

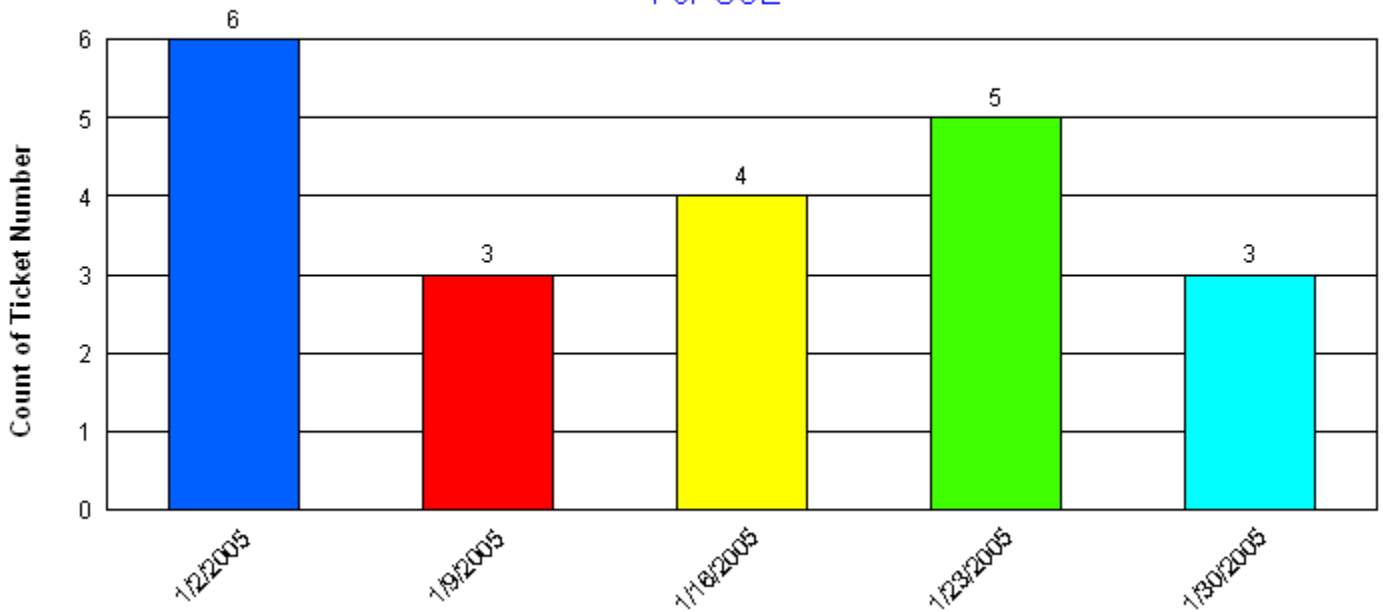
Closed/Resolved Tickets by OIT Section

Tickets Created Between 01/01/2005 and 01/31/2005

COE	Total:	<u>Create Date</u>	Short Description
champ	21		
Closed	21	<u>Total:</u>	21
Ticket Number: 0000108352		01/11/2005	[Fwd: order of new PCs]
Ticket Number: 0000107877		01/03/2005	Cd Drive Stuck
Ticket Number: 0000107891		01/03/2005	converting word file to PDF file
Ticket Number: 0000108066		01/05/2005	[Fwd: Re: [Fwd: PAID INTERNSHIP Position with Siemens availab
Ticket Number: 0000108050		01/05/2005	Install MKL
Ticket Number: 0000108202		01/07/2005	Re: listproc list for me part-time instructors
Ticket Number: 0000108196		01/07/2005	listproc list for me part-time instructors
Ticket Number: 0000109400		01/27/2005	Color printer
Ticket Number: 0000109403		01/27/2005	On -line managemnt of my enme471 class
Ticket Number: 0000109497		01/28/2005	[Fwd: Hi]
Ticket Number: 0000109705		01/31/2005	Login ID (fwd)
Ticket Number: 0000109588		01/31/2005	meng disk server
Ticket Number: 0000109529		01/29/2005	urgent
Ticket Number: 0000108262		01/10/2005	Internet in 219
Ticket Number: 0000108412		01/12/2005	[Fwd: Maple _robotics lab]
Ticket Number: 0000108709		01/18/2005	No subject-Retrieve old files
Ticket Number: 0000108721		01/18/2005	Opening Volume Data Files
Ticket Number: 0000108785		01/19/2005	Presenter at conference room for 11:00am meeting
Ticket Number: 0000108858		01/19/2005	can't log on
Ticket Number: 0000109253		01/26/2005	[Fwd: Re: Installation of FEM LAB 3.1]
Ticket Number: 0000109684		01/31/2005	Not able to access blackboard

Count of Ticket Number / Create Date

For COE

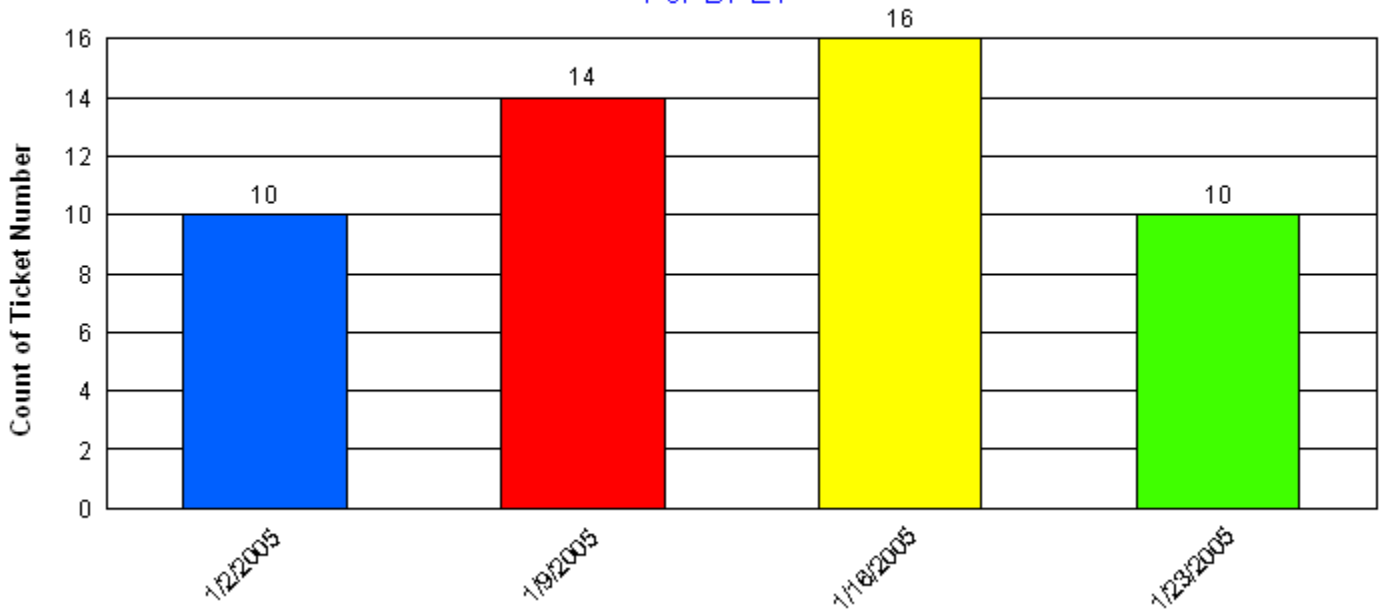


<u>DPET</u>	<u>Total:</u>	<u>Create Date</u>	<u>Short Description</u>
	50		
gluo1		<u>Total:</u> 11	
Resolved		<u>Total:</u> 1	
Ticket Number: 0000109360		01/27/2005	Virus in Laptop
Closed		<u>Total:</u> 10	
Ticket Number: 0000108045		01/05/2005	computers set-up & checked
Ticket Number: 0000108797		01/19/2005	Printer - Offline
Ticket Number: 0000109179		01/25/2005	Installation of Rosetta Stone in UC 203
Ticket Number: 0000109098		01/24/2005	Problems Printing
Ticket Number: 0000108840		01/19/2005	.Color Copier - Toner
Ticket Number: 0000108856		01/19/2005	Printer mappings
Ticket Number: 0000108956		01/21/2005	toner low for color printer
Ticket Number: 0000108382		01/12/2005	copier connection
Ticket Number: 0000108434		01/12/2005	Real Player
Ticket Number: 0000108590		01/14/2005	Create an image of Josie's machine
jglove1		<u>Total:</u> 29	
Resolved		<u>Total:</u> 4	
Ticket Number: 0000109326		01/27/2005	AP web updates
Ticket Number: 0000109328		01/27/2005	Update Announcements on FACSS webpage
Ticket Number: 0000109427		01/28/2005	Microsoft Sound Recorder program
Ticket Number: 0000109440		01/28/2005	Needs Visio Installed
Closed		<u>Total:</u> 25	
Ticket Number: 0000107998		01/05/2005	need Microsoft office CD
Ticket Number: 0000108031		01/05/2005	Updates for computer
Ticket Number: 0000108115		01/06/2005	computers in Louises old office
Ticket Number: 0000108158		01/07/2005	Need a computer workstation
Ticket Number: 0000108099		01/06/2005	UC Color Printer has a paper jam
Ticket Number: 0000108085		01/06/2005	Print Shop software
Ticket Number: 0000108280		01/10/2005	UC Printers
Ticket Number: 0000108365		01/11/2005	Needs applications installed
Ticket Number: 0000108597		01/14/2005	Macromedia Studio MX software
Ticket Number: 0000108576		01/14/2005	Xerox Phaser 2135 Printer
Ticket Number: 0000108424		01/12/2005	ELC Website Issues
Ticket Number: 0000108366		01/11/2005	Reassign IP addresses to printers in UC
Ticket Number: 0000108318		01/11/2005	Inquire about getting an electrical socket installed
Ticket Number: 0000108364		01/11/2005	Needs Corporate Time Installed
Ticket Number: 0000108824		01/19/2005	Color Copier
Ticket Number: 0000108776		01/19/2005	PAC Website Update
Ticket Number: 0000108852		01/19/2005	Loaned Loaner Laptop
Ticket Number: 0000109134		01/25/2005	Outline to the Erickson Development
Ticket Number: 0000108932		01/20/2005	ELC Web site
Ticket Number: 0000108926		01/20/2005	Syncing of Palm
Ticket Number: 0000108891		01/20/2005	Computer and projector
Ticket Number: 0000108854		01/19/2005	Orientation slide show, video or soft music
Ticket Number: 0000108807		01/19/2005	Flat Panel Monitor
Ticket Number: 0000108778		01/19/2005	PeopleSoft Problems
Ticket Number: 0000108795		01/19/2005	more on PAC web page

stevenh1		<u>Create</u>	<u>Short Description</u>
		<u>Date</u>	
Resolved		Total: 10	
Ticket Number:	0000109089	01/24/2005	Set up Projector
Closed		Total: 9	
Ticket Number:	0000108098	01/06/2005	Needs Voice Mail Password Reset
Ticket Number:	0000108161	01/07/2005	An Access Problem
Ticket Number:	0000108137	01/06/2005	Question - ELC Index Page
Ticket Number:	0000108857	01/19/2005	Rebuild Machine to Replace DPETREMOTE01
Ticket Number:	0000108930	01/20/2005	Problems with ELC index.htm
Ticket Number:	0000109153	01/25/2005	Xerox Meter Reads Are Now Due
Ticket Number:	0000108225	01/09/2005	Needs a USB Memory Device
Ticket Number:	0000108458	01/12/2005	Access to Director's folder
Ticket Number:	0000108409	01/12/2005	Set up spam filter for Joyce's umbc email account

Count of Ticket Number / Create Date

For DPET



		<u>Create</u>	<u>Short Description</u>
		<u>Date</u>	
Desktop Support	Total:	216	
Desktop		Total: 9	
Closed		Total: 9	
Ticket Number:	0000108239	01/10/2005	s.campbell - can i log onto novell more than once.
Ticket Number:	0000108388	01/12/2005	jackie/UHS - should i download the ms updates
Ticket Number:	0000108637	01/14/2005	Remove spyware
Ticket Number:	0000108880	01/20/2005	C.Smith - just wants to bring to our attention
Ticket Number:	0000109032	01/24/2005	J.Shryock - how do I change desktop to a web image
Ticket Number:	0000109042	01/24/2005	Offcampus - machine keeps shutting down...
Ticket Number:	0000107925	01/04/2005	Janet-who can see our printer for a problem of jamming
Ticket Number:	0000108074	01/06/2005	Chem-Can not opened doc on a floppy
Ticket Number:	0000109600	01/31/2005	Offcampus - install dialup/can not load umbc pages
HD:PPP		Total: 1	
Closed		Total: 1	
Ticket Number:	0000109312	01/27/2005	Not able to connect/walker ave
chrism		Total: 5	
Closed		Total: 5	
Ticket Number:	0000109040	01/24/2005	Can no longer access two tier PeopleSoft
Ticket Number:	0000107966	01/04/2005	request for standalone inkjet printer installation in an office
Ticket Number:	0000109029	01/24/2005	Novell Issue at logon..PC crashed at one point. Details in Long Descr
Ticket Number:	0000109234	01/26/2005	Need Current Version Of Matlab Loaded On All AV Units
Ticket Number:	0000108476	01/13/2005	Errors messages; Microsoft Crash Analysis

<u>edortiz</u>		<u>Create</u>	<u>Short Description</u>
		<u>Date</u>	
		<u>Total:</u>	45
Resolved		<u>Total:</u>	12
Ticket Number:	0000109268	01/26/2005	Not able to access I:
Ticket Number:	0000109314	01/27/2005	Work Order Request
Ticket Number:	0000109258	01/26/2005	cd stuck in drive
Ticket Number:	0000109231	01/26/2005	Netscape Mail crashes after login
Ticket Number:	0000109230	01/26/2005	machines was just reformatted; need workstation access
Ticket Number:	0000109067	01/24/2005	Customer unable to change default AD password
Ticket Number:	0000109055	01/24/2005	Printer help
Ticket Number:	0000108993	01/21/2005	PC/Password Reset
Ticket Number:	0000108958	01/21/2005	Work Order Request
Ticket Number:	0000109438	01/28/2005	COMMONS : 334 - No communication with printer
Ticket Number:	0000108907	01/20/2005	BIO 453: Computer setup
Ticket Number:	0000109573	01/31/2005	can't get pass the XP splash screen
Closed		<u>Total:</u>	33
Ticket Number:	0000108268	01/10/2005	Problems connecting to Reflections
Ticket Number:	0000107855	01/03/2005	x53712 Phys rm329. User Dr. Finkelstein has all settings correct and V
Ticket Number:	0000108018	01/05/2005	offline and kerb password not synched
Ticket Number:	0000108092	01/06/2005	Reformat machine - Called in by Eddie
Ticket Number:	0000108109	01/06/2005	Locked out of pc after installing wireless mouse/keybd
Ticket Number:	0000108250	01/10/2005	Microsoft Access install
Ticket Number:	0000108259	01/10/2005	novell client reinstall
Ticket Number:	0000108101	01/06/2005	CENTRAL PLANT 017 : Needs added to local users list
Ticket Number:	0000108059	01/05/2005	installation of a new network printer
Ticket Number:	0000108033	01/05/2005	Client for Microsoft Networks login [win98]
Ticket Number:	0000107862	01/03/2005	ADMIN 804: HPDeskjet 5740 local printer install
Ticket Number:	0000107861	01/03/2005	CHEM440: PC Reformat
Ticket Number:	0000108254	01/10/2005	Reflections access
Ticket Number:	0000108394	01/12/2005	Upon bootup - following drive mappings could not complete (result w
Ticket Number:	0000108495	01/13/2005	Sending from wrong address
Ticket Number:	0000108631	01/14/2005	User can not save on the H and I drvies
Ticket Number:	0000108522	01/13/2005	Computer timing out on login
Ticket Number:	0000108446	01/12/2005	TeraTerm SSH install request
Ticket Number:	0000108451	01/12/2005	Printer install request
Ticket Number:	0000108431	01/12/2005	Connection to HP being timeout
Ticket Number:	0000108385	01/12/2005	Work Order Request-PC to be connect to novell
Ticket Number:	0000108326	01/11/2005	Computer & Printer
Ticket Number:	0000108358	01/11/2005	Two problems with my PC
Ticket Number:	0000108320	01/11/2005	3 machines shut down randomly
Ticket Number:	0000108676	01/17/2005	Work Order Request
Ticket Number:	0000108716	01/18/2005	blue screen of death (WinXP, Dell, UMBC machine)
Ticket Number:	0000108698	01/18/2005	Cannot access H drive
Ticket Number:	0000108731	01/18/2005	Outlook Express and automagically deleting messages
Ticket Number:	0000109164	01/25/2005	Work Order Request-printing problems
Ticket Number:	0000109077	01/24/2005	RAC 112 : Novell won't login
Ticket Number:	0000108792	01/19/2005	Setup/sync palm pilot3
Ticket Number:	0000108788	01/19/2005	Messages disappearing in Outlook 2003
Ticket Number:	0000108952	01/21/2005	windows media player 10 "Internal app error"

	<u>Create</u>	<u>Short Description</u>
	<u>Date</u>	
josh	<u>Total:</u> 25	
Resolved	<u>Total:</u> 9	
Ticket Number: 0000108342	01/11/2005	STUD DEV : 118 - Intermittent Network Loss 10:00
Ticket Number: 0000109384	01/27/2005	Reflections Timed Out
Ticket Number: 0000109589	01/31/2005	Need 4 pc's to have access to cwtixerophaser7300dnprinter
Ticket Number: 0000109609	01/31/2005	urgent request
Ticket Number: 0000109482	01/28/2005	Windows Mobile oracle sync problem
Ticket Number: 0000109388	01/27/2005	VPN Timing out since AD was setup on pc
Ticket Number: 0000109318	01/27/2005	Cannot log in to Novell
Ticket Number: 0000109175	01/25/2005	request
Ticket Number: 0000109359	01/27/2005	AD problem
Closed	<u>Total:</u> 16	
Ticket Number: 0000107848	01/03/2005	Netscape Mail freezes machine
Ticket Number: 0000108141	01/06/2005	Admin rm 413. x58078. User's reflection times out even though they a
Ticket Number: 0000108110	01/06/2005	User unable to access an Oracle Data Base.
Ticket Number: 0000107973	01/04/2005	Coporate calendar
Ticket Number: 0000109021	01/23/2005	User reports very slow print server spooling
Ticket Number: 0000109135	01/25/2005	Netscape Bookmarks are Missing
Ticket Number: 0000108764	01/18/2005	migrating info from Palm scheduling system into Oracle Calendar
Ticket Number: 0000108596	01/14/2005	Reflections - Cannot connect
Ticket Number: 0000108594	01/14/2005	Printer printing blank pages
Ticket Number: 0000108580	01/14/2005	[Fwd: Help After the Move]
Ticket Number: 0000108509	01/13/2005	PC is running slow.
Ticket Number: 0000108496	01/13/2005	Issue trying to install Visio 2003
Ticket Number: 0000108480	01/13/2005	Started during the Holidays - drives not mapping to network
Ticket Number: 0000108334	01/11/2005	Pop-ad does not go away
Ticket Number: 0000108321	01/11/2005	Assistance with Local Printer install
Ticket Number: 0000108315	01/11/2005	Service Request
kirkley1	<u>Total:</u> 5	
Closed	<u>Total:</u> 5	
Ticket Number: 0000108700	01/18/2005	PC Setup
Ticket Number: 0000108740	01/18/2005	ONSITE: OS reinstall
Ticket Number: 0000107843	01/03/2005	Netscape Mail not querying LDAP directory and hangs
Ticket Number: 0000108106	01/06/2005	VLAN Access to users in Financial Services
Ticket Number: 0000107865	01/03/2005	ITE 414 : Cannot get mouse to work

lasuk	<u>Create</u>	<u>Date</u>	<u>Short Description</u>
	<u>Total:</u>	55	
Resolved	<u>Total:</u>	13	
Ticket Number: 0000108191	01/07/2005		AD425: user requests network jack installation
Ticket Number: 0000109364	01/27/2005		TRC201A: cannot print to a printer
Ticket Number: 0000109296	01/26/2005		[PC s/w] TC2B23: Microsoft Office 2003 installation request - app't F
Ticket Number: 0000109226	01/26/2005		[Mac s/w] AD714: iBook PPP script error - App't Thr
Ticket Number: 0000109228	01/26/2005		[PC h/w] RAC210: DVD drive not functioning
Ticket Number: 0000109149	01/25/2005		[PC s/w] PUP365: SAS installation request by a grad student
Ticket Number: 0000109126	01/25/2005		[PC s/w] SS211: OE doesnt save sent messages
Ticket Number: 0000109124	01/25/2005		[PC s/w] PUP365 Install STATA from CD - App't Thr
Ticket Number: 0000109091	01/24/2005		[PC s/w] LIB216A: Strange error messages
Ticket Number: 0000108997	01/21/2005		[PC s/w] PUP441: SAS install - App't Fri between 10am -12pm
Ticket Number: 0000109596	01/31/2005		[Mac s/w] Chem125: Mac won't print
Ticket Number: 0000108918	01/20/2005		[lab] ECS021/336: can't login to certain macs.
Ticket Number: 0000108559	01/13/2005		[Mac s/w] AD714: transfer data iBook G4 from a G3

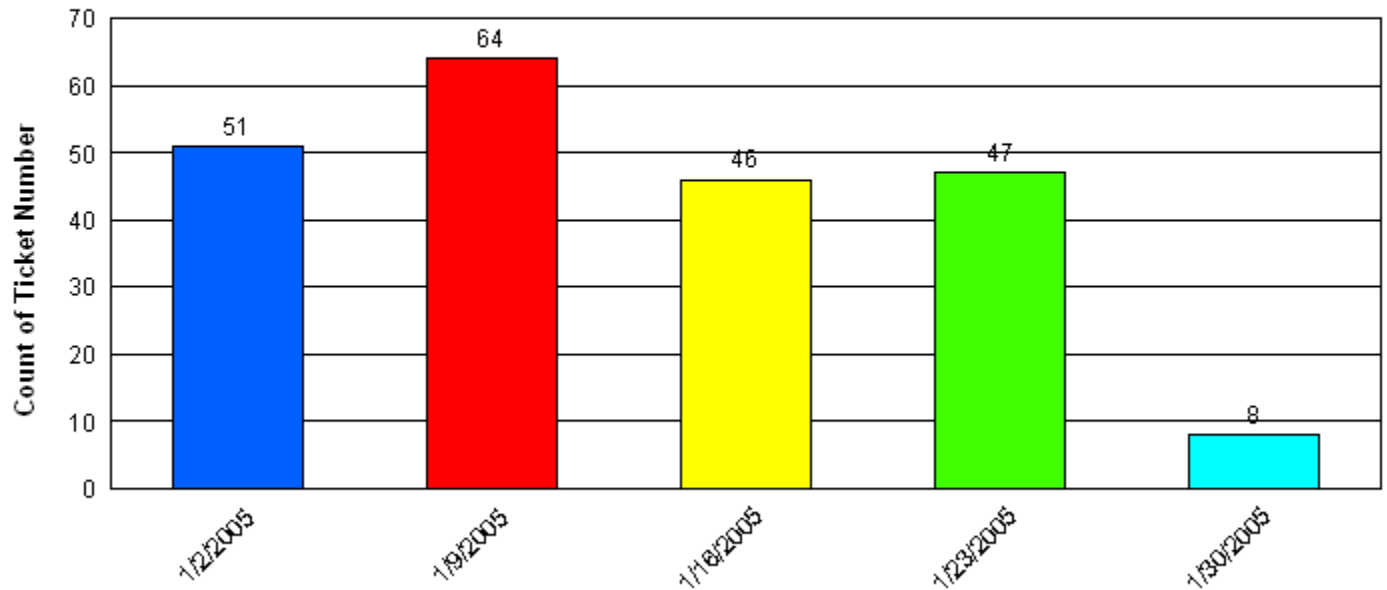
	<u>Create</u>		<u>Short Description</u>
Closed	<u>Date</u>	<u>Total:</u>	
Ticket Number: 0000108116	01/06/2005	42	[PC s/w] SS403: computer problems
Ticket Number: 0000107894	01/03/2005		[site survey] FA528: Run a data line from the 4th floor closet to the 5t
Ticket Number: 0000107868	01/03/2005		[PC s/w] UC116: Bookmarks missing
Ticket Number: 0000107942	01/04/2005		Pub Policy rm 244. x53362. User's McAfee program went corrupt, ne
Ticket Number: 0000108039	01/05/2005		monitor shows "no signal" error
Ticket Number: 0000108159	01/07/2005		[Mac s/w] PUP334: virex update issue
Ticket Number: 0000108124	01/06/2005		[PC s/w] RAC112: PC is crashing
Ticket Number: 0000108114	01/06/2005		[security] SS403: Please re-install Windows XP on a compromised P
Ticket Number: 0000108061	01/05/2005		New Oko C5400N printer is replacing old HP CLJ4500N
Ticket Number: 0000107980	01/04/2005		[Mac s/w] ERK070: transfer data
Ticket Number: 0000107882	01/03/2005		[PC s/w] FA528: PC inundated with pop-ups
Ticket Number: 0000107946	01/04/2005		ITE 414 : MS Office install
Ticket Number: 0000107863	01/03/2005		[Mac s/w] FA545: Install s/w on new Powerbook G4 15"
Ticket Number: 0000107845	01/03/2005		Problems after new pc setup
Ticket Number: 0000107846	01/03/2005		[PC s/w] FA532: Need SPSS installed on 2 machines in INDS dept.
Ticket Number: 0000108680	01/18/2005		[PC s/w] BS374: Machine hangs on novell login after hd image transf
Ticket Number: 0000108938	01/20/2005		install novell on laptop
Ticket Number: 0000108883	01/20/2005		[Mac s/w] BS209: Need help to connect to a network printer
Ticket Number: 0000109102	01/24/2005		[PC s/w]TRC 252A: Inquiry: Transferring files
Ticket Number: 0000108943	01/20/2005		re-install powerbook
Ticket Number: 0000108927	01/20/2005		[Mac s/w] ERK070: connected a canon multi-function printer to 2 Ma
Ticket Number: 0000108923	01/20/2005		[Mac s/w] ACIV362: need help with ssh
Ticket Number: 0000108897	01/20/2005		Jack needs to be activated.
Ticket Number: 0000108772	01/18/2005		[PC s/w] TRC201A: Work Order Request
Ticket Number: 0000108794	01/19/2005		LH8 internet not going off campus - is getting an ip
Ticket Number: 0000108244	01/10/2005		[PC s/w] FA532: SPSS12.0 could not initilze upon local computer
Ticket Number: 0000108402	01/12/2005		PUP420 : Computers linked via USB
Ticket Number: 0000108407	01/12/2005		[Lab] LIB037: user is unable to login to any machines at the bottom f
Ticket Number: 0000108440	01/12/2005		[Mac s/w] ACIV414: Netscape 7.0.2 and IE 5.1 frequently crash (er
Ticket Number: 0000108638	01/14/2005		remove spyware
Ticket Number: 0000108629	01/14/2005		[Mac s/w] BS103: File will not delete
Ticket Number: 0000108565	01/14/2005		[PC s/w] ECS329: Need to have a printer set up
Ticket Number: 0000108521	01/13/2005	request to install MS Office suite and SPSS 12	
Ticket Number: 0000108517	01/13/2005	[PC s/w] CHEM/240: printer installation	
Ticket Number: 0000108489	01/13/2005	[PC s/w] CHEM340: Re-install MS Office on 3 PCs	
Ticket Number: 0000108821	01/19/2005	[Mac s/w] ERK070: Mac keeps crashing	
Ticket Number: 0000108435	01/12/2005	Static IP request for printer	
Ticket Number: 0000108405	01/12/2005	Relocate desktop from Delta Common area to Office 116E	
Ticket Number: 0000108307	01/11/2005	[lab] ECS025: Install BSR	
Ticket Number: 0000108311	01/11/2005	[PC s/w] Netscape email shuts down when I click on messages	
Ticket Number: 0000108313	01/11/2005	Setup for a new machine	
Ticket Number: 0000108271	01/10/2005	[PC s/w] Research park: network printer setup	
maboone1	<u>Total:</u>	6	
Resolved	<u>Total:</u>	4	
Ticket Number: 0000108931	01/20/2005		Users netscape is not working.
Ticket Number: 0000109615	01/31/2005		English Writing Labs: Computer trouble
Ticket Number: 0000109064	01/24/2005		GX110 image - pls expedite
Ticket Number: 0000109273	01/26/2005		Install Reflections on Lab Image PC's at Helpdesk
Closed	<u>Total:</u>	2	
Ticket Number: 0000108343	01/11/2005		error when logging into windows on lab machines
Ticket Number: 0000108819	01/19/2005		Change of Printers (226A & 304B)

		<u>Create</u>		<u>Short Description</u>
		<u>Date</u>		
omarn		<u>Total:</u>	50	
Resolved		<u>Total:</u>	15	
Ticket Number:	0000108694	01/18/2005		Running win2000 - want to upgrade to winXP
Ticket Number:	0000108720	01/18/2005		error: ethernet cable is unplugged
Ticket Number:	0000108734	01/18/2005		PC Setup
Ticket Number:	0000109353	01/27/2005		Hardware installation error, hardware connecting printer?
Ticket Number:	0000109195	01/25/2005		User is experience frequent freezes
Ticket Number:	0000109191	01/25/2005		User needs software
Ticket Number:	0000109118	01/25/2005		Long delay before documents start printing
Ticket Number:	0000109097	01/24/2005		user is getting too many pop ups
Ticket Number:	0000109095	01/24/2005		email problems
Ticket Number:	0000109054	01/24/2005		request to reinstall McAfee Virus Scan
Ticket Number:	0000108979	01/21/2005		ADMIN 619 : IE and Calendar
Ticket Number:	0000108951	01/21/2005		needs Novell reinstalled
Ticket Number:	0000109227	01/26/2005		not able to login to specific workstation
Ticket Number:	0000108736	01/18/2005		Dell constantly restarts at the "Loading WinXP" screen
Ticket Number:	0000108699	01/18/2005		MP 307: new laptop needs std software install
Closed		<u>Total:</u>	35	
Ticket Number:	0000107852	01/03/2005		ACIV B - 335 : OS reinstall
Ticket Number:	0000108198	01/07/2005		Windows does not want to boot up.
Ticket Number:	0000108168	01/07/2005		MS Publisher installation in ITE452
Ticket Number:	0000108167	01/07/2005		Publisher install
Ticket Number:	0000108165	01/07/2005		Load Publisher
Ticket Number:	0000108089	01/06/2005		Genl pc (hist15) in AD709 has several issues-Please check
Ticket Number:	0000108078	01/06/2005		Need microsoft publisher reinstalled (2003)
Ticket Number:	0000108030	01/05/2005		Request Novell setup for new PC
Ticket Number:	0000108004	01/05/2005		PC runs slow / shuts down at times
Ticket Number:	0000107928	01/04/2005		RAC 331 : Blue screen of death
Ticket Number:	0000107914	01/04/2005		HP Not connecting- error timed out
Ticket Number:	0000107887	01/03/2005		COMMONS 334 - Complete OS reinstall
Ticket Number:	0000107830	01/03/2005		Need help with downloading/installing adobe
Ticket Number:	0000108693	01/18/2005		Pop-up ads
Ticket Number:	0000108706	01/18/2005		FA 546: Printer needs set up on Novell
Ticket Number:	0000108884	01/20/2005		user gets 5 spyware programs every time the machine is turned on
Ticket Number:	0000109165	01/25/2005		Chem dept.: major problems with accessing printers
Ticket Number:	0000109154	01/25/2005		PUBPOLICY 445 : Problems printing since Novell Hardware Migr
Ticket Number:	0000108925	01/20/2005		machines shuts down randomly
Ticket Number:	0000108806	01/19/2005		IE browser closes everytime i go to another site
Ticket Number:	0000108249	01/10/2005		2 machines need following software installed
Ticket Number:	0000108625	01/14/2005		PUP 326 : Mozilla reinstall
Ticket Number:	0000108620	01/14/2005		change user patti from OIT context to Biology
Ticket Number:	0000108619	01/14/2005		BIO 207: mcafee error about common updater subsystem
Ticket Number:	0000108543	01/13/2005		User unable to print to network printer.
Ticket Number:	0000108527	01/13/2005		netscape mail: messages cannot be deleted.
Ticket Number:	0000108426	01/12/2005		Commons 309: XP install
Ticket Number:	0000108406	01/12/2005		network printer setup
Ticket Number:	0000108386	01/12/2005		IE encounters a problem and then closes
Ticket Number:	0000108354	01/11/2005		COMMONS 2B20: Pocket PC Oracle Cal sync
Ticket Number:	0000108652	01/15/2005		Work Order Request
Ticket Number:	0000108339	01/11/2005		Work Order Request
Ticket Number:	0000108322	01/11/2005		New Printer to be setup on network (HP??)
Ticket Number:	0000108275	01/10/2005		'file permission error' when saving to network drive
Ticket Number:	0000108500	01/13/2005		Work Order Request-Computer does not shut down

		<u>Create</u>	<u>Short Description</u>
		<u>Date</u>	
talder1		Total: 15	
Resolved		Total: 4	
Ticket Number:	0000108687	01/18/2005	PC just shut down. Would like it check out.
Ticket Number:	0000109421	01/28/2005	Walker appt. in 1 416b can not get connected
Ticket Number:	0000109558	01/30/2005	User getting limited or no connectivity
Ticket Number:	0000109549	01/30/2005	Walker Ave user can't load resnet login page
Closed		Total: 11	
Ticket Number:	0000108002	01/05/2005	Several pc issues
Ticket Number:	0000108113	01/06/2005	Computer will not connect to network.
Ticket Number:	0000107831	01/03/2005	error connecting from home
Ticket Number:	0000108270	01/10/2005	Problems connecting to resnet
Ticket Number:	0000108465	01/12/2005	no internet connection
Ticket Number:	0000108762	01/18/2005	VLAN
Ticket Number:	0000108684	01/18/2005	Jack check
Ticket Number:	0000109043	01/24/2005	Front Desk Machine-VPN/connection manager failed to respond
Ticket Number:	0000108860	01/19/2005	User is unable to connect to Resnet
Ticket Number:	0000108786	01/19/2005	Dropping off laptop to have dialup connection reinstalled
Ticket Number:	0000108689	01/18/2005	Powerbook G4 need to have dialup connection setup

Count of Ticket Number / Create Date

For Desktop Support



		<u>Create</u>	<u>Short Description</u>
		<u>Date</u>	
Financial Services: Peo	Total:	70	
tkuonen			
	Closed	Total:	31
Ticket Number:	0000108908	01/20/2005	Printing an 'Approved" requisition
Ticket Number:	0000108984	01/21/2005	Access Request
Ticket Number:	0000108287	01/10/2005	access to 10584
Ticket Number:	0000108585	01/14/2005	tree manager
Ticket Number:	0000108545	01/13/2005	[Fwd: Security- Role Change]
Ticket Number:	0000108487	01/13/2005	Status of Peoplesoft access request
Ticket Number:	0000108422	01/12/2005	Queries
Ticket Number:	0000108392	01/12/2005	FW: Problems submitting request in Finance module
Ticket Number:	0000108348	01/11/2005	FW: Problem with receiving on a PO
Ticket Number:	0000108389	01/12/2005	Bad Screen Image
Ticket Number:	0000108335	01/11/2005	Printing of Effort reports
Ticket Number:	0000107915	01/04/2005	PCard report missing transactions
Ticket Number:	0000108143	01/06/2005	Cannot print Pcard report by number
Ticket Number:	0000108054	01/05/2005	FW: APPROVAL STATUS - REQUISITIONS
Ticket Number:	0000108026	01/05/2005	pcard missing transaction
Ticket Number:	0000108009	01/05/2005	request for approver
Ticket Number:	0000107975	01/04/2005	End of month people soft report
Ticket Number:	0000107968	01/04/2005	Fed Ex receipt problem
Ticket Number:	0000107962	01/04/2005	Printing Purchase Orders
Ticket Number:	0000107943	01/04/2005	Access to Finance for New User
Ticket Number:	0000107939	01/04/2005	End of month people soft reporting
Ticket Number:	0000108171	01/07/2005	[Fwd: change order]
Ticket Number:	0000107923	01/04/2005	Test submission only - please disregard
Ticket Number:	0000107883	01/03/2005	PS Support Request
Ticket Number:	0000107879	01/03/2005	remedy
Ticket Number:	0000107937	01/04/2005	I do not get the .pdf option to be able to print p.o.
Ticket Number:	0000107833	01/03/2005	question
Ticket Number:	0000107870	01/03/2005	purchase order 0000001310
Ticket Number:	0000108027	01/05/2005	missng pcard transaction
Ticket Number:	0000109336	01/27/2005	Error message
Ticket Number:	0000109465	01/28/2005	You are made active

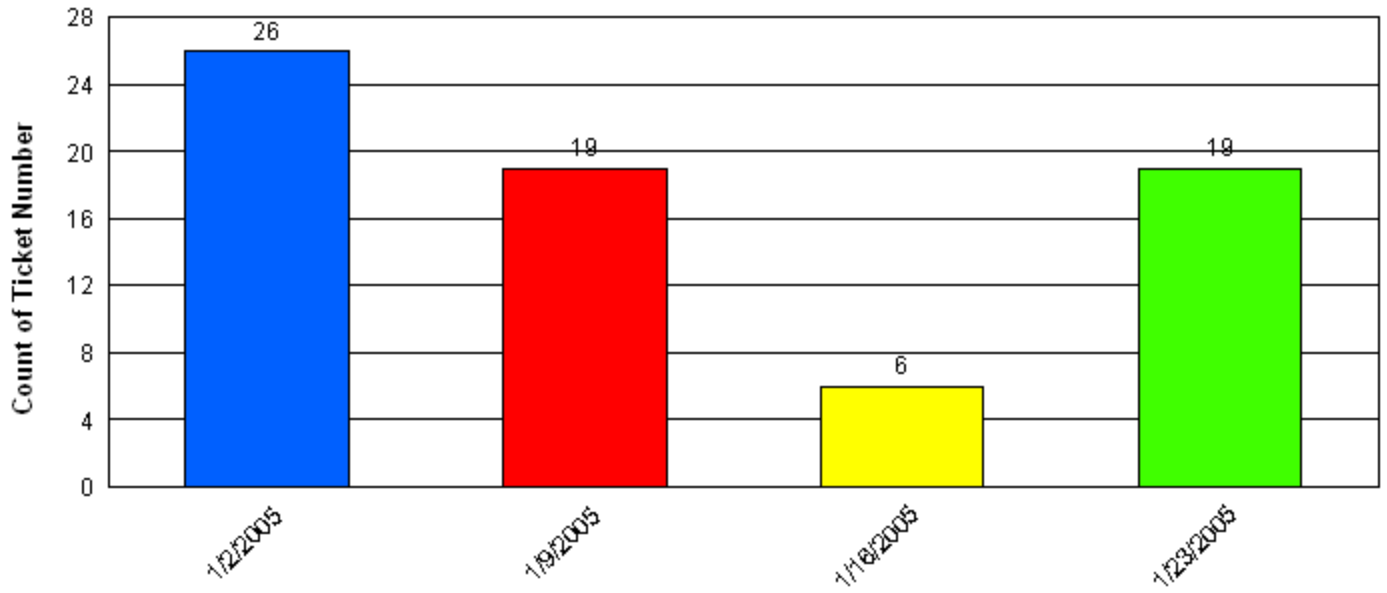
<u>weller</u>	<u>Created</u>	<u>Date</u>	<u>Short Description</u>
	Total:	39	
Closed	Total:	39	
Ticket Number: 0000109284	01/26/2005		JE Inquiry
Ticket Number: 0000109512	01/29/2005		TST-3-AP Matched/Canc PO Option Box is grey
Ticket Number: 0000109516	01/29/2005		TST-2-AP
Ticket Number: 0000109513	01/29/2005		TST-3-AP
Ticket Number: 0000109479	01/28/2005		Registration is accepted
Ticket Number: 0000109333	01/27/2005		PCard Charge in Question From Retriever
Ticket Number: 0000108107	01/06/2005		Upgrade Security Profile
Ticket Number: 0000108189	01/07/2005		[Fwd: APPROVAL STATUS - REQUISITIONS]
Ticket Number: 0000108095	01/06/2005		Description field in PS reqs and purchase orders
Ticket Number: 0000108058	01/05/2005		2 Page has missing components & inactive areas. Cannot correct a Di
Ticket Number: 0000108020	01/05/2005		RE: UMHRR072-V2 (Pos/Rollup Depts)
Ticket Number: 0000108006	01/05/2005		Procurement card problem
Ticket Number: 0000107995	01/05/2005		visa problem
Ticket Number: 0000107976	01/04/2005		Visa
Ticket Number: 0000108274	01/10/2005		Cannot reallocate PCard - Security error
Ticket Number: 0000108437	01/12/2005		Retro Update
Ticket Number: 0000108538	01/13/2005		different dept #s on different report
Ticket Number: 0000108516	01/13/2005		Project linked to wrong Dept affects PR
Ticket Number: 0000108515	01/13/2005		Mapping to Dept 10338
Ticket Number: 0000108472	01/13/2005		remedy
Ticket Number: 0000108529	01/13/2005		Can't see budgets in Retriever anymore
Ticket Number: 0000108345	01/11/2005		HR & Finance Payroll Reports do not match
Ticket Number: 0000108223	01/09/2005		Req Recon Issue
Ticket Number: 0000108396	01/12/2005		Changing the TCODE on a PO with active Vouchers
Ticket Number: 0000108815	01/19/2005		Problems with Finance
Ticket Number: 0000109163	01/25/2005		open balance on the closed blanket POs
Ticket Number: 0000109262	01/26/2005		Menu Security Error
Ticket Number: 0000109256	01/26/2005		finalized budgets not appearing on Grant Summary Report 007
Ticket Number: 0000109254	01/26/2005		JE Turnaround Time
Ticket Number: 0000109225	01/26/2005		No subject
Ticket Number: 0000109219	01/26/2005		Receipt issue
Ticket Number: 0000109192	01/25/2005		Need query to show dept name & receipts for a PO
Ticket Number: 0000109189	01/25/2005		Unable to print effort reports-urgent
Ticket Number: 0000109079	01/24/2005		Finalized budget not showing on Grant Summary Report UMGMR00
Ticket Number: 0000109033	01/24/2005		PeopleSoft Access
Ticket Number: 0000108957	01/21/2005		Query UM_GM_PROJ_BY_DEPT - Lists all Projects for a
Ticket Number: 0000108832	01/19/2005		TST-2-BI
Ticket Number: 0000109271	01/26/2005		TST-1-AR Not a Bundle Issue
Ticket Number: 0000108912	01/20/2005		Grant Report date question

Create
Date

Short Description

Count of Ticket Number / Create Date

For Financial Services: PeopleSoft



Helpdesk	<u>Total:</u>	<u>Create Date</u>	<u>Short Description</u>
HD:Tape_Changes	472		
Closed		<u>Total:</u>	11
Ticket Number:	0000108672	01/17/2005	1/17/05: Tape Changes
Ticket Number:	0000108826	01/19/2005	1/19 - tape change
Ticket Number:	0000109259	01/26/2005	Tape change 1/26
Ticket Number:	0000109035	01/24/2005	HD Tape C hange 1/24/05
Ticket Number:	0000109025	01/23/2005	Tape changes for 1/23/05
Ticket Number:	0000108430	01/12/2005	1/12 - Tape change
Ticket Number:	0000108052	01/05/2005	Daily tape change for wednesday 1/5
Ticket Number:	0000108231	01/09/2005	Tape changes for 1/9/2005
Ticket Number:	0000109413	01/28/2005	1/28/05: Tape Change
Ticket Number:	0000109566	01/30/2005	Tape changes for 1/30/05
Ticket Number:	0000109632	01/31/2005	1/31/05: Tape Change

<u>HelpDesk</u>	<u>Create</u>	<u>Short Description</u>
<u>Closed</u>	<u>Date</u>	
	<u>Total:</u>	45
	<u>Total:</u>	45
Ticket Number: 0000109430	01/28/2005	myUMBC Account: Martin O'Neill
Ticket Number: 0000109617	01/31/2005	Can not sign onto resnet
Ticket Number: 0000109697	01/31/2005	Password reset for user
Ticket Number: 0000109669	01/31/2005	myUMBC Account Creation
Ticket Number: 0000109624	01/31/2005	Reset password for bcardw1
Ticket Number: 0000109613	01/31/2005	cadogan1 - acct over quota
Ticket Number: 0000109607	01/31/2005	Password Reset for tsager1
Ticket Number: 0000109578	01/31/2005	Student - Can not delete mail/over quota
Ticket Number: 0000109583	01/31/2005	Reset Password for emedley1
Ticket Number: 0000109582	01/31/2005	School - need quota increase
Ticket Number: 0000107832	01/03/2005	eric/library - pw not working from home for novell access
Ticket Number: 0000107918	01/04/2005	l white - can not get quota down from 92%
Ticket Number: 0000107916	01/04/2005	Sue - umbc/ps emails going to spam
Ticket Number: 0000108007	01/05/2005	Student-offcampus,receiving more spam in past month....
Ticket Number: 0000108010	01/05/2005	walik - photo id shown - pw reset
Ticket Number: 0000108096	01/06/2005	sherrell - calling for vbell
Ticket Number: 0000108090	01/06/2005	vincent - how do i create custom rule for spam
Ticket Number: 0000108087	01/06/2005	jcet-faculty/what is my email account and pw
Ticket Number: 0000108082	01/06/2005	robert kanauer - need myumbc pw reset
Ticket Number: 0000108077	01/06/2005	kana1-myumbc pw not working
Ticket Number: 0000108076	01/06/2005	hmark1 - need to reset pw
Ticket Number: 0000108073	01/06/2005	Student-can not find acad tab in myumbc
Ticket Number: 0000108008	01/05/2005	Fax recieved for C.Wittstadt
Ticket Number: 0000107996	01/05/2005	Need increase in mail quota
Ticket Number: 0000108236	01/10/2005	fax received for Tracy elfiki
Ticket Number: 0000108237	01/10/2005	fax received for danielle chauncey
Ticket Number: 0000108482	01/13/2005	helen / Biol - how do i change windows password
Ticket Number: 0000108479	01/13/2005	Need quota increase
Ticket Number: 0000108475	01/13/2005	nanmille - quota @ 99% and I have few emails
Ticket Number: 0000108473	01/13/2005	Bissell/EHS - error mapping network drives
Ticket Number: 0000108443	01/12/2005	user not sure of password
Ticket Number: 0000108419	01/12/2005	b wallace - create account
Ticket Number: 0000108363	01/11/2005	Password Reset
Ticket Number: 0000108381	01/12/2005	Offcampus - vpn not connecting
Ticket Number: 0000108253	01/10/2005	haohao ke - new student chem dept
Ticket Number: 0000108780	01/19/2005	s.berg - just received novell acct-what next
Ticket Number: 0000108789	01/19/2005	As per k.macdonald/Increase stuart quota
Ticket Number: 0000108914	01/20/2005	Reset myUMBC password
Ticket Number: 0000108877	01/20/2005	Need email acct create
Ticket Number: 0000108871	01/20/2005	shelly - set spam filter to 5-highest...
Ticket Number: 0000109038	01/24/2005	new grad stu - needs email acct
Ticket Number: 0000109216	01/26/2005	p.mollen - can i save mail from old pc to new
Ticket Number: 0000109110	01/25/2005	Need password reset
Ticket Number: 0000108976	01/21/2005	Reset password for jdebels1
Ticket Number: 0000109005	01/22/2005	Citizens Bank: urgent security notice for clients

<u>anna</u>	<u>Create</u>	<u>Short Description</u>
<u>Date</u>	<u>Date</u>	
<u>Total:</u>	<u>Total:</u>	
Resolved	108	
	39	
Ticket Number: 0000108842	01/19/2005	SAS v9 6-disc set checkout
Ticket Number: 0000108994	01/21/2005	forwarded messages
Ticket Number: 0000109027	01/23/2005	full mailbox
Ticket Number: 0000109090	01/24/2005	Signing into gl.UMBC email via tera term at home
Ticket Number: 0000109274	01/26/2005	Quota limits
Ticket Number: 0000109300	01/26/2005	Save additional 10% off on ultra low upright and chest freezers.
Ticket Number: 0000109309	01/27/2005	Re: QUOTA WARNING for your myUMBC account
Ticket Number: 0000109319	01/27/2005	Physics 408
Ticket Number: 0000109715	01/31/2005	Work Order Request
Ticket Number: 0000109540	01/30/2005	online support
Ticket Number: 0000109525	01/29/2005	Matlab license
Ticket Number: 0000109491	01/28/2005	1-28 2:00 p.m.
Ticket Number: 0000109483	01/28/2005	2:00pm phone mail check. 2msges.
Ticket Number: 0000109437	01/28/2005	[Fwd: You are made active]
Ticket Number: 0000109423	01/28/2005	Is delivered mail
Ticket Number: 0000109397	01/27/2005	Registration is accepted
Ticket Number: 0000109394	01/27/2005	Registration is accepted
Ticket Number: 0000109389	01/27/2005	Work Order Request
Ticket Number: 0000109383	01/27/2005	Re: QUOTA WARNING for your myUMBC account
Ticket Number: 0000109357	01/27/2005	1/27/2005: morning checklist
Ticket Number: 0000109348	01/27/2005	quota increase request
Ticket Number: 0000109344	01/27/2005	help
Ticket Number: 0000109327	01/27/2005	Removal of account
Ticket Number: 0000109324	01/27/2005	Network Access
Ticket Number: 0000109420	01/28/2005	Delivery by mail
Ticket Number: 0000109419	01/28/2005	Delivery service mail
Ticket Number: 0000109412	01/28/2005	Checklist 1-28-05 8.00
Ticket Number: 0000109611	01/31/2005	Junk mail
Ticket Number: 0000109410	01/27/2005	Delivery by mail
Ticket Number: 0000109409	01/27/2005	Delivery service mail
Ticket Number: 0000109407	01/27/2005	User needs temporary quota increase
Ticket Number: 0000109405	01/27/2005	Macromedia Campus News: Extending Your LMS
Ticket Number: 0000109404	01/27/2005	Delivery service mail
Ticket Number: 0000109358	01/27/2005	No subject
Ticket Number: 0000109303	01/26/2005	Delivery by mail
Ticket Number: 0000109292	01/26/2005	Net-Temps Career News
Ticket Number: 0000109106	01/24/2005	Dial-up access to gl.umbc.edu
Ticket Number: 0000109059	01/24/2005	Bouchet/SPSS
Ticket Number: 0000108846	01/19/2005	Webmaster : Department of Sociology-.htaccess questions

<u>Closed</u>	<u>Create Date</u>	<u>Total:</u>	<u>Short Description</u>
		69	
Ticket Number: 0000108176	01/07/2005		FA 544 : Access DB problem
Ticket Number: 0000107994	01/05/2005		Work Order Request
Ticket Number: 0000107840	01/03/2005		Spyware infested laptop
Ticket Number: 0000107869	01/03/2005		ttssh
Ticket Number: 0000107885	01/03/2005		Account creation problem for anna
Ticket Number: 0000107893	01/03/2005		Work Order Request-Quota @ 99%
Ticket Number: 0000108142	01/06/2005		Work Order Request-Copying pine addressbook into webmail
Ticket Number: 0000108135	01/06/2005		Cable question
Ticket Number: 0000108121	01/06/2005		Work Order Request
Ticket Number: 0000108034	01/05/2005		5 port switch
Ticket Number: 0000107989	01/04/2005		Vacation/Out of Office reply
Ticket Number: 0000107987	01/04/2005		Work Order Request-How to change folders in webmail
Ticket Number: 0000107988	01/04/2005		Quota Warning
Ticket Number: 0000107986	01/04/2005		Quota warning followup
Ticket Number: 0000107983	01/04/2005		Corporate calendar
Ticket Number: 0000107924	01/04/2005		how to execute exe file
Ticket Number: 0000107904	01/04/2005		Email Problem
Ticket Number: 0000107903	01/03/2005		question about co-ownership of a generic account
Ticket Number: 0000107902	01/03/2005		No subject-Can not delete mail
Ticket Number: 0000107900	01/03/2005		Homepage Instructions
Ticket Number: 0000107888	01/03/2005		Problems concern my mail box
Ticket Number: 0000108155	01/07/2005		Blackboard Access for an Instructor
Ticket Number: 0000108118	01/06/2005		question
Ticket Number: 0000108148	01/06/2005		SAS
Ticket Number: 0000108086	01/06/2005		RE: QUOTA WARNING for your myUMBC account
Ticket Number: 0000108070	01/06/2005		Re: QUOTA WARNING for your myUMBC account
Ticket Number: 0000108069	01/06/2005		cruzer driver
Ticket Number: 0000108068	01/05/2005		address book question
Ticket Number: 0000108064	01/05/2005		Re: QUOTA WARNING for your myUMBC account
Ticket Number: 0000108120	01/06/2005		Work Order Request
Ticket Number: 0000107872	01/03/2005		Net-Temps Apply Online
Ticket Number: 0000107838	01/03/2005		Work Order Request-Having problems deleting mail
Ticket Number: 0000107876	01/03/2005		Net-Temps Apply Online
Ticket Number: 0000107965	01/04/2005		password reset
Ticket Number: 0000108669	01/17/2005		Work Order Request-Can not delete trash
Ticket Number: 0000108670	01/17/2005		Work Order Request
Ticket Number: 0000108677	01/17/2005		email account for alumni
Ticket Number: 0000108675	01/17/2005		Email Problem
Ticket Number: 0000108674	01/17/2005		Work Order Request-Not receiving email
Ticket Number: 0000108679	01/18/2005		Restoration/Recovery of Accidentally Deleted File
Ticket Number: 0000108894	01/20/2005		Alumni server, inbox lost
Ticket Number: 0000108879	01/20/2005		1/20/2005: Morning checklist
Ticket Number: 0000108867	01/20/2005		Re: QUOTA WARNING for your myUMBC account
Ticket Number: 0000108866	01/20/2005		Re: QUOTA WARNING for your myUMBC account
Ticket Number: 0000108865	01/19/2005		unix
Ticket Number: 0000108977	01/21/2005		Re: QUOTA WARNING for your myUMBC account
Ticket Number: 0000108757	01/18/2005		Work Order Request
Ticket Number: 0000108685	01/18/2005		Ticket ID#0000107539
Ticket Number: 0000109220	01/26/2005		Re: QUOTA WARNING for your myUMBC account
Ticket Number: 0000109213	01/26/2005		RE: QUOTA WARNING for your myUMBC account
Ticket Number: 0000109210	01/25/2005		Remove blackboard course
Ticket Number: 0000109203	01/25/2005		increase quota!!
Ticket Number: 0000109202	01/25/2005		more quota
Ticket Number: 0000108986	01/21/2005		VM check 1-21-05 14.00

	<u>Create</u>	<u>Date</u>	<u>Short Description</u>
Ticket Number:	0000108985	01/21/2005	quota increase for hundley
Ticket Number:	0000108971	01/21/2005	Re: QUOTA WARNING for your myUMBC account
Ticket Number:	0000108963	01/21/2005	Fwd: access for Hugh Gwyn (fwd)
Ticket Number:	0000109209	01/25/2005	Remove blackboard course
Ticket Number:	0000108947	01/21/2005	Checklist 1-21-05 8.00
Ticket Number:	0000108942	01/20/2005	Work Order Request
Ticket Number:	0000108937	01/20/2005	1/20/05 5:00pm phone mail check
Ticket Number:	0000108921	01/20/2005	2pm phonemail 1/20/05
Ticket Number:	0000108367	01/11/2005	Cannot delete
Ticket Number:	0000108481	01/13/2005	Word not functioning
Ticket Number:	0000108470	01/13/2005	mail2web.com
Ticket Number:	0000108561	01/13/2005	How to get email list of students
Ticket Number:	0000108659	01/16/2005	Work Order Request-Pin is not on file
Ticket Number:	0000108650	01/15/2005	Needs a quota increase
Ticket Number:	0000108535	01/13/2005	Work Order Request-hard drive issue
egabril		<u>Total:</u> 23	
	Resolved	<u>Total:</u> 2	
Ticket Number:	0000109436	01/28/2005	rm 103B academic services. x53691 User's machine won't even let her
Ticket Number:	0000109471	01/28/2005	password reset request
	Closed	<u>Total:</u> 21	
Ticket Number:	0000109266	01/26/2005	after logging into webmail, no 'redirect' page, just a blank screen
Ticket Number:	0000109269	01/26/2005	password reset request for my.umbc.edu
Ticket Number:	0000107967	01/04/2005	user request for password reset
Ticket Number:	0000108013	01/05/2005	SAS 9 CD loan (6 cds)
Ticket Number:	0000108329	01/11/2005	password reset
Ticket Number:	0000108330	01/11/2005	password reset request
Ticket Number:	0000108346	01/11/2005	user requested a password reset
Ticket Number:	0000108410	01/12/2005	1/12/05 12:30pm SPSS CD checkout
Ticket Number:	0000108556	01/13/2005	request to reset myUMBC password
Ticket Number:	0000108553	01/13/2005	Users account was not activated when he signed up.
Ticket Number:	0000108507	01/13/2005	requesting a password reset for myUMBC
Ticket Number:	0000108432	01/12/2005	SPSSvs 12 CD Loan
Ticket Number:	0000108411	01/12/2005	1/12/05 12:30pm SPSS CD checkout
Ticket Number:	0000108710	01/18/2005	password reset request
Ticket Number:	0000109152	01/25/2005	SAS Cd loan
Ticket Number:	0000109123	01/25/2005	spss ver12
Ticket Number:	0000109058	01/24/2005	1/24/05 12:00pm SPSS v12 checkout
Ticket Number:	0000108748	01/18/2005	password reset request
Ticket Number:	0000108790	01/19/2005	PC not coming back on....
Ticket Number:	0000108901	01/20/2005	[PC s/w] TRC208: computer keeps dropping network connection
Ticket Number:	0000108753	01/18/2005	password reset request

		<u>Create</u>		<u>Short Description</u>
		<u>Date</u>		
ha2		<u>Total:</u>	13	
	Resolved	<u>Total:</u>	6	
Ticket Number:	0000109507	01/29/2005		phonemail 1.29.04 - 7:30am
Ticket Number:	0000109518	01/29/2005		1.29.04 11am phonemail check
Ticket Number:	0000109508	01/29/2005		opening labcheck 1.29.05
Ticket Number:	0000109693	01/31/2005		Voicemail
Ticket Number:	0000109528	01/29/2005		closing 1.29.05
Ticket Number:	0000109526	01/29/2005		1.29.05 2pm phonemail
	Closed	<u>Total:</u>	7	
Ticket Number:	0000108038	01/05/2005		FW: [Fwd: Returned mail: see transcript for details]
Ticket Number:	0000108209	01/07/2005		=?Windows-1251?B?z/Du5OLo5uXt6OUg8u7i4PDu4iDoIPpx6/PjI
Ticket Number:	0000108216	01/08/2005		Course removal
Ticket Number:	0000108920	01/20/2005		I.D. #0000108495
Ticket Number:	0000108227	01/09/2005		Work Order Request
Ticket Number:	0000108395	01/12/2005		No subject-Quota problems
Ticket Number:	0000108297	01/10/2005		SAS cd loan

kherna1

Create

Date

Total: 90

Short Description

<u>Closed</u>	<u>Create Date</u>	<u>Total:</u>	<u>Short Description</u>
Ticket Number: 0000108228	01/09/2005	90	HELP! using your hot URL at your homepage i had to setup some
Ticket Number: 0000108279	01/10/2005		phonemail 2pm 1/10/05
Ticket Number: 0000108284	01/10/2005		quota increase for delana1
Ticket Number: 0000108300	01/10/2005		Lab check 10p 1/10/05
Ticket Number: 0000108292	01/10/2005		request
Ticket Number: 0000108645	01/15/2005		Labcheck 1-15-05 14.00
Ticket Number: 0000108642	01/15/2005		VM check 1-15-05 11.00
Ticket Number: 0000108640	01/15/2005		checklist 1-15-05 8.00
Ticket Number: 0000108542	01/13/2005		Re: QUOTA WARNING for your myUMBC account
Ticket Number: 0000108531	01/13/2005		request for a quota increase
Ticket Number: 0000108530	01/13/2005		1/13/05 2:00pm phone mail check
Ticket Number: 0000108533	01/13/2005		1/13/05 2:00pm lab check
Ticket Number: 0000108520	01/13/2005		Quota Increase
Ticket Number: 0000108459	01/12/2005		Account Creation for Robin Lee Duke
Ticket Number: 0000108661	01/16/2005		1/16/05 7:00pm lab check
Ticket Number: 0000108660	01/16/2005		1/16/05 5:00pm phone mail check
Ticket Number: 0000108656	01/16/2005		1/16/05 2:00pm lab check
Ticket Number: 0000108655	01/16/2005		1/16/05 2:00pm phone mail check
Ticket Number: 0000108654	01/16/2005		1/16/05 11:00am phone mail check
Ticket Number: 0000108651	01/15/2005		Checklist 1-15-05 17.00
Ticket Number: 0000108646	01/15/2005		VM check 1-15-05 14.00
Ticket Number: 0000108448	01/12/2005		1/12/05 4:00pm SAS CD set checkout
Ticket Number: 0000108441	01/12/2005		blackboard course deletion
Ticket Number: 0000108438	01/12/2005		phonemail 3pm 1/12/05
Ticket Number: 0000108429	01/12/2005		Work Order Request-Need generic email acct
Ticket Number: 0000108427	01/12/2005		Quota Increased
Ticket Number: 0000108398	01/12/2005		Problems accessing blackboard
Ticket Number: 0000108391	01/12/2005		request
Ticket Number: 0000108375	01/11/2005		Re: QUOTA WARNING for your myUMBC account
Ticket Number: 0000108825	01/19/2005		Password reset for Inna Mikhaylovna Mil
Ticket Number: 0000108512	01/13/2005		quota increase request
Ticket Number: 0000108493	01/13/2005		requesting a quota increase
Ticket Number: 0000108464	01/12/2005		1/12/05 7:00pm
Ticket Number: 0000108380	01/12/2005		Re:Junk Mail
Ticket Number: 0000108376	01/11/2005		SAS 8.1 CD loan
Ticket Number: 0000108282	01/10/2005		1/10/05 2:00pm lab check
Ticket Number: 0000108266	01/10/2005		Password Reset for jshinn2
Ticket Number: 0000108260	01/10/2005		SPSS 10.1/10.0.0.5 cd loan
Ticket Number: 0000108691	01/18/2005		1/18/2005: Morning checklist
Ticket Number: 0000108712	01/18/2005		1/18/05 11:00am phone mail check
Ticket Number: 0000108766	01/18/2005		1/18/05 5:00pm phone mail
Ticket Number: 0000108892	01/20/2005		Sponsorship Letter-myUMBC Account Creation
Ticket Number: 0000108834	01/19/2005		Help PT Faculty Member with Account Setup Problems
Ticket Number: 0000108818	01/19/2005		1/19/05 11:00am phone mail check
Ticket Number: 0000108817	01/19/2005		1/19/2005: Morning checklist
Ticket Number: 0000108770	01/18/2005		Work Order Request
Ticket Number: 0000108758	01/18/2005		Work Order Request-Computer move
Ticket Number: 0000108749	01/18/2005		1/18/05 2:00pm phone mail check
Ticket Number: 0000108747	01/18/2005		1/18/05 2:00pm lab check
Ticket Number: 0000109180	01/25/2005		phonemail, 2pm 1.25.05
Ticket Number: 0000109170	01/25/2005		No subject
Ticket Number: 0000109150	01/25/2005		myUMBC Account Creation for Nancy Svchla
Ticket Number: 0000109115	01/25/2005		request
Ticket Number: 0000109181	01/25/2005		Password Reset for John Wheeler

	<u>Create</u>	<u>Date</u>	<u>Short Description</u>
Ticket Number:	0000109111	01/25/2005	1/25/2005 Morning checklist
Ticket Number:	0000109109	01/25/2005	RE: forwarded messages
Ticket Number:	0000109108	01/25/2005	RE: forwarded messages
Ticket Number:	0000109096	01/24/2005	myUMBC Account Creation
Ticket Number:	0000109144	01/25/2005	1/25/05 11:00am phone mail check
Ticket Number:	0000109062	01/24/2005	Password Reset for Amir Valian
Ticket Number:	0000109060	01/24/2005	Set-up Novell account
Ticket Number:	0000109048	01/24/2005	request
Ticket Number:	0000109046	01/24/2005	disk quota
Ticket Number:	0000109026	01/23/2005	Lab closing 1/23/05
Ticket Number:	0000109024	01/23/2005	1/23/05 7:00pm lab check
Ticket Number:	0000109023	01/23/2005	1/23/05 5:00pm phone mail check
Ticket Number:	0000109020	01/23/2005	1/23/05 2:00pm lab check
Ticket Number:	0000109019	01/23/2005	1/23/05 2:00pm phone mail check
Ticket Number:	0000109016	01/23/2005	YoSup Bak
Ticket Number:	0000109017	01/23/2005	1/23/05 12:00pm phone mail check
Ticket Number:	0000109010	01/22/2005	Checklist 1-22-05 12.00
Ticket Number:	0000109007	01/22/2005	Tape change 1-22-05
Ticket Number:	0000109006	01/22/2005	checklist 1-22-05 8.00
Ticket Number:	0000108992	01/21/2005	Work Order Request-problems accessing library catalog online
Ticket Number:	0000108991	01/21/2005	SPSS loan
Ticket Number:	0000108746	01/18/2005	myUMBC Account Creation for Shelley Nehman
Ticket Number:	0000107997	01/05/2005	student pages
Ticket Number:	0000107825	01/02/2005	Re: QUOTA WARNING for your myUMBC account
Ticket Number:	0000108053	01/05/2005	UMBC Account activation
Ticket Number:	0000108043	01/05/2005	Net-Temps Career News
Ticket Number:	0000108042	01/05/2005	Job Opportunities at the IMC
Ticket Number:	0000108035	01/05/2005	Storage quota
Ticket Number:	0000108028	01/05/2005	2nd Annual Resource Fair
Ticket Number:	0000108019	01/05/2005	Additional Storage
Ticket Number:	0000108011	01/05/2005	[PC s/w] PUP229: email inbox only shows new messages
Ticket Number:	0000107972	01/04/2005	HELP WinSCP 3
Ticket Number:	0000108233	01/10/2005	RE: QUOTA WARNING for your myUMBC account
Ticket Number:	0000107921	01/04/2005	Re: QUOTA WARNING for your myUMBC account
Ticket Number:	0000107907	01/04/2005	Nate
Ticket Number:	0000107823	01/02/2005	Customer requests umbc password reset

	<u>Create</u>	<u>Short Description</u>
	<u>Date</u>	
kincaid	<u>Total:</u> 27	
Closed	<u>Total:</u> 27	
Ticket Number: 0000107826	01/02/2005	website problem
Ticket Number: 0000107922	01/04/2005	Email Problems
Ticket Number: 0000107927	01/04/2005	Daniel Huh's invitation
Ticket Number: 0000107867	01/03/2005	request
Ticket Number: 0000108200	01/07/2005	Hi--need space to erase
Ticket Number: 0000108094	01/06/2005	90% disk usage
Ticket Number: 0000108379	01/12/2005	Blackboard tab in MYUMBC
Ticket Number: 0000108067	01/05/2005	Customer unable to use reflections from home
Ticket Number: 0000109286	01/26/2005	Please Restore Your Account Access
Ticket Number: 0000109329	01/27/2005	Work Order Request
Ticket Number: 0000108726	01/18/2005	Guest BB Account
Ticket Number: 0000109031	01/24/2005	[PC s/w] PP103: Not connecting to any network drives
Ticket Number: 0000109252	01/26/2005	Phonemail msg - Need to have Hugh's pw reset for email
Ticket Number: 0000109313	01/27/2005	Reset Novell/AD passwords
Ticket Number: 0000108774	01/19/2005	Help with Network
Ticket Number: 0000108800	01/19/2005	Re: QUOTA WARNING for your myUMBC account
Ticket Number: 0000108869	01/20/2005	Herman/PP - called in this morning BLN is down (located in FA)
Ticket Number: 0000108290	01/10/2005	Disk Usage/Deleting mail
Ticket Number: 0000108323	01/11/2005	space
Ticket Number: 0000108351	01/11/2005	washingtonpost.com New Hat in Phone Ring.htm
Ticket Number: 0000108478	01/13/2005	Need for more email space
Ticket Number: 0000108467	01/12/2005	Net-Temps Career News
Ticket Number: 0000108360	01/11/2005	Organization Websites
Ticket Number: 0000108337	01/11/2005	Reference Ticket #0000108250
Ticket Number: 0000108328	01/11/2005	[Fwd: Help Desk]
Ticket Number: 0000108301	01/10/2005	My webmail account
Ticket Number: 0000108304	01/11/2005	Disk Space
mcs pads1	<u>Total:</u> 5	
Resolved	<u>Total:</u> 4	
Ticket Number: 0000109494	01/28/2005	pass word reset
Ticket Number: 0000109356	01/27/2005	1/27/05 1:15pm SAS v9 CD set
Ticket Number: 0000109490	01/28/2005	password reset
Ticket Number: 0000109488	01/28/2005	password reset
Closed	<u>Total:</u> 1	
Ticket Number: 0000109082	01/24/2005	password reset
mnolan1	<u>Total:</u> 11	
Closed	<u>Total:</u> 11	
Ticket Number: 0000108972	01/21/2005	Needs a quota increase
Ticket Number: 0000109003	01/21/2005	checklist 1-21-05 17.00
Ticket Number: 0000108436	01/12/2005	PPP
Ticket Number: 0000108643	01/15/2005	Password Reset for mar7
Ticket Number: 0000108626	01/14/2005	VM check 1-14-05 14.00
Ticket Number: 0000108621	01/14/2005	labcheck 1/14/05 2pm
Ticket Number: 0000108633	01/14/2005	Checklist 1-14-05 17.00
Ticket Number: 0000108557	01/13/2005	1/13/05 5:00pm phone mail check
Ticket Number: 0000108477	01/13/2005	1/13/2005: Morning checklist
Ticket Number: 0000108591	01/14/2005	Needs AD installed
Ticket Number: 0000108166	01/07/2005	User lost files on his mac

	<u>Create</u>	<u>Short Description</u>
	<u>Date</u>	
myers	<u>Total:</u> 27	
Resolved	<u>Total:</u> 7	
Ticket Number: 0000108696	01/18/2005	Computer accounts for new students
Ticket Number: 0000109310	01/27/2005	ref: Ticket #0000108696
Ticket Number: 0000108922	01/20/2005	USR0017.COMP Password Reset
Ticket Number: 0000108966	01/21/2005	Reactivate/Reset Security Passwords
Ticket Number: 0000109707	01/31/2005	Work Order Request-Wrong directory information
Ticket Number: 0000109704	01/31/2005	Work Order Request
Ticket Number: 0000109562	01/30/2005	email problem
Closed	<u>Total:</u> 20	
Ticket Number: 0000107866	01/03/2005	1/3/2005: tape changes
Ticket Number: 0000107957	01/04/2005	MVBM4023 MVA Flag Return Tape
Ticket Number: 0000108206	01/07/2005	zService Request
Ticket Number: 0000108181	01/07/2005	Tape Changes: 1/7/05
Ticket Number: 0000108195	01/07/2005	Reflections Account: Bernadette Darby
Ticket Number: 0000108072	01/06/2005	Set up new accounts for another new employee
Ticket Number: 0000107964	01/04/2005	Grade Sheets Scanned/RDBM2006
Ticket Number: 0000107959	01/04/2005	ByRequest Backup CD for December 2004
Ticket Number: 0000108264	01/10/2005	Tape Change: 1/10/05
Ticket Number: 0000108602	01/14/2005	Re: QUOTA WARNING for your myUMBC account
Ticket Number: 0000108604	01/14/2005	Re: QUOTA WARNING for your myUMBC account
Ticket Number: 0000108606	01/14/2005	Reflections Account: Sharon Bland-Johnson
Ticket Number: 0000108603	01/14/2005	Re: QUOTA WARNING for your myUMBC account
Ticket Number: 0000108572	01/14/2005	Tape Change 1/14/05
Ticket Number: 0000108308	01/11/2005	MVBM4009 TApe#884
Ticket Number: 0000108564	01/14/2005	Re: QUOTA WARNING for your myUMBC account
Ticket Number: 0000108484	01/13/2005	HP Account for Chidume-Okoro,Nkenna
Ticket Number: 0000108948	01/21/2005	1/21/05: Tapes changed
Ticket Number: 0000108999	01/21/2005	[Fwd: Computer Account Terminations]
Ticket Number: 0000108970	01/21/2005	Reflections Account: Lauren Boudra/Admissions

<u>myo</u>	<u>Resolved</u>	<u>Create Date</u>	<u>Short Description</u>
		<u>Total:</u> 60	
		<u>Total:</u> 35	
Ticket Number:	0000109462	01/28/2005	Delivery by mail
Ticket Number:	0000109332	01/27/2005	Work Order Request
Ticket Number:	0000109349	01/27/2005	Isabel Garrido needs email quota increase.
Ticket Number:	0000109376	01/27/2005	1-27-11:00 a.m. phonemail
Ticket Number:	0000109417	01/28/2005	WALKER 2201 - A : Unable to connect to resnet
Ticket Number:	0000109460	01/28/2005	Delivery service mail
Ticket Number:	0000109463	01/28/2005	Delivery service mail
Ticket Number:	0000109466	01/28/2005	FW: Potentially unwanted message body detected, entire message has b
Ticket Number:	0000109713	01/31/2005	Labcheck 1-31-05 23.00
Ticket Number:	0000109711	01/31/2005	Lab check 10pm 1/31
Ticket Number:	0000109709	01/31/2005	1/31/04 5pm Phonemail check
Ticket Number:	0000109627	01/31/2005	Checklist 1-31-05 8.00
Ticket Number:	0000109542	01/30/2005	2:00 p.m. phonemail Sunday, Jan 30, 2005
Ticket Number:	0000109485	01/28/2005	Quota increase
Ticket Number:	0000109477	01/28/2005	[Fwd: You are made active]
Ticket Number:	0000109473	01/28/2005	Delivery by mail
Ticket Number:	0000109472	01/28/2005	[Fwd: Delivery by mail]
Ticket Number:	0000109468	01/28/2005	FW: Potentially unwanted message body detected, entire message has b
Ticket Number:	0000109467	01/28/2005	FW: Potentially unwanted message body detected, entire message has b
Ticket Number:	0000109469	01/28/2005	message from salsto1
Ticket Number:	0000109689	01/31/2005	hELP
Ticket Number:	0000109667	01/31/2005	new students' accounts
Ticket Number:	0000109647	01/31/2005	West Hill Tangier rm 531. x27135. User needs help connecting to re
Ticket Number:	0000109673	01/31/2005	Old blackboard courses won't go away
Ticket Number:	0000109569	01/31/2005	Lab check 12am 1/31/05
Ticket Number:	0000109567	01/30/2005	Lab check 10pm 1/30/05
Ticket Number:	0000109565	01/30/2005	Phonemail check 6pm
Ticket Number:	0000109628	01/31/2005	Vm check 1-31-05 11.00
Ticket Number:	0000109464	01/28/2005	Delivery by mail
Ticket Number:	0000109461	01/28/2005	Is delivered mail
Ticket Number:	0000109450	01/28/2005	11: 00 a.m. phonemail check
Ticket Number:	0000109377	01/27/2005	1-27 phonemail 2:00 p.m.
Ticket Number:	0000109354	01/27/2005	WALKER 2206-D - Resnet Timing Out
Ticket Number:	0000109321	01/27/2005	PT Faculty Member Having Problems Creating Account
Ticket Number:	0000109633	01/31/2005	Work Order Request

<u>Closed</u>	<u>Create</u>	<u>Date</u>	<u>Total:</u>	<u>Short Description</u>
			25	
Ticket Number: 0000109447	01/28/2005			Is delivered mail
Ticket Number: 0000109456	01/28/2005			Delivery by mail
Ticket Number: 0000109453	01/28/2005			Registration is accepted
Ticket Number: 0000109449	01/28/2005			You are made active
Ticket Number: 0000108041	01/05/2005			1/5/05 11:00am & 2:00pm phone mail check
Ticket Number: 0000107821	01/02/2005			trouble opening attachments from home
Ticket Number: 0000107849	01/03/2005			1/3/2005: morning checklist
Ticket Number: 0000108204	01/07/2005			Labcheck 01-07-05 16.00
Ticket Number: 0000108172	01/07/2005			Phone mail 1/7/05 noon
Ticket Number: 0000108178	01/07/2005			Clock is ticking for GreenCard Register 2005!
Ticket Number: 0000108154	01/07/2005			Checklist 1-7-05 8.00
Ticket Number: 0000108063	01/05/2005			1/5/5 7:00pm lab check
Ticket Number: 0000108062	01/05/2005			1/5/5 5:00pm phone mail check
Ticket Number: 0000108032	01/05/2005			system
Ticket Number: 0000107990	01/04/2005			1/04/05 10:00pm (closing time) lab check
Ticket Number: 0000107985	01/04/2005			1/04/05 7:00pm lab check
Ticket Number: 0000107984	01/04/2005			1/04/05 5:00pm phone mail check
Ticket Number: 0000107977	01/04/2005			1/4/05 4:00pm SAS 9.1.2 7-disc set check out
Ticket Number: 0000107919	01/04/2005			SAS cd's borrowed
Ticket Number: 0000107853	01/03/2005			Internet Access
Ticket Number: 0000107822	01/02/2005			1/2/05 phonemail
Ticket Number: 0000107824	01/02/2005			Disc for virex
Ticket Number: 0000109221	01/26/2005			1/26/2005: morning checklist
Ticket Number: 0000109238	01/26/2005			email account request
Ticket Number: 0000109242	01/26/2005			Phonemail 1.26 11am

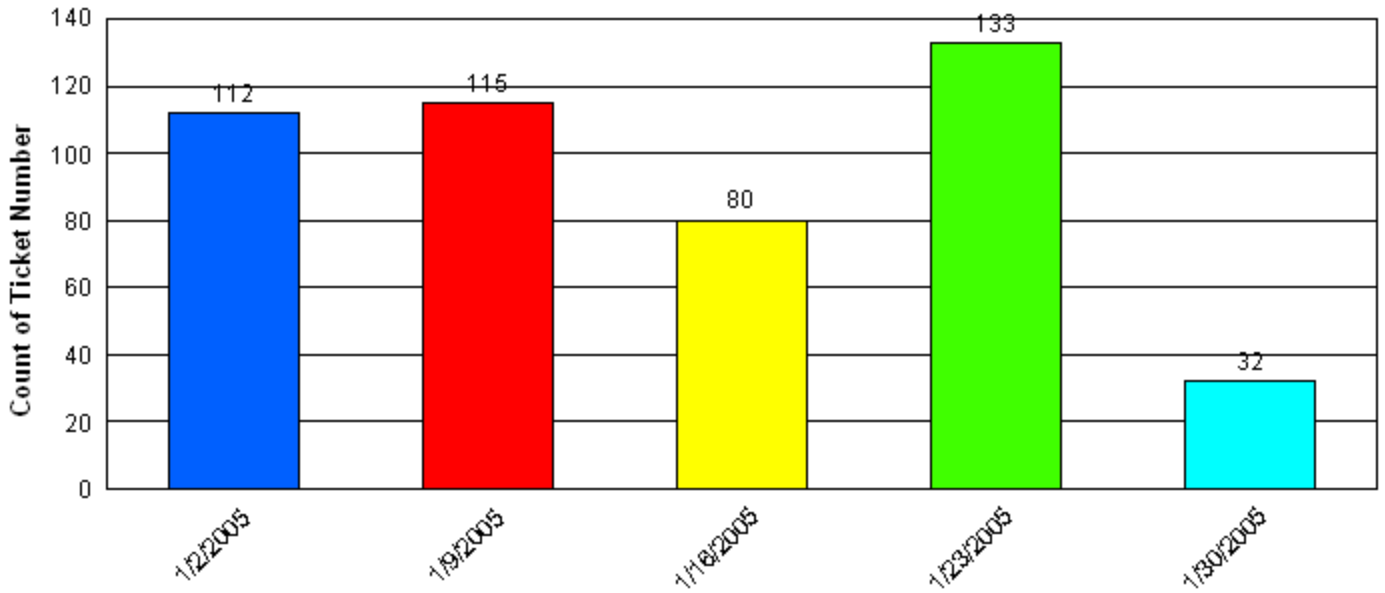
		<u>Create</u>	<u>Short Description</u>
		<u>Date</u>	
pzeaf01		Total: 52	
Resolved		Total: 9	
Ticket Number:	0000108658	01/16/2005	Work Order Request
Ticket Number:	0000109338	01/27/2005	password reset
Ticket Number:	0000109502	01/29/2005	virus
Ticket Number:	0000109487	01/28/2005	password reset
Ticket Number:	0000109504	01/29/2005	Work Order Request-Email/Over Quota
Ticket Number:	0000109515	01/29/2005	email problem
Ticket Number:	0000109509	01/29/2005	password reset
Ticket Number:	0000109506	01/29/2005	01/29/2005: Unusual Problem With Logon...
Ticket Number:	0000109505	01/29/2005	One of our website members is getting information about - systems@um
Closed		Total: 43	
Ticket Number:	0000109290	01/26/2005	password reset
Ticket Number:	0000108150	01/06/2005	1/6/05 10:00pm lab check
Ticket Number:	0000108128	01/06/2005	1/6/05 2:00pm phone mail check
Ticket Number:	0000108131	01/06/2005	1/6/05 2:00pm lab check
Ticket Number:	0000108373	01/11/2005	1/11/05 2:00pm phone mail check
Ticket Number:	0000108157	01/07/2005	Novell I: access problem
Ticket Number:	0000108232	01/09/2005	Work Order Request-Set up xbox
Ticket Number:	0000108214	01/08/2005	All phone mail checked. 4 msges
Ticket Number:	0000108212	01/08/2005	1/8/05 morning opening checklist done.
Ticket Number:	0000108374	01/11/2005	1/11/05 5:00pm phone mail check
Ticket Number:	0000108145	01/06/2005	1/6/05 5:00pm phone mail check
Ticket Number:	0000108129	01/06/2005	closing for 1/5/05
Ticket Number:	0000108147	01/06/2005	1/6/05 7:00pm lab check
Ticket Number:	0000107875	01/03/2005	password reset for myUMBC
Ticket Number:	0000108461	01/12/2005	password reset
Ticket Number:	0000107860	01/03/2005	password reset for myUMBC
Ticket Number:	0000108722	01/18/2005	password reset
Ticket Number:	0000109093	01/24/2005	password reset
Ticket Number:	0000108900	01/20/2005	password reset
Ticket Number:	0000109061	01/24/2005	1/24/05 12:00pm SAS v9 6-disc set checkout
Ticket Number:	0000109263	01/26/2005	password reset
Ticket Number:	0000109247	01/26/2005	password reset
Ticket Number:	0000109078	01/24/2005	password reset
Ticket Number:	0000108221	01/09/2005	1/9/05 11:00am and 2:00pm phone mail check
Ticket Number:	0000108589	01/14/2005	myUMBC password reset
Ticket Number:	0000108584	01/14/2005	VM 1-14-05 11.00
Ticket Number:	0000108567	01/14/2005	FW: FW: incorrect username and password
Ticket Number:	0000108563	01/14/2005	Checklist 1-14-05 8.00
Ticket Number:	0000108701	01/18/2005	password reset
Ticket Number:	0000108511	01/13/2005	password
Ticket Number:	0000108503	01/13/2005	myumbc password reset
Ticket Number:	0000108460	01/12/2005	password reset
Ticket Number:	0000108420	01/12/2005	password reset
Ticket Number:	0000108383	01/12/2005	download
Ticket Number:	0000108372	01/11/2005	1/11/05 5:00pm lab check
Ticket Number:	0000108341	01/11/2005	1/11/05 11:00am phone mail check
Ticket Number:	0000108273	01/10/2005	1/10/05 2:00pm SPSS ver. 12 CD checkout
Ticket Number:	0000108265	01/10/2005	password reset for myUMBC
Ticket Number:	0000108226	01/09/2005	Lab check 1/9/05 5p
Ticket Number:	0000108251	01/10/2005	vernier wireless authentication problem
Ticket Number:	0000108248	01/10/2005	[Fwd: Re: alumni access to umbc email and library]
Ticket Number:	0000108229	01/09/2005	1/9/05 7:00pm lab check
Ticket Number:	0000108222	01/09/2005	1/9/05 2:00pm lab check

Create
Date

Short Description

Count of Ticket Number / Create Date

For Helpdesk



Human Resources

mcnamara

Resolved

Ticket Number: 0000108793

Total: 1

Total: 1

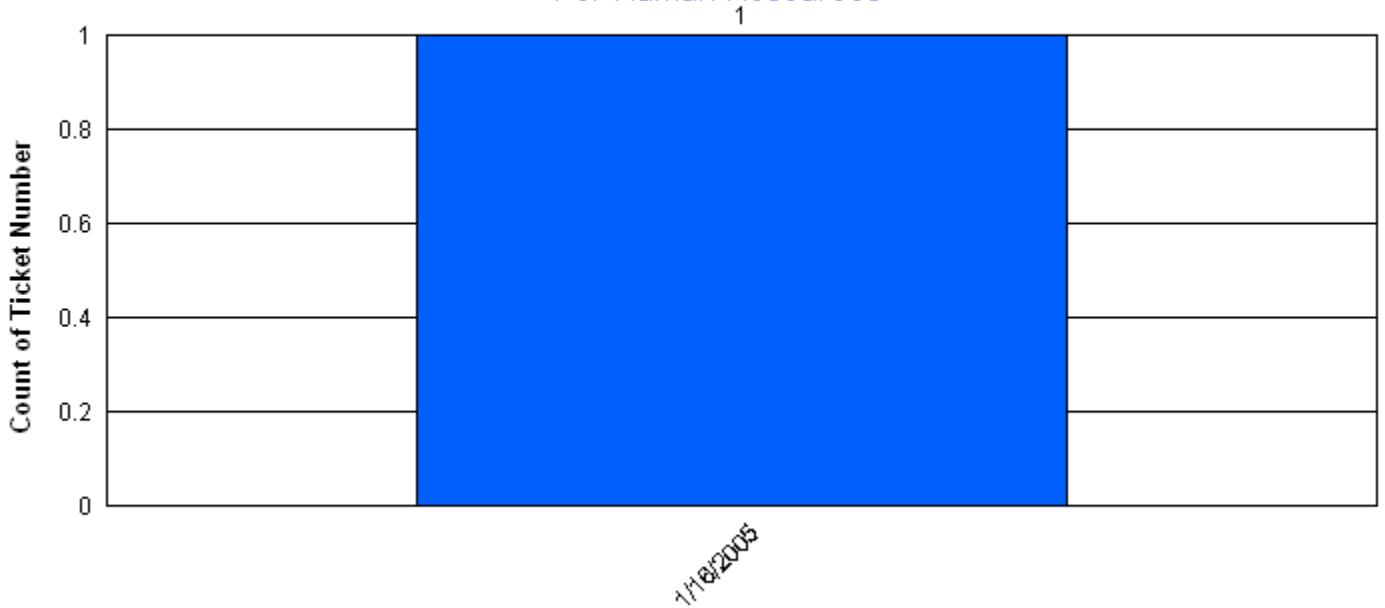
Total: 1

01/19/2005

Leave Spreadsheets

Count of Ticket Number / Create Date

For Human Resources



<u>LAN</u>	<u>Total:</u>	<u>Create Date</u>	<u>Short Description</u>
jesse	74	Total: 41	
Resolved		Total: 5	
Ticket Number: 0000109428		01/28/2005	backing up data before hard drive replacement; need quota increase
Ticket Number: 0000109223		01/26/2005	Peggy Ingle needs an Active Directory account.
Ticket Number: 0000109243		01/26/2005	Re: ion.ad.umbc.edu
Ticket Number: 0000109224		01/26/2005	Patricia Watson needs an Active Directory account.
Ticket Number: 0000109222		01/26/2005	Cynthia Lutz needs an Active Directory account.
Closed		Total: 36	
Ticket Number: 0000109272		01/26/2005	request for a new Novell account
Ticket Number: 0000108314		01/11/2005	add user id access to OIR shared drives
Ticket Number: 0000108325		01/11/2005	Change novell context from HR to Education
Ticket Number: 0000108423		01/12/2005	user is requesting access to a departamental network drive
Ticket Number: 0000108421		01/12/2005	user requests access to a departamental network drive
Ticket Number: 0000108447		01/12/2005	Customers needing access to J:
Ticket Number: 0000108399		01/12/2005	Need Novell account/AD access
Ticket Number: 0000108551		01/13/2005	Novell Account Creation
Ticket Number: 0000108504		01/13/2005	Can not log into 3 machines at same time
Ticket Number: 0000108683		01/18/2005	Novell/AD Account Creation
Ticket Number: 0000108725		01/18/2005	add printer to novell hp2300
Ticket Number: 0000109232		01/26/2005	Please reset WARNE novell password
Ticket Number: 0000109214		01/26/2005	Creation of folder on SADIV Novell Drive
Ticket Number: 0000109185		01/25/2005	Novell --- department xerox - scanner
Ticket Number: 0000109099		01/24/2005	Pollack access to HP 3700 printer
Ticket Number: 0000109092		01/24/2005	VPN and Novell access removal
Ticket Number: 0000109052		01/24/2005	Noevell request
Ticket Number: 0000109051		01/24/2005	Incorrect AD password
Ticket Number: 0000109044		01/24/2005	novell quota increase request
Ticket Number: 0000109063		01/24/2005	Request of Novelle Account
Ticket Number: 0000109002		01/21/2005	Work Order Request
Ticket Number: 0000108990		01/21/2005	Increase Quota on H: for Schmidba
Ticket Number: 0000108989		01/21/2005	Terminate Novell Access
Ticket Number: 0000108983		01/21/2005	please reset my novell password
Ticket Number: 0000108939		01/20/2005	User would like a larger H drive quota
Ticket Number: 0000108919		01/20/2005	request
Ticket Number: 0000108910		01/20/2005	user is requesting access to a network drive J:
Ticket Number: 0000108882		01/20/2005	Access to the I drive.
Ticket Number: 0000109182		01/25/2005	Novell workstation
Ticket Number: 0000109166		01/25/2005	FA 467: Printer locked up
Ticket Number: 0000109172		01/25/2005	unable to print to queue sjp_hp4050.sjp.umbc
Ticket Number: 0000109142		01/25/2005	request for a generic account for multiple student's use on a dept. mach
Ticket Number: 0000109137		01/25/2005	Please reset this users password
Ticket Number: 0000109122		01/25/2005	Novell Printing is SLOW
Ticket Number: 0000108870		01/20/2005	Bobbie Jo Peach needs to be removed from the FS I:\ drive.
Ticket Number: 0000108738		01/18/2005	quota increase

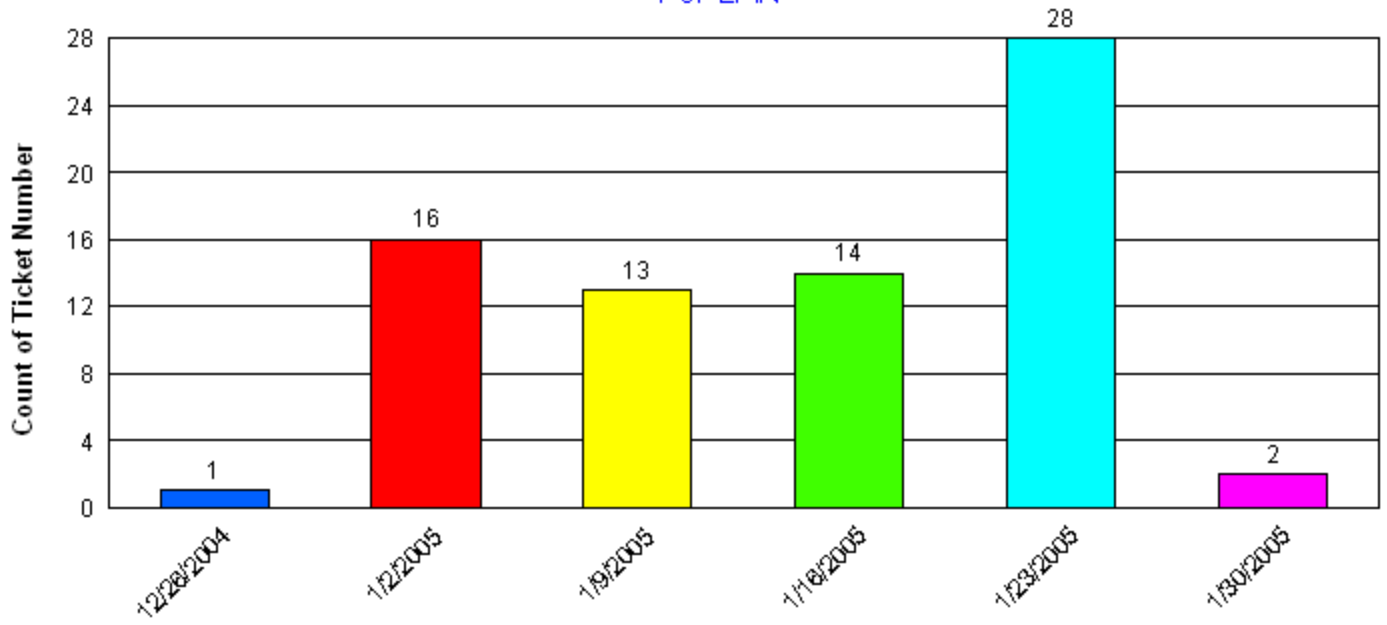
		<u>Create</u>		<u>Short Description</u>
		<u>Date</u>		
vladimir		<u>Total:</u>	33	
	Resolved	<u>Total:</u>	6	
Ticket Number:	0000109280	01/26/2005		Novell Account Creation
Ticket Number:	0000109337	01/27/2005		User Bezwada in advising dept needs novell password reset.
Ticket Number:	0000109362	01/27/2005		Novell access request
Ticket Number:	0000109575	01/31/2005		Access for new IT person
Ticket Number:	0000109561	01/30/2005		User requests Novell account for computer
Ticket Number:	0000109315	01/27/2005		Need access to registrar's context as well
	Closed	<u>Total:</u>	27	
Ticket Number:	0000108457	01/12/2005		network printer setup
Ticket Number:	0000108021	01/05/2005		non-functioning scanner problem on xerox 470st
Ticket Number:	0000107829	01/03/2005		Grant access to commons administration for gosnell
Ticket Number:	0000107818	01/01/2005		Cant Get in to Novell in HD
Ticket Number:	0000107910	01/04/2005		Novell acct/ad needed for Sharon Johnson
Ticket Number:	0000107974	01/04/2005		User: psadler needs novell account for dept economics. x52175
Ticket Number:	0000108040	01/05/2005		lab computers can not print to the network printer.
Ticket Number:	0000108080	01/06/2005		Novell Password Reset
Ticket Number:	0000108203	01/07/2005		Needs an IP
Ticket Number:	0000108174	01/07/2005		Novell Account Creation
Ticket Number:	0000108162	01/07/2005		Restore Database
Ticket Number:	0000108170	01/07/2005		AD admin privileges
Ticket Number:	0000108112	01/06/2005		User would like to reinstall drivers for novell printer. Has discs. POLI_
Ticket Number:	0000108100	01/06/2005		Need rights & permissions removed from Novell folder.
Ticket Number:	0000108093	01/06/2005		restore I:/admin
Ticket Number:	0000108173	01/07/2005		Novell Account Creation
Ticket Number:	0000108060	01/05/2005		New Oko C5400N printer is replacing old HP CLJ4500N
Ticket Number:	0000107969	01/04/2005		Novell workstation specific account
Ticket Number:	0000108719	01/18/2005		request for more space on the I: drive
Ticket Number:	0000108944	01/20/2005		CHEM/240: printer installation
Ticket Number:	0000109113	01/25/2005		Can not connect to S drive
Ticket Number:	0000109117	01/25/2005		Can not connect to S drive
Ticket Number:	0000109037	01/24/2005		Excel files need restored on I drive getting file corruption error
Ticket Number:	0000108316	01/11/2005		Work Order Request- Novell acct
Ticket Number:	0000108560	01/13/2005		Configure Legato Networker server-side
Ticket Number:	0000108413	01/12/2005		(novell) please restore two files
Ticket Number:	0000108541	01/13/2005		Jasmine needs to be in Active Directory.

Create
Date

Short Description

Count of Ticket Number / Create Date

For LAN



		<u>Create</u>		<u>Short Description</u>
New Media	<u>Total:</u>	<u>Date</u>		
darnold			<u>Total:</u> 3	
Resolved			<u>Total:</u> 1	
Ticket Number: 0000109367		01/27/2005		Change registration
Closed			<u>Total:</u> 2	
Ticket Number: 0000107886		01/03/2005		P drive access for Cedar Financial Aid Consultant
Ticket Number: 0000108217		01/09/2005		Request for URL change (Assign to Webdev)

ebenson1		<u>Create</u>	<u>Short Description</u>
Resolved		<u>Date</u>	
		<u>Total:</u>	69
		<u>Total:</u>	7
Ticket Number:	0000108641	01/15/2005	Blackboard Community Request: Assign to New Media: Blackboard
Ticket Number:	0000109452	01/28/2005	Request for a course on Blackboard
Ticket Number:	0000109297	01/26/2005	Blackboard DELETE Course: Assign to New Media: Blackboard
Ticket Number:	0000109143	01/25/2005	Blackboard COPY Course: Assign to New Media: Blackboard
Ticket Number:	0000109444	01/28/2005	IS-634 and Blackboard question
Ticket Number:	0000109393	01/27/2005	Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number:	0000109145	01/25/2005	Blackboard COPY Course: Assign to New Media: Blackboard

<u>Closed</u>	<u>Create Date</u>	<u>Total:</u>	<u>Short Description</u>
Ticket Number: 0000109299	01/26/2005	62	Delivery service mail
Ticket Number: 0000109445	01/28/2005		Registration is accepted
Ticket Number: 0000109455	01/28/2005		Is delivered mail
Ticket Number: 0000109418	01/28/2005		Delivery by mail
Ticket Number: 0000108875	01/20/2005		Work Order Request
Ticket Number: 0000108462	01/12/2005		Work Order Request
Ticket Number: 0000107819	01/02/2005		Blackboard Group Management
Ticket Number: 0000108056	01/05/2005		Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number: 0000108103	01/06/2005		Blackboard COPY Course: Assign to New Media: Blackboard
Ticket Number: 0000108088	01/06/2005		Create Bb Course Shells for Prof. Carolyn Forestiere
Ticket Number: 0000108065	01/05/2005		Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number: 0000108057	01/05/2005		Blackboard DELETE Course: Assign to New Media: Blackboard
Ticket Number: 0000108025	01/05/2005		Bb question
Ticket Number: 0000108000	01/05/2005		Blackboard DELETE Course: Assign to New Media: Blackboard
Ticket Number: 0000108001	01/05/2005		Blackboard DELETE Course: Assign to New Media: Blackboard
Ticket Number: 0000107971	01/04/2005		Blackboard course creation
Ticket Number: 0000107930	01/04/2005		Re: UMBC Blackboard Update: Winter 2005 MISSING COURSE
Ticket Number: 0000107901	01/03/2005		Spring 2005 Courses
Ticket Number: 0000107874	01/03/2005		Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number: 0000107895	01/03/2005		Blackboard COPY Course: Assign to New Media: Blackboard
Ticket Number: 0000108498	01/13/2005		Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number: 0000108456	01/12/2005		RE: new user account & blackboard
Ticket Number: 0000108623	01/14/2005		No subject
Ticket Number: 0000108570	01/14/2005		Blackboard DELETE Course: Assign to New Media: Blackboard
Ticket Number: 0000108569	01/14/2005		Blackboard DELETE Course: Assign to New Media: Blackboard
Ticket Number: 0000108566	01/14/2005		Bb course statistics fail
Ticket Number: 0000108562	01/14/2005		logging on
Ticket Number: 0000108555	01/13/2005		Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number: 0000108568	01/14/2005		Blackboard DELETE Course: Assign to New Media: Blackboard
Ticket Number: 0000108488	01/13/2005		Blackboard Community Request: Assign to New Media: Blackboard
Ticket Number: 0000108469	01/13/2005		Spring Courses
Ticket Number: 0000108453	01/12/2005		Work Order Request
Ticket Number: 0000108445	01/12/2005		Blackboard DELETE Course: Assign to New Media: Blackboard
Ticket Number: 0000108449	01/12/2005		Blackboard DELETE Course: Assign to New Media: Blackboard
Ticket Number: 0000108671	01/17/2005		Work Order Request
Ticket Number: 0000108682	01/18/2005		Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number: 0000108739	01/18/2005		course deletions
Ticket Number: 0000109156	01/25/2005		Blackboard DELETE Course: Assign to New Media: Blackboard
Ticket Number: 0000109162	01/25/2005		Blackboard DELETE Course: Assign to New Media: Blackboard
Ticket Number: 0000109161	01/25/2005		Blackboard DELETE Course: Assign to New Media: Blackboard
Ticket Number: 0000109160	01/25/2005		Blackboard DELETE Course: Assign to New Media: Blackboard
Ticket Number: 0000109157	01/25/2005		Blackboard DELETE Course: Assign to New Media: Blackboard
Ticket Number: 0000109147	01/25/2005		Blackboard DELETE Course: Assign to New Media: Blackboard
Ticket Number: 0000109146	01/25/2005		Blackboard DELETE Course: Assign to New Media: Blackboard
Ticket Number: 0000109114	01/25/2005		Blackboard Community Request: Assign to New Media: Blackboard
Ticket Number: 0000109075	01/24/2005		Blackboard DELETE Course: Assign to New Media: Blackboard
Ticket Number: 0000109057	01/24/2005		Adding Instructors
Ticket Number: 0000108987	01/21/2005		Blackboard Community Request: Assign to New Media: Blackboard
Ticket Number: 0000108975	01/21/2005		Entrepreneurship website
Ticket Number: 0000108917	01/20/2005		Work Order Request
Ticket Number: 0000108916	01/20/2005		Blackboard COPY Course: Assign to New Media: Blackboard
Ticket Number: 0000108915	01/20/2005		Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number: 0000108913	01/20/2005		Work Order Request
Ticket Number: 0000108888	01/20/2005		BIOL301 Spring 2005

		<u>Create</u>	<u>Short Description</u>
		<u>Date</u>	
Ticket Number:	0000109392	01/27/2005	Is delivered mail
Ticket Number:	0000109081	01/24/2005	Re: UMBC Blackboard Update: Winter 2005
Ticket Number:	0000108827	01/19/2005	Blackboard COPY Course: Assign to New Media: Blackboard
Ticket Number:	0000109159	01/25/2005	Blackboard DELETE Course: Assign to New Media: Blackboard
Ticket Number:	0000108754	01/18/2005	Blackboard COPY Course: Assign to New Media: Blackboard
Ticket Number:	0000108708	01/18/2005	Blackboard DELETE Course: Assign to New Media: Blackboard
Ticket Number:	0000108724	01/18/2005	Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number:	0000108713	01/18/2005	Blackboard DELETE Course: Assign to New Media: Blackboard

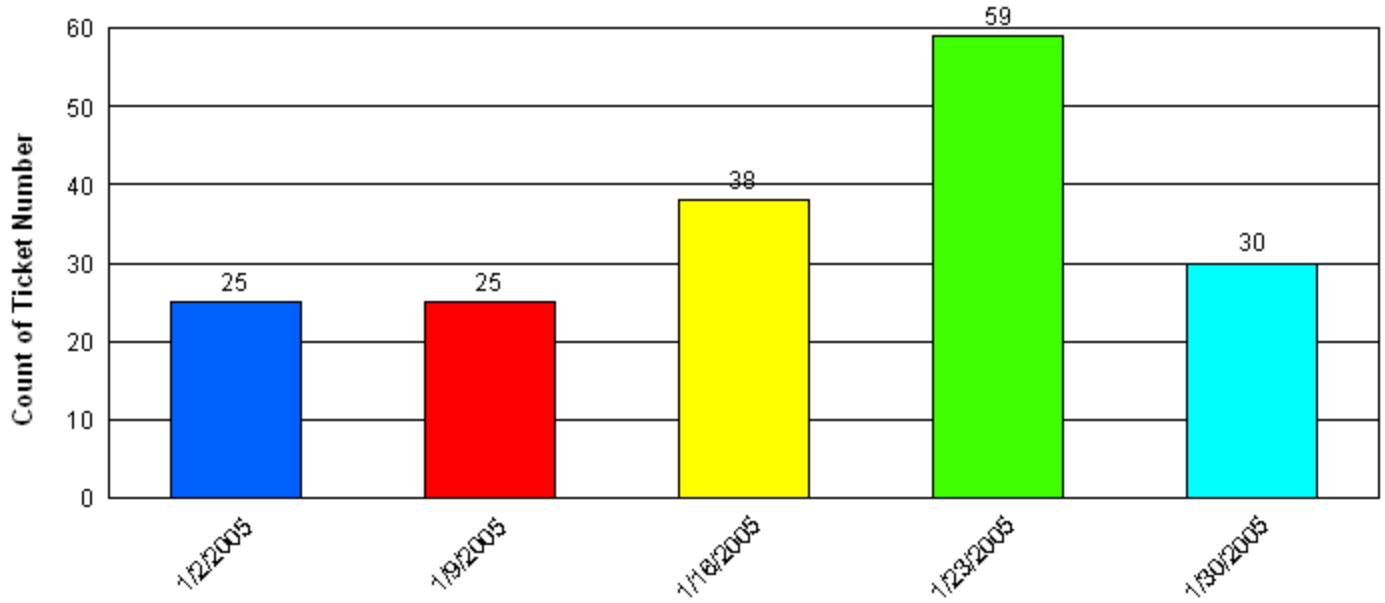
rarmstro		<u>Create</u>	<u>Short Description</u>
Resolved		<u>Date</u>	
		<u>Total:</u>	105
		<u>Total:</u>	48
Ticket Number:	0000108668	01/17/2005	Blackboard DELETE Course: Assign to New Media: Blackboard
Ticket Number:	0000109363	01/27/2005	Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number:	0000109387	01/27/2005	Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number:	0000109411	01/28/2005	course request
Ticket Number:	0000109441	01/28/2005	Work Order Request
Ticket Number:	0000109550	01/30/2005	Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number:	0000109555	01/30/2005	Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number:	0000109539	01/30/2005	Work Order Request
Ticket Number:	0000109537	01/30/2005	Blackboard DELETE Course: Assign to New Media: Blackboard
Ticket Number:	0000109535	01/30/2005	Blackboard DELETE Course: Assign to New Media: Blackboard
Ticket Number:	0000109536	01/30/2005	Blackboard DELETE Course: Assign to New Media: Blackboard
Ticket Number:	0000109534	01/30/2005	Blackboard DELETE Course: Assign to New Media: Blackboard
Ticket Number:	0000109530	01/29/2005	Blackboard access denied - help!
Ticket Number:	0000109523	01/29/2005	creating a course
Ticket Number:	0000109702	01/31/2005	No subject
Ticket Number:	0000109695	01/31/2005	Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number:	0000109675	01/31/2005	EDUC601 sec0201 instructor needs blackboard course created for t
Ticket Number:	0000109670	01/31/2005	Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number:	0000109668	01/31/2005	Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number:	0000109641	01/31/2005	Blackboard DELETE Course: Assign to New Media: Blackboard
Ticket Number:	0000109639	01/31/2005	Blackboard DELETE Course: Assign to New Media: Blackboard
Ticket Number:	0000109598	01/31/2005	Do not have access to classes
Ticket Number:	0000109593	01/31/2005	problem
Ticket Number:	0000109716	01/31/2005	IS 125 Shell
Ticket Number:	0000109706	01/31/2005	concern
Ticket Number:	0000109592	01/31/2005	Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number:	0000109591	01/31/2005	Art 213 Visual Communications 4 time-based media
Ticket Number:	0000109590	01/31/2005	Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number:	0000109564	01/30/2005	Blackboard DELETE Course: Assign to New Media: Blackboard
Ticket Number:	0000109563	01/30/2005	course shell for ENGL 364
Ticket Number:	0000109559	01/30/2005	Course Shell for Econ 101
Ticket Number:	0000109557	01/30/2005	Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number:	0000109554	01/30/2005	request to remove courses.
Ticket Number:	0000109522	01/29/2005	Bb question about surveys
Ticket Number:	0000109521	01/29/2005	make blackboard course available
Ticket Number:	0000109517	01/29/2005	urgent--Bb shell for course is missing
Ticket Number:	0000109499	01/28/2005	Removal of Blackboard courses
Ticket Number:	0000109498	01/28/2005	Blackboard course deletions
Ticket Number:	0000109478	01/28/2005	User needs course SOWK390K created to teach at shady grove
Ticket Number:	0000109474	01/28/2005	RE: Need help with copying course in Blackboard
Ticket Number:	0000109442	01/28/2005	Work Order Request
Ticket Number:	0000109484	01/28/2005	question about guest access
Ticket Number:	0000109399	01/27/2005	trouble deleting courses on my course page
Ticket Number:	0000109365	01/27/2005	Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number:	0000109345	01/27/2005	create new courses
Ticket Number:	0000109206	01/25/2005	unsubscribe
Ticket Number:	0000109343	01/27/2005	Blackboard Page, BIOL 454/654
Ticket Number:	0000109304	01/26/2005	Blackboard COPY Course: Assign to New Media: Blackboard

	<u>Create</u>		<u>Short Description</u>
<u>Closed</u>	<u>Date</u>	<u>Total:</u>	
Ticket Number: 0000109408	01/27/2005	57	issue with accessing Bb6 portal
Ticket Number: 0000109645	01/31/2005		Blackboard DELETE Course: Assign to New Media: Blackboard
Ticket Number: 0000109646	01/31/2005		Blackboard DELETE Course: Assign to New Media: Blackboard
Ticket Number: 0000109571	01/31/2005		Blackboard & Oracle Accounts
Ticket Number: 0000109495	01/28/2005		OIT News Update: FYI: How to Limit List of Courses in Blackboard
Ticket Number: 0000109547	01/30/2005		Course Creation
Ticket Number: 0000107844	01/03/2005		Blackboard: The Basics To Get Started
Ticket Number: 0000108156	01/07/2005		Customer enrolled in BB course but cannot see course
Ticket Number: 0000108182	01/07/2005		Blackboard DELETE Course: Assign to New Media: Blackboard
Ticket Number: 0000108194	01/07/2005		Blackboard DELETE Course: Assign to New Media: Blackboard
Ticket Number: 0000108208	01/07/2005		where is my Sp 05 course shell???
Ticket Number: 0000108185	01/07/2005		Blackboard DELETE Course: Assign to New Media: Blackboard
Ticket Number: 0000108160	01/07/2005		Student access to courses
Ticket Number: 0000108146	01/06/2005		Trouble enrolling a class
Ticket Number: 0000108678	01/17/2005		Change to Blackboard for IS 303 for Spring 2005
Ticket Number: 0000108111	01/06/2005		Combining Blackboard Course Shells
Ticket Number: 0000108134	01/06/2005		Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number: 0000108665	01/16/2005		Blackboard DELETE Course: Assign to New Media: Blackboard
Ticket Number: 0000108666	01/16/2005		Blackboard DELETE Course: Assign to New Media: Blackboard
Ticket Number: 0000108899	01/20/2005		Blackboard COPY Course: Assign to New Media: Blackboard
Ticket Number: 0000108822	01/19/2005		spring 2005 blackboard: EDUC 310
Ticket Number: 0000108801	01/19/2005		699 course statistics does not work
Ticket Number: 0000108775	01/19/2005		Bb course needs a title
Ticket Number: 0000108773	01/18/2005		blackboard course deletion
Ticket Number: 0000108763	01/18/2005		Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number: 0000108760	01/18/2005		EDUC 310 Blackboard
Ticket Number: 0000108737	01/18/2005		BlackBoard email does not work.
Ticket Number: 0000108733	01/18/2005		Bb Email does not work: IS247J_0201_SP2005: IS 247J Untitled
Ticket Number: 0000108667	01/16/2005		Blackboard DELETE Course: Assign to New Media: Blackboard
Ticket Number: 0000109241	01/26/2005		Please delete old Blackboard courses
Ticket Number: 0000109229	01/26/2005		Help on unmatching student lists for ENME 217
Ticket Number: 0000109218	01/26/2005		Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number: 0000109211	01/25/2005		Blackboard
Ticket Number: 0000109205	01/25/2005		Spring 2005 Courses
Ticket Number: 0000109190	01/25/2005		upload course info
Ticket Number: 0000109184	01/25/2005		setting the entry point to be Discussion Board?
Ticket Number: 0000109105	01/24/2005		Course refreshing
Ticket Number: 0000109270	01/26/2005		Blackboard for 421
Ticket Number: 0000109028	01/24/2005		Section 3521 of IS 436
Ticket Number: 0000109015	01/23/2005		Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number: 0000109014	01/23/2005		BB course for all CMSC201 sections?
Ticket Number: 0000109004	01/21/2005		Enrolling students
Ticket Number: 0000108864	01/19/2005		? re: access to the spring 05 new student community
Ticket Number: 0000108862	01/19/2005		Making course available
Ticket Number: 0000108220	01/09/2005		BLACKBOARD question - Transferring course documents between s
Ticket Number: 0000108664	01/16/2005		Blackboard DELETE Course: Assign to New Media: Blackboard
Ticket Number: 0000108662	01/16/2005		Blackboard DELETE Course: Assign to New Media: Blackboard
Ticket Number: 0000108657	01/16/2005		Bb email does not work for IS 247
Ticket Number: 0000108663	01/16/2005		Blackboard DELETE Course: Assign to New Media: Blackboard
Ticket Number: 0000108649	01/15/2005		Blackboard COPY Course: Assign to New Media: Blackboard
Ticket Number: 0000108648	01/15/2005		Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number: 0000108647	01/15/2005		Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number: 0000108630	01/14/2005		users can not e-mail through blackboard
Ticket Number: 0000108608	01/14/2005		Blackboard listing for Shady Grove course

	<u>Create</u>	<u>Date</u>	<u>Short Description</u>
Ticket Number:	0000108639	01/15/2005	Blackboard NEW Course: Assign to New Media: Blackboard
Ticket Number:	0000108898	01/20/2005	Blackboard DELETE Course: Assign to New Media: Blackboard
Ticket Number:	0000108224	01/09/2005	Blackboard DELETE Course: Assign to New Media: Blackboard

Count of Ticket Number / Create Date

For New Media

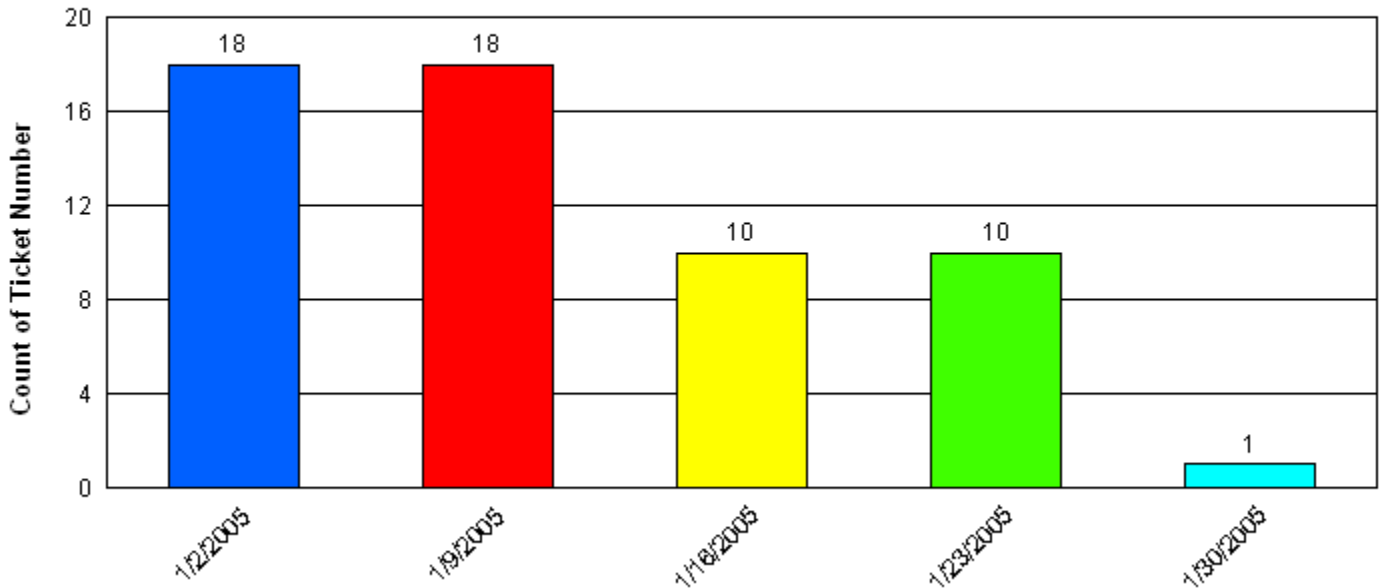


		<u>Create</u>	<u>Short Description</u>
		<u>Date</u>	
OIT BSG Non People	Total:	57	
BSG:HP3000_Systems	Total:	1	
Closed	Total:	1	
Ticket Number: 0000108397		01/12/2005	chris tkacik - need security pw reset
BSG:Operational_Support	Total:	26	
Closed	Total:	26	
Ticket Number: 0000108967		01/21/2005	Security Password/Reset
Ticket Number: 0000108601		01/14/2005	SCEQ scantrons
Ticket Number: 0000108255		01/10/2005	molly,usr0006.faid needs to be reactivated on hp
Ticket Number: 0000108616		01/14/2005	Labels for Teresa Lupinek
Ticket Number: 0000108615		01/14/2005	Expired tapes recycled
Ticket Number: 0000108614		01/14/2005	Schedule of jobs for USR0058.REG
Ticket Number: 0000108673		01/17/2005	HPUMBC1,2,3 Tape Changes
Ticket Number: 0000109595		01/31/2005	Winnie - Food service/Sandra does not know her hp passwords
Ticket Number: 0000108752		01/18/2005	ali,usr0015.orl - need session aborted
Ticket Number: 0000109036		01/24/2005	Payroll Entry Forms
Ticket Number: 0000108965		01/21/2005	Delete USR0073.FAID Chris Constable
Ticket Number: 0000109034		01/24/2005	HPUMBC1,2,3 Tapes changed
Ticket Number: 0000107913		01/04/2005	MVBR4025 MVA Extract File to Tape
Ticket Number: 0000107953		01/04/2005	HPUMBC3 Security Password Reset for Bisser/EMGT
Ticket Number: 0000108190		01/07/2005	Reflections Account: Ernestine Baker
Ticket Number: 0000108188		01/07/2005	OIR Winter Freeze 2005/01
Ticket Number: 0000108186		01/07/2005	Earnestine Baker/VPN
Ticket Number: 0000108184		01/07/2005	Abort User
Ticket Number: 0000108183		01/07/2005	HPUMBC1,2,3 Tape changes
Ticket Number: 0000108084		01/06/2005	MVBR4024 Flag Sending Tape
Ticket Number: 0000107952		01/04/2005	Security Password Reset
Ticket Number: 0000107949		01/04/2005	Security Password Reset
Ticket Number: 0000107951		01/04/2005	Logfile Tape SYBM4125
Ticket Number: 0000107954		01/04/2005	USR0090.REG Arthur Bezwada HP Account
Ticket Number: 0000109415		01/28/2005	GradeSheets Printed
Ticket Number: 0000109414		01/28/2005	HPUMBC1,2,3 Tape Changed
BSG:Web_Infrastructure	Total:	13	
Closed	Total:	13	
Ticket Number: 0000107856		01/03/2005	geog102 - jeffrey
Ticket Number: 0000108782		01/19/2005	b.seiden-ecad310
Ticket Number: 0000109177		01/25/2005	psyc285 - anderson
Ticket Number: 0000109049		01/24/2005	takacs/econ102
Ticket Number: 0000109178		01/25/2005	ecad310 - seiden
Ticket Number: 0000109176		01/25/2005	psyc285 - anderson
Ticket Number: 0000108309		01/11/2005	PSYC 285 Anderson
Ticket Number: 0000108536		01/13/2005	ECON 102 Takacs
Ticket Number: 0000108610		01/14/2005	PSYC 285/Exam 2 Anderson
Ticket Number: 0000108613		01/14/2005	PSYC 306 Freiberg
Ticket Number: 0000108612		01/14/2005	PSYC 306 Freiberg
Ticket Number: 0000108537		01/13/2005	ECON 101 Thomas
Ticket Number: 0000108310		01/11/2005	ECAD 310 Seiden
blanchet	Total:	4	
Closed	Total:	4	
Ticket Number: 0000108303		01/11/2005	ABORT: RDBR2009
Ticket Number: 0000108905		01/20/2005	Additional educational objectives need to be added to FABM3228
Ticket Number: 0000107906		01/04/2005	ABORT: FABM3224
Ticket Number: 0000109311		01/27/2005	Research and fix of the "S5" report data

	<u>Create</u>	<u>Short Description</u>
	<u>Date</u>	
dina	<u>Total:</u> 2	
Closed	<u>Total:</u> 2	
Ticket Number: 0000107992	01/05/2005	ABORT: AXBR4550
Ticket Number: 0000108055	01/05/2005	Research issues with UG-APPL-CAT
jason12	<u>Total:</u> 1	
Closed	<u>Total:</u> 1	
Ticket Number: 0000108361	01/11/2005	r25 spring break scheduling
paulr	<u>Total:</u> 2	
Closed	<u>Total:</u> 2	
Ticket Number: 0000108941	01/20/2005	Prof. not able to clear students for registration
Ticket Number: 0000109396	01/27/2005	User has pin number on file at registrars, but myUMBC reports that h
putro	<u>Total:</u> 8	
Closed	<u>Total:</u> 8	
Ticket Number: 0000107835	01/03/2005	Problems with faculty options under myumbc
Ticket Number: 0000107884	01/03/2005	Problems applying online through ApplyWeb.com
Ticket Number: 0000108218	01/09/2005	UMBC bill paying IS NOT WORKING!
Ticket Number: 0000108728	01/18/2005	Make copy member changes for SAT implementation
Ticket Number: 0000108836	01/19/2005	Modify UABM1642 for new SAT formats
Ticket Number: 0000108847	01/19/2005	Modify UABM1675 for new SAT formats
Ticket Number: 0000108508	01/13/2005	Work Order Request
Ticket Number: 0000108622	01/14/2005	Difficult with authorizations

Count of Ticket Number / Create Date

For OIT BSG Non PeopleSoft



		<u>Create</u>	<u>Short Description</u>
		<u>Date</u>	
OIT Business Systems: P	Total:	221	
PS:HR		Total: 1	
Closed		Total: 1	
Ticket Number: 0000107917		01/04/2005	danita/jcet - who do i speak to about a ps hr access problem
afinn		Total: 6	
Resolved		Total: 3	
Ticket Number: 0000109335		01/27/2005	2 Issue with Finalize Button on Project bud page
Ticket Number: 0000108820		01/19/2005	TST-1-BI Single Action BIPRELD fails
Ticket Number: 0000109250		01/26/2005	TST-2-PO Reserve PO has SQL Errors
Closed		Total: 3	
Ticket Number: 0000108277		01/10/2005	Work Order Request
Ticket Number: 0000108540		01/13/2005	Grant Proposals
Ticket Number: 0000108803		01/19/2005	TST-1-BI Single Action Invoice Grants No Success
byron		Total: 2	
Closed		Total: 2	
Ticket Number: 0000109320		01/27/2005	fix problem with HRL pay_end_dt for 2005016
Ticket Number: 0000108205		01/07/2005	CPB adjustment to Name field needed by 1/28/2005
chriis		Total: 30	
Resolved		Total: 1	
Ticket Number: 0000109683		01/31/2005	Pls restore HRDB2 from svd HRPRD_PP15_PRE_ldbk
Closed		Total: 29	
Ticket Number: 0000109289		01/26/2005	Pls backup HRPRD for payroll ASAP
Ticket Number: 0000107932		01/04/2005	Grant select privileges in HRDB3
Ticket Number: 0000107905		01/04/2005	Execute script in HRPRD
Ticket Number: 0000107858		01/03/2005	build scripts
Ticket Number: 0000107911		01/04/2005	Pls restore HRDB2 from backup HRPRD 12/23-12/27
Ticket Number: 0000108071		01/06/2005	Alter tables in HRTST2
Ticket Number: 0000108091		01/06/2005	Update for FSPRD
Ticket Number: 0000108714		01/18/2005	ByRequest
Ticket Number: 0000109239		01/26/2005	Pls save a copy of HRPRD from last night (01/25) and call it
Ticket Number: 0000109201		01/25/2005	Refresh HRTRN instance on morning of 1/26/05 from backup of HRPR
Ticket Number: 0000109264		01/26/2005	Pls run attached script in HRPRD
Ticket Number: 0000109251		01/26/2005	pls run attached script in HRPRD for payroll
Ticket Number: 0000108741		01/18/2005	pls clone HRDB2 from backup of HRPRD @ 12 noon 01/11
Ticket Number: 0000108258		01/10/2005	Execute SQL script in HRPRD
Ticket Number: 0000108369		01/11/2005	please run attached script in FSPRD
Ticket Number: 0000108546		01/13/2005	please run GM bundle script in FSTST
Ticket Number: 0000108550		01/13/2005	please run attached script in FSTST for bundle CA build 1
Ticket Number: 0000108605		01/14/2005	Execute script in HRPRD
Ticket Number: 0000108599		01/14/2005	[Fwd: Need this script to be run in FSTST (for project BP3_BI)]
Ticket Number: 0000108588		01/14/2005	please run script in FSTST - bundles final build PC
Ticket Number: 0000108583		01/14/2005	please run script in FSTST - final build for Contracts
Ticket Number: 0000108579		01/14/2005	Please run script in FSTST - Grants Views build
Ticket Number: 0000108549		01/13/2005	Please run attached script in FSTST for PC bundles #1
Ticket Number: 0000108587		01/14/2005	Need this script to be run in FSTST (for project BP3_BI)
Ticket Number: 0000108486		01/13/2005	reset STAT password
Ticket Number: 0000108468		01/12/2005	Make an Oracle back-up of the HRPRD instance on the morning of 1
Ticket Number: 0000108371		01/11/2005	build temp tables
Ticket Number: 0000108261		01/10/2005	pls restore HRDB2 from HRPRD(copy from last wk)
Ticket Number: 0000108276		01/10/2005	Please create 2 indexes if not already present in FS
dharley		Total: 1	
Closed		Total: 1	
Ticket Number: 0000108813		01/19/2005	TST-1-AR Express Deposit worksheet fields not populated

haddaway		<u>Create</u>	<u>Short Description</u>
		<u>Date</u>	
Resolved		<u>Total:</u>	25
		<u>Total:</u>	7
Ticket Number:	0000109128	01/25/2005	Refresh HRDB1 on morning of 1/28/05 using backup of HRPRD fro
Ticket Number:	0000109371	01/27/2005	pls relplace saved bkup HRPRD_PP15_PRE_LDBK
Ticket Number:	0000109416	01/28/2005	Execute scripts in HRPRD
Ticket Number:	0000109294	01/26/2005	Need this script to be run in FSTST
Ticket Number:	0000109293	01/26/2005	Need this script to be run in FSDEV
Ticket Number:	0000109325	01/27/2005	Dore Access
Ticket Number:	0000109350	01/27/2005	Run script in HRPRD
Closed		<u>Total:</u>	18
Ticket Number:	0000107878	01/03/2005	Pls backup HRPRD for payroll
Ticket Number:	0000107873	01/03/2005	Table creation in HRTST2
Ticket Number:	0000107993	01/05/2005	Research why Tablespaces remain in backup mode
Ticket Number:	0000108130	01/06/2005	Create backup of HRDB3
Ticket Number:	0000108044	01/05/2005	export and update in FSPRD
Ticket Number:	0000107847	01/03/2005	please run attached script in HRPRD for payroll
Ticket Number:	0000108911	01/20/2005	please run attached script in FSDEV
Ticket Number:	0000109131	01/25/2005	Refresh HRDB1 instance from Backup of HRPRD from evening of 1
Ticket Number:	0000108946	01/21/2005	ABORT: WHBSARS
Ticket Number:	0000108968	01/21/2005	pls restore HRDB2 frm saved HRPRD bkup after 5pm 01/21
Ticket Number:	0000108609	01/14/2005	Please run script in FSDEV
Ticket Number:	0000108607	01/14/2005	create manual index in FSTST - (PC) - only if not already created
Ticket Number:	0000108593	01/14/2005	Please clone HRCa from Backup of HRPRD from Wednesday night (
Ticket Number:	0000108582	01/14/2005	Please run attached script in FSTST - bundles - Final build for Grants
Ticket Number:	0000108327	01/11/2005	FSTST refresh
Ticket Number:	0000108324	01/11/2005	pls backup HRPRD at Noon 01/11/05
Ticket Number:	0000108234	01/10/2005	Alter tables in HRTST2
Ticket Number:	0000108235	01/10/2005	AIX Oracle backups NOT running

		<u>Create</u>	
		<u>Date</u>	
jeremy		<u>Total:</u>	69
Resolved		<u>Total:</u>	16
			<u>Short Description</u>
Ticket Number:	0000109316	01/27/2005	Pls restore HRDB3 from last nights HRPRD bkup
Ticket Number:	0000109382	01/27/2005	Need this script to be run in FSTST
Ticket Number:	0000109431	01/28/2005	Restore selected tables to HRDB3 from backup made for ticket 10918
Ticket Number:	0000109714	01/31/2005	Table and Index Recreation Request
Ticket Number:	0000109700	01/31/2005	Need this script to be run in FSDEV (adding keys)
Ticket Number:	0000109606	01/31/2005	[Fwd: Need this script to be run in FSDEV]
Ticket Number:	0000109470	01/28/2005	please run script in FSTST
Ticket Number:	0000109458	01/28/2005	please run SQL in FSTST
Ticket Number:	0000109443	01/28/2005	pls run attached script against HRPRD
Ticket Number:	0000109435	01/28/2005	Execute script in HRPRD
Ticket Number:	0000109422	01/28/2005	Table/View creation in HRDEV & HRTST
Ticket Number:	0000109381	01/27/2005	Need this script to be run in FSTST
Ticket Number:	0000109322	01/27/2005	check view
Ticket Number:	0000109379	01/27/2005	Need this script to be run in FSDEV
Ticket Number:	0000109380	01/27/2005	Need this script to be run in FSTST
Ticket Number:	0000109496	01/28/2005	Need this script to be run in FSDEV

	<u>Create</u>		<u>Short Description</u>
<u>Closed</u>	<u>Date</u>	<u>Total:</u>	
Ticket Number: 0000108269	01/10/2005	53	Grant write permissions to PSQRYDEFN in HRDB3
Ticket Number: 0000108201	01/07/2005		Alter tables in HRTST2
Ticket Number: 0000108136	01/06/2005		database link
Ticket Number: 0000107978	01/04/2005		Execute script in HRPRD
Ticket Number: 0000107892	01/03/2005		Pls run attached script in HRPRD for Payroll ASAP
Ticket Number: 0000108015	01/05/2005		Grant write privileges in HRCA
Ticket Number: 0000109076	01/24/2005		Please run attached script in FSTST
Ticket Number: 0000108240	01/10/2005		EPMDEV signon problem
Ticket Number: 0000108278	01/10/2005		Run script in HRPRD
Ticket Number: 0000108286	01/10/2005		Run script in HRPRD
Ticket Number: 0000108294	01/10/2005		Rename tables in HRDEV
Ticket Number: 0000108295	01/10/2005		Backup HRPRD Instance before Migrating Large Project Via STAT
Ticket Number: 0000108636	01/14/2005		Need this script to be run in FSTST (for project BP3_AM)
Ticket Number: 0000108635	01/14/2005		Need this script to be run in FSTST (for project BP3_AR)
Ticket Number: 0000108634	01/14/2005		Need this script to be run in FSDEV (not FSTST) (for project
Ticket Number: 0000108611	01/14/2005		Need this script to be run in FSTST (for project BP3_AR)
Ticket Number: 0000108525	01/13/2005		Please run Script FSTST
Ticket Number: 0000108524	01/13/2005		SQL access in FSDEV
Ticket Number: 0000108510	01/13/2005		Please run scripts to build and alter tables in FSTST
Ticket Number: 0000108497	01/13/2005		SQL Plus access to HRTST
Ticket Number: 0000108450	01/12/2005		pls run attached script against HRPRD (payroll fix)
Ticket Number: 0000108433	01/12/2005		pls run the attached script against HRPRD (payroll fix)
Ticket Number: 0000108414	01/12/2005		pls run attached script against HRPRD (payroll fix)
Ticket Number: 0000108401	01/12/2005		Pls run the attach script against HRPRD ro fix loadback
Ticket Number: 0000108350	01/11/2005		Rename tables in HRTST and HRUAT
Ticket Number: 0000109103	01/24/2005		please run script fstst
Ticket Number: 0000108526	01/13/2005		Please run script FSTST
Ticket Number: 0000108349	01/11/2005		Rename Tables in HRPRD
Ticket Number: 0000108347	01/11/2005		Grant SELECT permissions in HRDEV, HRTST, HRUAT
Ticket Number: 0000108697	01/18/2005		[Fwd: Need this script to be run in FSDEV (not FSTST) (for project
Ticket Number: 0000109244	01/26/2005		run script
Ticket Number: 0000109217	01/26/2005		Restore selected tables from backup made for 109183
Ticket Number: 0000109183	01/25/2005		Execute 2 scripts in HRPRD
Ticket Number: 0000109141	01/25/2005		Please run script in FSTST
Ticket Number: 0000109072	01/24/2005		Please run attached script in FSTST
Ticket Number: 0000109066	01/24/2005		Please run the following SQL script in FSPRD
Ticket Number: 0000108996	01/21/2005		please run SQL delete statement in FSTST
Ticket Number: 0000108988	01/21/2005		Re-sending... [Fwd: Has this script been completed? (Need this
Ticket Number: 0000108962	01/21/2005		Please run attached script in FSDEV
Ticket Number: 0000108837	01/19/2005		run script (fstst)
Ticket Number: 0000108812	01/19/2005		please run in FSDEV for GM
Ticket Number: 0000108811	01/19/2005		run script (fstst)
Ticket Number: 0000108810	01/19/2005		Please run in FSDEV
Ticket Number: 0000108802	01/19/2005		please run script to fix table
Ticket Number: 0000108796	01/19/2005		Please run script to alter table that wasn't changed (FSTST)
Ticket Number: 0000108759	01/18/2005		please run scripts (FSTST)
Ticket Number: 0000108705	01/18/2005		Please run script (FSPRD)
Ticket Number: 0000108711	01/18/2005		[Fwd: Need this script to be run in FSTST (for project BP3_AR)]
Ticket Number: 0000108744	01/18/2005		Need this script to be run in FSTST (for project BP3_AM) (alter
Ticket Number: 0000108751	01/18/2005		Need this script to be run in FSTST (for project BP3_AM) (alter
Ticket Number: 0000108750	01/18/2005		please run script (FSTST)
Ticket Number: 0000108730	01/18/2005		Need this script to be run in FSTST (for project BP3_AR) (alter
Ticket Number: 0000108718	01/18/2005		please run script (FSTST)

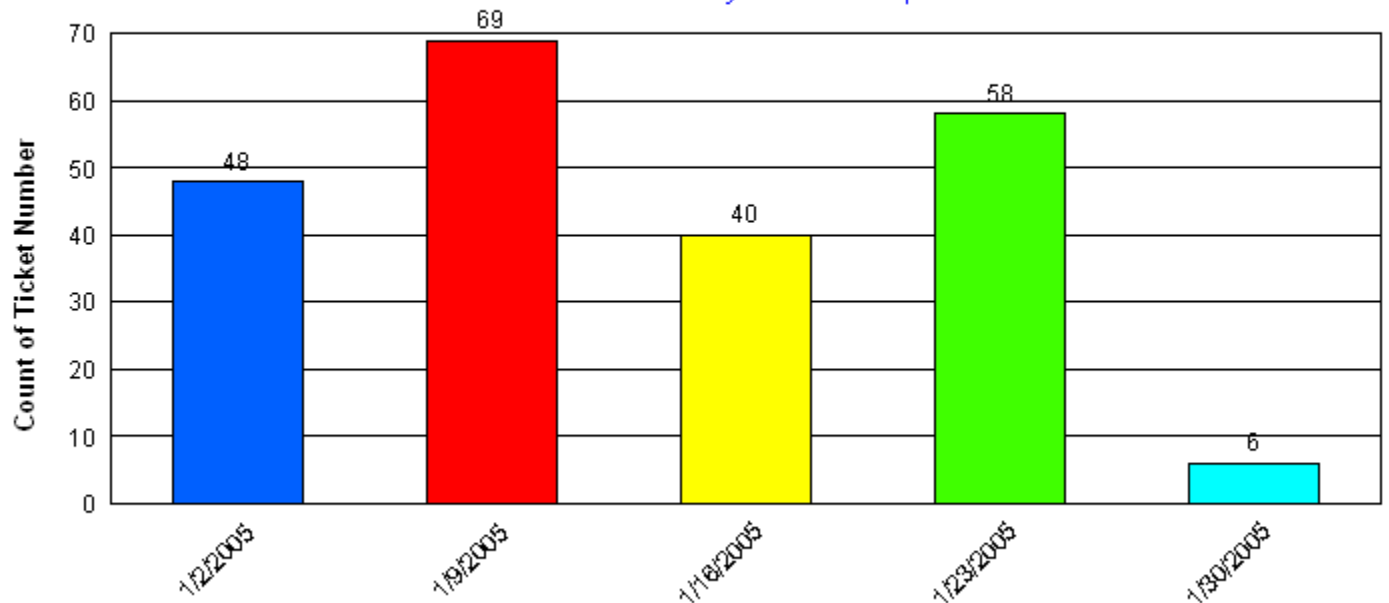
	<u>Create</u>	<u>Date</u>	<u>Short Description</u>
jgood	<u>Total:</u>	5	
Resolved	<u>Total:</u>	1	
Ticket Number: 0000109395	01/27/2005		Grant Narayan Chakrapani (user 'narayan') Access To Specified UNI
Closed	<u>Total:</u>	4	
Ticket Number: 0000107880	01/03/2005		FW: Info - PSXFER: A60E.IR.PRD.R41.HX2.G0381V00
Ticket Number: 0000108164	01/07/2005		Modify backup times for FSSBX/FSTST/FSUAT
Ticket Number: 0000108005	01/05/2005		Add accounts to wiki
Ticket Number: 0000108784	01/19/2005		pls get the copy of hrprd from tkt 108324 from tape
jking	<u>Total:</u>	7	
Closed	<u>Total:</u>	7	
Ticket Number: 0000108247	01/10/2005		FW: The Process Instance (166576 - Process: (FSPECBLD) compl
Ticket Number: 0000108547	01/13/2005		crystal reports
Ticket Number: 0000108903	01/20/2005		Access to Bussys
Ticket Number: 0000108296	01/10/2005		Configure specified instances to use most current version of SQR.
Ticket Number: 0000108149	01/06/2005		App server down message
Ticket Number: 0000108003	01/05/2005		FW: The Process Instance (165082 - Process: (FSPECBLD) compl
Ticket Number: 0000108193	01/07/2005		History of EE pay report stuck on queued
jpatna1	<u>Total:</u>	8	
Closed	<u>Total:</u>	8	
Ticket Number: 0000108047	01/05/2005		Provide Sherrell with a Spreadsheet of TimeTrax tables imported into
Ticket Number: 0000107950	01/04/2005		Need leave spreadsheets for
Ticket Number: 0000108889	01/20/2005		Need a Leave Balance Spreadsheet for Joseph King
Ticket Number: 0000108281	01/10/2005		Calculate leave spreadsheet for Phil Clark to verify balances
Ticket Number: 0000108332	01/11/2005		Please create leave spreadsheets for the specified individuals
Ticket Number: 0000108283	01/10/2005		Prepare Leave Spreadsheet for Linda O'Hara
Ticket Number: 0000108703	01/18/2005		Timetrax Record Needed
Ticket Number: 0000108544	01/13/2005		Modify TimeTrax Conversion Program To Populate Carryover Bucke
kirby	<u>Total:</u>	4	
Closed	<u>Total:</u>	4	
Ticket Number: 0000108471	01/13/2005		ARBR3948 abort (B10 queue)
Ticket Number: 0000109011	01/23/2005		New Z users for A&S
Ticket Number: 0000109041	01/24/2005		Re-establish Venus McDonald PS access
Ticket Number: 0000107820	01/02/2005		Issue with HP3000 backups ..myUMBC registration unavailable until a
irand	<u>Total:</u>	18	
Closed	<u>Total:</u>	18	
Ticket Number: 0000107857	01/03/2005		Adjust Security for Honors College Time Entry Approval
Ticket Number: 0000107898	01/03/2005		Adjust HR access for Venus McDonald
Ticket Number: 0000107955	01/04/2005		User access
Ticket Number: 0000107945	01/04/2005		Security Setup
Ticket Number: 0000108102	01/06/2005		HR Reports
Ticket Number: 0000108017	01/05/2005		Determine why Dr. Panos could not approve payroll for DEPTID 102
Ticket Number: 0000107908	01/04/2005		Security Modification
Ticket Number: 0000107926	01/04/2005		Security Revision
Ticket Number: 0000107958	01/04/2005		Timetrax Record
Ticket Number: 0000109459	01/28/2005		Delivery by mail
Ticket Number: 0000109107	01/24/2005		Extract of Terminated Employee Data from TimeTrax tables
Ticket Number: 0000108305	01/11/2005		Security Access
Ticket Number: 0000108574	01/14/2005		Problem with Journal Crystal procedure
Ticket Number: 0000108387	01/12/2005		Security Revision
Ticket Number: 0000108356	01/11/2005		Security Access
Ticket Number: 0000108357	01/11/2005		Security Access
Ticket Number: 0000108359	01/11/2005		Security Access
Ticket Number: 0000108384	01/12/2005		Security Revisions

	<u>Create</u>	<u>Short Description</u>
	<u>Date</u>	
ostrove	<u>Total:</u> 2	
Resolved	<u>Total:</u> 1	
Ticket Number: 0000109287	01/26/2005	FTP access for psoft NT box : AFINN
Closed	<u>Total:</u> 1	
Ticket Number: 0000108404	01/12/2005	blackboard server
psimon	<u>Total:</u> 13	
Closed	<u>Total:</u> 13	
Ticket Number: 0000108690	01/18/2005	TST-1-KK Req BC fails
Ticket Number: 0000108695	01/18/2005	No Success
Ticket Number: 0000109199	01/25/2005	TST-1-PCD Load Statement runs to No Success
Ticket Number: 0000108881	01/20/2005	TST-1-AP Voucher Receipt Search errors
Ticket Number: 0000108781	01/19/2005	TST-Interface Request
Ticket Number: 0000108732	01/18/2005	TST-1-AP Voucher Add errors
Ticket Number: 0000108704	01/18/2005	Please run script for Bank load (FSPRD)
Ticket Number: 0000108727	01/18/2005	TST-1-PO Link not active to set Proc Type
Ticket Number: 0000108723	01/18/2005	TST-1-PO PO Calc ends in No Success
Ticket Number: 0000109281	01/26/2005	TST-1-AP Load Voucher Stage runs to No Success
Ticket Number: 0000107912	01/04/2005	Pcard Load Failed
Ticket Number: 0000107999	01/05/2005	No Records in Staging Tables
Ticket Number: 0000107931	01/04/2005	No records in staging table
slong	<u>Total:</u> 16	
Resolved	<u>Total:</u> 5	
Ticket Number: 0000109013	01/23/2005	FW: ERROR - PSXFER:
Ticket Number: 0000109100	01/24/2005	Rumba Logon
Ticket Number: 0000109580	01/31/2005	1 PCARD - No Success
Ticket Number: 0000109257	01/26/2005	R-star account
Ticket Number: 0000109030	01/24/2005	FW: The Process Instance (168464 - Job: (UMSARGL) failed to c
Closed	<u>Total:</u> 11	
Ticket Number: 0000107940	01/04/2005	RUMBA Login
Ticket Number: 0000108083	01/06/2005	1 SQL Update needed for SAREF Voucher dates
Ticket Number: 0000108132	01/06/2005	1. A/R problems since yesterday's system shut down
Ticket Number: 0000108179	01/07/2005	1 Address Sequence Number Difference
Ticket Number: 0000108108	01/06/2005	2 Customer does not get a PDF File for Grant Rpt output
Ticket Number: 0000108081	01/06/2005	Journal Locked
Ticket Number: 0000108079	01/06/2005	1. System went down during Single Action Invoice processing
Ticket Number: 0000108049	01/05/2005	AP & Cashiering not responding
Ticket Number: 0000108783	01/19/2005	TST-Interface Request
Ticket Number: 0000108428	01/12/2005	PS Speed
Ticket Number: 0000108729	01/18/2005	1 Henry needs his Passwords reset to transmit AP files

		<u>Create</u>	<u>Short Description</u>
		<u>Date</u>	
stephen		Total: 14	
	Resolved	Total: 3	
Ticket Number:	0000109369	01/27/2005	Security Revision
Ticket Number:	0000109631	01/31/2005	Z user access
Ticket Number:	0000109366	01/27/2005	Cannot print HR Final Gross Pay Report for Dept. 10137
	Closed	Total: 11	
Ticket Number:	0000109279	01/26/2005	Security Setup
Ticket Number:	0000108573	01/14/2005	Employee Visible in Time Entry Screen NOT Visible in Department T
Ticket Number:	0000108452	01/12/2005	Security Setup
Ticket Number:	0000108539	01/13/2005	Security Updates
Ticket Number:	0000108518	01/13/2005	Security Revision
Ticket Number:	0000109125	01/25/2005	Another HR Security Revision
Ticket Number:	0000109127	01/25/2005	[Fwd: Another HR Security Revision]
Ticket Number:	0000109140	01/25/2005	Security Revision Confirmation
Ticket Number:	0000109249	01/26/2005	Security Revision
Ticket Number:	0000109121	01/25/2005	Security revisions for DEPTID 10252 (Meyerhoff)
Ticket Number:	0000109120	01/25/2005	HR Security Revisions

Count of Ticket Number / Create Date

For OIT Business Systems: PeopleSoft

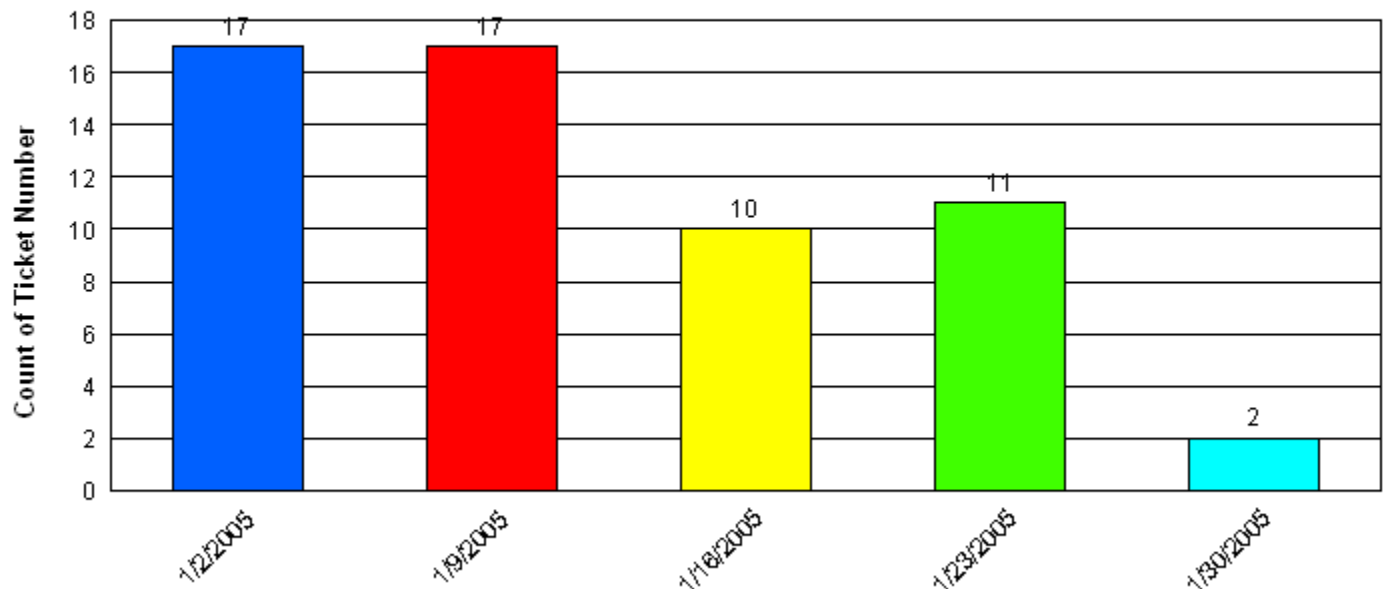


	<u>Create</u>	<u>Date</u>	<u>Short Description</u>
Physical Networks	Total:	57	
beakja1	Total:	18	
Resolved	Total:	3	
Ticket Number: 0000109493	01/28/2005		Work Order Request
Ticket Number: 0000109370	01/27/2005		IP is 0.0.0.0
Ticket Number: 0000109323	01/27/2005		Dead/Not working jack in ECS 106
Closed	Total:	15	
Ticket Number: 0000109541	01/30/2005		Boiler Room Can't Reach Siemens Device in Fine Arts
Ticket Number: 0000107981	01/04/2005		user is supposed to have a static IP 130.85.162.112
Ticket Number: 0000108024	01/05/2005		Jack Activation
Ticket Number: 0000108211	01/08/2005		Users cannot login to resnet page. After going to resnet.umbc.edu and
Ticket Number: 0000108097	01/06/2005		[net] ACIV333: Activate jack# 378
Ticket Number: 0000108126	01/06/2005		Network jack needs to be activated.
Ticket Number: 0000108845	01/19/2005		Jack activation
Ticket Number: 0000109101	01/24/2005		Need network drop for new machine in rack H1
Ticket Number: 0000109000	01/21/2005		Work Order Request
Ticket Number: 0000109001	01/21/2005		Library jack activation
Ticket Number: 0000108272	01/10/2005		Change DCHP entry
Ticket Number: 0000108955	01/21/2005		request
Ticket Number: 0000108400	01/12/2005		FW: Library jack activations
Ticket Number: 0000108417	01/12/2005		Library jack activation
Ticket Number: 0000108929	01/20/2005		Port not working
damian	Total:	5	
Resolved	Total:	1	
Ticket Number: 0000109553	01/30/2005		User needs Resnet Proxy information for Debian
Closed	Total:	4	
Ticket Number: 0000107842	01/03/2005		Need to have jacks checked or activated
Ticket Number: 0000108075	01/06/2005		Problems accessing Maryland websites
Ticket Number: 0000108117	01/06/2005		can't access umbc.edu
Ticket Number: 0000108707	01/18/2005		blocking?
rays1	Total:	8	
Closed	Total:	8	
Ticket Number: 0000108717	01/18/2005		Library jack activation
Ticket Number: 0000108257	01/10/2005		Jack activation
Ticket Number: 0000108491	01/13/2005		[Fwd: Jack activation]
Ticket Number: 0000108490	01/13/2005		Activate Jack 408-B04
Ticket Number: 0000108532	01/13/2005		Jack activation
Ticket Number: 0000107834	01/03/2005		No internet access in s.campus Rm2.06
Ticket Number: 0000108175	01/07/2005		jack activation
Ticket Number: 0000107864	01/03/2005		Jack check ITE 414
vicki	Total:	1	
Closed	Total:	1	
Ticket Number: 0000108502	01/13/2005		report on active jacks in IRC

		<u>Create</u>	<u>Short Description</u>
		<u>Date</u>	
zicka		Total: 25	
Resolved		Total: 3	
Ticket Number:	0000109330	01/27/2005	Work Order Request-Need pc host name changed back
Ticket Number:	0000109398	01/27/2005	Change IP for kandinsky.irc
Ticket Number:	0000109339	01/27/2005	Work Order Request-Need another hostname
Closed		Total: 22	
Ticket Number:	0000108022	01/05/2005	Setup jacks for Office of Sponsored Programs vlan on 1/10/05
Ticket Number:	0000108215	01/08/2005	Static IP request
Ticket Number:	0000108122	01/06/2005	New static IP# Request
Ticket Number:	0000108036	01/05/2005	Reassign Static IP Address
Ticket Number:	0000108014	01/05/2005	Static IP# Requests
Ticket Number:	0000107948	01/04/2005	Need a DNS alias
Ticket Number:	0000108377	01/11/2005	ip change
Ticket Number:	0000108238	01/10/2005	Network jack 425A is not working in AD425.
Ticket Number:	0000108600	01/14/2005	New Static IP Request
Ticket Number:	0000108463	01/12/2005	ecs122pc05: update dhcp
Ticket Number:	0000108408	01/12/2005	Work Order Request
Ticket Number:	0000108390	01/12/2005	Need registered in DHCP
Ticket Number:	0000108378	01/11/2005	of possible interest....
Ticket Number:	0000108293	01/10/2005	DNS change
Ticket Number:	0000108267	01/10/2005	DNS change
Ticket Number:	0000109200	01/25/2005	Work Order Request- IP Request address
Ticket Number:	0000109194	01/25/2005	Work Order Request
Ticket Number:	0000108902	01/20/2005	Machine Added to Server Network (Remote Access)
Ticket Number:	0000108853	01/19/2005	PUP 0TE1: [Fwd: Network Connection for New Data Lab]
Ticket Number:	0000109158	01/25/2005	Lighthouse and jcet.umbc.edu domain address
Ticket Number:	0000109086	01/24/2005	Work Order Request
Ticket Number:	0000108885	01/20/2005	Jack Issues 9th Floor Admin

Count of Ticket Number / Create Date

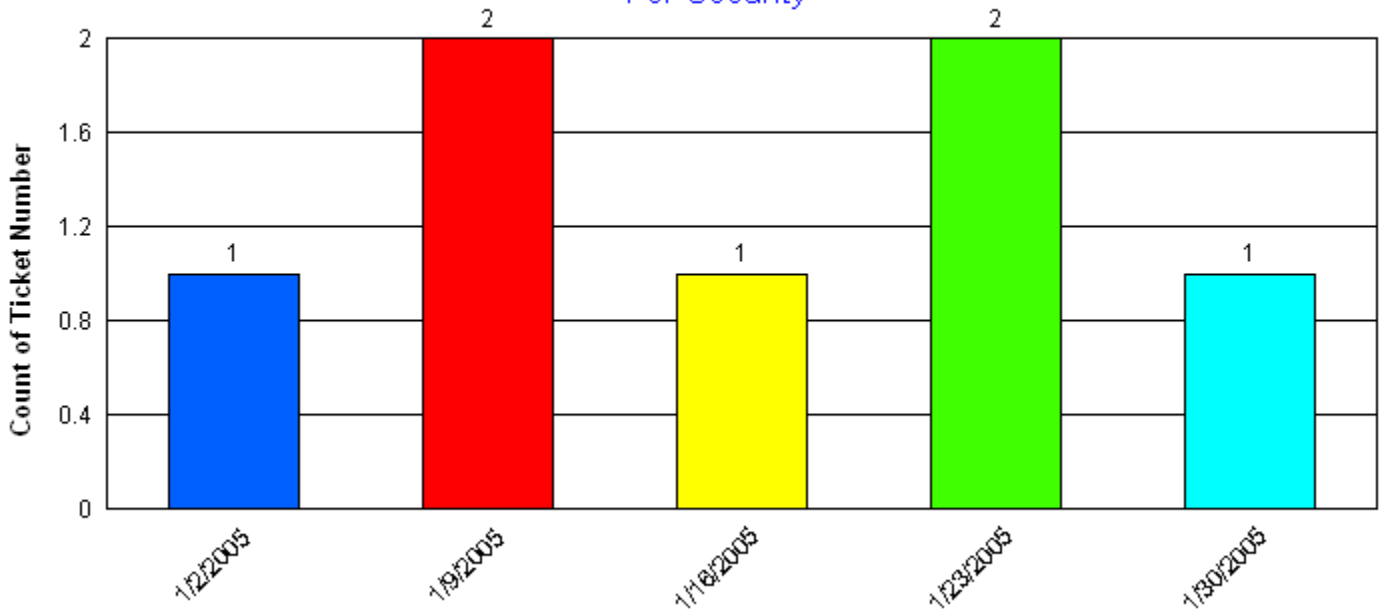
For Physical Networks



Security	Total:	Create Date	Short Description
akhant1	7		
Resolved		Total: 5	
Ticket Number: 0000109429		01/28/2005	Delivery service mail (fwd)
Ticket Number: 0000109597		01/31/2005	FW: A message addressed to you has been deleted!
Ticket Number: 0000109501		01/28/2005	Infected machine. (fwd)
Closed		Total: 2	
Ticket Number: 0000108152		01/07/2005	Infrared Specialty Cameras
Ticket Number: 0000108765		01/18/2005	[Fwd: Order #1010421 Accelrys Demo Password]
robin		Total: 2	
Closed		Total: 2	
Ticket Number: 0000108506		01/13/2005	NetSec 40% Project: Back up absinthe.noc on tape
Ticket Number: 0000108558		01/13/2005	NetSec 40% Project: absinthe.noc revivification

Count of Ticket Number / Create Date

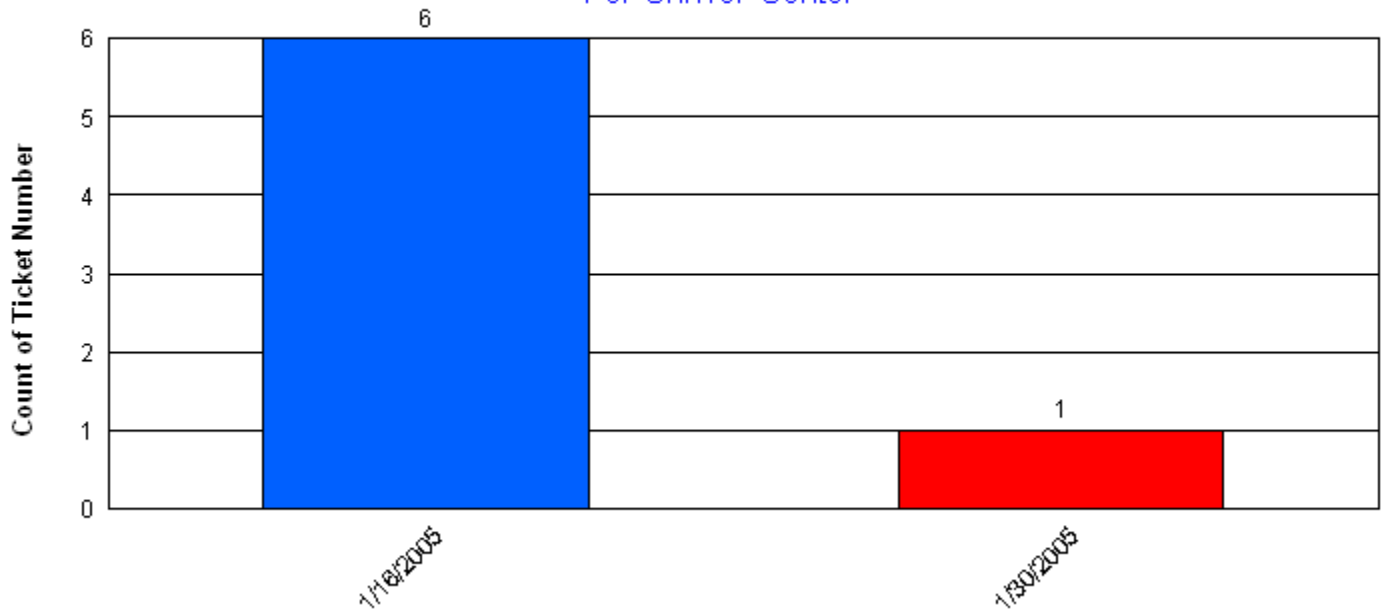
For Security



Shriver Center	Total:	Create Date	Short Description
psscott	7		
Resolved	Total:	7	
Ticket Number: 0000108933		01/20/2005	FileMaker Problem - Choice AA
Ticket Number: 0000109717		01/31/2005	Set up CW PC - Choice CH
Closed	Total:	5	
Ticket Number: 0000108767		01/18/2005	Install FileMaker Licenses
Ticket Number: 0000108936		01/20/2005	Create Email Acct. - Choice MC
Ticket Number: 0000108771		01/18/2005	Restructure, relocate LAN hardware - Choice BC
Ticket Number: 0000108768		01/18/2005	RAM upgrade - Choice WC
Ticket Number: 0000108769		01/18/2005	Rebuild Caseworker PC - Choice BC

Count of Ticket Number / Create Date

For Shriver Center



<u>SysCore</u>	<u>Total:</u>	<u>Create Date</u>	<u>Short Description</u>
	141		
SysCore:Listproc	<u>Total:</u>	1	
Closed	<u>Total:</u>	1	
Ticket Number: 0000108319		01/11/2005	m.marten - did not receive a listproc email
banz	<u>Total:</u>	16	
Resolved	<u>Total:</u>	11	
Ticket Number: 0000108950		01/21/2005	asharm6 - Do not deactivate
Ticket Number: 0000109426		01/28/2005	Adding a class to my lab access list
Ticket Number: 0000109544		01/30/2005	Work Order Request - Blackboard/Webmail autologin
Ticket Number: 0000109576		01/31/2005	Work Order Request
Ticket Number: 0000109572		01/31/2005	why
Ticket Number: 0000109579		01/31/2005	https://webmail.umbc.edu/src/redirect.php?autologin after clicking on E
Ticket Number: 0000109560		01/30/2005	Work Order Request - Autologin to Webmail
Ticket Number: 0000109552		01/30/2005	Work Order Request - Quota increase request
Ticket Number: 0000109532		01/29/2005	E-mail Log In Access
Ticket Number: 0000109476		01/28/2005	re-activate account
Ticket Number: 0000109008		01/22/2005	Re: Account Deactivation Notification
Closed	<u>Total:</u>	5	
Ticket Number: 0000107854		01/03/2005	Alumni E-mail account
Ticket Number: 0000108153		01/07/2005	[Fwd: News Digest for Thursday, January 6, 2005 (Part 1 of 2)]
Ticket Number: 0000108291		01/10/2005	Re-activation of account
Ticket Number: 0000108893		01/20/2005	[Fwd: Pick our Pockets!]
Ticket Number: 0000109071		01/24/2005	multiple users having problems logging into gl.umbc.edu
daleg	<u>Total:</u>	13	
Resolved	<u>Total:</u>	7	
Ticket Number: 0000109278		01/26/2005	Install Movable Type
Ticket Number: 0000109265		01/26/2005	Femlab License error
Ticket Number: 0000109454		01/28/2005	Mailing List Question
Ticket Number: 0000109208		01/25/2005	Mathematica License Server
Ticket Number: 0000108816		01/19/2005	Problem with pdflatex installation
Ticket Number: 0000108578		01/14/2005	Femlab licensing
Ticket Number: 0000108632		01/14/2005	hercules lib problem
Closed	<u>Total:</u>	6	
Ticket Number: 0000108151		01/06/2005	Portable Satellite Radio is yours to keep - participation required
Ticket Number: 0000107836		01/03/2005	Ancient Studies Webpage.
Ticket Number: 0000108210		01/08/2005	Portable Satellite Radio is yours to keep - participation required
Ticket Number: 0000107839		01/03/2005	Please add kincaid and myers to oit-ops@listproc.umbc.edu
Ticket Number: 0000109068		01/24/2005	tera term problem
Ticket Number: 0000108336		01/11/2005	Massively parallel computing resources
jcgriego	<u>Total:</u>	4	
Closed	<u>Total:</u>	4	
Ticket Number: 0000108548		01/13/2005	Remedy search error
Ticket Number: 0000108598		01/14/2005	Would like to have a dept Calendar
Ticket Number: 0000107944		01/04/2005	add to group list
Ticket Number: 0000107938		01/04/2005	E-mail attachments in Remedy

sbrown7		<u>Create</u>	<u>Short Description</u>
Resolved		<u>Date</u>	
		<u>Total:</u> 107	
		<u>Total:</u> 12	
Ticket Number:	0000108844	01/19/2005	request for a url setup for an Academic Services web page
Ticket Number:	0000109620	01/31/2005	(agents-class)Web List Request
Ticket Number:	0000109650	01/31/2005	request
Ticket Number:	0000109690	01/31/2005	Hillel program needs email alias
Ticket Number:	0000109655	01/31/2005	restore Inbox from 1/30/05
Ticket Number:	0000109630	01/31/2005	Submit system for 421
Ticket Number:	0000109538	01/30/2005	[Fwd: list CSSALIST: Mail Error Notification]
Ticket Number:	0000109018	01/23/2005	requesting ceo.umbc.edu url to point to a web page
Ticket Number:	0000109285	01/26/2005	Hillel web space access
Ticket Number:	0000109486	01/28/2005	jgreen7's alumni account needs access to webmail
Ticket Number:	0000109342	01/27/2005	Mailing List Management Question
Ticket Number:	0000109352	01/27/2005	Work Order Request

<u>Closed</u>	<u>Create Date</u>	<u>Total:</u>	<u>Short Description</u>
		95	
Ticket Number: 0000107896	01/03/2005		(pasturamentors)Web List Request
Ticket Number: 0000107859	01/03/2005		UMBC training address forwarding
Ticket Number: 0000107881	01/03/2005		Calendar account request
Ticket Number: 0000108263	01/10/2005		umbcgrad@umbc.edu spam filter
Ticket Number: 0000108180	01/07/2005		Quota increase for student
Ticket Number: 0000108144	01/06/2005		quota
Ticket Number: 0000108138	01/06/2005		(nsfmri)Web List Request
Ticket Number: 0000108133	01/06/2005		Guest Accounts--Issuer permissions
Ticket Number: 0000108127	01/06/2005		Add and/or delete
Ticket Number: 0000108119	01/06/2005		(pasalumni)Web List Request
Ticket Number: 0000108123	01/06/2005		Customer getting email not addressed to him
Ticket Number: 0000108105	01/06/2005		Account Reactivation
Ticket Number: 0000108029	01/05/2005		user requesting a change of web address
Ticket Number: 0000108016	01/05/2005		(bardhonors250)Web List Request
Ticket Number: 0000108012	01/05/2005		adding a person to the listserv
Ticket Number: 0000107991	01/04/2005		Fwd: Error Condition Re: Invalid request
Ticket Number: 0000107979	01/04/2005		Cancelation of UMBC Email address
Ticket Number: 0000107970	01/04/2005		Work Order Request-Listproc problem
Ticket Number: 0000107960	01/04/2005		I'm getting an error message when I try to send e-mail
Ticket Number: 0000107947	01/04/2005		Customer request corp time account
Ticket Number: 0000107941	01/04/2005		Accounts for Nicholas Keulmann - hercules access (I have another t
Ticket Number: 0000108552	01/13/2005		Calendar Account creation
Ticket Number: 0000108048	01/05/2005		FW: Returned mail: see transcript for details
Ticket Number: 0000107936	01/04/2005		Test message
Ticket Number: 0000107982	01/04/2005		subscription-BINF
Ticket Number: 0000107897	01/03/2005		(pasturcadmentors)Web List Request
Ticket Number: 0000107889	01/03/2005		[Fwd: [Fwd: Returned mail: see transcript for details]]
Ticket Number: 0000107841	01/03/2005		Not listed as active student
Ticket Number: 0000107890	01/03/2005		Webadmin AOK account page development
Ticket Number: 0000108219	01/09/2005		Request for calendar accounts
Ticket Number: 0000108246	01/10/2005		Please add a Vacatiuon Message
Ticket Number: 0000108230	01/09/2005		List Deletion Request: ENES101SECT102
Ticket Number: 0000108571	01/14/2005		Bioinformatics Listserve
Ticket Number: 0000108808	01/19/2005		(acad_admin_depts)Web List Request
Ticket Number: 0000108528	01/13/2005		Please her again with the blue pill..
Ticket Number: 0000108501	01/13/2005		(robinsonlab)Web List Request
Ticket Number: 0000108494	01/13/2005		Work Order Request-Calendar acct needed
Ticket Number: 0000108466	01/12/2005		User would like userpage removed
Ticket Number: 0000108455	01/12/2005		Account Deletion Request
Ticket Number: 0000108454	01/12/2005		help
Ticket Number: 0000108439	01/12/2005		Work Order Request
Ticket Number: 0000108416	01/12/2005		Ending my webmail account prematurely
Ticket Number: 0000108415	01/12/2005		close Craig Weidemann's account
Ticket Number: 0000108403	01/12/2005		Guest User Accounts Request
Ticket Number: 0000108592	01/14/2005		used to have a list serve????
Ticket Number: 0000108895	01/20/2005		Problem with Alumni E-mail
Ticket Number: 0000108393	01/12/2005		(me_pti)Web List Request
Ticket Number: 0000108368	01/11/2005		Request to Disable Account
Ticket Number: 0000108355	01/11/2005		Creation of "activate@umbc.edu" email
Ticket Number: 0000108340	01/11/2005		Corporate Time Account
Ticket Number: 0000108338	01/11/2005		4 people are requesting calendar account creation
Ticket Number: 0000108331	01/11/2005		Please create a Corp. Time Calendar account for Sonya Williams
Ticket Number: 0000108306	01/11/2005		E-Mail Alias Creation
Ticket Number: 0000108285	01/10/2005		Space increase - pls expedite

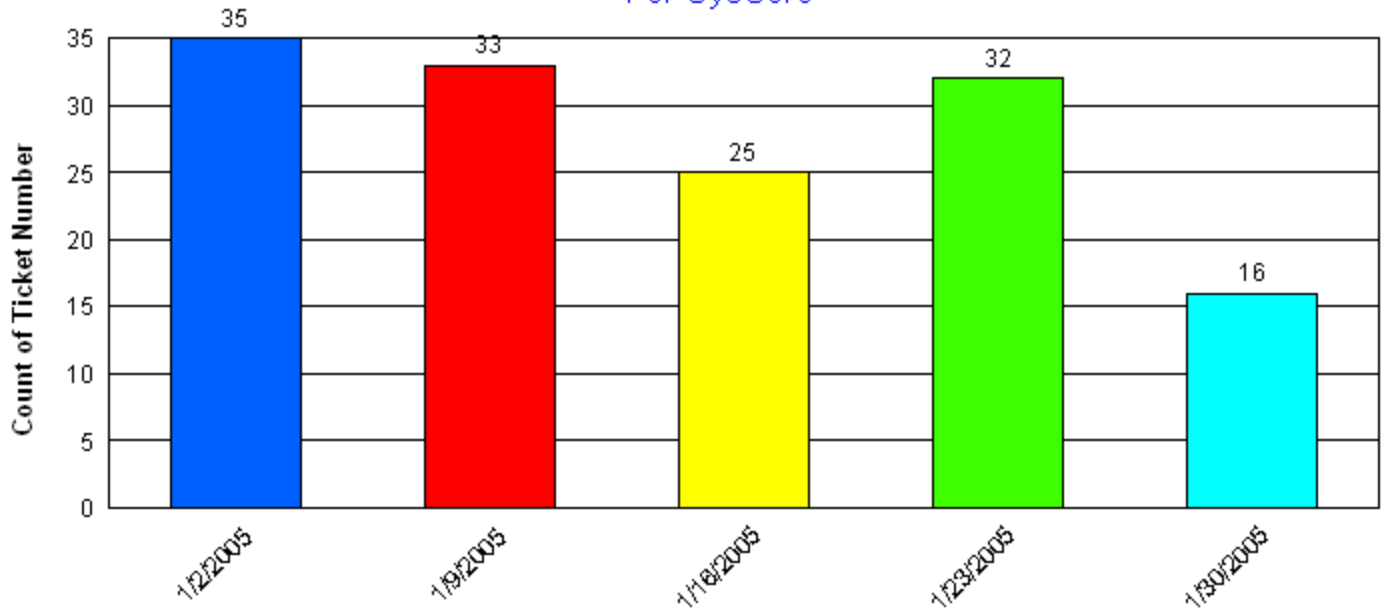
	<u>Create</u>	<u>Date</u>	<u>Short Description</u>
Ticket Number:	0000108252	01/10/2005	(esteem)Web List Request
Ticket Number:	0000108745	01/18/2005	request to set up a spam filter on seidman@math.umbc.edu
Ticket Number:	0000108809	01/19/2005	(acad_admin_depts)Web List Request
Ticket Number:	0000108868	01/20/2005	Removal of account and web page
Ticket Number:	0000108906	01/20/2005	class name for submit
Ticket Number:	0000109204	01/25/2005	No subject
Ticket Number:	0000109197	01/25/2005	account problem
Ticket Number:	0000109629	01/31/2005	Blackboard for 421
Ticket Number:	0000109168	01/25/2005	(mlaxparents)Web List Request
Ticket Number:	0000108998	01/21/2005	Needs access to change a web site
Ticket Number:	0000108964	01/21/2005	making sure user has access to web for dept.
Ticket Number:	0000108954	01/21/2005	Margaret Hall needs a Corporate Time account.
Ticket Number:	0000108953	01/21/2005	Arkia Hall needs a Corp Time account.
Ticket Number:	0000108980	01/21/2005	(take2)Web List Request
Ticket Number:	0000108940	01/20/2005	User would like www directory removed
Ticket Number:	0000108928	01/20/2005	user dschun1 is unable to set up spam filtering on alumni.umbc.edu
Ticket Number:	0000108924	01/20/2005	Work Order Request
Ticket Number:	0000108945	01/20/2005	hi
Ticket Number:	0000109151	01/25/2005	Account Deactivation
Ticket Number:	0000109112	01/25/2005	Add library guest account issuers
Ticket Number:	0000109169	01/25/2005	(mlaxfriends)Web List Request
Ticket Number:	0000109104	01/24/2005	unsubscribe
Ticket Number:	0000109087	01/24/2005	Corporate Time Account
Ticket Number:	0000109083	01/24/2005	Cancel Account/Establish Account
Ticket Number:	0000109074	01/24/2005	user dschun1 is inquiring about spam filter set up on his alumni account
Ticket Number:	0000109047	01/24/2005	academicintegrity@umbc.edu email alias
Ticket Number:	0000108896	01/20/2005	Redirect for GSA website
Ticket Number:	0000109248	01/26/2005	(vpa410)Web List Request
Ticket Number:	0000109235	01/26/2005	(trainingforum)Web List Request
Ticket Number:	0000109233	01/26/2005	Can not access spam folder - connection times out
Ticket Number:	0000109207	01/25/2005	Notification in order to safeguard your account
Ticket Number:	0000108873	01/20/2005	Ran out of space for the THTR web page-please increase
Ticket Number:	0000108863	01/19/2005	Re: help again (fwd)
Ticket Number:	0000108804	01/19/2005	admin access to umbc sites
Ticket Number:	0000108756	01/18/2005	(chemfaculty)Web List Request
Ticket Number:	0000109691	01/31/2005	(careerpartners)Web List Request
Ticket Number:	0000109307	01/27/2005	Mail from TCF
Ticket Number:	0000109282	01/26/2005	(dit)Web List Request
Ticket Number:	0000109283	01/26/2005	DIT Listserv
Ticket Number:	0000109585	01/31/2005	(waa_residents)Web List Request
Ticket Number:	0000109543	01/30/2005	(cmssc203-0401-spr05)Web List Request

Create
Date

Short Description

Count of Ticket Number / Create Date

For SysCore



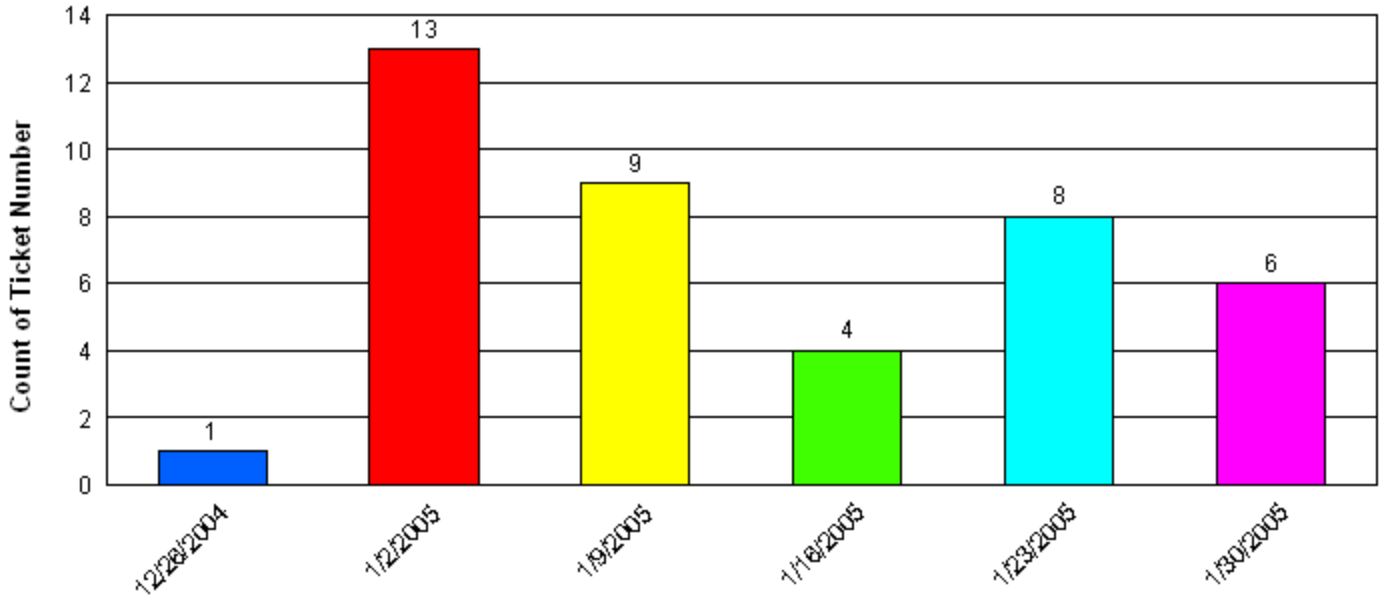
<u>SysDept</u>	<u>Total:</u>	<u>Create Date</u>	<u>Short Description</u>
	41		
laura		<u>Total:</u> 23	
Closed		<u>Total:</u> 23	
Ticket Number: 0000109378		01/27/2005	1/27/2005: tape change
Ticket Number: 0000109527		01/29/2005	tapes for 1.29.05
Ticket Number: 0000108644		01/15/2005	Tape Change 1-15-05
Ticket Number: 0000108288		01/10/2005	Physics Server account/web stuff
Ticket Number: 0000108344		01/11/2005	ssh vs rsh on sans / sans2 in chem
Ticket Number: 0000108523		01/13/2005	[Fwd: Returned mail: see transcript for details]
Ticket Number: 0000108686		01/18/2005	account with web privs on physics.umbc.edu
Ticket Number: 0000108483		01/13/2005	upgr abequose from rhel 3 u3 to 4
Ticket Number: 0000108362		01/11/2005	ssh vs rsh in chem
Ticket Number: 0000109481		01/28/2005	Accelrys (Biosym) Program Disks
Ticket Number: 0000109198		01/25/2005	1/25/2005: tape change
Ticket Number: 0000108688		01/18/2005	Webber Privileges on physics.umbc.edu
Ticket Number: 0000107817		01/01/2005	Tape Change 01-01-05 (First one for the year)
Ticket Number: 0000107934		01/04/2005	new account groupg, chem
Ticket Number: 0000108213		01/08/2005	all tapes that need changing have been changed for 1/8
Ticket Number: 0000108197		01/07/2005	cerebro account (fwd)
Ticket Number: 0000108289		01/10/2005	paule's account name
Ticket Number: 0000108046		01/05/2005	Upgrade Phenotype / Install Additional Software
Ticket Number: 0000107935		01/04/2005	New groupg account in chem
Ticket Number: 0000107933		01/04/2005	groupg account chemistry
Ticket Number: 0000107956		01/04/2005	Accounts for Nicholas Keulmann
Ticket Number: 0000107909		01/04/2005	SGI renewal contracts
Ticket Number: 0000107828		01/03/2005	Re: [Fwd: NMR user] omega500 nmr account + model
randy		<u>Total:</u> 18	
Resolved		<u>Total:</u> 11	
Ticket Number: 0000108037		01/05/2005	Upgrade Phenotype / Install Additional Software
Ticket Number: 0000109351		01/27/2005	Moving Gravity / Champ / Grace (Dr. Pavlis, JCET) (to AC4)
Ticket Number: 0000109406		01/27/2005	error msgs on Kali (fwd)
Ticket Number: 0000109649		01/31/2005	Problems with Printers at JCET / Acad IV
Ticket Number: 0000109660		01/31/2005	Job Stuck on Math Cluster
Ticket Number: 0000109694		01/31/2005	Matlab access problem for the JCET Group
Ticket Number: 0000109692		01/31/2005	Amanda is not Running at JCET
Ticket Number: 0000109659		01/31/2005	killing 2 jobs (fwd)
Ticket Number: 0000109636		01/31/2005	Mail not Working on Lighthouse.jcet
Ticket Number: 0000109088		01/24/2005	Bad Myrinet card in Node 20
Ticket Number: 0000109340		01/27/2005	Status of Node 18 and 20 in the TRC cluster (fwd)
Closed		<u>Total:</u> 7	
Ticket Number: 0000108978		01/21/2005	Can't access Phenotype
Ticket Number: 0000108982		01/21/2005	lighthouse (rhel 7.2 box) in jcet, moved won't come up on net
Ticket Number: 0000107827		01/03/2005	account creation - kali.math
Ticket Number: 0000108187		01/07/2005	Unable to get access to the serial consoles on Math Cluster
Ticket Number: 0000107871		01/03/2005	corrupt up2date in UMBC RHEL 3.0
Ticket Number: 0000108554		01/13/2005	Runaway job on Math Cluster
Ticket Number: 0000108256		01/10/2005	Problems with Myrinet Interface on Math Cluster

Create
Date

Short Description

Count of Ticket Number / Create Date

For SysDept



Total Remedy Tickets Closed or Resolved between 01/01/2005 and 01/31/2005 : 1612

Count of Ticket Number / Create Date & HD Department Section

