

Top 10 Departments Requesting Service with # of Tickets

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

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

Human Resources

0000108889 Need a Leave Balance Spreadsheet for Joseph King
 0000107847 please run attached script in HRPRD for payroll
 0000108520 Quota Increase
 0000109095 email problems
 0000107892 Pls run attached script in HRPRD for Payroll ASAP
 0000108683 Novell/AD Account Creation
 0000108681 Administrative Access
 0000108574 Problem with Journal Crystal procedure
 0000109201 Refresh HRTRN instance on morning of 1/26/05 from backup of HRPR
 0000108539 Security Updates
 0000108281 Calculate leave spreadsheet for Phil Clark to verify balances
 0000108017 Determine why Dr. Panos could not approve payroll for DEPTID 102
 0000109249 Security Revision
 0000108047 Provide Sherrell with a Spreadsheet of TimeTrax tables imported into
 0000109127 [Fwd: Another HR Security Revision]
 0000108452 Security Setup
 0000108064 Re: QUOTA WARNING for your myUMBC account
 0000108283 Prepare Leave Spreadsheet for Linda O'Hara
 0000108971 Re: QUOTA WARNING for your myUMBC account
 0000107908 Security Modification
 0000107950 Need leave spreadsheets for
 0000108334 Pop-ad does not go away
 0000109120 HR Security Revisions
 0000107878 Pls backup HRPRD for payroll
 0000108874 Primary Job Audit - ERROR
 0000108405 Relocate desktop from Delta Common area to Office 116E
 0000108703 Timetrax Record Needed
 0000109107 Extract of Terminated Employee Data from TimeTrax tables
 0000108205 CPB adjustment to Name field needed by 1/28/2005
 0000109140 Security Revision Confirmation
 0000108777 Report to show leave hours lost at End of Year
 0000108564 Re: QUOTA WARNING for your myUMBC account
 0000107958 Timetrax Record
 0000108387 Security Revision
 0000109121 Security revisions for DEPTID 10252 (Meyerhoff)
 0000108332 Please create leave spreadsheets for the specified individuals
 0000109128 Refresh HRDB1 on morning of 1/28/05 using backup of HRPRD fro
 0000108544 Modify TimeTrax Conversion Program To Populate Carryover Bucke
 0000107981 user is supposed to have a static IP 130.85.162.112
 0000108884 user gets 5 spyware programs every time the machine is turned on
 0000108573 Employee Visible in Time Entry Screen NOT Visible in Department T
 0000109125 Another HR Security Revision
 0000108617 Modify Load Back to Correctly Set PAY_EARNINGS.PAY_LINE_STATU
 0000107955 User access
 0000109268 Not able to access I:
 0000109041 Re-establish Venus McDonald PS access
 0000109653 Leave Spreadsheet needed
 0000109573 can't get pass the XP splash screen
 0000109320 fix problem with HRL pay_end_dt for 2005016
 0000109369 Security Revision
 0000109317 HR Sandbox Access/HR Production Access

Total Number of Tickets:

HR Time and Labor
 PS IT - Database
 HD: Quota
 PC Support Request (Fac/Staff)
 PS IT - Database
 Novell Account Management
 PC Support Request (Fac/Staff)
 HR Time and Labor
 PS IT - Database
 HR Security
 HR Time and Labor
 HR Security
 HR Security
 HR Time and Labor
 HR Human Resources
 HR Security
 HD: Quota
 HR Time and Labor
 HD: Quota
 HR Security
 HR Time and Labor
 PC Support Request (Fac/Staff)
 HR Human Resources
 PS IT - Database
 HR Human Resources
 PC Support Request (Fac/Staff)
 HR Payroll
 HR Time and Labor
 HR Payroll
 HR Human Resources
 HR Benefits Admin
 HD: Quota
 HR Time and Labor
 HR Security
 HR Security
 HR Time and Labor
 PS IT - Database
 HR Time and Labor
 Dead/Slow Network Jack
 PC Support Request (Fac/Staff)
 HR Time and Labor
 HR Human Resources
 HR Payroll
 HR Security
 Novell Client Install
 HR Human Resources
 HR Time and Labor
 PC Support Request (Fac/Staff)
 HR Payroll
 HR Security
 HR Human Resources

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Chemistry BioChem - Academic

0000109081 Re: UMBC Blackboard Update: Winter 2005
 0000108030 Request Novell setup for new PC
 0000108092 Reformat machine - Called in by Eddie
 0000108512 quota increase request
 0000107828 Re: [Fwd: NMR user] omega500 nmr account + model

Total Number of Tickets:

Online Course Course Creation
 Novell Client Install
 PC Support Request (Fac/Staff)
 HD: Quota
 Chemistry Dept Unix Issues

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0000109084	latex on abequose (RHEL 3u4)	UNIX Misc
0000108488	Blackboard Community Request: Assign to New Media: Blackboard	Online Course Course Creation
0000108720	error: ethernet cable is unplugged	Check Network Jack (Fac/Staff)
0000108489	[PC s/w] CHEM340: Re-install MS Office on 3 PCs	PC Software Install (Fac/Staff)
0000108483	upgr abequose from rhel 3 u3 to 4	Chemistry Dept Unix Issues
0000108344	ssh vs rsh on sans / sans2 in chem	Chemistry Dept Unix Issues
0000109164	Work Order Request-printing problems	PC Support Request (Fac/Staff)
0000108197	cerebro account (fwd)	Chemistry Dept Unix Issues
0000107871	corrupt up2date in UMBC RHEL 3.0	Chemistry Dept Unix Issues
0000108765	[Fwd: Order #1010421 Accelrys Demo Password]	Email Scams/Spam TO UMBC address
0000107933	groupg account chemistry	Email Request
0000109133	Faculty member (also taking classes) has lost access to some functions	UMBC Arbitrary Account
0000107935	New groupg account in chem	Chemistry Dept Unix Issues
0000108302	demo biosym software (install once arrives on model.chem)	Chemistry Dept Unix Issues
0000108289	paule's account name	Chemistry Dept Unix Issues
0000109243	Re: ion.ad.umbc.edu	Novell Account Management
0000108249	2 machines need following software installed	PC Software Install (Fac/Staff)
0000108944	CHEM/240: printer installation	Novell Printing
0000108517	[PC s/w] CHEM/240: printer installation	PC Support Request (Fac/Staff)
0000109309	Re: QUOTA WARNING for your myUMBC account	HD: Quota
0000107861	CHEM440: PC Reformat	PC Computer Install (Fac/Staff)
0000107961	PVM on Hercules.rs	Chemistry Dept Unix Issues
0000107956	Accounts for Nicholas Keulmann	Email Request
0000108435	Static IP request for printer	IP Address Request
0000108961	BIO 3rd floor jack checks u	Check Network Jack (Fac/Staff)
0000107941	Accounts for Nicholas Keulmann - hercules access (I have another t	Chemistry Dept Unix Issues
0000109015	Blackboard NEW Course: Assign to New Media: Blackboard	Online Course Course Creation
0000109212	Software Request: CPMD on hercules.rs	Chemistry Dept Unix Issues
0000108523	[Fwd: Returned mail: see transcript for details]	Email Request
0000109481	Accelrys (Biosym) Program Disks	Chemistry Dept Unix Issues
0000109383	Re: QUOTA WARNING for your myUMBC account	HD: Quota
0000109654	PS Support Request	PS General Ledger
0000109390	PDA wireless problems.	Wireless Issues on campus
0000109663	Blackboard Training	Online Course Training
0000109596	[Mac s/w] Chem125: Mac won't print	Macintosh Support Request (Fac/Staff)
0000109645	Blackboard DELETE Course: Assign to New Media: Blackboard	Email Request

IS Department

0000108662	Blackboard DELETE Course: Assign to New Media: Blackboard
0000108668	Blackboard DELETE Course: Assign to New Media: Blackboard
0000108665	Blackboard DELETE Course: Assign to New Media: Blackboard
0000108674	Work Order Request-Not receiving email
0000108678	Change to Blackboard for IS 303 for Spring 2005
0000109068	tera term problem
0000108666	Blackboard DELETE Course: Assign to New Media: Blackboard
0000108566	Bb course statistics fail
0000109213	RE: QUOTA WARNING for your myUMBC account
0000108657	Bb email does not work for IS 247
0000108664	Blackboard DELETE Course: Assign to New Media: Blackboard
0000108667	Blackboard DELETE Course: Assign to New Media: Blackboard
0000108663	Blackboard DELETE Course: Assign to New Media: Blackboard
0000108233	RE: QUOTA WARNING for your myUMBC account
0000108737	BlackBoard email does not work.
0000109028	Section 3521 of IS 436
0000108845	Jack activation
0000108827	Blackboard COPY Course: Assign to New Media: Blackboard
0000108134	Blackboard NEW Course: Assign to New Media: Blackboard
0000108293	DNS change
0000108804	admin access to umbc sites
0000108273	1/10/05 2:00pm SPSS ver. 12 CD checkout
0000108775	Bb course needs a title
0000108801	699 course statistics does not work
0000108024	Jack Activation

Total Number of Tickets:

Email Request
Online Course Misc
Email Request
HD: Software Config/Trblshtng
Online Course Misc
UNIX Misc
Email Request
Online Course Acct Modification
HD: Quota
Online Course Misc
Email Request
Email Request
Email Request
HD: Quota
Online Course Misc
Online Course Misc
Dead/Slow Network Jack
Online Course Misc
Online Course Course Creation
DNS Entry Modification
UNIX Misc
HD: CD Checkout
Online Course Misc
Online Course Misc
Dead/Slow Network Jack

0000108001 Blackboard DELETE Course: Assign to New Media: Blackboard
 0000108025 Bb question
 0000108975 Entrepreneurship website
 0000108000 Blackboard DELETE Course: Assign to New Media: Blackboard
 0000108103 Blackboard COPY Course: Assign to New Media: Blackboard
 0000108057 Blackboard DELETE Course: Assign to New Media: Blackboard
 0000108445 Blackboard DELETE Course: Assign to New Media: Blackboard
 0000108733 Bb Email does not work: IS247J_0201_SP2005: IS 247J Untitled
 0000109522 Bb question about surveys
 0000109363 Blackboard NEW Course: Assign to New Media: Blackboard
 0000109716 IS 125 Shell
 0000109457 Need Oracle database accounts for all students IS 420 Sec-0201
 0000109452 Request for a course on Blackboard
 0000109548 mail queue
 0000109571 Blackboard & Oracle Accounts
 0000109345 create new courses

Online Course Misc
 Online Course Misc
 AFS File Restore Request
 Online Course Misc
 Online Course Misc
 Online Course Misc
 Online Course Misc
 Online Course Misc
 Online Course Misc
 Online Course Course Creation
 Online Course Course Creation
 Oracle.gl Account Requests
 Online Course Course Creation
 HD: Software Config/Trblshntg
 Online Course Course Creation
 Online Course Course Creation

Psychology Admin

0000108949 Needs pocket PC to be set up to office PC
 0000107921 Re: QUOTA WARNING for your myUMBC account
 0000108699 MP 307: new laptop needs std software install
 0000108531 request for a quota increase
 0000108790 PC not coming back on....
 0000108734 PC Setup
 0000108648 Blackboard NEW Course: Assign to New Media: Blackboard
 0000108754 Blackboard COPY Course: Assign to New Media: Blackboard
 0000107855 x53712 Phys rm329. User Dr. Finkelstein has all settings correct and V
 0000108446 TeraTerm SSH install request
 0000108469 Spring Courses
 0000108647 Blackboard NEW Course: Assign to New Media: Blackboard
 0000107883 PS Support Request
 0000108716 blue screen of death (WinXP, Dell, UMBC machine)
 0000108649 Blackboard COPY Course: Assign to New Media: Blackboard
 0000108998 Needs access to change a web site
 0000108021 non-functioning scanner problem on xerox 470st
 0000108208 where is my Sp 05 course shell??
 0000109156 Blackboard DELETE Course: Assign to New Media: Blackboard
 0000108254 Reflections access
 0000108608 Blackboard listing for Shady Grove course
 0000109277 rm 320 math/psyc. x52488. One machine needs xp installed. one need
 0000108135 Cable question
 0000108693 Pop-up ads
 0000108682 Blackboard NEW Course: Assign to New Media: Blackboard
 0000109123 spss ver12
 0000109160 Blackboard DELETE Course: Assign to New Media: Blackboard
 0000109161 Blackboard DELETE Course: Assign to New Media: Blackboard
 0000109159 Blackboard DELETE Course: Assign to New Media: Blackboard
 0000109162 Blackboard DELETE Course: Assign to New Media: Blackboard
 0000107825 Re: QUOTA WARNING for your myUMBC account
 0000109157 Blackboard DELETE Course: Assign to New Media: Blackboard
 0000108977 Re: QUOTA WARNING for your myUMBC account
 0000109554 request to remove courses.
 0000109462 Delivery by mail
 0000109570 problems logging in
 0000109474 RE: Need help with copying course in Blackboard
 0000109521 make blackboard course available

Total Number of Tickets:

PC Support Request (Fac/Staff)
 HD: Quota
 PC Support Request (Fac/Staff)
 HD: Quota
 PC Support Request (Fac/Staff)
 PC Support Request (Fac/Staff)
 Online Course Course Creation
 Online Course Misc
 PC Software Install (Fac/Staff)
 PC Software Install (Fac/Staff)
 Online Course Course Creation
 Online Course Course Creation
 PS Purchasing
 PC Software Install (Fac/Staff)
 Online Course Course Creation
 Webadmin/Webauth Service
 Novell Printing
 Online Course Misc
 Online Course Misc
 PC Support Request (Fac/Staff)
 Online Course Account Creation
 PC Support Request (Fac/Staff)
 HD: Software Config/Trblshntg
 PC Support Request (Fac/Staff)
 Online Course Course Creation
 HD: CD Checkout
 Online Course Misc
 Online Course Misc
 Online Course Misc
 Online Course Misc
 HD: Quota
 Online Course Misc
 HD: Quota
 Online Course Misc
 Spam sent to Help Desk queue
 HD: Software Config/Trblshntg
 Online Course Misc
 Online Course Misc

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SA PeopleSoft IT Support

0000109223 Peggy Ingle needs an Active Directory account.
 0000109224 Patricia Watson needs an Active Directory account.
 0000108954 Margaret Hall needs a Corporate Time account.
 0000108953 Arkia Hall needs a Corp Time account.
 0000108509 PC is running slow.

Total Number of Tickets:

Account not in AD
 Account not in AD
 CorpTime Calendar Account Requests
 CorpTime Calendar Account Requests
 PC Support Request (Fac/Staff)

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0000108870	Bobbie Jo Peach needs to be removed from the FS I:\ drive.	Novell Account Management
0000109222	Cynthia Lutz needs an Active Directory account.	Account not in AD
0000107938	E-mail attachments in Remedy	Remedy System Issue
0000108541	Jasmine needs to be in Active Directory.	Active Directory Password
0000108545	[Fwd: Security- Role Change]	PS Finance Security
0000108881	TST-1-AP Voucher Receipt Search errors	PS Payables
0000108690	TST-1-KK Req BC fails	PS Budgets
0000108191	AD425: user requests network jack installation	Install Network Jack
0000109276	TST-3-PCD Rpt of Cardholder Info Crystal Error	PS Purchasing
0000108238	Network jack 425A is not working in AD425.	Dead/Slow Network Jack
0000109267	TST-1-PCD TCode Lost if Template is used	PS Purchasing
0000109138	TST-1-SEC Permission List problem	PS Finance Security
0000109275	TST-1-PCD Report Print Issue	PS Purchasing
0000108904	5 RFQ Navigation Issue	PS Purchasing
0000108083	1 SQL Update needed for SAREF Voucher dates	PS Payables
0000109250	TST-2-PO Reserve PO has SQL Errors	PS Purchasing
0000109116	TST-1-AP Matching runs to No Success	PS Payables
0000108100	Need rights & permissions removed from Novell folder.	Novell Account Management
0000109255	TST-2-PO PCard default page changed	PS Purchasing
0000109281	TST-1-AP Load Voucher Stage runs to No Success	PS Payables
0000108126	Network jack needs to be activated.	Dead/Slow Network Jack
0000108732	TST-1-AP Voucher Add errors	PS Payables
0000109199	TST-1-PCD Load Statement runs to No Success	PS Purchasing
0000108727	TST-1-PO Link not active to set Proc Type	PS Purchasing
0000108831	TST-3-PO Custom Link on Item Cat page is gone	PS Purchasing
0000108805	TST-2-PO Buyer can approve his own PO in Recon Page	PS Purchasing
0000107923	Test submission only - please disregard	PS Finance Other
0000108781	TST-Interface Request	PS Purchasing
0000108779	TST-2-PO Proc Type & PO Type problem	PS Purchasing
0000108723	TST-1-PO PO Calc ends in No Success	PS Purchasing
0000108783	TST-Interface Request	PS Payables
0000109625	TST-1-GL Dept Row Level Security not working in 2 places	PS General Ledger
0000109349	Isabel Garrido needs email quota increase.	HD: Quota

Biology - Academic

0000108535	Work Order Request-hard drive issue	PC Support Request (Fac/Staff)
0000108950	asharm6 - Do not deactivate	UNIX Misc
0000108899	Blackboard COPY Course: Assign to New Media: Blackboard	Online Course Misc
0000108898	Blackboard DELETE Course: Assign to New Media: Blackboard	Online Course Misc
0000108938	install novell on laptop	Novell Client Install
0000108040	lab computers can not print to the network printer.	PC Support Request (Fac/Staff)
0000109022	User is not able to load any webpages	Resnet Setup
0000108059	installation of a new network printer	PC Support Request (Fac/Staff)
0000108680	[PC s/w] BS374: Machine hangs on novell login after hd image transf	PC Support Request (Fac/Staff)
0000108888	BIOL301 Spring 2005	Online Course Course Creation
0000108109	Locked out of pc after installing wireless mouse/keybd	PC Support Request (Fac/Staff)
0000108060	New Oko C5400N printer is replacing old HP CLJ4500N	Novell Printing
0000108061	New Oko C5400N printer is replacing old HP CLJ4500N	DHCP Request
0000109182	Novell workstation	Novell Account Management
0000108620	change user patti from OIT context to Biology	PC Computer Install (Fac/Staff)
0000108116	[PC s/w] SS403: computer problems	PC Support Request (Fac/Staff)
0000108619	BIO 207: mcafee error about common updaters subsystem	PC Support Request (Fac/Staff)
0000107972	HELP WinSCP 3	PC Support Request (Fac/Staff)
0000108114	[security] SS403: Please re-install Windows XP on a compromised P	PC Computer Install (Fac/Staff)
0000108684	Jack check	Check Network Jack (Fac/Staff)
0000108763	Blackboard NEW Course: Assign to New Media: Blackboard	Online Course Course Creation
0000108973	BIO 103: Aquamanager configuration	PC Support Request (Fac/Staff)
0000108501	(robinsonlab)Web List Request	Email Request
0000108385	Work Order Request-PC to be connect to novell	PC Support Request (Fac/Staff)
0000108399	Need Novell account/AD access	Novell Account Management
0000109075	Blackboard DELETE Course: Assign to New Media: Blackboard	Online Course Misc
0000108431	Connection to HP being timeout	PC Support Request (Fac/Staff)
0000108521	request to install MS Office suite and SPSS 12	PC Software Install (Fac/Staff)

Total Number of Tickets:

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0000109347	[Mac s/w] BS251: Can't delete files via Novell Netstore	Novell Account Management
0000109688	Blackboard DELETE Course: Assign to New Media: Blackboard	Online Course Misc
0000109387	Blackboard NEW Course: Assign to New Media: Blackboard	Online Course Course Creation
0000109702	No subject	Online Course Course Creation
0000109399	trouble deleting courses on my course page	Online Course Misc
0000109603	Email Restore Request	AFS File Restore Request
0000109433	Biology 3rd Flr: HELP Jack Problems - Confirmed jacks not autonego	Localized Network Outage
0000109402	MySQL on Phenotype (fwd)	Malware General

Computer Sci Elec Engineering

0000109014	BB course for all CMSC201 sections?	Online Course Misc
0000108144	quota	AFS File Space Requests
0000108375	Re: QUOTA WARNING for your myUMBC account	HD: Quota
0000109106	Dial-up access to gl.umbc.edu	HD: Software Config/Trblshtng
0000107976	Visa	PS Purchasing
0000108772	[PC s/w] TRC201A: Work Order Request	PC Support Request (Fac/Staff)
0000108770	Work Order Request	Computer Science Support
0000107838	Work Order Request-Having problems deleting mail	HD: Software Config/Trblshtng
0000108799	Wireless network install	Install Network Jack
0000109202	more quota	HD: Quota
0000108220	BLACKBOARD question - Transferring course documents between s	Online Course Misc
0000108816	Problem with pdflatex installation	UNIX Misc
0000108336	Massively parallel computing resources	Titan
0000109203	increase quota!!	HD: Quota
0000109270	Blackboard for 421	Online Course Course Creation
0000108828	Visa list of cardholders	PS Purchasing
0000107920	[Fwd: Re: Gross Pay]	HR Time and Labor
0000108267	DNS change	DNS Entry Modification
0000107831	error connecting from home	PPP Setup
0000108906	class name for submit	Project Submission System
0000109184	setting the entry point to be Discussion Board?	Email Request
0000109170	No subject	HD: Software Config/Trblshtng
0000108456	RE: new user account & blackboard	Online Course Course Creation
0000109375	Installing windows XP	PC Support Request (Fac/Staff)
0000109685	RE: submit for CMSC 421	Project Submission System
0000109408	issue with accessing Bb6 portal	Online Course Misc
0000109538	[Fwd: list CSSALIST: Mail Error Notification]	Mailing Lists
0000109665	User can no longer login to blackboard. When logging in, it puts user i	Online Course Account Creation
0000109620	(agents-class)Web List Request	Mailing Lists
0000109352	Work Order Request	Project Submission System
0000109614	Receipted invoices	PS Payables
0000109342	Mailing List Management Question	Mailing Lists
0000109630	Submit system for 421	Project Submission System
0000109608	entry to submit.class file	Project Submission System
0000109629	Blackboard for 421	Project Submission System
0000109364	TRC201A: cannot print to a printer	Novell Printing

Total Number of Tickets:

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Mechanical Engineering

0000108987	Blackboard Community Request: Assign to New Media: Blackboard	Online Course Course Creation
0000108785	Presenter at conference room for 11:00am meeting	COE Unix issues
0000108412	[Fwd: Maple _robotics lab]	COE Unix issues
0000107891	converting word file to PDF file	COE Unix issues
0000108390	Need registered in DHCP	DHCP Request
0000108393	(me_pti)Web List Request	Mailing Lists
0000108066	[Fwd: Re: [Fwd: PAID INTERNSHIP Position with Siemens availab	COE Unix issues
0000108202	Re: listproc list for me part-time instructors	COE Unix issues
0000108262	Internet in 219	COE Unix issues
0000108196	listproc list for me part-time instructors	COE Unix issues
0000108352	[Fwd: order of new PCs]	COE Unix issues
0000109253	[Fwd: Re: Installation of FEM LAB 3.1]	COE Unix issues
0000109265	Femlab License error	UNIX Misc
0000108050	Install MKL	COE Unix issues
0000108653	Corporate Time for my Dell Axim	Palm Pilot Support

Total Number of Tickets:

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0000108692	[Fwd: Question]	COE Unix issues
0000108578	Femlab licensing	UNIX Misc
0000108709	No subject-Retrieve old files	COE Unix issues
0000109662	[Fwd: Re: I-Deas]	COE Unix issues
0000109346	[Fwd: ABAQUS Software End of Term Renewal Reminder (account	COE Unix issues
0000109403	On -line managemnt of my enme471 class	COE Unix issues
0000109588	meng disk server	Email Request
0000109323	Dead/Not working jack in ECS 106	Dead/Slow Network Jack
0000109684	Not able to access blackboard	Online Course Misc
0000109386	I-Deas	COE Unix issues
0000109529	urgent	COE Unix issues
0000109497	[Fwd: Hi]	COE Unix issues
0000109400	Color printer	COE Unix issues
0000109556	Writing CD's on my new computer	COE Unix issues
0000109520	Virus	COE Unix issues
0000109705	Login ID (fwd)	HD: Software Config/Trblshtng
0000109426	Adding a class to my lab access list	Individual myUMBC Errors
0000109557	Blackboard NEW Course: Assign to New Media: Blackboard	Online Course Course Creation

English

0000108323	space	HD: Quota
0000107895	Blackboard COPY Course: Assign to New Media: Blackboard	Online Course Misc
0000108652	Work Order Request	PC Support Request (Fac/Staff)
0000109070	Questions About Blackboard	Online Course Misc
0000109055	Printer help	PC Support Request (Fac/Staff)
0000108806	IE browser closes everytime i go to another site	PC Support Request (Fac/Staff)
0000108313	Setup for a new machine	PC Computer Install (Fac/Staff)
0000108016	(bardhonors250)Web List Request	Mailing Lists
0000109004	Enrolling students	Online Course Misc
0000108570	Blackboard DELETE Course: Assign to New Media: Blackboard	Online Course Misc
0000109297	Blackboard DELETE Course: Assign to New Media: Blackboard	Online Course Misc
0000108569	Blackboard DELETE Course: Assign to New Media: Blackboard	Online Course Misc
0000108568	Blackboard DELETE Course: Assign to New Media: Blackboard	Online Course Misc
0000109517	urgent--Bb shell for course is missing	Online Course Course Creation
0000109615	English Writing Labs: Computer trouble	LabSoftware:Windows
0000109592	Blackboard NEW Course: Assign to New Media: Blackboard	Online Course Course Creation
0000109643	Fine Arts rm 447. x53052. Needs helping connecting brother 1240 pr	PC Support Request (Fac/Staff)
0000109590	Blackboard NEW Course: Assign to New Media: Blackboard	Online Course Course Creation
0000109563	course shell for ENGL 364	Online Course Course Creation
0000109561	User requests Novell account for computer	Novell Account Management
0000109539	Work Order Request	Online Course Course Creation
0000109551	password for office computer	PC Support Request (Fac/Staff)
0000109411	course request	Online Course Course Creation
0000109439	Need info from position #	HR Human Resources
0000109393	Blackboard NEW Course: Assign to New Media: Blackboard	Online Course Course Creation

Total Number of Tickets:

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Library

0000109191	User needs software	PC Support Request (Fac/Staff)
0000108717	Library jack activation	Network Survey
0000108952	windows media player 10 "Internal app error"	PC Support Request (Fac/Staff)
0000109001	Library jack activation	Dead/Slow Network Jack
0000108872	[PC s/w] LIB255: Reset Oracle Calendar's local profile password	CorpTime Calendar Account Requests
0000109064	GX110 image - pls expedite	PC Support Request (Fac/Staff)
0000108979	ADMIN 619 : IE and Calendar	PC Software Install (Fac/Staff)
0000108285	Space increase - pls expedite	AFS File Space Requests
0000108581	Add machine to AD	PC Support Request (Fac/Staff)
0000108023	Wireless access in library 353g	Wireless Issues on campus
0000107969	Novell workstation specific account	Novell Account Management
0000108170	AD admin privileges	Active Directory Password
0000108133	Guest Accounts--Issuer permissions	Webadmin/Webauth Service
0000108139	2nd floor library computer is not functioning	PC Support Request (Fac/Staff)
0000108177	Photoshop Elements Problem	PC Support Request (Fac/Staff)
0000108400	FW: Library jack activations	Check Network Jack (Fac/Staff)

Total Number of Tickets:

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0000109112 Add library guest account issuers
 0000107890 Webadmin AOK account page development
 0000109163 open balance on the closed blanket POs
 0000108417 Library jack activation
 0000109602 Library stacks computers - pls expedite
 0000109698 Work Order Request
 0000109449 You are made active
 0000109644 Unable to log in

UMBC Arbitrary Account
 HD: Accounts
 PS Purchasing
 Dead/Slow Network Jack
 LabSoftware:Windows
 Individual myUMBC Errors
 Spam sent to Help Desk queue
 PC Support Request (Fac/Staff)

Top 10 UMBC Departments Requesting Service

