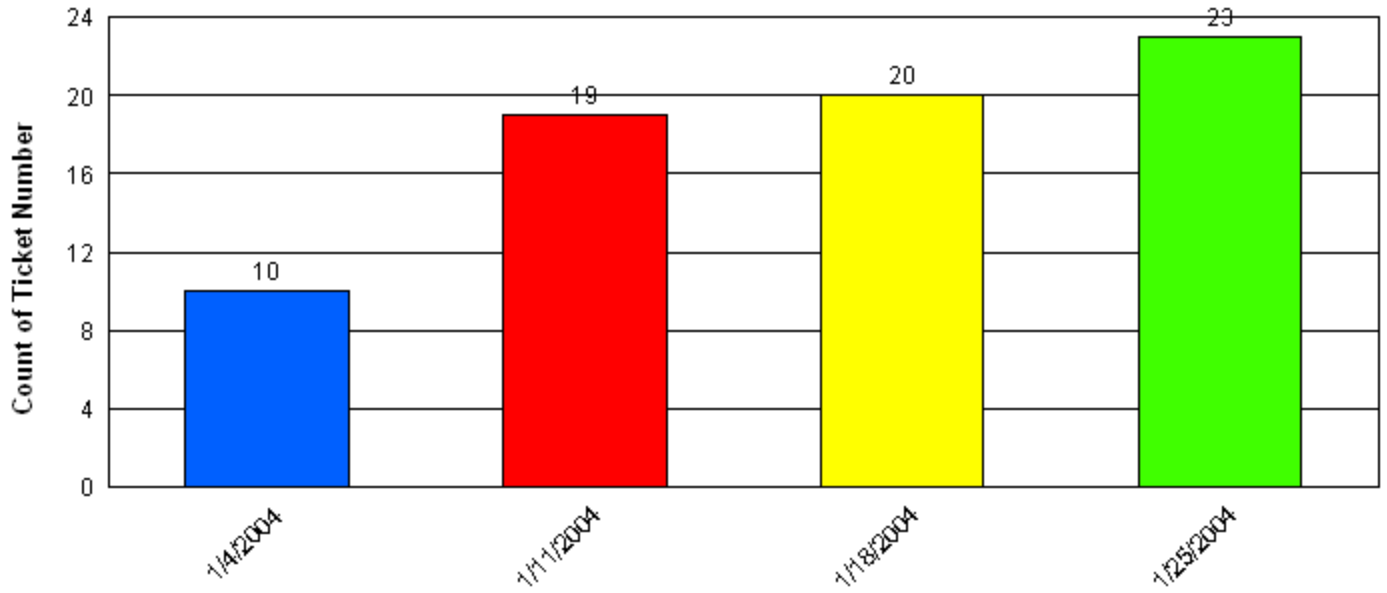
	<u>Create</u>	<u>Short Description</u>
	<u>Date</u>	
<b>kjoseph</b>	<u>Total:</u> 2	
<b>Closed</b>	<u>Total:</u> 2	
Ticket Number: 0000080176	01/08/2004	Work Order Request
Ticket Number: 0000080388	01/12/2004	Problems with Degree Navigation
<b>paulr</b>	<u>Total:</u> 6	
<b>Closed</b>	<u>Total:</u> 6	
Ticket Number: 0000081261	01/23/2004	myUMBC Class List Problems
Ticket Number: 0000081457	01/27/2004	myUMBC: Internal Server Error
Ticket Number: 0000081806	01/29/2004	PlacePro issues
Ticket Number: 0000079906	01/05/2004	Customer cannot view academic information through myUMBC
Ticket Number: 0000080915	01/20/2004	Modify easipipe to handle 15 pipes
Ticket Number: 0000080965	01/20/2004	Customer cannot see add/drop classes grid
<b>psimon</b>	<u>Total:</u> 8	
<b>Closed</b>	<u>Total:</u> 8	
Ticket Number: 0000081160	01/22/2004	Degree Navigation Problems
Ticket Number: 0000080107	01/07/2004	Business Systems Group: Degree Navigation problem, Mac running O
Ticket Number: 0000081647	01/28/2004	clear out locks in R25
Ticket Number: 0000081648	01/28/2004	Faculty would like to do advising but can't see menu for DN
Ticket Number: 0000080267	01/09/2004	Degree Navigation access
Ticket Number: 0000080357	01/12/2004	Degree Navigation has dissappeared
Ticket Number: 0000080324	01/10/2004	missing sections on myumbc
Ticket Number: 0000080399	01/12/2004	Degree Navigation
<b>putro</b>	<u>Total:</u> 13	
<b>Closed</b>	<u>Total:</u> 13	
Ticket Number: 0000080302	01/09/2004	Put up new SSNs for 1098Ts
Ticket Number: 0000080479	01/13/2004	SAS for IFSU
Ticket Number: 0000080305	01/09/2004	EDU MA UT track not working
Ticket Number: 0000081231	01/23/2004	ABORT: TCBM2200 JMS#4782/JOB#24229
Ticket Number: 0000081987	01/30/2004	HELP
Ticket Number: 0000081945	01/29/2004	User cannot add a course that she has a permission for
Ticket Number: 0000081854	01/29/2004	Questions about SIS Inquiry and Grad School Citizenship
Ticket Number: 0000081791	01/29/2004	Questions about repeating courses, etc.
Ticket Number: 0000081790	01/29/2004	Student Not balancing correctly, getting academic suspension
Ticket Number: 0000081557	01/27/2004	[Fwd: Winter Class Lists]
Ticket Number: 0000081314	01/23/2004	SEVIS registration question
Ticket Number: 0000080940	01/20/2004	Add new Certificate Valid value
Ticket Number: 0000080997	01/21/2004	ABORT:TCBM2200 JMS#4454

Create  
Date

Short Description

## Count of Ticket Number / Create Date

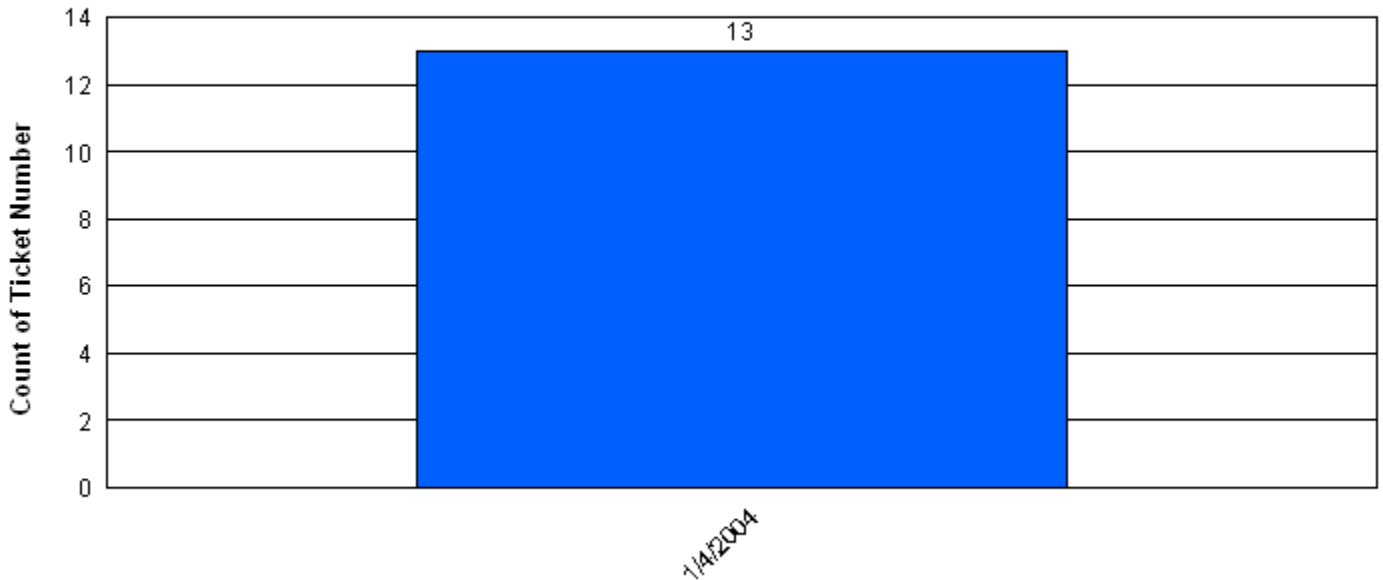
For OIT BSG Non PeopleSoft



		<u>Create</u>	<u>Short Description</u>
		<u>Date</u>	
<b>OIT Business Systems: N</b>	<b>Total:</b>	<b>13</b>	
<b>BSG:Operational_Support</b>	<b>Total:</b>	<b>4</b>	
<b>Closed</b>	<b>Total:</b>	<b>4</b>	
Ticket Number: 0000080277		01/09/2004	HP Account for John Dominic Sanzo/Registrars
Ticket Number: 0000080281		01/09/2004	MVBR4025
Ticket Number: 0000080282		01/09/2004	MVBR4024
Ticket Number: 0000080276		01/09/2004	mvbr4009 JMS#1919
<b>blanchet</b>	<b>Total:</b>	<b>1</b>	
<b>Closed</b>	<b>Total:</b>	<b>1</b>	
Ticket Number: 0000079998		01/06/2004	Sallie Mae changing the remittance file layout
<b>dina</b>	<b>Total:</b>	<b>3</b>	
<b>Closed</b>	<b>Total:</b>	<b>3</b>	
Ticket Number: 0000079986		01/06/2004	Student registration issues
Ticket Number: 0000080038		01/06/2004	Transcript printing question
Ticket Number: 0000080055		01/06/2004	CEEB Code change from 005408 to 000551
<b>paulr</b>	<b>Total:</b>	<b>1</b>	
<b>Closed</b>	<b>Total:</b>	<b>1</b>	
Ticket Number: 0000079942		01/05/2004	Needs active faculty status
<b>psimon</b>	<b>Total:</b>	<b>1</b>	
<b>Closed</b>	<b>Total:</b>	<b>1</b>	
Ticket Number: 0000079922		01/05/2004	Degree Navigation
<b>putro</b>	<b>Total:</b>	<b>3</b>	
<b>Closed</b>	<b>Total:</b>	<b>3</b>	
Ticket Number: 0000079955		01/05/2004	Add ENCE MS program to valid values tables.
Ticket Number: 0000080036		01/06/2004	Meyerhoff Director needs transcripts for all students printed
Ticket Number: 0000079959		01/05/2004	Dave can't sign on to HP

## Count of Ticket Number / Create Date

For OIT Business Systems: Non PeopleSoft



		<u>Create</u>	<u>Short Description</u>
		<u>Date</u>	
<b>OIT Business Systems: P</b>		<b>Total: 200</b>	
<b>PS:HR</b>		<b>Total: 1</b>	
<b>Closed</b>		<b>Total: 1</b>	
Ticket Number:	0000081299	01/23/2004	Give Rachel Brubaker (Username RBRUBA1) access to Statement of P
<b>chriss</b>		<b>Total: 45</b>	
<b>Resolved</b>		<b>Total: 25</b>	
Ticket Number:	0000081869	01/29/2004	SQL Script for hrdev and hrtst
Ticket Number:	0000082145	01/31/2004	alter table / index in FSPRD for PO
Ticket Number:	0000082143	01/31/2004	AP Bundle Script #2
Ticket Number:	0000082141	01/31/2004	AM Bundle Build Script #2
Ticket Number:	0000082140	01/31/2004	BP2_BI (Billing Bundle Build) (second pass)
Ticket Number:	0000082134	01/31/2004	AM Bundle Build Script
Ticket Number:	0000082128	01/31/2004	Projects Bundles SQL Build
Ticket Number:	0000082127	01/31/2004	run scripts in FSPRD for PO
Ticket Number:	0000082125	01/31/2004	Contracts Bundles SQL Build
Ticket Number:	0000082123	01/31/2004	BP2_BI (Billing Bundle Build) (first pass)
Ticket Number:	0000082154	01/31/2004	unzip and run scripts in FSPRD. Recreate temp tables
Ticket Number:	0000082152	01/31/2004	Build scripts in FSPRD
Ticket Number:	0000082147	01/31/2004	alter table in FSPRD for PO, table "INSTALLATION"
Ticket Number:	0000082144	01/31/2004	rebuild table / index in FSPRD for PO
Ticket Number:	0000082120	01/31/2004	Grants Bundles SQL Build
Ticket Number:	0000082119	01/31/2004	run psbuild in FSPRD for PO
Ticket Number:	0000082118	01/31/2004	AR Bundles SQL Build
Ticket Number:	0000082032	01/30/2004	run update in hrdev
Ticket Number:	0000082030	01/30/2004	run scripts in HRDEV
Ticket Number:	0000081997	01/30/2004	create view in HRDEV
Ticket Number:	0000081966	01/30/2004	Create Tables in PSHR DEV
Ticket Number:	0000081887	01/29/2004	run scripts in HRDEV
Ticket Number:	0000081882	01/29/2004	run create view script in HRDEV
Ticket Number:	0000081810	01/29/2004	SQL Update in FSPRD
Ticket Number:	0000081294	01/23/2004	Refresh short and long descriptions in UMBC instance
<b>Closed</b>		<b>Total: 20</b>	
Ticket Number:	0000081228	01/23/2004	Payroll Scripts for FSPRD
Ticket Number:	0000081398	01/26/2004	[Fwd: RE: What's in Finance/ Payroll 12]
Ticket Number:	0000081397	01/26/2004	[Fwd: RE: What's in Finance/ Payroll 12]
Ticket Number:	0000081235	01/23/2004	Testscore program hangs at loading registration info
Ticket Number:	0000081291	01/23/2004	updates to FSPRD
Ticket Number:	0000081400	01/26/2004	run payroll '23-Jan-04' in FSPRD
Ticket Number:	0000081544	01/27/2004	Back up of TST2 (1/26/04) - reload to TST2.
Ticket Number:	0000080358	01/12/2004	Payroll 9 processing
Ticket Number:	0000080677	01/15/2004	Incorrect Flag Set For PS_BI_ACCT_ENTRY
Ticket Number:	0000080659	01/15/2004	Please update FSTST
Ticket Number:	0000080523	01/13/2004	SQL Script - HRDEV & HRTST2
Ticket Number:	0000080620	01/14/2004	Payroll 10 processing
Ticket Number:	0000080556	01/14/2004	table does not exist
Ticket Number:	0000079899	01/05/2004	truncate table in FSPRD
Ticket Number:	0000080206	01/08/2004	FSPRD Update
Ticket Number:	0000080201	01/08/2004	Database Update - FSPRD
Ticket Number:	0000080200	01/08/2004	run scripts for payroll load Jan 7th 2004 in FSPRD
Ticket Number:	0000080796	01/16/2004	Update FSPRD
Ticket Number:	0000081151	01/22/2004	FW: S List
Ticket Number:	0000080878	01/20/2004	SQL Script for hrdev and hrtst

	<u>Create</u>	<u>Short Description</u>
	<u>Date</u>	
<b>enoch</b>	<u>Total:</u> 3	
<b>Resolved</b>	<u>Total:</u> 1	
Ticket Number: 0000080488	01/13/2004	Meeting Planner Plus rights change unknown
<b>Closed</b>	<u>Total:</u> 2	
Ticket Number: 0000080307	01/09/2004	stuck crystal in FSDEV
Ticket Number: 0000081033	01/21/2004	add & remove access
<b>haddaway</b>	<u>Total:</u> 19	
<b>Resolved</b>	<u>Total:</u> 4	
Ticket Number: 0000081722	01/28/2004	Copy of PRD from 1/28
Ticket Number: 0000082016	01/30/2004	run scripts in HRDEV
Ticket Number: 0000082022	01/30/2004	cannot add or Drop courses
Ticket Number: 0000081989	01/30/2004	run build view in HRDEV
<b>Closed</b>	<u>Total:</u> 15	
Ticket Number: 0000081232	01/23/2004	ABORT: WHBSARS JMS#4519/JOB#2179
Ticket Number: 0000081770	01/29/2004	test message
Ticket Number: 0000081610	01/28/2004	create ccd index in shadow system
Ticket Number: 0000080284	01/09/2004	Timetrax Procedure Run
Ticket Number: 0000080308	01/09/2004	run scripts in HRDEV
Ticket Number: 0000080360	01/12/2004	FW: FSDEV Database Restore OK
Ticket Number: 0000080379	01/12/2004	build view in HRDEV
Ticket Number: 0000080309	01/09/2004	run alter script in HRDEV
Ticket Number: 0000080769	01/16/2004	build view in HRDEV
Ticket Number: 0000080935	01/20/2004	No subject
Ticket Number: 0000080936	01/20/2004	hi!
Ticket Number: 0000080967	01/20/2004	The Oracle Shadow does not seem to be showing the most recent tran
Ticket Number: 0000079919	01/05/2004	Build script for hrtst and hrprd
Ticket Number: 0000080021	01/06/2004	run scripts in HRDEV
Ticket Number: 0000080085	01/07/2004	Write myUMBC Registration Eligibility Check Oracle Procedures
<b>jeremy</b>	<u>Total:</u> 14	
<b>Resolved</b>	<u>Total:</u> 1	
Ticket Number: 0000081777	01/29/2004	Retriever Load bombed in FSPRD last night
<b>Closed</b>	<u>Total:</u> 13	
Ticket Number: 0000081269	01/23/2004	Update Script
Ticket Number: 0000081639	01/28/2004	UW_TSE_ERR_SMRV for PS Query
Ticket Number: 0000081673	01/28/2004	Query access to record UW_TSE_ERR_SMRV
Ticket Number: 0000081485	01/27/2004	run script in FSPRD
Ticket Number: 0000081507	01/27/2004	SQL script for hrprd
Ticket Number: 0000080431	01/12/2004	run script in HRDEV
Ticket Number: 0000080670	01/15/2004	bring over PS_ETL_TSE_ERR tabl;e from epmprd to EPMDEV (26 m
Ticket Number: 0000080127	01/07/2004	Publishing Crystal Report
Ticket Number: 0000080103	01/07/2004	HRDEV - SQL Script
Ticket Number: 0000080188	01/08/2004	Crystal Report
Ticket Number: 0000080778	01/16/2004	PS_UW_TSE_ERR_SMRV
Ticket Number: 0000080943	01/20/2004	PS_TSE_ERR_SMRV
Ticket Number: 0000081003	01/21/2004	New Retriever menu item = Trans Detail Report by Dept
<b>jgood</b>	<u>Total:</u> 7	
<b>Closed</b>	<u>Total:</u> 7	
Ticket Number: 0000080983	01/21/2004	Remote Terminal
Ticket Number: 0000079890	01/05/2004	run ps_xfer
Ticket Number: 0000080099	01/07/2004	modify web server properties file in FSTST
Ticket Number: 0000080083	01/07/2004	Copy Files
Ticket Number: 0000080000	01/06/2004	Files Restore
Ticket Number: 0000080651	01/15/2004	csv output in hrprd
Ticket Number: 0000081637	01/28/2004	Please remove 3 systems from netsaint, chem (non crit group)

	<u>Create</u>	<u>Date</u>	<u>Short Description</u>
<b>jking</b>	<u>Total:</u>	<b>11</b>	
<b>Resolved</b>	<u>Total:</u>	<b>1</b>	
Ticket Number: 0000081880	01/29/2004		funny (not haha) error / crashes in HRDEV App Designer
<b>Closed</b>	<u>Total:</u>	<b>10</b>	
Ticket Number: 0000081240	01/23/2004		PS Fin App Designer
Ticket Number: 0000081450	01/27/2004		Process Scheduler Down in FSUAT
Ticket Number: 0000081670	01/28/2004		For Joe King (LINUX VPN)
Ticket Number: 0000081461	01/27/2004		Employee-Facing Registry Content?
Ticket Number: 0000080245	01/09/2004		Fwd: P:\ drive
Ticket Number: 0000080474	01/13/2004		Timing of hr cpmast and payrun files
Ticket Number: 0000080001	01/06/2004		Files Restore - FSTST and FSDEV
Ticket Number: 0000079958	01/05/2004		Steps to Publish Crystal report to PIA
Ticket Number: 0000080760	01/16/2004		peoplesoft prob.
Ticket Number: 0000080925	01/20/2004		printing
<b>jking4</b>	<u>Total:</u>	<b>22</b>	
<b>Resolved</b>	<u>Total:</u>	<b>7</b>	
Ticket Number: 0000081865	01/29/2004		[Fwd: PeopleSoft Time Entry--Holidays]
Ticket Number: 0000082003	01/30/2004		HRPRD Subscription app message error
Ticket Number: 0000081757	01/29/2004		FY 2004 Encumbrances (fwd)
Ticket Number: 0000081851	01/29/2004		[Fwd: Pay Earnings Update - Pay 13 Distribution Error]
Ticket Number: 0000081993	01/30/2004		HRPRD Subscription app message error
Ticket Number: 0000082054	01/30/2004		[Fwd: Update Pay Earnings - Pay 13]
Ticket Number: 0000081891	01/29/2004		HRPRD Subscription app message error
<b>Closed</b>	<u>Total:</u>	<b>15</b>	
Ticket Number: 0000081219	01/22/2004		SQL Update (fwd)
Ticket Number: 0000080402	01/12/2004		import data from hrprd to hrdev
Ticket Number: 0000080579	01/14/2004		[Fwd: Pay Period 11 - Pay Earnings SQL Update]
Ticket Number: 0000080565	01/14/2004		Copy and Modify existing SQR
Ticket Number: 0000080592	01/14/2004		[Fwd: Negative Overtime Amount]
Ticket Number: 0000080765	01/16/2004		Statement of Payroll Charges
Ticket Number: 0000081155	01/22/2004		[Fwd: Pay Earning Updates - Pay 12 Distribution Errors]
Ticket Number: 0000080909	01/20/2004		POSSIBLE PROBLEM WITH CHANGE PAR REPORT
Ticket Number: 0000081021	01/21/2004		[Fwd: Additional SQL for PR011]
Ticket Number: 0000080899	01/20/2004		HRPRD Subscription app message error
Ticket Number: 0000081120	01/22/2004		[Fwd: Pay 12 Distribution Errors]
Ticket Number: 0000080603	01/14/2004		Update deptid on pay_earnings record
Ticket Number: 0000080225	01/08/2004		[Fwd: Missing Position - Pay 12]
Ticket Number: 0000080110	01/07/2004		Audits for ps_pay_line and ps_pay_earnings
Ticket Number: 0000080084	01/07/2004		[Fwd: Pay Confirm - Pay 12]
<b>jpatna1</b>	<u>Total:</u>	<b>6</b>	
<b>Resolved</b>	<u>Total:</u>	<b>4</b>	
Ticket Number: 0000081279	01/23/2004		[Fwd: Access to People Soft HR]
Ticket Number: 0000081844	01/29/2004		TimeTrax is still using/showing Information Systems Management in
Ticket Number: 0000081841	01/29/2004		STATEMENT OF PAYROLL CHARGES IN CA DATABASE
Ticket Number: 0000081878	01/29/2004		Institutional Advancement Security
<b>Closed</b>	<u>Total:</u>	<b>2</b>	
Ticket Number: 0000082094	01/30/2004		PS HR Research
Ticket Number: 0000079923	01/05/2004		Timetrax Corrections
<b>kirby</b>	<u>Total:</u>	<b>3</b>	
<b>Closed</b>	<u>Total:</u>	<b>3</b>	
Ticket Number: 0000080060	01/06/2004		Updates to CEEB codes for HP DBA
Ticket Number: 0000080067	01/06/2004		ABORT of Librarian OCS
Ticket Number: 0000080136	01/07/2004		Remedy: User Group Appears empty

<u>brand</u>	<u>Create Date</u>	<u>Short Description</u>
<b>brand</b>	<b>Total: 12</b>	
<b>Resolved</b>	<b>Total: 1</b>	
Ticket Number: 0000082085	01/30/2004	New Departments Added to Finance
<b>Closed</b>	<b>Total: 11</b>	
Ticket Number: 0000080297	01/09/2004	Remove Security Access
Ticket Number: 0000080688	01/15/2004	Correct History Capability
Ticket Number: 0000080683	01/15/2004	Create User for username PACECA
Ticket Number: 0000080081	01/07/2004	Remedy Ticket Hours
Ticket Number: 0000080167	01/08/2004	Change ADUDLEY Row Level Security
Ticket Number: 0000080220	01/08/2004	Ticket ID#0000079921
Ticket Number: 0000080195	01/08/2004	Grant user TKUONEN same access as user LAWRENCE
Ticket Number: 0000080194	01/08/2004	Temporarily grant user HUGHES access to dept 10341 in addition to c
Ticket Number: 0000080193	01/08/2004	Grant user BRATCHER Access to Depts under 10244
Ticket Number: 0000080928	01/20/2004	Grant user MORGAN access to Statement of Payroll Charges
Ticket Number: 0000081017	01/21/2004	HR Security Changes
<b>preston</b>	<b>Total: 17</b>	
<b>Closed</b>	<b>Total: 17</b>	
Ticket Number: 0000080930	01/20/2004	UM EDIT is returning an odd error.
Ticket Number: 0000081128	01/22/2004	Journal Edit Problem
Ticket Number: 0000081027	01/21/2004	Fw: GL Recon.
Ticket Number: 0000081032	01/21/2004	unlock two journals
Ticket Number: 0000081073	01/21/2004	UM_JEDIT error
Ticket Number: 0000080145	01/07/2004	TST-GL -Accounting Entry Definition Page will not open
Ticket Number: 0000080146	01/07/2004	TST-GM-REVREC NOT SUCCESSFUL
Ticket Number: 0000080165	01/08/2004	TST-BI-SQL Error
Ticket Number: 0000079908	01/05/2004	TST-BI-SQR Error
Ticket Number: 0000080071	01/06/2004	SEt up 2 teir NVISION
Ticket Number: 0000080403	01/12/2004	Has 144889 been applied?
Ticket Number: 0000080426	01/12/2004	Grant Detail by Activity I.D. not printing
Ticket Number: 0000080615	01/14/2004	Payroll 10 processing
Ticket Number: 0000080593	01/14/2004	PRD - Crystal Rpt stuck
Ticket Number: 0000081238	01/23/2004	Unlock jrnl
Ticket Number: 0000081972	01/30/2004	Fw: RETRIEVER IN TST
Ticket Number: 0000081308	01/23/2004	RE: TST - GL -Budget Checking is failing everywhere in FSTST
<b>rosti</b>	<b>Total: 8</b>	
<b>Closed</b>	<b>Total: 8</b>	
Ticket Number: 0000080386	01/12/2004	TST-PO - Link to header Default sub-page on PO creates an erro
Ticket Number: 0000080141	01/07/2004	TST-AP - Posting a canceled payment produces an error.
Ticket Number: 0000079984	01/06/2004	PS Load Statement for p-card
Ticket Number: 0000079870	01/05/2004	Process Monitor
Ticket Number: 0000079876	01/05/2004	Re: Process Monitor
Ticket Number: 0000081233	01/23/2004	No Success
Ticket Number: 0000081213	01/22/2004	Run time error
Ticket Number: 0000081444	01/27/2004	No Success

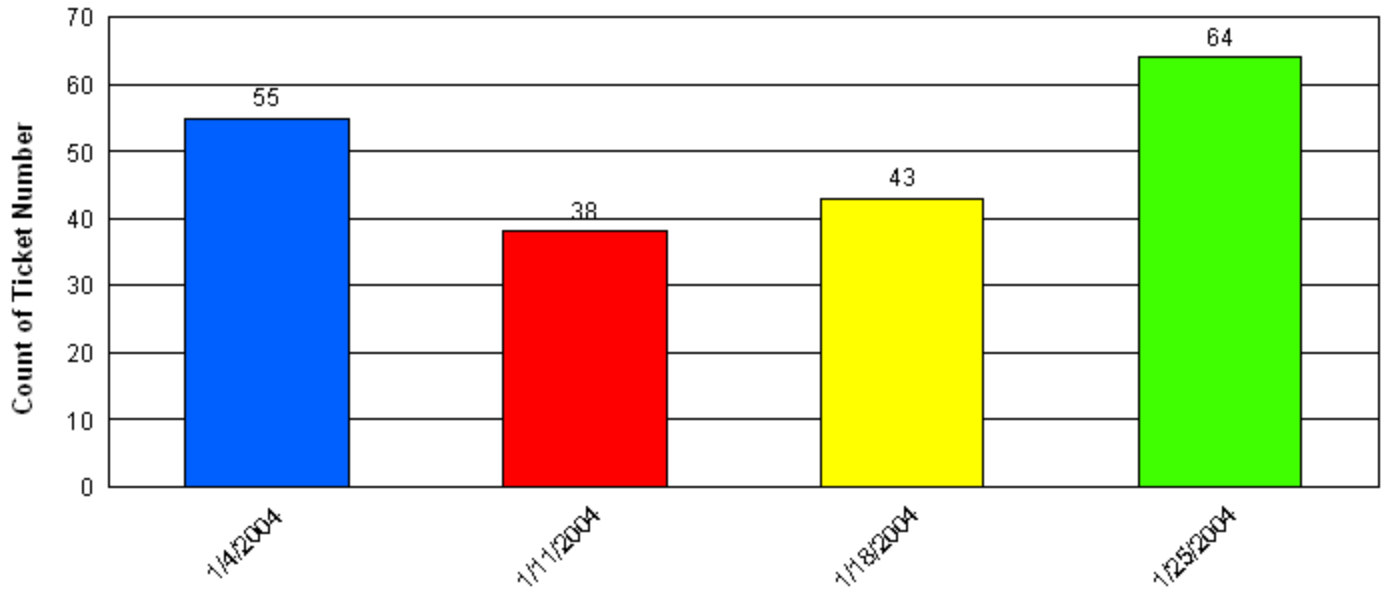
		<u>Create</u>		<u>Short Description</u>
		<u>Date</u>		
<b>slong</b>		<u>Total:</u>	<b>17</b>	
	<b>Closed</b>	<u>Total:</u>	<b>17</b>	
Ticket Number:	0000081100	01/21/2004		FW: S List
Ticket Number:	0000079927	01/05/2004		Single Signon Testing
Ticket Number:	0000080126	01/07/2004		Combo Edit Explode Process
Ticket Number:	0000080134	01/07/2004		Support with Rumba application
Ticket Number:	0000080191	01/08/2004		SAR GL Interface
Ticket Number:	0000080209	01/08/2004		Grant Report Reflects Encumbrances in Actuals Date Range Column
Ticket Number:	0000080168	01/08/2004		FW: AR Update needs to be unlocked
Ticket Number:	0000080129	01/07/2004		TST-BI-Mod Missing
Ticket Number:	0000080018	01/06/2004		Password Reset
Ticket Number:	0000079999	01/06/2004		Research Processing of PS_KK_SOURCE_LN
Ticket Number:	0000081464	01/27/2004		TNS Error
Ticket Number:	0000080246	01/09/2004		FW: AR Update needs to be unlocked
Ticket Number:	0000080607	01/14/2004		FW: EVENT Alert Log Monitor WARNING
Ticket Number:	0000080681	01/15/2004		Migration Request for Rpt to SBX
Ticket Number:	0000080660	01/15/2004		RUMBA password
Ticket Number:	0000080625	01/14/2004		Report Archiving
Ticket Number:	0000080541	01/13/2004		Payroll
<b>stephen</b>		<u>Total:</u>	<b>15</b>	
	<b>Resolved</b>	<u>Total:</u>	<b>7</b>	
Ticket Number:	0000081192	01/22/2004		CWIT Security
Ticket Number:	0000081748	01/28/2004		People Soft Human Resources Access (fwd)
Ticket Number:	0000081209	01/22/2004		Financial Services Security
Ticket Number:	0000081976	01/30/2004		Security Access
Ticket Number:	0000081848	01/29/2004		National Disaster Medical Systems Security (10528)
Ticket Number:	0000081847	01/29/2004		Chemistry Security (10170, 10010, 10424)
Ticket Number:	0000081633	01/28/2004		Sociology Security
	<b>Closed</b>	<u>Total:</u>	<b>8</b>	
Ticket Number:	0000080665	01/15/2004		Create PS Users in HRPRD and/or Assign Business Manager Access
Ticket Number:	0000080689	01/15/2004		Grant Dot Weller same access to HR as Bob Preston, but for Inquiry o
Ticket Number:	0000079921	01/05/2004		Security Access for Athletics
Ticket Number:	0000080776	01/16/2004		Department Tree/Security
Ticket Number:	0000080961	01/20/2004		Philosophy Access (10018)
Ticket Number:	0000081052	01/21/2004		Counseling Center Security
Ticket Number:	0000080960	01/20/2004		Interdisciplinary Studies
Ticket Number:	0000080959	01/20/2004		Technology Center (10302)

Create  
Date

Short Description

## Count of Ticket Number / Create Date

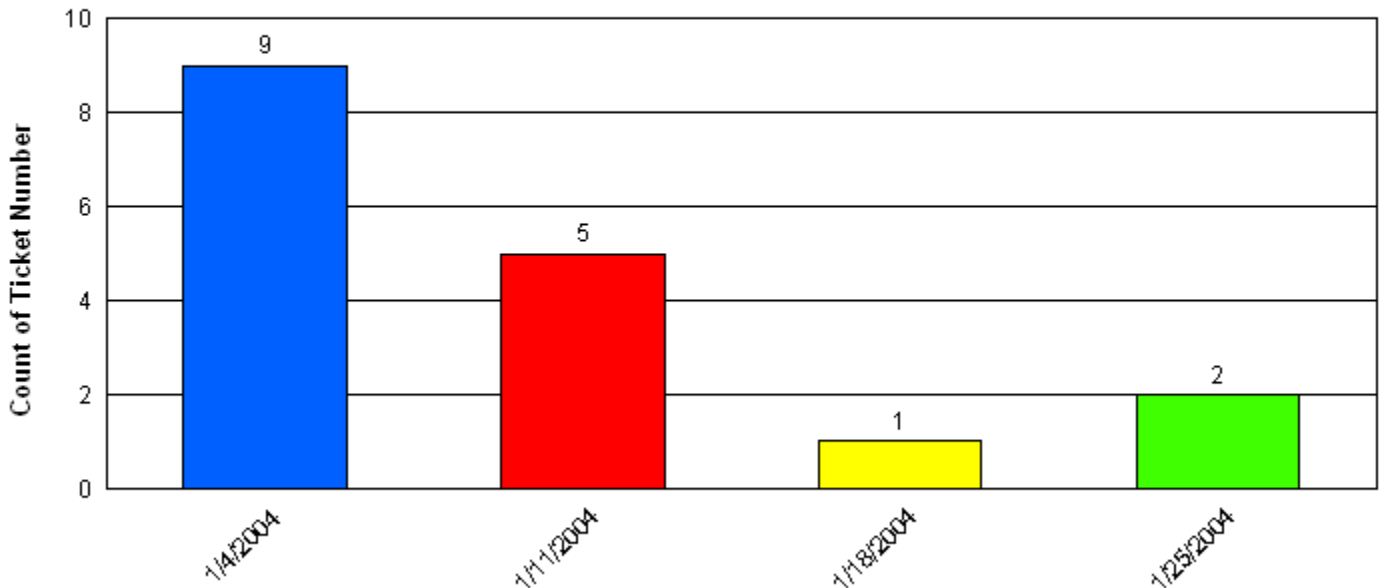
For OIT Business Systems: PeopleSoft



PC Labs	Total:	Create Date	Short Description
<b>PCLabs</b>	<b>17</b>		
<b>Closed</b>	<b>Total: 1</b>		
Ticket Number: 0000080207	01/08/2004	1	ecs122pc41: stuck cdr in cdrom drive
<b>lasuk</b>	<b>Total: 10</b>		
<b>Closed</b>	<b>Total: 10</b>		
Ticket Number: 0000079905	01/05/2004		problems with G4; keeps crashing
Ticket Number: 0000079904	01/05/2004		Mac Powerbook needs to be configured to print to network printer
Ticket Number: 0000079967	01/05/2004		2 Keyboards were cut off in ECS021 PC 20 and PC 21
Ticket Number: 0000080192	01/08/2004		Library basement PC40 missing mouse ball, can't logon
Ticket Number: 0000080151	01/07/2004		Lab 122A mice problems
Ticket Number: 0000080041	01/06/2004		LIBRARY PC49 Boot Error
Ticket Number: 0000080743	01/16/2004		[Fwd: Re: is my PC still under warranty?]
Ticket Number: 0000080243	01/09/2004		e-mail kicks her off
Ticket Number: 0000080370	01/12/2004		Upgrade Msuci Lab Macs to OSX 10.3
Ticket Number: 0000080640	01/14/2004		Setup a GCC 12/600N printer to print over ethernet
<b>madhu1</b>	<b>Total: 6</b>		
<b>Resolved</b>	<b>Total: 3</b>		
Ticket Number: 0000081285	01/23/2004		Walk in PPP setup.
Ticket Number: 0000081614	01/28/2004		Resnet PPP help.
Ticket Number: 0000081638	01/28/2004		Chesapeake 275; getting IP but page cannot be displayed
<b>Closed</b>	<b>Total: 3</b>		
Ticket Number: 0000080602	01/14/2004		ITE 452 ext:58642 : Problems with Outlook
Ticket Number: 0000080720	01/15/2004		Login problems
Ticket Number: 0000079985	01/06/2004		PC Setup

## Count of Ticket Number / Create Date

For PC Labs



		<u>Create</u>	<u>Short Description</u>
		<u>Date</u>	
<b>Physical Networks</b>	<b>Total:</b>	<b>86</b>	
<b>PhyNet</b>		<b>Total:</b>	<b>1</b>
<b>Closed</b>		<b>Total:</b>	<b>1</b>
Ticket Number: 0000080090		01/07/2004	checking on status of Physics
<b>beakja1</b>		<b>Total:</b>	<b>13</b>
<b>Resolved</b>		<b>Total:</b>	<b>6</b>
Ticket Number: 0000081682		01/28/2004	Work Order Request
Ticket Number: 0000081701		01/28/2004	network and console line
Ticket Number: 0000081720		01/28/2004	Request for physical networks
Ticket Number: 0000082082		01/30/2004	Need network jacks activated in PP
Ticket Number: 0000081800		01/29/2004	more jack needed to be activated (high priority)
Ticket Number: 0000080122		01/07/2004	bad connection ITE 306
<b>Closed</b>		<b>Total:</b>	<b>7</b>
Ticket Number: 0000081336		01/24/2004	No subject
Ticket Number: 0000081615		01/28/2004	check Resnet jack ECS 020
Ticket Number: 0000080435		01/12/2004	Work Order Request
Ticket Number: 0000081286		01/23/2004	PUP 355/304 ext: 52568 Possible problems with Jack
Ticket Number: 0000080072		01/06/2004	Customer unable to connect to resnet
Ticket Number: 0000080123		01/07/2004	Chemistry room 109: Jack activation
Ticket Number: 0000081125		01/22/2004	ITE 325E ext: 51433: Problems with Network Jack
<b>cmckin1</b>		<b>Total:</b>	<b>29</b>
<b>Resolved</b>		<b>Total:</b>	<b>5</b>
Ticket Number: 0000079938		01/05/2004	No net
Ticket Number: 0000081574		01/27/2004	Recessed Wall Jack
Ticket Number: 0000081799		01/29/2004	Jack activation. CHEM 105-24
Ticket Number: 0000082076		01/30/2004	Library jack activations
Ticket Number: 0000081986		01/30/2004	Jack reactivation - please expedite
<b>Closed</b>		<b>Total:</b>	<b>24</b>
Ticket Number: 0000080747		01/16/2004	says theres no connection (hhmi 006hhmi-d1) network?
Ticket Number: 0000080291		01/09/2004	PP 340 (337) Ext: 52173 Possible problems with jack
Ticket Number: 0000080341		01/11/2004	Jack activation request
Ticket Number: 0000080361		01/12/2004	alumn basement jack 36 port b dead
Ticket Number: 0000080687		01/15/2004	Connectivity issues in EHS
Ticket Number: 0000080709		01/15/2004	Check Jack
Ticket Number: 0000080675		01/15/2004	Customer reports loss of Internet Connection
Ticket Number: 0000080663		01/15/2004	2 Macs OS X Printer setup. Alumni House Basement. - dead jack con
Ticket Number: 0000080619		01/14/2004	Jack activation in ITE.
Ticket Number: 0000080617		01/14/2004	Jack Check
Ticket Number: 0000080577		01/14/2004	Network Printer setup pup355
Ticket Number: 0000080568		01/14/2004	Activate Jack in PUP
Ticket Number: 0000080515		01/13/2004	ECS 202J ext 8480 Network Jack
Ticket Number: 0000081122		01/22/2004	Acad 4 322B ext 52144: Wrong jack deactivated
Ticket Number: 0000080423		01/12/2004	jack30 port B is dead alumni base
Ticket Number: 0000080371		01/12/2004	Network Printer Install
Ticket Number: 0000080932		01/20/2004	Activate Jacks
Ticket Number: 0000080877		01/20/2004	Work Order Request
Ticket Number: 0000080910		01/20/2004	please change sutherin-oracle.umbc.edu ip
Ticket Number: 0000080906		01/20/2004	Work Order Request
Ticket Number: 0000080945		01/20/2004	ECS 104 - 4 Dead ports.
Ticket Number: 0000081014		01/21/2004	Re: jack activation in ecs 233?
Ticket Number: 0000081001		01/21/2004	Jack Check
Ticket Number: 0000080938		01/20/2004	Activate Jack in Library 218

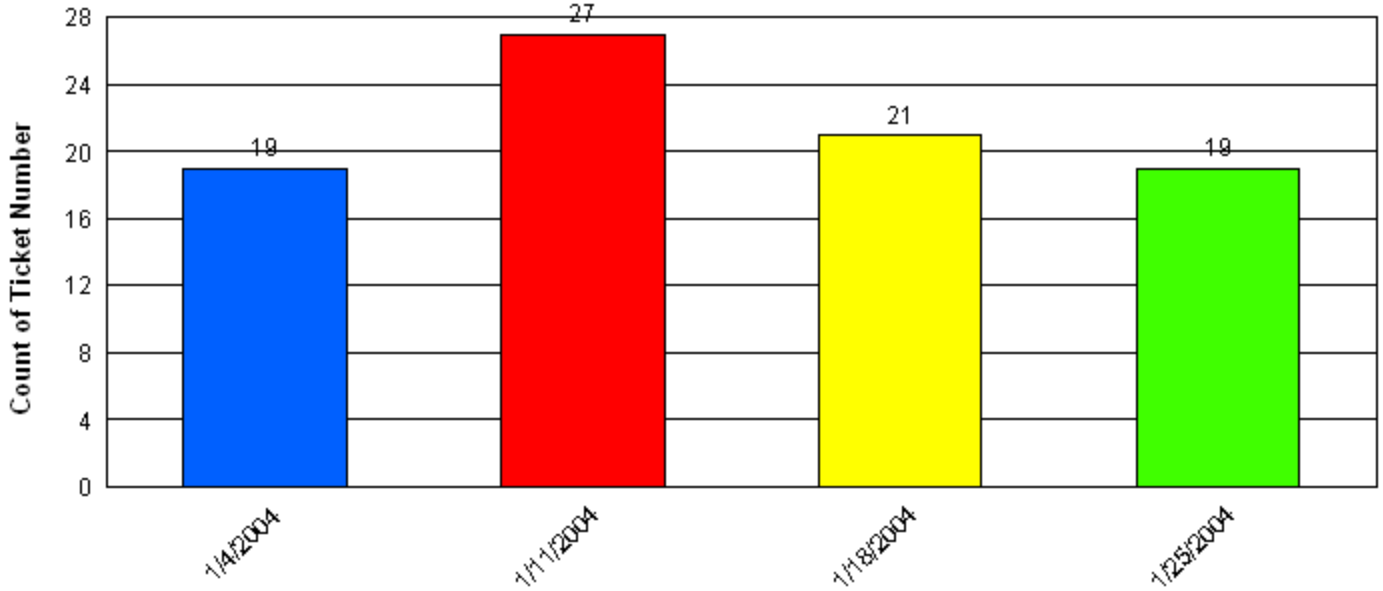
	<u>Create</u>	<u>Short Description</u>
	<u>Date</u>	
<b>damian</b>	<u>Total:</u> 7	
<b>Resolved</b>	<u>Total:</u> 3	
Ticket Number: 0000082029	01/30/2004	Localized outage
Ticket Number: 0000082063	01/30/2004	Localized outage: Elk 542
Ticket Number: 0000082041	01/30/2004	Switches are down
<b>Closed</b>	<u>Total:</u> 4	
Ticket Number: 0000081265	01/23/2004	Need to Fix Resnet Lockout Page
Ticket Number: 0000081663	01/28/2004	New Network Hardware
Ticket Number: 0000080263	01/09/2004	Routers Down
Ticket Number: 0000080121	01/07/2004	Biology 061 ext: 52522 Site survey for network Jack
<b>vicki</b>	<u>Total:</u> 3	
<b>Closed</b>	<u>Total:</u> 3	
Ticket Number: 0000080089	01/07/2004	TRC and PHYSICS: All routers down.
Ticket Number: 0000080779	01/16/2004	Need these registered for ME move
Ticket Number: 0000080627	01/14/2004	PHYSICS: 3rd floor routers down
<b>zicka</b>	<u>Total:</u> 33	
<b>Resolved</b>	<u>Total:</u> 6	
Ticket Number: 0000082091	01/30/2004	Work Order Request
Ticket Number: 0000081071	01/21/2004	Update Fix DHCP address
Ticket Number: 0000081662	01/28/2004	IP Switch
Ticket Number: 0000081733	01/28/2004	New PC lab in Pub. Policy needs IPs
Ticket Number: 0000082087	01/30/2004	IP Request for GCC Printer
Ticket Number: 0000082040	01/30/2004	Request for DNS entry
<b>Closed</b>	<u>Total:</u> 27	
Ticket Number: 0000081322	01/23/2004	DNS entries updates
Ticket Number: 0000080247	01/09/2004	Firewall
Ticket Number: 0000080491	01/13/2004	need a IP address
Ticket Number: 0000080520	01/13/2004	request for a DHCP static IP
Ticket Number: 0000080610	01/14/2004	Static IP and DNS name request.
Ticket Number: 0000080571	01/14/2004	Three new IP#'s needed
Ticket Number: 0000080536	01/13/2004	Static ips
Ticket Number: 0000080514	01/13/2004	hostname request!!
Ticket Number: 0000080511	01/13/2004	IP Switch
Ticket Number: 0000080433	01/12/2004	ip changes
Ticket Number: 0000080441	01/12/2004	No connection in PUP 3rd Floor PoliSci dept
Ticket Number: 0000080368	01/12/2004	Work Order Request
Ticket Number: 0000080824	01/18/2004	hostname request!!
Ticket Number: 0000081145	01/22/2004	DNS Change
Ticket Number: 0000081215	01/22/2004	Coral lab in ITE lost IP address
Ticket Number: 0000081096	01/21/2004	DNS modification
Ticket Number: 0000080894	01/20/2004	New Lab PC are being installed in ECS 021
Ticket Number: 0000081018	01/21/2004	IP Address switch
Ticket Number: 0000080045	01/06/2004	Request Static IP Address
Ticket Number: 0000079936	01/05/2004	bb6.umbc.edu
Ticket Number: 0000080004	01/06/2004	IP request
Ticket Number: 0000080007	01/06/2004	IP request
Ticket Number: 0000080014	01/06/2004	Needs IP address
Ticket Number: 0000080006	01/06/2004	IP request
Ticket Number: 0000080002	01/06/2004	IP request
Ticket Number: 0000079930	01/05/2004	Jack check for Printer. Public Policy 450
Ticket Number: 0000079925	01/05/2004	Need IPs for Public Policy Access Control System

Create  
Date

Short Description

## Count of Ticket Number / Create Date

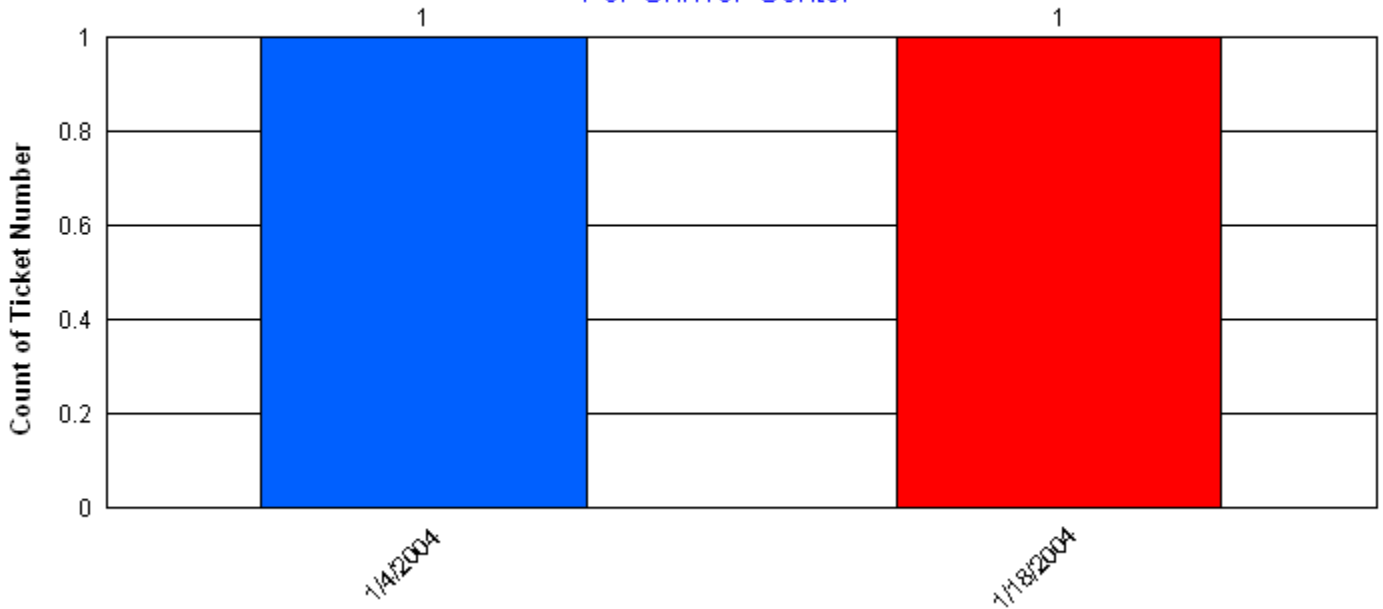
For Physical Networks



Shriver Center	Total:	2
pscott	Total:	2
Closed	Total:	2
Ticket Number: 0000079939	01/05/2004	Network problem - Choice NC
Ticket Number: 0000081252	01/23/2004	Printer

## Count of Ticket Number / Create Date

For Shriver Center



<b>SysCore</b>	<u>Total:</u>	<u>Create Date</u>	<u>Short Description</u>
<b>SysCore</b>	<b>358</b>		
<b>Closed</b>	<b>Total:</b>	<b>2</b>	
Ticket Number: 0000081651		01/28/2004	getting lots of Mailer Daemon messages for undeliverable mail
Ticket Number: 0000081835		01/29/2004	customer having problems creating an account
<b>banz</b>	<b>Total:</b>	<b>21</b>	
<b>Resolved</b>	<b>Total:</b>	<b>1</b>	
Ticket Number: 0000081604		01/27/2004	need a account activated
<b>Closed</b>	<b>Total:</b>	<b>20</b>	
Ticket Number: 0000081312		01/23/2004	Newsgroup question
Ticket Number: 0000081313		01/23/2004	Work Order Request
Ticket Number: 0000081367		01/25/2004	Account reactivation to backup data.
Ticket Number: 0000080601		01/14/2004	Account Reactivation
Ticket Number: 0000081304		01/23/2004	Returning student needs account reactivated
Ticket Number: 0000079966		01/05/2004	New Email Upgrade
Ticket Number: 0000079838		01/02/2004	news.umbc.edu spool disk full?
Ticket Number: 0000079835		01/02/2004	nntp server down?
Ticket Number: 0000081143		01/22/2004	Grant "Faculty" Viewing Rights in myUMBC
Ticket Number: 0000080700		01/15/2004	Customer needs account reactivated
Ticket Number: 0000081212		01/22/2004	Re: Account Deactivation Notification
Ticket Number: 0000081207		01/22/2004	Re: UMBC GL Web Account (fwd)
Ticket Number: 0000081202		01/22/2004	Fwd: failure delivery
Ticket Number: 0000081186		01/22/2004	printhost entry for xerox 555 printer/copier in chem office
Ticket Number: 0000081161		01/22/2004	procmal & mailbox format change
Ticket Number: 0000080990		01/21/2004	myUMBC page cannot be displayed or internal server error
Ticket Number: 0000080948		01/20/2004	Deactivated account, needs emails
Ticket Number: 0000080857		01/19/2004	Email forward for Deactivated account.
Ticket Number: 0000080801		01/16/2004	UMBC GL Web Account (fwd)
Ticket Number: 0000080701		01/15/2004	Customer was prior student, has been hired as staff
<b>dave</b>	<b>Total:</b>	<b>1</b>	
<b>Closed</b>	<b>Total:</b>	<b>1</b>	
Ticket Number: 0000079987		01/06/2004	Slow access speeds on PP1 server

<b>Resolved</b>		<u>Create</u>	<u>Short Description</u>
		<u>Date</u>	
		<u>Total:</u>	<b>92</b>
		<u>Total:</u>	<b>22</b>
Ticket Number:	0000080654	01/15/2004	alumna with cancelled account?
Ticket Number:	0000080950	01/20/2004	Incorrect Information in myUMBC
Ticket Number:	0000081206	01/22/2004	Problems with Registrars and two SiS/SSN entries
Ticket Number:	0000081572	01/27/2004	Calendar Account Creation
Ticket Number:	0000081625	01/28/2004	E-mail notification not being generated for recently added Security su
Ticket Number:	0000081256	01/23/2004	Account mistakenly deactivated
Ticket Number:	0000081632	01/28/2004	Calendar Resource Request
Ticket Number:	0000081684	01/28/2004	Need Remedy account
Ticket Number:	0000081712	01/28/2004	Student needs account reactivated
Ticket Number:	0000081683	01/28/2004	Urgent - do not deactivate acct.
Ticket Number:	0000082061	01/30/2004	Work Order Request
Ticket Number:	0000082048	01/30/2004	Not in the white pages
Ticket Number:	0000081991	01/30/2004	Account has been deactivated
Ticket Number:	0000081990	01/30/2004	Account has been deactivated
Ticket Number:	0000081982	01/30/2004	Account needs to be reactivated
Ticket Number:	0000081981	01/30/2004	Cannot create Remedy tickets
Ticket Number:	0000081949	01/30/2004	Work Order Request
Ticket Number:	0000081983	01/30/2004	Account needs to be reactivated
Ticket Number:	0000081818	01/29/2004	change Resource Names
Ticket Number:	0000081812	01/29/2004	Work Order Request
Ticket Number:	0000081809	01/29/2004	new Calendar account
Ticket Number:	0000081798	01/29/2004	add HelpDesk:Mail to group list

<u>Closed</u>	<u>Create Date</u>	<u>Total:</u>	<u>Short Description</u>
		70	
Ticket Number: 0000081410	01/26/2004		Work Order Request
Ticket Number: 0000081863	01/29/2004		Test message Sec:Net-traffic
Ticket Number: 0000081508	01/27/2004		Please add Kevin Joseph to the HP Developers group for VPN access
Ticket Number: 0000080257	01/09/2004		Needs to have the displayed name changed
Ticket Number: 0000080293	01/09/2004		Account was deactivated.
Ticket Number: 0000080268	01/09/2004		e-mail need to be activated
Ticket Number: 0000080629	01/14/2004		Creation of Calendar account
Ticket Number: 0000080624	01/14/2004		New Account
Ticket Number: 0000080510	01/13/2004		Work Order Request
Ticket Number: 0000080497	01/13/2004		Missed account deactivation email, needs access for info
Ticket Number: 0000080476	01/13/2004		Reactivate account so that a past student may retrieve data off the acc
Ticket Number: 0000080472	01/13/2004		Deactivated account
Ticket Number: 0000080460	01/13/2004		myUMBC Internal Server Error Message
Ticket Number: 0000080437	01/12/2004		Account Reactivation
Ticket Number: 0000080436	01/12/2004		Account Deactivated needs reactivation
Ticket Number: 0000080411	01/12/2004		Customers account was deactivated but needs it for class
Ticket Number: 0000080400	01/12/2004		Account Reactivation
Ticket Number: 0000080375	01/12/2004		New Calendar Account
Ticket Number: 0000080524	01/13/2004		New Calendar Account
Ticket Number: 0000080374	01/12/2004		Account Deactivated but never recieved email about deact.
Ticket Number: 0000080362	01/12/2004		Account needs to be reactivated, will be a student Spring 2004
Ticket Number: 0000080356	01/12/2004		No subject
Ticket Number: 0000080352	01/12/2004		Deactivate Calendar account
Ticket Number: 0000080340	01/11/2004		Account Reactivation/SSN Fix
Ticket Number: 0000080334	01/11/2004		Reactivate account
Ticket Number: 0000080322	01/10/2004		Hello, Jack Suess. I have an account problem... (fwd)
Ticket Number: 0000080318	01/10/2004		User requests account re-activation
Ticket Number: 0000080390	01/12/2004		Needs account reactivated
Ticket Number: 0000080389	01/12/2004		Activate Account 454472262
Ticket Number: 0000080384	01/12/2004		Needs to be reactivated so she can pull info off
Ticket Number: 0000080382	01/12/2004		Corporate Time
Ticket Number: 0000080317	01/10/2004		Account needs to be reactivated
Ticket Number: 0000080310	01/09/2004		[Fwd: Fw: [Fwd: Enable your UMBC Alumni Email Account Forward
Ticket Number: 0000080303	01/09/2004		Undergraduate Admissions- Create New Corporate Time Agenda
Ticket Number: 0000080275	01/09/2004		Reactivation request for deactivated account
Ticket Number: 0000080273	01/09/2004		Reactivate account to get data off
Ticket Number: 0000080272	01/09/2004		need to have account reactivated to retrieve old emails
Ticket Number: 0000080378	01/12/2004		Calendar account creation
Ticket Number: 0000079928	01/05/2004		Re: Account Deactivation Notification
Ticket Number: 0000080901	01/20/2004		Create Remedy Users for Darlene Davis (dadavis) and Lisa Drouillar
Ticket Number: 0000080212	01/08/2004		Create New Calendar Resource
Ticket Number: 0000080199	01/08/2004		IRC 101C: Calendar acct needed
Ticket Number: 0000080196	01/08/2004		Remedy alias Verification
Ticket Number: 0000080185	01/08/2004		Account Reactivation
Ticket Number: 0000080181	01/08/2004		Calendar account Creation
Ticket Number: 0000080179	01/08/2004		Requesting a Remedy account
Ticket Number: 0000080269	01/09/2004		test message
Ticket Number: 0000080147	01/07/2004		Needs access to account to get email
Ticket Number: 0000080131	01/07/2004		Re: Account Deactivation Notification
Ticket Number: 0000080104	01/07/2004		close Remedy account
Ticket Number: 0000080073	01/06/2004		Please create account
Ticket Number: 0000080132	01/07/2004		User cannot log in to ECS labs.
Ticket Number: 0000080044	01/06/2004		corporate calendar account
Ticket Number: 0000080042	01/06/2004		name change

	<u>Create</u>	<u>Date</u>	<u>Short Description</u>
Ticket Number:	0000080029	01/06/2004	Need to have Windows profile checked
Ticket Number:	0000079963	01/05/2004	Re: Account Deactivation Notification
Ticket Number:	0000079964	01/05/2004	Re: Account Deactivation Notification
Ticket Number:	0000079962	01/05/2004	Re: Account Deactivation Notification
Ticket Number:	0000079907	01/05/2004	Deactivated account question.
Ticket Number:	0000080521	01/13/2004	Customer is not in active directory.
Ticket Number:	0000080917	01/20/2004	Please create a CT Calendar acct for Eryl Pettit
Ticket Number:	0000080923	01/20/2004	request for an additional user account
Ticket Number:	0000081029	01/21/2004	new Calendar account
Ticket Number:	0000081182	01/22/2004	New calendar account creation.
Ticket Number:	0000081180	01/22/2004	new Calendar account
Ticket Number:	0000081118	01/22/2004	new Remedy Account
Ticket Number:	0000081113	01/22/2004	not pulling up new accounts created 1/21/04
Ticket Number:	0000081074	01/21/2004	account deletion
Ticket Number:	0000081065	01/21/2004	Please create 3 resosurce CT Calendar accounts
Ticket Number:	0000081019	01/21/2004	Work Order Request

<b>sbrown7</b>		<u>Create</u>	<u>Short Description</u>
<b>Resolved</b>		<u>Date</u>	
		<u>Total:</u> <b>190</b>	
		<u>Total:</u> <b>18</b>	
Ticket Number:	0000081016	01/21/2004	Account deletion request
Ticket Number:	0000081784	01/29/2004	Help in mail transition
Ticket Number:	0000081820	01/29/2004	add FT privs
Ticket Number:	0000081821	01/29/2004	UMBC email account needs to be kept open.
Ticket Number:	0000081709	01/28/2004	Change Account PW
Ticket Number:	0000081831	01/29/2004	Address book
Ticket Number:	0000082135	01/31/2004	Listproc: TidePoint8
Ticket Number:	0000082126	01/31/2004	No mail in Inbox
Ticket Number:	0000082101	01/30/2004	subscribe histgrad Jennifer Moran
Ticket Number:	0000082053	01/30/2004	Re: QUOTA WARNING for your myUMBC account
Ticket Number:	0000082024	01/30/2004	submit
Ticket Number:	0000081975	01/30/2004	Closing account
Ticket Number:	0000081969	01/30/2004	Email alias termination and account deactivation.
Ticket Number:	0000081912	01/29/2004	Cancellation
Ticket Number:	0000081824	01/29/2004	campus information not applying changes
Ticket Number:	0000081816	01/29/2004	Can I change the name of my new list?
Ticket Number:	0000081797	01/29/2004	Grant AFS permission
Ticket Number:	0000081795	01/29/2004	Novell and AFS Permissions

<u>Closed</u>	<u>Create Date</u>	<u>Total:</u>	<u>Short Description</u>
		172	
Ticket Number: 0000081227	01/23/2004		add class to submit.class
Ticket Number: 0000081311	01/23/2004		RE: CMSC 421 Spring 2004 - submit setup
Ticket Number: 0000081350	01/24/2004		Re: NWRR,67, her companion were
Ticket Number: 0000081325	01/24/2004		Re: TX, twelve men conducted
Ticket Number: 0000081653	01/28/2004		No subject
Ticket Number: 0000081594	01/27/2004		(sctpls)Web List Request
Ticket Number: 0000081579	01/27/2004		Honors College webmaster wants to find accout quota
Ticket Number: 0000081518	01/27/2004		Customer is not receiving any emails.
Ticket Number: 0000081501	01/27/2004		locked PINE process
Ticket Number: 0000081455	01/27/2004		correct info in database
Ticket Number: 0000081445	01/27/2004		(cs691b)Web List Request
Ticket Number: 0000081438	01/26/2004		test
Ticket Number: 0000081379	01/25/2004		oil makes it larger
Ticket Number: 0000082081	01/30/2004		(ccsag)Web List Request
Ticket Number: 0000082000	01/30/2004		Re: OYRRY,5907, attention in both
Ticket Number: 0000081995	01/30/2004		submit utility
Ticket Number: 0000081974	01/30/2004		Re: BO, time there soared
Ticket Number: 0000081953	01/30/2004		Re: ECENYNY, on the island
Ticket Number: 0000081950	01/30/2004		spam
Ticket Number: 0000081881	01/29/2004		Account name change
Ticket Number: 0000081834	01/29/2004		(societyforchaostheory-announcement)Web List Request
Ticket Number: 0000081805	01/29/2004		(cmsc691e)Web List Request
Ticket Number: 0000081894	01/29/2004		(exploreislam)Web List Request
Ticket Number: 0000081660	01/28/2004		(chaosandcomplexity-announcement)Web List Request
Ticket Number: 0000082169	01/31/2004		Re: MPESS, the girl sang
Ticket Number: 0000082124	01/31/2004		Re: YR, to the front
Ticket Number: 0000082117	01/31/2004		Discounted OEM CD Software pedantic
Ticket Number: 0000082116	01/31/2004		Re: ZMIBKDTBUHS,706, the steeds tore
Ticket Number: 0000082114	01/31/2004		Re: ZRGHIWF, nearest grocery store
Ticket Number: 0000082113	01/31/2004		Re: STUQYO, on the grounds
Ticket Number: 0000082161	01/31/2004		generic viagra
Ticket Number: 0000082111	01/31/2004		Discounted XP, Adobe, Autodesk, Corel software for sale! ssq q oh m
Ticket Number: 0000082112	01/31/2004		Discounted XP, Adobe, Autodesk, Corel software for sale! a mxxqwxl
Ticket Number: 0000082110	01/31/2004		Discounted XP, Adobe, Autodesk, Corel software for sale! tfhurzb
Ticket Number: 0000082109	01/31/2004		49. Home loans to 2.96% 1 crpavacls
Ticket Number: 0000082108	01/31/2004		FROM DR IBRAHIM
Ticket Number: 0000082051	01/30/2004		(490worldwar2)Web List Request
Ticket Number: 0000081373	01/25/2004		pénis énlarger
Ticket Number: 0000081360	01/25/2004		hi mate
Ticket Number: 0000081351	01/24/2004		Re: NWRR,67, her companion were
Ticket Number: 0000081349	01/24/2004		(interviewingtewchniquesclass)Web List Request
Ticket Number: 0000081346	01/24/2004		submit for spring
Ticket Number: 0000081328	01/24/2004		Re: QUOTA WARNING for your myUMBC account
Ticket Number: 0000081327	01/24/2004		Re: CXMPD, room was flooded
Ticket Number: 0000081381	01/25/2004		Re: JVHBAB, that it wouldnt
Ticket Number: 0000081425	01/26/2004		(lisa)Web List Request
Ticket Number: 0000081403	01/26/2004		Discounted XP, Adobe, Autodesk, Corel software for sale! ofi
Ticket Number: 0000081392	01/26/2004		generic viagra
Ticket Number: 0000081388	01/25/2004		Re: GBPMJK, popularity and affection
Ticket Number: 0000081321	01/23/2004		week-end viagra
Ticket Number: 0000081281	01/23/2004		Re: WNS, setting the table
Ticket Number: 0000080234	01/08/2004		User not receiving emails at alumni email address
Ticket Number: 0000080235	01/08/2004		problems accessing email
Ticket Number: 0000080613	01/14/2004		Bursar email message

	<u>Create</u>	<u>Date</u>	<u>Short Description</u>
Ticket Number:	0000080609	01/14/2004	Need a flat file extract of all users subscribed to the Business Manager
Ticket Number:	0000080594	01/14/2004	Customer does not see list as an owner
Ticket Number:	0000080590	01/14/2004	Mail box restore.
Ticket Number:	0000080506	01/13/2004	ticket: email account errors
Ticket Number:	0000081305	01/23/2004	(cmsc621_2004)Web List Request
Ticket Number:	0000080475	01/13/2004	Account Deactivation Request
Ticket Number:	0000080918	01/20/2004	Mailing list confusion
Ticket Number:	0000080452	01/12/2004	Sitemanager Look at the newest models
Ticket Number:	0000080668	01/15/2004	generic viagra
Ticket Number:	0000080645	01/14/2004	Owner email change
Ticket Number:	0000080812	01/17/2004	Re: OVXCTE, what a house
Ticket Number:	0000080811	01/17/2004	Inbox folder won't load, errors
Ticket Number:	0000080614	01/14/2004	New General email account request from UMBC GEST
Ticket Number:	0000080420	01/12/2004	Re: CLZKU, beginning to feel
Ticket Number:	0000080349	01/12/2004	Re: BYAAURYT, the dazzlingly bright
Ticket Number:	0000080347	01/12/2004	Re: for some reason ozcv dt rw
Ticket Number:	0000080331	01/11/2004	Re: MIRSXVRL, his activity ceased
Ticket Number:	0000080330	01/10/2004	Re: QNZMBYUE, delight in patches
Ticket Number:	0000080329	01/10/2004	Best handjob project !
Ticket Number:	0000080328	01/10/2004	Re: QLJP, let me think
Ticket Number:	0000080327	01/10/2004	Sitemanager, --> 80%!...quinn7577mb
Ticket Number:	0000080846	01/19/2004	Re: QZVGULS, since you made
Ticket Number:	0000080367	01/12/2004	Not listed in AD
Ticket Number:	0000080312	01/10/2004	password
Ticket Number:	0000080286	01/09/2004	(pnccteslc)Web List Request
Ticket Number:	0000080240	01/09/2004	Need web page to be removed
Ticket Number:	0000080259	01/09/2004	(physics)Web List Request
Ticket Number:	0000080723	01/15/2004	Peaceworker listserv management problems
Ticket Number:	0000080726	01/15/2004	Create account ijegr
Ticket Number:	0000080724	01/15/2004	MLL Alumni listproc manager
Ticket Number:	0000080744	01/16/2004	Re: UQDLO, up on this
Ticket Number:	0000080764	01/16/2004	Setting up spam filter
Ticket Number:	0000080791	01/16/2004	Create Web Space for Retriever
Ticket Number:	0000080797	01/16/2004	Deleted Email From Russia
Ticket Number:	0000081187	01/22/2004	Acad 4A 404 ext: 58037: Would like secondary account for program
Ticket Number:	0000081173	01/22/2004	(gsa-execs)Web List Request
Ticket Number:	0000081172	01/22/2004	(gsa-senators)Web List Request
Ticket Number:	0000081136	01/22/2004	new staff member
Ticket Number:	0000081078	01/21/2004	Work Order Request
Ticket Number:	0000081289	01/23/2004	Work Order Request
Ticket Number:	0000081031	01/21/2004	add Consultant privs
Ticket Number:	0000081082	01/21/2004	(umbcserves)Web List Request
Ticket Number:	0000081023	01/21/2004	class name for submit
Ticket Number:	0000081020	01/21/2004	changes to profile
Ticket Number:	0000081025	01/21/2004	Please delete Remedy Ticket 81009.
Ticket Number:	0000081009	01/21/2004	Spam (unwanted mail)
Ticket Number:	0000080826	01/18/2004	87,197 Bottles sold daily - SIZE MATTERS!
Ticket Number:	0000080825	01/18/2004	lasts longer than viagra
Ticket Number:	0000080822	01/18/2004	great oil
Ticket Number:	0000081041	01/21/2004	(poetry241)Web List Request
Ticket Number:	0000081037	01/21/2004	query re old list
Ticket Number:	0000080820	01/17/2004	Re: SILBYRIJ, agree that that
Ticket Number:	0000080819	01/17/2004	Asset Recovery Services kyiphjlc thz mf e
Ticket Number:	0000080816	01/17/2004	Request for extension of mainframe memory quota to 400000 units
Ticket Number:	0000080804	01/17/2004	Microsoft - Office XP Professional-2002 only \$50.00 !!! Limited_time

	<u>Create</u>	<u>Date</u>	<u>Short Description</u>
Ticket Number:	0000080802	01/17/2004	Re: NTKWOT, before it exhaled
Ticket Number:	0000080800	01/16/2004	buy medications online
Ticket Number:	0000080799	01/16/2004	Work Order Request
Ticket Number:	0000080792	01/16/2004	Create Web Space for WMBC
Ticket Number:	0000081393	01/26/2004	Discounted XP, Adobe, Autodesk, Corel software for sale! koc bpvyu
Ticket Number:	0000080860	01/19/2004	class name for submit
Ticket Number:	0000080853	01/19/2004	Re: XVNTZJ, lengthening the shadows
Ticket Number:	0000080849	01/19/2004	Re: MRAJVBC, their loathsome screeching
Ticket Number:	0000080847	01/19/2004	Re: EF, her arms around
Ticket Number:	0000080845	01/19/2004	Re: VIDEYLSKUB,9, eleven thirty brownhaired
Ticket Number:	0000080787	01/16/2004	Invalid Inbox error in Pine
Ticket Number:	0000080746	01/16/2004	Change Foward address
Ticket Number:	0000080740	01/16/2004	Bursar's automatic reply
Ticket Number:	0000080213	01/08/2004	(prayer_warriors)Web List Request
Ticket Number:	0000080409	01/12/2004	PHP File Upload Question
Ticket Number:	0000080414	01/12/2004	Re: KT, the sand with
Ticket Number:	0000079996	01/06/2004	Account Name change
Ticket Number:	0000079841	01/03/2004	weekend entertainment
Ticket Number:	0000079840	01/03/2004	Sitemanager, --> 80%!....sand9442ga
Ticket Number:	0000079853	01/04/2004	Re: KX, appearance of them
Ticket Number:	0000079836	01/02/2004	holiday surprise
Ticket Number:	0000079833	01/01/2004	Join thousands earning huge incomes with eBay!
Ticket Number:	0000079854	01/04/2004	great feeling
Ticket Number:	0000079832	01/01/2004	no doctor visit
Ticket Number:	0000079831	01/01/2004	great feeling
Ticket Number:	0000079941	01/05/2004	(esolsts04)Web List Request
Ticket Number:	0000079978	01/05/2004	cssalist owner problem
Ticket Number:	0000079972	01/05/2004	central systems and Novell user id change request csulliv -> topolski
Ticket Number:	0000079971	01/05/2004	name change
Ticket Number:	0000079920	01/05/2004	Graduate Now With Your Degree.
Ticket Number:	0000079915	01/05/2004	Deactivated account request.
Ticket Number:	0000079903	01/05/2004	Deleting Account
Ticket Number:	0000079894	01/05/2004	User unable to use procmail filtering
Ticket Number:	0000079889	01/05/2004	friday
Ticket Number:	0000079877	01/05/2004	error message
Ticket Number:	0000079873	01/05/2004	website
Ticket Number:	0000079869	01/05/2004	No subject
Ticket Number:	0000079868	01/05/2004	Jessica Simpson's video....Reality Show UNCUT!
Ticket Number:	0000079867	01/05/2004	Jessica Simpson's video....Reality Show UNCUT!
Ticket Number:	0000080229	01/08/2004	(cmsc203ta)Web List Request
Ticket Number:	0000080224	01/08/2004	Additional listserve
Ticket Number:	0000080345	01/11/2004	Work Order Request
Ticket Number:	0000080205	01/08/2004	Need Volume Released
Ticket Number:	0000080203	01/08/2004	genedcom
Ticket Number:	0000080197	01/08/2004	(genedcom)Web List Request
Ticket Number:	0000080172	01/08/2004	Username change
Ticket Number:	0000080162	01/08/2004	Request for new e-mail address
Ticket Number:	0000080160	01/08/2004	AFS Files Restore
Ticket Number:	0000080153	01/08/2004	Spam
Ticket Number:	0000080142	01/07/2004	(programdevelopmentcouncil)Web List Request
Ticket Number:	0000080139	01/07/2004	Sorts list proc
Ticket Number:	0000080058	01/06/2004	Re: ZWBMVHS, but the effect
Ticket Number:	0000080033	01/06/2004	Re-assign email address
Ticket Number:	0000080026	01/06/2004	eliminating support of elm and mail
Ticket Number:	0000079866	01/05/2004	enjoy it

	<u>Create</u>	<u>Date</u>	<u>Short Description</u>
Ticket Number:	0000079852	01/03/2004	CCEMT LIST
Ticket Number:	0000079846	01/03/2004	Save up to 90% off the retail price on software! gbkys on rs
Ticket Number:	0000079865	01/04/2004	Over 226 Diplomas awarded! Get yours...
Ticket Number:	0000079845	01/03/2004	Re: QRSF, flung the passport
Ticket Number:	0000079843	01/03/2004	Re: WNWN, the procurator lost
Ticket Number:	0000079842	01/03/2004	Clee Save time with online auto finder
Ticket Number:	0000081707	01/28/2004	Submit setup for CMSC104 section 0301
Ticket Number:	0000080111	01/07/2004	Online Account Activation

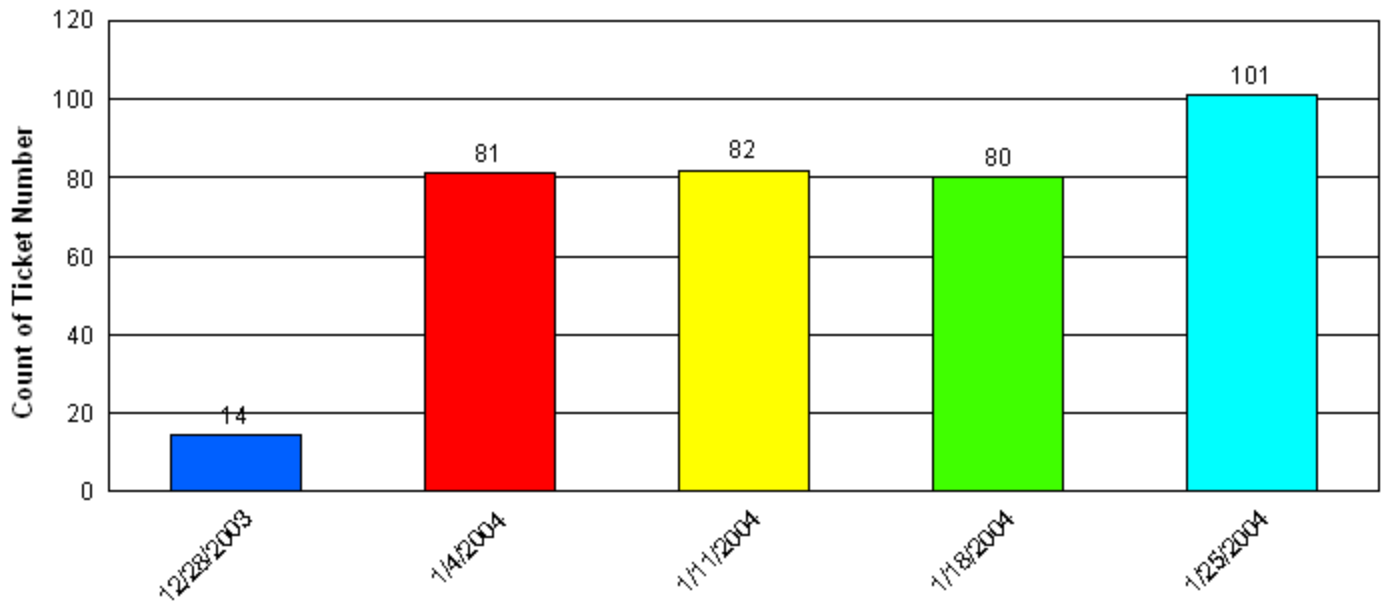
<u>tim</u>	<u>Create Date</u>	<u>Short Description</u>
<b>Resolved</b>		
	<b>Total:</b> 52	
Ticket Number: 0000081545	01/27/2004	login and PW
Ticket Number: 0000081944	01/29/2004	List Deletion Request: CHAOSANDCOMPLEXITY-ANNOUNCEMEN
Ticket Number: 0000081735	01/28/2004	Maple list subscription request
Ticket Number: 0000081855	01/29/2004	List Deletion Request: COMMUNICATIONS
Ticket Number: 0000082153	01/31/2004	oracle account
Ticket Number: 0000082122	01/31/2004	parents' newsletter
Ticket Number: 0000081941	01/29/2004	Adding Student to Oracle, ifsm 420 0401
Ticket Number: 0000081903	01/29/2004	IMAP CLUSTER CRITICAL
<b>Closed</b>		
	<b>Total:</b> 44	
Ticket Number: 0000081249	01/23/2004	V. Laboard MyUMBC access
Ticket Number: 0000081577	01/27/2004	server error
Ticket Number: 0000081699	01/28/2004	better than viagra
Ticket Number: 0000081698	01/28/2004	generic viagra
Ticket Number: 0000081668	01/28/2004	Invalid Inbox format.
Ticket Number: 0000081598	01/27/2004	List management request
Ticket Number: 0000081582	01/27/2004	myumbc down
Ticket Number: 0000081399	01/26/2004	visual arts alumni list serve
Ticket Number: 0000081391	01/26/2004	File Permissions
Ticket Number: 0000081272	01/23/2004	List configuration help request
Ticket Number: 0000081266	01/23/2004	Re: PQGJBC,9, in various apartments
Ticket Number: 0000081337	01/24/2004	Oracle Accounts needed IFSM 420 0401 SP 2004
Ticket Number: 0000080262	01/09/2004	Spring 2004(IFSM 420-Sec 301)- Create oracle database accounts
Ticket Number: 0000080261	01/09/2004	Spring 2004(IFSM 420-Sec 301)- Create oracle database accounts
Ticket Number: 0000080513	01/13/2004	Re-activate account for data backup.
Ticket Number: 0000080685	01/15/2004	Creating a course maintainence web interface.
Ticket Number: 0000080636	01/14/2004	alumni account
Ticket Number: 0000080634	01/14/2004	Help, cannot access my account,
Ticket Number: 0000080631	01/14/2004	Needs account temporarily reactivated
Ticket Number: 0000081055	01/21/2004	Requesting 30 Temp accounts.
Ticket Number: 0000080567	01/14/2004	Reactivate account to retrieve addresses, forwarding
Ticket Number: 0000080517	01/13/2004	Just Because This Is Easy doesn't mean it's not Honest oungeuwv
Ticket Number: 0000080518	01/13/2004	IT WILL CHANGE YOUR LIFE! e
Ticket Number: 0000080553	01/14/2004	Account Reactivation
Ticket Number: 0000080359	01/12/2004	[Fwd: Re: [Fwd: Enable your UMBC Alumni Email Account
Ticket Number: 0000080843	01/18/2004	POP3 problems
Ticket Number: 0000080751	01/16/2004	Re: GW, had left sparrow
Ticket Number: 0000080883	01/20/2004	Alumni Account has 0 messages
Ticket Number: 0000080741	01/16/2004	subscription questions
Ticket Number: 0000080078	01/07/2004	pine 4.58L1 issues?
Ticket Number: 0000081552	01/27/2004	Need Volume Released
Ticket Number: 0000079850	01/03/2004	Need Oracle database accounts for all students IFSM 420 Sec- 9101
Ticket Number: 0000080699	01/15/2004	Email forward for account that was deactivated.
Ticket Number: 0000080815	01/17/2004	Work Order Request
Ticket Number: 0000080851	01/19/2004	INBOX shows 0 msgs
Ticket Number: 0000080862	01/19/2004	report pine does not work
Ticket Number: 0000080865	01/19/2004	Matlab License Service is not running
Ticket Number: 0000080900	01/20/2004	Account re-activation.
Ticket Number: 0000080921	01/20/2004	Alumni Account Email missing
Ticket Number: 0000081090	01/21/2004	myUMBC: Internal Server error
Ticket Number: 0000081127	01/22/2004	lasts longer than viagra
Ticket Number: 0000080871	01/19/2004	POP3 access to alumni.umbc.edu mail
Ticket Number: 0000080864	01/19/2004	Work Order Request
Ticket Number: 0000080861	01/19/2004	report pine does not work

Create  
Date

Short Description

## Count of Ticket Number / Create Date

For SysCore



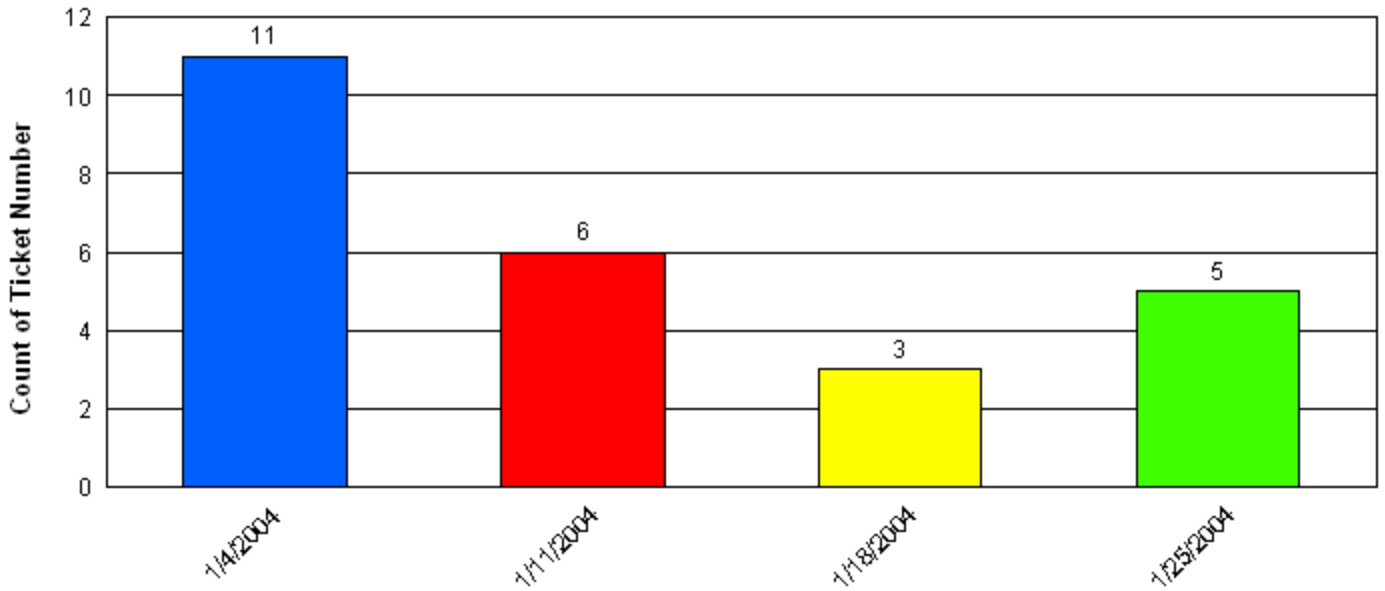
<u>SysDept</u>	<u>Total:</u>	<u>Create Date</u>	<u>Short Description</u>
<b>champ</b>	<b>25</b>		
<b>Closed</b>		<b>Total: 14</b>	
Ticket Number: 0000080713		01/15/2004	Pro E installation
Ticket Number: 0000081064		01/21/2004	Current State of 104a
Ticket Number: 0000082017		01/30/2004	Ideas License Server
Ticket Number: 0000082047		01/30/2004	New Machine Quotes
Ticket Number: 0000081885		01/29/2004	[Fwd: Requesting help to setup the SGI machine]
Ticket Number: 0000081487		01/27/2004	Computers in ITE 238
Ticket Number: 0000079918		01/05/2004	Software
Ticket Number: 0000079896		01/05/2004	User cannot log into CS grad lab (ITE 305)
Ticket Number: 0000080692		01/15/2004	Need install software in ECS 113
Ticket Number: 0000080088		01/07/2004	[Fwd: Re: Lab Computer]
Ticket Number: 0000080079		01/07/2004	[Fwd: Grad Mailing list]
Ticket Number: 0000080445		01/12/2004	No subject
Ticket Number: 0000080429		01/12/2004	[Fwd: PERMISSION]
Ticket Number: 0000080484		01/13/2004	Pro/E
<b>laura</b>		<b>Total: 8</b>	
<b>Closed</b>		<b>Total: 8</b>	
Ticket Number: 0000080478		01/13/2004	Account on Model.chem mifiggs1
Ticket Number: 0000081211		01/22/2004	Cannot ftp to gl.umbc.edu
Ticket Number: 0000079944		01/05/2004	groupg new accounts + move
Ticket Number: 0000079872		01/05/2004	Re: NAB environ variables... (fwd)
Ticket Number: 0000079871		01/05/2004	CNS on cerebro.chem?
Ticket Number: 0000080013		01/06/2004	lab moves groupg/b Jan 22nd to 129/a (g) and 307 (b)
Ticket Number: 0000079946		01/05/2004	New students groupG, + move
Ticket Number: 0000081643		01/28/2004	Move Model.chem (main server) from 201 to 307
<b>randy</b>		<b>Total: 3</b>	
<b>Closed</b>		<b>Total: 3</b>	
Ticket Number: 0000079912		01/05/2004	Re: my kali account (fwd)
Ticket Number: 0000079914		01/05/2004	Math Cluster Hardware Failure: Myrinet
Ticket Number: 0000081044		01/21/2004	Myrinet Interface failure on Node 021

Create  
Date

Short Description

## Count of Ticket Number / Create Date

For SysDept



Total Remedy Tickets Closed or Resolved between 01/01/2004 and 01/31/2004 : 2057

## Count of Ticket Number / Create Date & HD Department Section

