

Top 10 Users Requesting Service with # of Tickets

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

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

mcnamara	Human Resources	Total No. of Tickets: 24
0000108332	Please create leave spreadsheets for the specified individuals	HR Time and Labor
0000108539	Security Updates	HR Security
0000108564	Re: QUOTA WARNING for your myUMBC account	HD: Quota
0000108703	Timetrax Record Needed	HR Payroll
0000108617	Modify Load Back to Correctly Set PAY_EARNINGS.PAY_LINE_STATU	HR Payroll
0000108574	Problem with Journal Crystal procedure	HR Time and Labor
0000108544	Modify TimeTrax Conversion Program To Populate Carryover Bucke	HR Time and Labor
0000108387	Security Revision	HR Security
0000109249	Security Revision	HR Security
0000109653	Leave Spreadsheet needed	HR Time and Labor
0000108777	Report to show leave hours lost at End of Year	HR Benefits Admin
0000108889	Need a Leave Balance Spreadsheet for Joseph King	HR Time and Labor
0000109107	Extract of Terminated Employee Data from TimeTrax tables	HR Time and Labor
0000109140	Security Revision Confirmation	HR Human Resources
0000109127	[Fwd: Another HR Security Revision]	HR Human Resources
0000109125	Another HR Security Revision	HR Human Resources
0000109121	Security revisions for DEPTID 10252 (Meyerhoff)	HR Security
0000109120	HR Security Revisions	HR Human Resources
0000107950	Need leave spreadsheets for	HR Time and Labor
0000108047	Provide Sherrell with a Spreadsheet of TimeTrax tables imported into	HR Time and Labor
0000108017	Determine why Dr. Panos could not approve payroll for DEPTID 102	HR Security
0000108283	Prepare Leave Spreadsheet for Linda O'Hara	HR Time and Labor
0000108281	Calculate leave spreadsheet for Phil Clark to verify balances	HR Time and Labor
0000107958	Timetrax Record	HR Time and Labor
weller	SA PeopleSoft IT Support	Total No. of Tickets: 23
0000109199	TST-1-PCD Load Statement runs to No Success	PS Purchasing
0000109255	TST-2-PO PCard default page changed	PS Purchasing
0000109267	TST-1-PCD TCode Lost if Template is used	PS Purchasing
0000109275	TST-1-PCD Report Print Issue	PS Purchasing
0000109276	TST-3-PCD Rpt of Cardholder Info Crystal Error	PS Purchasing
0000109281	TST-1-AP Load Voucher Stage runs to No Success	PS Payables
0000109250	TST-2-PO Reserve PO has SQL Errors	PS Purchasing
0000109625	TST-1-GL Dept Row Level Security not working in 2 places	PS General Ledger
0000108545	[Fwd: Security- Role Change]	PS Finance Security
0000108723	TST-1-PO PO Calc ends in No Success	PS Purchasing
0000108727	TST-1-PO Link not active to set Proc Type	PS Purchasing
0000108732	TST-1-AP Voucher Add errors	PS Payables
0000108690	TST-1-KK Req BC fails	PS Budgets
0000108779	TST-2-PO Proc Type & PO Type problem	PS Purchasing
0000108805	TST-2-PO Buyer can approve his own PO in Recon Page	PS Purchasing
0000108781	TST-Interface Request	PS Purchasing
0000108831	TST-3-PO Custom Link on Item Cat page is gone	PS Purchasing
0000108881	TST-1-AP Voucher Receipt Search errors	PS Payables
0000109138	TST-1-SEC Permission List problem	PS Finance Security
0000109116	TST-1-AP Matching runs to No Success	PS Payables
0000108904	5 RFQ Navigation Issue	PS Purchasing
0000108783	TST-Interface Request	PS Payables
0000108083	1 SQL Update needed for SAREF Voucher dates	PS Payables
dharley	Applications	Total No. of Tickets: 21
0000108751	Need this script to be run in FSTST (for project BP3_AM) (alter	PS Finance Technical Issues
0000108988	Re-sending... [Fwd: Has this script been completed? (Need this	PS Finance Technical Issues
0000108587	Need this script to be run in FSTST (for project BP3_BI)	PS Finance Technical Issues
0000108634	Need this script to be run in FSDEV (not FSTST) (for project	PS Finance Technical Issues
0000108711	[Fwd: Need this script to be run in FSTST (for project BP3_AR)]	PS Finance Technical Issues
0000108744	Need this script to be run in FSTST (for project BP3_AM) (alter	PS Finance Technical Issues
0000108730	Need this script to be run in FSTST (for project BP3_AR) (alter	PS Finance Technical Issues

0000108697	[Fwd: Need this script to be run in FSDEV (not FSTST) (for project	PS Finance Technical Issues
0000108636	Need this script to be run in FSTST (for project BP3_AM)	PS Finance Technical Issues
0000108635	Need this script to be run in FSTST (for project BP3_AR)	PS Finance Technical Issues
0000108611	Need this script to be run in FSTST (for project BP3_AR)	PS Finance Technical Issues
0000108599	[Fwd: Need this script to be run in FSTST (for project BP3_BI)]	PS Finance Technical Issues
0000109293	Need this script to be run in FSDEV	PS Finance Technical Issues
0000109606	[Fwd: Need this script to be run in FSDEV]	PS Finance Technical Issues
0000109379	Need this script to be run in FSDEV	PS Finance Technical Issues
0000109380	Need this script to be run in FSTST	PS Finance Technical Issues
0000109294	Need this script to be run in FSTST	PS Finance Technical Issues
0000109496	Need this script to be run in FSDEV	PS Finance Technical Issues
0000109381	Need this script to be run in FSTST	PS Finance Technical Issues
0000109382	Need this script to be run in FSTST	PS Finance Technical Issues
0000109700	Need this script to be run in FSDEV (adding keys)	PS Finance Technical Issues

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Applications

Total No. of Tickets: **20**

0000109183	Execute 2 scripts in HRPRD	PS Finance Technical Issues
0000107905	Execute script in HRPRD	HR Human Resources
0000108015	Grant write privileges in HRCA	HR Human Resources
0000108258	Execute SQL script in HRPRD	PS IT - Database
0000108278	Run script in HRPRD	PS Finance Technical Issues
0000108269	Grant write permissions to PSQRYDEFN in HRDB3	PS Finance Technical Issues
0000107978	Execute script in HRPRD	HR Human Resources
0000107932	Grant select privileges in HRDB3	HR Human Resources
0000108130	Create backup of HRDB3	PS IT - Database
0000108286	Run script in HRPRD	HR Human Resources
0000108605	Execute script in HRPRD	HR Human Resources
0000108294	Rename tables in HRDEV	HR Human Resources
0000108347	Grant SELECT permissions in HRDEV, HRTST, HRUAT	HR Human Resources
0000108349	Rename Tables in HRPRD	HR Human Resources
0000108350	Rename tables in HRTST and HRUAT	HR Human Resources
0000109217	Restore selected tables from backup made for 109183	PS Finance Technical Issues
0000109350	Run script in HRPRD	PS Finance Technical Issues
0000109416	Execute scripts in HRPRD	HR Human Resources
0000109431	Restore selected tables to HRDB3 from backup made for ticket 10918	HR Human Resources
0000109435	Execute script in HRPRD	HR Human Resources

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OIT Infrastructure & Support

Total No. of Tickets: **20**

0000108438	phonemail 3pm 1/12/05	HD: Phonemail
0000108621	labcheck 1/14/05 2pm	HD:LabCheck
0000109242	Phonemail 1.26 11am	HD: Phonemail
0000109528	closing 1.29.05	HD:LabCheck
0000109527	tapes for 1.29.05	HD:TapeChanges
0000109526	1.29.05 2pm phonemail	HD: Phonemail
0000109518	1.29.04 11am phonemail check	HD: Phonemail
0000109508	opening labcheck 1.29.05	HD:LabCheck
0000109507	phonemail 1.29.04 - 7:30am	HD: Phonemail
0000108894	Alumni server, inbox lost	Alumni Server Problems
0000109180	phonemail, 2pm 1.25.05	HD: Phonemail
0000108983	please reset my novell password	Novell Account Password
0000108921	2pm phonemail 1/20/05	HD: Phonemail
0000107822	1/2/05 phonemail	HD: Phonemail
0000107859	UMBC training address forwarding	UMBC Email Alias
0000107944	add to group list	Remedy Account Request
0000108279	phonemail 2pm 1/10/05	HD: Phonemail
0000108172	Phone mail 1/7/05 noon	HD: Phonemail
0000108157	Novell I: access problem	Novell Quotas
0000108129	closing for 1/5/05	HD:LabCheck

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Applications

Total No. of Tickets: **18**

0000108327	FSTST refresh	PS Finance Technical Issues
0000108729	1 Henry needs his Passwords reset to transmit AP files	PS Finance Security
0000108547	crystal reports	PS Finance Technical Issues

0000108371	build temp tables	PS Finance Technical Issues
0000109324	Network Access	HD: Accounts
0000109325	Dore Access	PS Finance Technical Issues
0000107858	build scripts	PS IT - Database
0000108247	FW: The Process Instance (166576 - Process: (FSPECBLD) compl	PS Finance Technical Issues
0000108245	journal edit	PS Finance Technical Issues
0000108243	Stat and SQRs	PS Finance Technical Issues
0000108242	Remove old reports	PS Finance Technical Issues
0000108241	Modify Grants Run Control	PS Grants
0000108136	database link	PS Finance Technical Issues
0000108091	Update for FSPRD	PS Finance Technical Issues
0000108044	export and update in FSPRD	PS IT - Database
0000108003	FW: The Process Instance (165082 - Process: (FSPECBLD) compl	PS Finance Technical Issues
0000107880	FW: Info - PSXFER: A60E.IR.PRD.R41.HX2.G0381V00	PS IT - Database
0000109117	Can not connect to S drive	Novell Issue (Fac/Staff)

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Applications

Total No. of Tickets: **17**

0000108005	Add accounts to wiki	OIT-BSG Operational Support
0000108830	Modify UABM1623 for new SAT formats	OIT-BSG Admissions
0000108847	Modify UABM1675 for new SAT formats	OIT-BSG Admissions
0000108851	Modify UAOM9155 for new SAT formats	OIT-BSG Admissions
0000108850	Modify UAOM9154 for new SAT formats.	OIT-BSG Admissions
0000108849	Modify UAOM9150 for the new SAT formats	OIT-BSG Admissions
0000108848	Modify UABM1688 for new SAT formats	OIT-BSG Admissions
0000108839	Modify UABM1651 and UASP7150 for new SAT formats	OIT-BSG Admissions
0000108833	Modify UABM1641 for new SAT formats	OIT-BSG Admissions
0000108838	Modify UABM1647 for new SAT formats	OIT-BSG Admissions
0000108836	Modify UABM1642 for new SAT formats	OIT-BSG Admissions
0000109113	Can not connect to S drive	Novell Issue (Fac/Staff)
0000109298	Modify UABR1632 to include Writing scores on labels	OIT-BSG Admissions
0000108728	Make copy member changes for SAT implementation	OIT-BSG Admissions
0000108743	Modify UABR1631 to handle new SAT scores	OIT-BSG Admissions
0000108735	QUIZ dictionary changes for new SAT scores	OIT-BSG Admissions
0000108742	Modify GSOR9050 to display new SAT scores	OIT-BSG Admissions

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Total No. of Tickets: **17**

0000108919	request	Novell Account Management
0000109048	request	HD: Quota
0000109052	Noevell request	Novell Account Management
0000109044	novell quota increase request	Novell Quotas
0000109175	request	PC Support Request (Fac/Staff)
0000108955	request	Dead/Slow Network Jack
0000108970	Reflections Account: Lauren Boudra/Admissions	OIT-BSG Operational Support
0000107867	request	HD: Quota
0000109282	(dit)Web List Request	Email Request
0000109359	AD problem	PC Support Request (Fac/Staff)
0000109401	request	IP Address Request
0000109652	request	Novell Issue (Fac/Staff)
0000109650	request	CorpTime Calendar Account Req
0000109609	urgent request	PC Support Request (Fac/Staff)
0000109283	DIT Listserv	Mailing Lists
0000108292	request	HD: Quota
0000108391	request	HD: Quota

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SA PeopleSoft IT Support

Total No. of Tickets: **13**

0000108100	Need rights & permissions removed from Novell folder.	Novell Account Management
0000108238	Network jack 425A is not working in AD425.	Dead/Slow Network Jack
0000108191	AD425: user requests network jack installation	Install Network Jack
0000108126	Network jack needs to be activated.	Dead/Slow Network Jack
0000108870	Bobbie Jo Peach needs to be removed from the FS I:\ drive.	Novell Account Management
0000108953	Arkia Hall needs a Corp Time account.	CorpTime Calendar Account Req
0000108954	Margaret Hall needs a Corporate Time account.	CorpTime Calendar Account Req
0000109222	Cynthia Lutz needs an Active Directory account.	Account not in AD

0000109223	Peggy Ingle needs an Active Directory account.	Account not in AD
0000109349	Isabel Garrido needs email quota increase.	HD: Quota
0000109224	Patricia Watson needs an Active Directory account.	Account not in AD
0000108509	PC is running slow.	PC Support Request (Fac/Staff)
0000108541	Jasmine needs to be in Active Directory.	Active Directory Password

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OIT Infrastructure & Support

Total No. of Tickets: **13**

0000109198	1/25/2005: tape change	HD:TapeChanges
0000109357	1/27/2005: morning checklist	HD:LabCheck
0000109378	1/27/2005: tape change	HD:TapeChanges
0000109221	1/26/2005: morning checklist	HD:LabCheck
0000108398	Problems accessing blackboard	Online Course Server Down
0000108691	1/18/2005: Morning checklist	HD:LabCheck
0000108477	1/13/2005: Morning checklist	HD:LabCheck
0000107841	Not listed as active student	Webadmin/Webauth Service
0000107849	1/3/2005: morning checklist	HD:LabCheck
0000107884	Problems applying online through ApplyWeb.com	OIT-BSG Admissions
0000108817	1/19/2005: Morning checklist	HD:LabCheck
0000108879	1/20/2005: Morning checklist	HD:LabCheck
0000109111	1/25/2005 Morning checklist	HD:LabCheck

Top 10 UMBC Customers Requesting Service

