

## 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	07/01/2003	07/31/2003	
<b>brianb</b>	Comp Sci \ Elec Eng			otal No. of Tickets: <b>34</b>
0000066598	afs perms for CS machines			Email Request
0000066614	DHCP problem			Email Request
0000066622	DHCP			Email Request
0000066908	need network jacks activated in CSEE			Email Request
0000066907	DNS name change			Email Request
0000066900	DNS MX entries			Email Request
0000066094	activate jack please			Email Request
0000066543	change name			Email Request
0000066440	Re: Port/protocol pairs			Email Request
0000066412	need to check on ethernet addresses			Email Request
0000066098	another jack to activate in ITE			Email Request
0000066208	network card change			Email Request
0000066116	Network jack activation for 324 and 370			Email Request
0000066099	yet another jack to active			Dead/Slow Network Jack
0000065559	www.cs.umbc.edu A record (URGENT)			DNS Entry Modification
0000065686	another DNS change			Email Request
0000065730	Networks: IP/ethernet			Email Request
0000065894	yet another jack to activate			Dead/Slow Network Jack
0000065890	port active (ITE)			Email Request
0000065879	enable jack please			Email Request
0000065840	ITE building, need jack activated.			Email Request
0000065813	appletalk in new building?			Email Request
0000065770	DHCP/DNS mismatch			Email Request
0000065767	ite305			Email Request
0000065711	Networks: IP address/DNS/jackconfig			Email Request
0000065691	AFS perms for new IP's			Email Request
0000065926	user access to jackconfig			Email Request
0000065925	port dead?			Email Request
0000065915	DHCP/DNS request			Email Request
0000065911	dns name change			Email Request
0000065906	networks: DNS			Email Request
0000065905	aris.cs.umbc.edu			Email Request
0000065684	DNS changes for CSEE			Email Request
0000065682	URGENT DHCP/DNS stuff			Email Request
<b>eichenla</b>	Jcet: Joint Center For Earth S			otal No. of Tickets: <b>13</b>
0000065402	Account for Conference Registrations			Email Request
0000065602	Credit Card Information - Still Available			Email Request
0000065632	Account for Shipping			Email Request
0000066627	Grant Reports			Email Request
0000066689	Correction of F&A Rates			Email Request
0000066859	Corrections to Grant Reports			Email Request
0000066729	Grant Reporting			PS Grants - Misc
0000066717	Peoplesoft login, processes slow uc1st			PC Support Request (Fac/Staff)
0000066660	PeopleSoft Location for Box 29 of Payroll Entry			Email Request
0000066688	Changing Resource Type for Salary			Email Request
0000066044	Salary Transfers			Email Request
0000066054	P-Card ?			Email Request
0000066586	Appointment Expiration Dates			Email Request
<b>amon</b>	Enrollment Management			otal No. of Tickets: <b>13</b>
0000066077	Novell			Email Request
0000066375	Extra Novell Accounts.			Email Request
0000066542	Novell Accounts			Novell Account Management
0000066742	accounts			Email Request
0000066791	generic novell accounts			Novell Account Management

0000066877	Novell	Email Request
0000066790	Novell printing problem	PC Support Request (Fac/Staff)
0000066746	Whitney Vitale (wvitale) needs a novell and calendar account.	CorpTime Calendar Account Req
0000066743	Novell	Email Request
0000065303	novell password	Email Request
0000065512	User needs novell account.	Email Request
0000065997	Novell	Email Request
0000065628	Registration Errors with myUMBC	OIT-BSG Records and Registra
<b>weller</b>	<b>Financial Services</b>	<b>otal No. of Tickets: 11</b>
0000066756	T019 - QTY values entered as whole numbers print as decimals with	PS Payables - Misc
0000066761	T043 - Pay Cycle Manager - With the paycycle in "Approved" status	PS Payables - Misc
0000066821	T047 - Maintain Receipts page	PS Payables - Misc
0000066824	T067 - Journal Drill Down Menu function doesn't work	PS Payables - Misc
0000066823	T066 - PO Rollover selection criteria results in an error	PS Payables - Misc
0000066757	T027 - Requisition Header Defaults page	PS Payables - Misc
0000066218	PDF problem	Email Request
0000066220	Voucher to be deleted	Email Request
0000066225	Remedy Software and Password needed	Email Request
0000066219	Pagination problem on Crystal Report	Email Request
0000065606	Remedy ticket	Email Request
<b>bos</b>	<b>Residential Life</b>	<b>otal No. of Tickets: 10</b>
0000066047	Residential Life Room Assignments Support	OIT-BSG Human Resources
0000066107	Res Life New CDs	Email Request
0000066127	Repost of NEW/HBR assignments and investigate Apt rooms	OIT-BSG Admissions
0000066078	ORL RLBM4319 Abort	OIT-BSG Admissions
0000066055	Windows XP Install	PC Software Install (Fac/Staff)
0000066133	Students post to Apt BLDG not Community, Billing Incorrect	OIT-BSG Admissions
0000066569	new calendar acct	CorpTime Calendar Account Req
0000066553	UMBC email accounts needed	Email Request
0000066551	RL Account Creation	Novell Account Management
0000065618	Windows XP Install on 2 Computers	PC Software Install (Fac/Staff)
<b>dvelil</b>	<b>Financial Services</b>	<b>otal No. of Tickets: 9</b>
0000065323	Customer needs file restored from Novell.	Novell File Restore
0000065883	Novell "tempacct" Login Script Error.	Novell Account Management
0000066695	Employees need to be added to Novell Printer Group	Novell Printing
0000066762	Employees not able to print.	Novell Printing
0000066844	PDF file not printing.	PS IT - Misc
0000066057	Customer needs increase in Novell quota.	Novell Quotas
0000066234	Hardware to be added to DHCP.	DHCP Request
0000066376	Customer needs space added to her email quota.	HD: Quota
0000066262	Financial Services needs new printer added.	Novell Printing
<b>szlyk</b>	<b>English</b>	<b>otal No. of Tickets: 9</b>
0000065674	Blackboard Course: Assign to New Media: Blackboard	Email Request
0000065679	Blackboard Demo: Assign to New Media: Blackboard	Email Request
0000065678	Blackboard Demo: Assign to New Media: Blackboard	Email Request
0000065675	Blackboard Course: Assign to New Media: Blackboard	Email Request
0000065676	Blackboard Course: Assign to New Media: Blackboard	Email Request
0000066590	Blackboard Course: Assign to New Media: Blackboard	Email Request
0000066591	Blackboard Course: Assign to New Media: Blackboard	Email Request
0000066656	Blackboard Course: Assign to New Media: Blackboard	Email Request
0000066651	Blackboard Course: Assign to New Media: Blackboard	Email Request
<b>mcnamara</b>	<b>Human Resources</b>	<b>otal No. of Tickets: 9</b>
0000065502	[Fwd: QUOTA WARNING for your myUMBC account]	Email Request
0000065971	Timetrax Data Corrections	OIT-BSG Human Resources
0000066191	Create Additional Role for Human Resources Data Entry	PS HR - Misc
0000066246	TimeTrax Data Corrections	OIT-BSG Human Resources
0000066192	Create Finance SuperUser Security Role	PS HR - Misc

0000066519	Deactivate Jocelyn Hill's User in HR System	PS HR - Misc
0000066496	Create User for Stacy Cotter (scotter) as Payroll Preparer	PS HR - Misc
0000066678	Create user for Delores Dupree with Payroll Preparer access to	PS HR - Misc
0000066827	Create UMH_Customer_Service Role	PS HR - Misc

<b>bmorris</b>	IFSM Department	total No. of Tickets: 8
0000066437	(isfaculty)Web List Request	Mailing Lists
0000066465	(is_staff)Web List Request	Mailing Lists
0000066460	(is_faculty)Web List Request	Mailing Lists
0000066462	(is_ga)Web List Request	Mailing Lists
0000066463	(is_lecturers)Web List Request	Mailing Lists
0000066464	(is_gradfac)Web List Request	Mailing Lists
0000066461	(is_parttime)Web List Request	Mailing Lists
0000066438	(is-staff)Web List Request	Mailing Lists

<b>chbrown</b>	Athletics	total No. of Tickets: 8
0000065594	Cancel Accounts	Email Request
0000065819	Email	Email Request
0000065611	Delete Account	UMBC Account Deletion
0000066891	cancel email Account	Email Request
0000066893	delete novell account	Novell Account Management
0000066422	Disable Account	Email Request
0000066479	Delete Vicky Moran's HP account/effective 8/1/03	OIT-BSG Operational Support
0000066443	Account deletion	Novell Account Management

## Top 10 UMBC Customers Requesting Service

