

Top 10 Users Requesting Service with # of Tickets

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

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

rpreston	<p style="text-align: center;">General Accounting</p> <p>Fwd: Peoplesoft Retriever For Joe King (LINUX VPN) Need to run Portal Sync process on EPM TST_retriever Unlock jrnl Process Monitor Retriever Fwd: P:\ drive Re: Process Monitor Grant user TKUONEN same access as user LAWRENCE Re: Payroll UPDATE TST SAR SD batches 5082 and 5080 UM_JEDIT error unlock two journals UM EDIT is returning an odd error. New Role requested</p>	<p style="text-align: right;">Total No. of Tickets: 17</p> <p>PS General Ledger PS IT - SysAdmin PS Asset Management PS IT - Database PS General Ledger PS Finance Technical Issues PS General Ledger PS Finance Technical Issues PS General Ledger PS HR - Misc PS Finance Technical Issues PS Finance Technical Issues PS General Ledger PS Finance Technical Issues PS General Ledger PS General Ledger PS General Ledger PS Asset Management</p>
ha2	<p style="text-align: center;">Admissions</p> <p>Mice problems in 122A Tape changes for 1/27/04 Phonemail messages 8am 1/24/04 Lab Check 8:00pm 1/22/04 Lab 122A mice problems Lab Check 01/08/2004 10pm User not receiving emails at alumni email address Linux problems with PC-53 in Lab 122A Lab Check 01/15/04 10pm Lab 021 PC-09 boot error Lab 021 Linux problems Lab Check 01/14/04 9pm Lab Check 10:30pm 1/28/04 Lab check 11pm 1/31/04 Lab check/closing 12am 2/1/04 Lab check 9pm 1/31/04</p>	<p style="text-align: right;">Total No. of Tickets: 16</p> <p>LabHardware HD:TapeChanges HD: General Info HD:LabCheck LabHardware HD:LabCheck Alumni Server Problems LabHardware HD:LabCheck LabHardware LabHardware HD:LabCheck HD:LabCheck HD:LabCheck HD:LabCheck HD:LabCheck</p>
mcnamara	<p style="text-align: center;">Human Resources</p> <p>HR Security Changes Holiday Hours Chemistry Security (10170, 10010, 10424) [Fwd: PeopleSoft Time Entry--Holidays] Cannot create Remedy tickets National Disaster Medical Systems Security (10528) Lynnda Dahlquist position Financial Services Security Sociology Security CWIT Security Timetrax Corrections Reflections Installation Timetrax Procedure Run</p>	<p style="text-align: right;">Total No. of Tickets: 13</p> <p>PS HR - Misc PS Time and Labor - Misc PS HR - Misc PS Time and Labor - Misc Remedy System Issue PS HR - Misc HumanResources:PeopleSoft PS HR - Misc PS HR - Misc PS HR - Misc OIT-BSG Human Resources PC Software Install (Fac/Staff) OIT-BSG Human Resources</p>
stjones	<p style="text-align: center;">Library</p> <p>Static ips Activate Jack in Library 218 Library dept share permissions FW: folder restore</p>	<p style="text-align: right;">Total No. of Tickets: 13</p> <p>IP Address Request Dead/Slow Network Jack Novell Account Management Novell File Restore</p>

000082076	Library jack activations	Check Network Jack (Fac/Staff)
000081986	Jack reactivation - please expedite	Dead/Slow Network Jack
000082066	Novell acct for amadam	Novell Account Management
000081271	Novell workstation specific accounts	Novell Account Management
000081567	Errors updating mcafee 7 virus definitions lib256	PC Support Request (Fac/Staff)
000081510	New library employee needs novell acct - User ID=DURBIN	HD: Accounts
000080041	LIBRARY PC49 Boot Error	LabHardware
000080192	Library basement PC40 missing mouse ball, can't logon	LabHardware
000080208	Importing CSV-format Addressbook into Webmail.	PC Support Request (Fac/Staff)
weller	FS Operations	Total No. of Tickets: 12
000080593	PRD - Crystal Rpt stuck	PS Payables
000080689	Grant Dot Weller same access to HR as Bob Preston, but for Inquiry o	PS HR - Misc
000080681	Migration Request for Rpt to SBX	PS Finance Technical Issues
000081070	Rept Mod Request for PRD AP	PS Finance Technical Issues
000081723	TST - Retest for #80141 BUNDLES	PS Payables
000081856	PRD - PO Sourcing Process creating POs with No Match Reqd	PS Finance Technical Issues
000081159	Security Role changes needed	PS Finance Security
000081162	PRD - Need row removed from VOUCHER Table	PS Finance Technical Issues
000081258	Retriever Menu incomplete	PS Finance Technical Issues
000079950	PRD problem in PO Module	PS Finance Technical Issues
000080231	PRD - AP RECON bug	PS Finance Technical Issues
000080049	Saving files on Network drives	Novell Issue (Fac/Staff)
bcarter	Ofc of Sponsored Programs	Total No. of Tickets: 12
000081075	Need Documentation of Pre-Awd Spending Process	PS Grants
000081080	GM Search by PI or Dept needs mods	PS Grants
000081086	Doc Attachment to Award fails	PS Asset Management
000081566	Remedy Ticket #12 (Grants Related Issues)	PS Grants
000081563	Remedy Ticket #11 (Grants Related Issues)	PS Grants
000081270	IDENTIFYING TYPES OF PROPOSALS/CONTRACTS AT ENTR	PS Grants
000081260	Entering Competing / Non-Competing & Supplements in PS	PS Grants
000081091	Query Training	PS Grants
000081088	Cost Sharing Process	PS Grants
000081083	Clarification on Department ID's	PS General Ledger
000081081	Ability to Populate NIH and NSF Forms	PS Grants
000081077	Ability to Search in PS by Grant/Awd #	PS Grants
rsanders	Human Resources	Total No. of Tickets: 12
000081110	Dual Appointments at UMCP	HumanResources:PeopleSoft
000081279	[Fwd: Access to People Soft HR]	PS HR - Misc
000081189	UMMETL vs UMSTAN Benefit Plan	PS Benefits Admin - Misc
000080250	Re: Time Entry Load	HumanResources:PeopleSoft
000080742	Change PAR Consultation	PS HR - Misc
000080745	PRINTING CHANGE PAR REPORT	OIT-BSG Human Resources
000080775	Invalid Expiration Dates	PS Benefits Admin - Misc
000080793	Rehires	PS HR - Misc
000080901	Create Remedy Users for Darlene Davis (dadavis) and Lisa Drouilla	Remedy Account Request
000080909	POSSIBLE PROBLEM WITH CHANGE PAR REPORT	PS HR - Misc
000081841	STATEMENT OF PAYROLL CHARGES IN CA DATABASE	PS Payroll - Misc
000082013	[Fwd: Automate Process]	PS HR - Misc
siemer	FS Administration	Total No. of Tickets: 11
000080613	Bursar email message	UMBC Email Alias
000080740	Bursar's automatic reply	AFS File Space Requests
000081278	Peoplesoft - Custom P-Card Report	PS Finance Technical Issues
000081460	myumbc problem	HD: Software Config/Trblshtng
000079991	Novell printing problems in ADMIN 3rd floor	Novell Printing
000080044	corporate calendar account	CorpTime Calendar Account Req
000080421	Delete Account	OIT-BSG Operational Support
000080406	attn: printer access	Novell Printing
000080405	Delete Novell account	Novell Account Management

0000080352
0000080035

Deactivate Calendar account
attn: LAN - printer access

CorpTime Calendar Account Req
Novell Printing

dholla2

Ofc of Enrollment Managemen

0000081790 Student Not balancing correctly, getting academic suspension
0000081791 Questions about repeating courses, etc.
0000079922 Degree Navigation
0000080170 Test and enhance 1098T processing to handle next years adjustment
0000080302 Put up new SSNs for 1098Ts
0000079959 Dave can't sign on to HP
0000080125 Process to update UMBC-SSN-UID in BADDR
0000079955 Add ENCE MS program to valid values tables.
0000079931 [Fwd: QUOTA WARNING for your myUMBC account]

Total No. of Tickets: 9

OIT-BSG Records and Registra
OIT-BSG Records and Registra
OIT-BSG Advisement
OIT-BSG Records and Registra
OIT-BSG Records and Registra
OIT-BSG Graduate School
OIT-BSG Records and Registra
OIT-BSG Admissions
HD: Quota

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Modern Languages & Lingu

0000081245 Blackboard Course: Assign to New Media: Blackboard
0000081333 Blackboard Course: Assign to New Media: Blackboard
0000081377 Blackboard Course: Assign to New Media: Blackboard
0000081365 Blackboard Course: Assign to New Media: Blackboard
0000081340 Blackboard Course: Assign to New Media: Blackboard
0000081330 Blackboard Course: Assign to New Media: Blackboard
0000081247 Blackboard Course: Assign to New Media: Blackboard
0000080973 Blackboard Course: Assign to New Media: Blackboard

Total No. of Tickets: 8

Online Course Course Creation
Online Course Course Creation
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Online Course Course Creation
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Top 10 UMBC Customers Requesting Service

