

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 07/01/2004 07/31/2004

Human Resources

0000095845 security access check required
 0000096310 Security Revision for dept 10212
 0000096305 Capture UMCP Master List info in electronic format
 0000095751 Remedy Ticket for Parking Services Dept (10412)
 0000095739 Update Add'l Pay
 0000095780 .UNCHECK AUTO RENEWAL BOX IN CONTRACT PAY FOR G
 0000095782 Distribution Fix - HIGH PRIORITY - Pay 26 Dist
 0000096325 Duplicate entries appearing on journal file (crystal)
 0000095499 NETWORK PRINTER NOT WORKING
 0000095892 Time Entry/Department Time Entry Report
 0000096316 duplicate 50 CDs
 0000095942 PC keeps crashing.
 0000095791 Security Revision (Admissions & Enrollment)
 0000095910 Several duplicate entries in Time Entry Report
 0000095763 Payroll Error - Payroll 1
 0000096101 re: ticket #0000095533
 0000095860 Error - No matching buffer found
 0000096162 Re:
 0000096016 Update Add'l pay
 0000095993 UM_DEPT_JRNL_NEW
 0000095796 USE CONVERSION PROCESS TO UPDATE EXPIRATION
 0000096178 [Fwd: Re:]
 0000096099 RE: TICKET0000095533
 0000095592 Print Payroll Entries from UMCP for 7/12/2004
 0000095606 Create Query listing Employees where EMPL_RCD = 0 and job_indi
 0000095604 Create Query Identifying Employees with EMPL_RCD = 0 and Not a
 0000095729 Grant User 'SDAWSON' access to UMBC Position/Incumbents report
 0000095692 Reset Leave Balances After Payroll Confirmation for PP26 in HRPR
 0000096252 crystal UMHRR025 (employee work labels) not pulling data
 0000095691 Back-Up HRPRD instance on afternoon/evening of 7/14/04 just prior t
 0000095952 Fix Distribution Date for Payroll 1
 0000095533 OFFENSIVE E-MAIL MESSAGES
 0000095677 Set Union Code field on Job Labor Page to '001' for employees with E
 0000095678 Updated Leave Spreadsheet for CHPDM
 0000095981 Payroll Journal not listing overtime hours
 0000095553 Summer Pay Report
 0000096217 Re:
 0000094631 Production Support for Payroll 2004026
 0000094726 securit access change requested
 0000094792 [PC s/w] HR: AD/504: Computer blue screens repeatedly
 0000094702 SECURITY ACCESS FOR DIANE CRUMP
 0000095000 INCORRECT JOB CODES
 0000094655 Department Time Entry Report--NEEDS URGENT RESPONSE
 0000095074 Update Version of McAfee
 0000094898 Confirmation of Transition of Benefits Files from EBD
 0000094724 Fix Job Data Buffer Sync Issue
 0000095379 Human Resources File Restore
 0000094755 Refresh HRCA Instance from Backup of HRPRD from evening of 7/1
 0000094719 Security access change requested
 0000096684 Security Revision--Dept 10491 & 10492 (Economics & Administrativ
 0000096861 SETUP OF WORKSTATION IN DELTA ROOM
 0000096432 Update Additional Pay - CR1 Record
 0000096686 Make Payroll Journal (UMPYR045) usable online
 0000096725 Netscape mail settings not saving Sent Mail
 0000096921 Upgrade HR 8.3 to be current with outstanding Bundles and Patches
 0000096942 Security Access Needed - Priority
 0000096437 [Fwd: Re: PROBLEM - Gross Pay Report]
 0000096922 Implement MercuryInteractive Testing Products for HR

Total Number of Tickets:

68

HR Human Resources
 HR Security
 HR Payroll
 HR Human Resources
 HR Payroll
 HR Human Resources
 HR Commitment Accounting
 HR Security
 PC Support Request (Fac/Staff)
 HR Time and Labor
 PC Support Request (Fac/Staff)
 PC Support Request (Fac/Staff)
 HR Security
 HR Human Resources
 HR Human Resources
 Email Scams/Spam TO UMBC address
 HR Payroll
 Spam sent to Help Desk queue
 HR Human Resources
 HR Time and Labor
 HR Human Resources
 Spam sent to Help Desk queue
 Email Scams/Spam TO UMBC address
 HR Payroll
 HR Human Resources
 HR Human Resources
 HR Security
 HR Payroll
 HR Human Resources
 PS IT - Database
 HR Human Resources
 Email Scams/Spam TO UMBC address
 HR Human Resources
 HR Time and Labor
 HR Human Resources
 HR Payroll
 Spam sent to Help Desk queue
 HR Payroll
 HR Human Resources
 PC Support Request (Fac/Staff)
 HR Payroll
 HR Human Resources
 HR Time and Labor
 PC Support Request (Fac/Staff)
 HR Benefits Admin
 HR Human Resources
 Novell File Restore
 PS IT - Database
 HR Human Resources
 HR Security
 PC Support Request (Fac/Staff)
 HR Human Resources
 HR Payroll
 PC Support Request (Fac/Staff)
 HR Human Resources
 HR Security
 HR Human Resources
 HR Human Resources

0000096778 Correct Invalid Date in CAMP05 File for Pay Period 2005003
 0000096687 Distribution Error - Payroll 1
 0000096833 Delete Incorrect Benefits for EMPLID's 1000000240 and 100000173
 0000096495 Only cursor showing up on monitor. Needs help connectig new monito
 0000096790 Leave Balance Conversion spreadsheet edit
 0000096629 [Fwd: [Fwd: PeopleSoft Organization Tree]]
 0000096559 Report of Accrued Leave for Fiscal Year End Processing
 0000096770 Security access change needed
 0000096835 Delete PS_FSA_BENEFIT row for EMPLID 1000000123
 0000096482 Make Adjustment to PS_UM_CPAYRUN_TBL Entry for SSN 07548

HR Payroll
 HR Commitment Accounting
 HR Payroll
 PC Support Request (Fac/Staff)
 HR Benefits Admin
 HR Human Resources
 HR Benefits Admin
 HR Human Resources
 HR Payroll
 HR Payroll

Computer Sci Elec Engineering

0000095308 user addition
 0000095973 Gross pay Report
 0000094967 Would like windows xp installed on 5 machines (3 laptops, 2 desktop
 0000095422 "submit" ENDDATE question
 0000095424 AFS permissions in submit tree
 0000096048 Request for quota increase
 0000096290 Mcafee problem
 0000094946 System Slow
 0000094939 convert CS majordomo lists to listproc
 0000094940 Visa posting
 0000094907 Reports
 0000095861 Need help
 0000095470 [Fwd: Account Deactivation Notification (fwd)]
 0000095043 blackboard gradebook problem
 0000096345 take a new IP address
 0000095830 Customer can login to local workstation
 0000095859 Project #00000396
 0000096371 Ticket 96306
 0000096306 Need emails that were accidentally deleted on 7/21 at 7:30am.
 0000095754 Difficulty logging into GL systems from off campus
 0000095941 301 Modem connectivity
 0000095431 Please setup "submit" for CMSC 437 summer
 0000096344 No subject
 0000095902 Cancel receipt
 0000095278 PC Netscape Mail problem.
 0000096342 Question about FTP server and dhcp
 0000096187 Department number
 0000095405 [PC Labs] Please remaster 24 computers in ITE 240
 0000096142 Online Requisition problem
 0000095387 Error when sending messages on csee server
 0000096070 Fixed IP request!!
 0000095600 course deletion request
 0000094809 Outlook freezes. ITE 325E
 0000095589 IP request
 0000094878 Caught a port scan in progress
 0000094773 [Fwd: Windows active tasks] ite 325g
 0000096069 fix IP request!!
 0000095413 Dept 10464
 0000096467 Location
 0000096963 Payroll
 0000096745 Sub-contracts
 0000096539 Blackboard NEW Course: Assign to New Media: Blackboard
 0000096886 Sub-contracts
 0000096802 host addition
 0000096671 Message could not be delivered (fwd)
 0000096941 Retriever 06/04
 0000096911 User's attachments in Outlook insert into MIDDLE of email body
 0000096689 Payroll
 0000096914 FTP connection

Total Number of Tickets:

49

PS IT - Misc
 Email Request
 PC Computer Install (Fac/Staff)
 Project Submission System
 Project Submission System
 HD: Quota
 PC Support Request (Fac/Staff)
 PS IT - Misc
 Mailing Lists
 PS Purchasing
 PS General Ledger
 PS Grants
 UMBC Account Activation
 OIT-BSG Faculty
 IP Address Request
 PC Support Request (Fac/Staff)
 PS Grants
 HD: Software Config/Trblshtng
 AFS File Restore Request
 GL Login Problems
 PPP Setup
 Project Submission System
 Email Request
 PS Purchasing
 PC Support Request (Fac/Staff)
 Firewall Issues
 PS Finance Security
 LabSoftware:Windows
 PS Finance Security
 Computer Science Support
 IP Address Request
 Online Course Attachments
 PC Support Request (Fac/Staff)
 IP Address Request
 Hostile Net Traffic FROM UMBC
 PC Support Request (Fac/Staff)
 IP Address Request
 PS IT - Misc
 PS Asset Management
 HR Payroll
 PS Grants
 Online Course Course Creation
 PS Purchasing
 UNIX Misc
 HD: Software Config/Trblshtng
 PS General Ledger
 PC Support Request (Fac/Staff)
 HR Payroll
 HD: Software Config/Trblshtng

0000095301	Library bindery room computer	Check Network Jack (Fac/Staff)
0000095559	Library 3rd floor power flicker - gettings 169s, nothing on NOC2	Localized Network Outage
0000096193	Work Order Request-AFS Quota increase	AFS File Space Requests
0000095675	Auto save issues lib353	PC Support Request (Fac/Staff)
0000095773	Work Order Request	UNIX Misc
0000095080	Tying down jacks so patrons can't use them	Dead/Slow Network Jack
0000095077	Library jack activation	Dead/Slow Network Jack
0000096390	Trouble logging in to novell	PC Support Request (Fac/Staff)
0000095829	RHEL image for Library	0-No catagory exists
0000096388	[PC s/w] no Internet access but have valid ID	Novell Issue (Fac/Staff)
0000095809	Work Order Request-Problem w/FTP-Firewall issue	Firewall Issues
0000095797	[Fwd: IMAP/POP Client Configuration]	HD: Software Config/Trblshtng
0000095523	Static ip #2 - media	IP Address Request
0000095090	FW: Static ip address	IP Address Request
0000095756	accounts payable accrual entries on the library chart string	PS Payables
0000094783	library virthost instance	UNIX Misc
0000095759	Increasing my H drive memory	Novell Quotas
0000095895	Work Order Request	DNS Entry Modification
0000094820	deleting a Blackboard course	HD: Online Course Update
0000095317	Workstation specific account	Novell Account Management
0000096123	User requests more space for account:speccoll	HD: Quota
0000095898	Library jack 290	Dead/Slow Network Jack
0000094687	Work Order Request	UNIX Misc
0000095316	reduction on Actual YTD	PS General Ledger
0000095883	Retriever Pd 11 Errors	PS Payables
0000096288	Work Order Request	Wireless Issues on campus
0000096565	Cant Log in to Novell	Novell Account Password
0000096758	[Fwd: Re: FW: Loading Dock Access Control System]	Network Survey
0000096953	Novell account	Novell Account Management
0000096754	Keeps freezing. But can login through webmail. lib353 t	PC Support Request (Fac/Staff)
0000096436	User jleesme novell personal share	Novell Quotas
0000096854	FW: Quota for my myUMBC account	HD: Quota
0000096865	H: and I: Drives unavailable	Novell Issue (Fac/Staff)
0000096463	user flinchba - please expedite	PC Software Install (Fac/Staff)
0000096951	windows XP	HD: Software Config/Trblshtng
0000096949	FW: New Account	HD: Accounts
0000096502	Library novell web function - pls expedite	Novell Account Management
0000096940	Library workstation specific account	Novell Account Management
0000096644	deleting a Blackboard course	HD: Online Course Update
0000096870	Static ip for printer	IP Address Request
0000096724	re: Room 259 - Projector	LCS Support Request
0000096517	FW: Friends database	PC Software Install (Fac/Staff)

Psychology Admin

0000096115	Need Assistance
0000095722	SS 501: 2 machines reformat & reinstall windows + software
0000095306	Blackboard NEW Course: Assign to New Media: Blackboard
0000096317	PHYS 329: Missing local folders in Mozilla
0000095625	[PC s/w] Ss/505: PC won't get an IP
0000095303	Blackboard NEW Course: Assign to New Media: Blackboard
0000095536	Microsoft Publisher
0000095054	Import to Mozilla from Netscape 7
0000095539	Purging the Trash
0000095260	local printer is not printing mp333
0000094644	new Novell account
0000096382	UMBC machine w/ freshly installed Win XP needs set up
0000096303	Blackboard COPY Course: Assign to New Media: Blackboard
0000094647	PS Support Request
0000095785	Using imap.research.umbc.edu
0000094929	Two tickets.....
0000096249	Work Order Request - New account
0000095302	Blackboard NEW Course: Assign to New Media: Blackboard
0000095707	Blackboard NEW Course: Assign to New Media: Blackboard

Total Number of Tickets:

PC Support Request (Fac/Staff)
PC Computer Install (Fac/Staff)
Online Course Course Creation
PC Support Request (Fac/Staff)
PC Support Request (Fac/Staff)
Online Course Course Creation
PC Software Install (Fac/Staff)
PC Support Request (Fac/Staff)
Webmail Problem
PC Support Request (Fac/Staff)
Novell Account Management
PC Computer Install (Fac/Staff)
Online Course Misc
HR Time and Labor
HD: Software Config/Trblshtng
PC Support Request (Fac/Staff)
CorpTime Calendar Account Requests
Online Course Course Creation
Online Course Course Creation

0000095537 not receiving all of my email messages
 0000095708 Blackboard DELETE Course: Assign to New Media: Blackboard
 0000095573 PS Support Request
 0000095532 Trouble with E: drive
 0000096254 home internet troubleshooting
 0000094675 [Fwd: Re: Status PR025]
 0000094717 New Computer set-up
 0000095988 Re: IMAP/POP Client Configuration
 0000094899 PHYS/329: missing email/restore from tape backup.
 0000095709 Blackboard DELETE Course: Assign to New Media: Blackboard
 0000095021 Calendar Account Creation
 0000096089 Work Order Request-Reinstall os
 0000095710 Blackboard NEW Course: Assign to New Media: Blackboard
 0000096326 Mozilla
 0000095018 emails showing as unread afetr being opened
 0000095020 Novell Account Creation
 0000096619 Report data
 0000096633 Talked to eddy about syncing palm to laptop. And also add local fold
 0000096622 Quota and being away
 0000096676 re: ticket ID #0000096674
 0000096407 SS 509A: 3 Machines having problems
 0000096448 General Lab Email Account...
 0000096674 [Fwd: DELIVERY REPORTS ABOUT YOUR E-MAIL]

Alumni Server Problems
 Online Course Misc
 PS IT - Misc
 PC Support Request (Fac/Staff)
 HD: Software Config/Trblshtng
 HR Payroll
 PC Computer Install (Fac/Staff)
 HD: Software Config/Trblshtng
 AFS File Restore Request
 Online Course Misc
 CorpTime Calendar Account Requests
 PC Support Request (Fac/Staff)
 Online Course Course Creation
 PC Support Request (Fac/Staff)
 HD: Software Config/Trblshtng
 Novell Account Management
 HR Human Resources
 PC Support Request (Fac/Staff)
 HD: Quota
 PC Support Request (Fac/Staff)
 PC Support Request (Fac/Staff)
 UMBC Email Alias
 HD: Software Config/Trblshtng

Admissions

0000095927 VM check 7/15/04 7pm
 0000095934 Lab check 10 pm 7/15/2004
 0000095926 User trying to connect in Harbor Hall gets Media Disconnected
 0000095567 Problems with fsaAtlast Uploads
 0000095365 Lab check 7/08/2004 7pm
 0000095253 Lab check 10pm 7/7/04
 0000096205 Lab check 7pm 7/19/2004
 0000094758 Incorrect school codes
 0000095465 Webadmin Internal Service Error
 0000096198 VM check 7 pm 7/19/2004
 0000096295 VM check 7/20/04 7pm
 0000095602 VM check 7pm 7/12/04
 0000096296 Lab check 7/20/04 9pm
 0000095603 Lab check 9pm 7/12/04
 0000095705 VM check 7pm 7/13/04
 0000096139 FW: Hannum Account Set-Up
 0000094979 VM check 7pm 7/6/2004
 0000094981 Lab check 9pm 7/6/2004
 0000096065 Tape changes for 7/18/2004
 0000096385 Lab check 9pm 7/21/04
 0000095824 Phonemail 9pm 7/14/2004
 0000096384 VM check 7pm 7/21/04
 0000095473 Tape changes for 7/11/04
 0000095822 Lab check 7pm 7/14/2004
 0000095252 Lab check 7/7/04 7pm
 0000095248 Closet in ECS 021A beeping
 0000094768 PC Netscape Mail problem. Lib 10B
 0000096428 Lab check 9pm 7/22/04
 0000096427 VM check 7pm 7/22/04
 0000096916 VM check 7pm 7/29/04
 0000096655 VM check 7pm 7/26/2004
 0000096426 Lab check 7pm 7/22/04
 0000096641 Blackboard server not loading
 0000096836 Lab check 6pm 7/28/04
 0000096731 Lab check 9pm 7/27/04
 0000096548 VM check 2pm 7/25/2004
 0000096909 Teacher computer in ECS 104 has blue screen error on boot
 0000096545 Tape changes for 7/25/2004

Total Number of Tickets:

HD: Phonemail
 HD:LabCheck
 Resnet Setup
 OIT-BSG Admissions
 HD:LabCheck
 HD:LabCheck
 HD:LabCheck
 OIT-BSG Admissions
 Webadmin/Webauth Service
 HD: Phonemail
 HD: Phonemail
 HD: Phonemail
 HD:LabCheck
 HD:LabCheck
 HD: Phonemail
 HD:LabCheck
 HD:LabCheck
 HD:LabCheck
 HD:LabCheck
 HD:LabCheck
 HD:LabCheck
 Dead/Slow Network Jack
 PC Support Request (Fac/Staff)
 HD:LabCheck
 HD: Phonemail
 HD: Phonemail
 HD: Phonemail
 HD:LabCheck
 Online Course Server Down
 HD:LabCheck
 HD:LabCheck
 HD: Phonemail
 LabHardware
 HD:TapeChanges

English

0000094751 quota warning
 0000094912 Logging into machine
 0000096281 (engl393-ss204)Web List Request
 0000095507 Blackboard NEW Course: Assign to New Media: Blackboard
 0000096399 Adobe Acrobat Reinstall
 0000095684 Blackboard COPY Course: Assign to New Media: Blackboard
 0000095315 FA/434: dead jack #49 confirmed
 0000095512 Blackboard DELETE Course: Assign to New Media: Blackboard
 0000095513 Blackboard DELETE Course: Assign to New Media: Blackboard
 0000096233 Blackboard DELETE Course: Assign to New Media: Blackboard
 0000095510 Blackboard DELETE Course: Assign to New Media: Blackboard
 0000095511 Blackboard DELETE Course: Assign to New Media: Blackboard
 0000095946 Quota increase for faculty
 0000095685 Blackboard NEW Course: Assign to New Media: Blackboard
 0000095514 Blackboard DELETE Course: Assign to New Media: Blackboard
 0000094691 Printer problem. FA 444
 0000095686 Blackboard NEW Course: Assign to New Media: Blackboard
 0000095515 Blackboard DELETE Course: Assign to New Media: Blackboard
 0000095542 Novell password reset
 0000095930 [PC s/w] Putting Netscape on my computer
 0000095458 Blackboard DELETE Course: Assign to New Media: Blackboard
 0000095459 Blackboard DELETE Course: Assign to New Media: Blackboard
 0000095516 Blackboard DELETE Course: Assign to New Media: Blackboard
 0000096230 Blackboard NEW Course: Assign to New Media: Blackboard
 0000095945 Account quota increase.
 0000095003 Need help cleaning Netscape Mail.
 0000096232 Blackboard DELETE Course: Assign to New Media: Blackboard
 0000096107 IBM Thinkpad; hd crashed - new hd need to be setup
 0000096872 setup HP 1200 in FA447c
 0000096955 Blackboard NEW Course: Assign to New Media: Blackboard
 0000096682 Blackboard NEW Course: Assign to New Media: Blackboard
 0000096957 Blackboard NEW Course: Assign to New Media: Blackboard
 0000096958 Blackboard NEW Course: Assign to New Media: Blackboard
 0000096730 Fac Customer Requests Blackboard Course Creation

Total Number of Tickets:

HD: Software Config/Trblshng
 PC Support Request (Fac/Staff)
 Mailing Lists
 Online Course Course Creation
 PC Support Request (Fac/Staff)
 Online Course Misc
 Dead/Slow Network Jack
 Online Course Misc
 Online Course Misc
 Online Course Misc
 Online Course Misc
 Online Course Misc
 HD: Quota
 Online Course Course Creation
 Online Course Misc
 PC Support Request (Fac/Staff)
 Online Course Course Creation
 Online Course Misc
 Novell Account Password
 PC Support Request (Fac/Staff)
 Online Course Misc
 Online Course Misc
 Online Course Misc
 Online Course Course Creation
 HD: Quota
 PC Support Request (Fac/Staff)
 Online Course Misc
 PC Support Request (Fac/Staff)
 PC Support Request (Fac/Staff)
 Online Course Course Creation
 Online Course Course Creation
 Online Course Course Creation
 Online Course Course Creation
 Online Course Course Creation
 Online Course Course Creation

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FS PeopleSoft IT Support

0000096244 Cheryl says her email has not been right since Active Directory.
 0000094710 Active Directory Problem
 0000095524 Maria Zhang needs a Novell account.
 0000095718 Firewall Problem - Cannot Establish VPN to Annapolis
 0000095012 Qian M. Zhang needs a Corporate Time account.
 0000096272 ByRequest will not read D:\ drive.
 0000094701 After Active Directory Lisa Moulden is having problems printing.
 0000095300 Need Novell "qzhang" & "jmburu" to mirror "davison".
 0000095872 Need "tgarber" email account deleted.
 0000095875 Isabel Garrido needs "mharriso" email account increased.
 0000095972 Need for "bursar@umbc.edu" to stop forwarding.
 0000094972 Meriel Newsome needs a Corporate Time account.
 0000096140 Need to send out important email to ALL UMBC students.
 0000094665 Is a jack present?
 0000094950 Kim cannot access her email account.
 0000095025 After Active Directory problems with Word, Excel & ByRequest.
 0000095340 Access to bursar@umbc.edu MyUMBC needed.
 0000094673 "travel@umbc.edu" account needs more quota space.
 0000094948 Since Active Directory Jean's PC cannot access BOA website.
 0000096004 Bowers getting errors after Active Directory.
 0000094784 Need Novell folder and contents restored.
 0000095039 Active Directory Problem
 0000094786 Dvelli1 Novell user quota needs Increase.
 0000096773 Cheryl is getting an Access 97 error.

Total Number of Tickets:

PC Support Request (Fac/Staff)
 PC Support Request (Fac/Staff)
 Novell Account Management
 PC Support Request (Fac/Staff)
 CorpTime Calendar Account Requests
 PC Support Request (Fac/Staff)
 Novell Printing
 Novell Account Management
 UMBC Email Alias
 HD: Quota
 UMBC Email Alias
 CorpTime Calendar Account Requests
 Mailing Lists
 Check Network Jack (Fac/Staff)
 HD: Password
 PC Support Request (Fac/Staff)
 Individual myUMBC Errors
 HD: Quota
 PC Support Request (Fac/Staff)
 PC Support Request (Fac/Staff)
 Novell File Restore
 PC Support Request (Fac/Staff)
 Novell Quotas
 PC Support Request (Fac/Staff)

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0000096424	Joanna Alrub is getting an error in MS Access.	PC Support Request (Fac/Staff)
0000096960	Jean Bunche needs Novell printer access.	Novell Printing
0000096723	Cheryl is getting an error in Excel when saving to Novell.	PC Support Request (Fac/Staff)
0000096721	Cheryl Johnson needs two Novell files restored.	Novell File Restore
0000096569	Need Userids for SAR Tables	OIT-BSG Oracle Database
0000096570	Meriel Newsome needs her password reset.	Novell Account Management
0000096412	MS Access 97 not working for Cheryl Johnson.	PC Support Request (Fac/Staff)
0000096961	Jean Bunche is not able to print to "ACCTLJ10" in HP.	OIT-BSG HP3000 Systems
0000096419	"Busar@umbc.edu" account still forwarding email.	Webmail Problem

Residential Life - Gen Admin

0000095241	WALKER 303A: No network connection
0000095652	mp225
0000095293	Minimize Future Retros
0000095426	Summer Residents in Hillside
0000095730	Calendar ACcount
0000095693	0000095652
0000095781	Calendar account teminations.
0000096209	Work Order Request-Can't check email
0000095281	ERIK 164: Outlook email problems
0000094761	Even after loggin into novell, the login keeps coming back up. This is a
0000096263	[Fwd: FW: Student Organization Web Project Space Request]
0000096088	need to upgrade to Mozilla ehall166
0000095002	Need drive added to account.
0000094799	User claims sasser problem on machine. Windows XP erk180
0000094916	Novell account request.
0000095057	Retriever
0000096160	Re:
0000094962	Requisition approval
0000095051	Open Encumbrances
0000095648	Resnet Login Page does not load completely
0000095496	Set up Oracle account for Chess Website [Fwd: UMBC Chess Websit
0000096879	User crowe in erickson hall rm 177 needs help cleaning out bagel vir
0000096895	FW: Computer Account Set-Up
0000096549	Work Order Request
0000096417	Problems logging into Novell
0000096703	deleting classes
0000096867	P-Card Charge
0000096867	P-Card Charge
0000096929	File access

Total Number of Tickets:

29

Resnet Setup
PC Support Request (Fac/Staff)
HumanResources:PeopleSoft
HD: General Info
CorpTime Calendar Account Requests
HD: Software Config/Trblshtng
CorpTime Calendar Account Requests
HD: Software Config/Trblshtng
PC Support Request (Fac/Staff)
PC Support Request (Fac/Staff)
AFS File Space Requests
PC Support Request (Fac/Staff)
Novell Account Management
PC Support Request (Fac/Staff)
Novell Account Management
PS General Ledger
Spam sent to Help Desk queue
PS Purchasing
PS Purchasing
Resnet Setup
UMBC Web Servers
PC Support Request (Fac/Staff)
Spam sent to Help Desk queue
Oracle.gl Account Requests
PC Support Request (Fac/Staff)
Online Course Misc
PS General Ledger
PS General Ledger
PC Support Request (Fac/Staff)

FS Operations

0000095414	Rumba password
0000095653	1 Eliminate dup rows on Temp Table
0000095352	1 POs locked
0000095319	1 Segmented File Transfer to State for AP Vendors
0000095386	1 AP Payment and Vendor files not on Novell for transfer
0000095806	1 SQL update needed for vouchers
0000095377	2 SQL update FA Status on selected rows
0000095493	1 FMIS password rquest IHUGO 2nd ticket
0000096012	2 SQL update needed on PROJ_RESOURCE
0000096010	1 Unique Constraint Match Process Error - Need SQL delete
0000096017	1 SQL updates needed for PROJ_RESOURCE (F&A)
0000095924	1 Reset In Process Flag on 7 POs
0000095011	Oracle DB Access Read only
0000095922	3 System Match Rule not working properly
0000096287	1 Cannot Budget Check a voucher if it is linked to a rolled PO
0000096194	1 POs locked in Process
0000096114	2 PO Adjust ran to No Success on 07-16 & 07-19
0000094802	Vendor Addresses
0000096165	1 Receipts locked in Process - Cannot Accrue
0000095076	1 PO Rollover & Voucher Budget Check severe errors
0000096607	3 MOD Request - Add new field to PO Header

Total Number of Tickets:

28

PS IT - Misc
PS Purchasing
PS Purchasing
PS Payables
PS Payables
PS Payables
PS Grants
PS IT - Misc
PS Payables
PS Payables
PS Grants
PS Purchasing
Oracle DB Issue (oracle.gl)
PS Payables
PS Payables
PS Purchasing
PS Projects
PS Payables
PS Purchasing
PS Payables
PS Purchasing

0000096592 User requests jack # 425 in room 425 of admin building be activated.
 0000096971 BCing
 0000096964 2 SAREF Vouchers will not post
 0000096744 2 PC_POADJUST still running to No Success SQL Error
 0000096791 R-Star
 0000096405 3 Mod to code that controls separation of duties
 0000096519 2 Custom Rept Mod needed

Dead/Slow Network Jack
 PS Payables
 PS Payables
 PS Projects
 PS Finance Security
 PS Purchasing
 PS Purchasing

Chemistry BioChem - Academic

0000096000 UMBC Account Password Reset for ccarval
 0000094664 CHEM 135: AD password not allowing login
 0000095967 Computer freezing on boot
 0000096364 Cannot delete large emails
 0000094918 Wants PC reformatted and put Windows XP on.
 0000095779 Computer problems
 0000095601 User gets 169 IP address in dorm
 0000095267 printing in Netscape 7.1 cuts off text chem135
 0000094681 After AD install, could not find any of the user's programs.
 0000096374 CD burner is not recognizing blank cds
 0000095073 PC slowing down problem. chem475a
 0000095070 No subject
 0000096386 remote printers for ice9.chem.umbc.edu
 0000094904 After upgrade machine does not work CHEM016
 0000095617 [Mac s/w] CHEM: Chem/480: Mac problem
 0000094968 Work Order Request
 0000096817 PC Win2k Mozilla install. CHEM 475C.
 0000096643 Builds on Hercules?? (hercules.rs/depot)
 0000096661 Software build for hercules.rs (depot)
 0000096621 vmd remote problem.
 0000096685 PC problem. CHEM 016.
 0000096614 User needs help cleaning out computer in room 479. Contact user in r
 0000096894 User cannot login to webmail or access email in anyway (pine, outloo
 0000096952 quota increase request
 0000096474 Fabris lab
 0000096972 Fwd: IMAP/POP Client Configuration (SECOND WARNING)
 0000096422 [Mac h/w] eMac not booting. CHEM 390.

Total Number of Tickets:

27

HD: Password
 PC Support Request (Fac/Staff)
 PC Support Request (Fac/Staff)
 HD: Quota
 PC Support Request (Fac/Staff)
 PC Support Request (Fac/Staff)
 Resnet Setup
 PC Support Request (Fac/Staff)
 PC Support Request (Fac/Staff)
 PC Support Request (Fac/Staff)
 PC Support Request (Fac/Staff)
 Novell Issue (Fac/Staff)
 Chemistry Dept Unix Issues
 PC Support Request (Fac/Staff)
 Macintosh Support Request (Fac/Staff)
 PC Support Request (Fac/Staff)
 PC Support Request (Fac/Staff)
 Physics Dept Unix Issues
 Chemistry Dept Unix Issues
 Chemistry Dept Unix Issues
 PC Support Request (Fac/Staff)
 PC Support Request (Fac/Staff)
 Webmail Problem
 HD: Quota
 Chemistry Dept Unix Issues
 HD: Software Config/Trblshtng
 Macintosh Support Request (Fac/Staff)

Top 10 UMBC Departments Requesting Service

