

Top 10 Users Requesting Service with # of Tickets

Tickets Created Between 07/01/2004 07/31/2004

User	Description	Total No. of Tickets:
monelli	OIT Infrastructure & Support	30
0000096452	Morning Checklist, Friday 7/23	HD:LabCheck
0000096499	Tape Changes, Friday 7/23	HD:TapeChanges
0000096535	Phonemail, Saturday 7/24, 11:00am	HD: Phonemail
0000096537	Phonemail, Saturday 7/24, 2:00pm	HD: Phonemail
0000096735	Morning Checklist, Wednesday 7/28	HD:LabCheck
0000096701	Tape Changes, Tuesday 7/27	HD:TapeChanges
0000096699	Phonemail, Tuesday 7/27, 2:00pm	HD: Phonemail
0000096538	Labcheck, Saturday 7/24, 5:00pm	HD:LabCheck
0000096536	Tape Changes, Saturday 7/24	HD:TapeChanges
0000096528	Morning Checklist, Saturday 7/24	HD:LabCheck
0000096459	122/122A: Missing keyboard tabs	LabHardware
0000096465	Alumni email filtering	Alumni Server Problems
0000096925	Morning Checklist, Friday 7/30	HD:LabCheck
0000096986	Phonemail, Saturday 7/31, 2:00pm	HD: Phonemail
0000096938	Phonemail, Friday 7/30, 11:00am	HD: Phonemail
0000096987	Tape Changes, Saturday 7/31	HD:TapeChanges
0000096988	Lab Check, Saturday 7/31, 5:00pm	HD:LabCheck
0000095030	Phonemail, Wed 7/7, 11:00am	HD: Phonemail
0000095242	resnet.umbc.edu Inaccessable from wireless	Wireless Issues on campus
0000095307	Phonemail, Thursday 7/8, 11:00am	HD: Phonemail
0000095419	Tape Changes, 7/9	HD:TapeChanges
0000095372	7:30am Check List, Friday 7/9	HD:LabCheck
0000095746	WT Trailer by CHEM: No network connection	Firewall Issues
0000095738	WT Trailer by PUP: No network connection	Firewall Issues
0000095641	Phonemail, Tuesday 7/13 11:00am	HD: Phonemail
0000095568	[Fwd: Password Reset]	HD: Password
0000095940	Morning Checklist, Friday 7/16	HD:LabCheck
0000095960	Alumni account quota check	Alumni Server Problems
0000095997	Tape Changes, Friday 7/16	HD:TapeChanges
0000096269	Tape Changes, Tuesday 7/20	HD:TapeChanges
dvelli	FS PeopleSoft IT Support	29
0000094665	Is a jack present?	Check Network Jack (Fac/Staff)
0000094673	"travel@umbc.edu" account needs more quota space.	HD: Quota
0000094786	Dvelli1 Novell user quota needs Increase.	Novell Quotas
0000094950	Kim cannot access her email account.	HD: Password
0000094972	Meriel Newsome needs a Corporate Time account.	CorpTime Calendar Account Req
0000095012	Qian M. Zhang needs a Corporate Time account.	CorpTime Calendar Account Req
0000095300	Need Novell "qzhang" & "jmburu" to mirror "davison".	Novell Account Management
0000095025	After Active Directory problems with Word, Excel & ByRequest.	PC Support Request (Fac/Staff)
0000094948	Since Active Directory Jean's PC cannot access BOA website.	PC Support Request (Fac/Staff)
0000094784	Need Novell folder and contents restored.	Novell File Restore
0000094701	After Active Directory Lisa Moulden is having problems printing.	Novell Printing
0000096412	MS Access 97 not working for Cheryl Johnson.	PC Support Request (Fac/Staff)
0000096419	"Busar@umbc.edu" account still forwarding email.	Webmail Problem
0000096721	Cheryl Johnson needs two Novell files restored.	Novell File Restore
0000096773	Cheryl is getting an Access 97 error.	PC Support Request (Fac/Staff)
0000096723	Cheryl is getting an error in Excel when saving to Novell.	PC Support Request (Fac/Staff)
0000096570	Meriel Newsome needs her password reset.	Novell Account Management
0000096424	Joanna Alrub is getting an error in MS Access.	PC Support Request (Fac/Staff)
0000096960	Jean Bunche needs Novell printer access.	Novell Printing
0000096961	Jean Bunche is not able to print to "ACCTLJ10" in HP.	OIT-BSG HP3000 Systems
0000095872	Need "tgarber" email account deleted.	UMBC Email Alias
0000095875	Isabel Garrido needs "mharriso" email account increased.	HD: Quota
0000096272	ByRequest will not read D:\ drive.	PC Support Request (Fac/Staff)
0000096244	Cheryl says her email has not been right since Active Directory.	PC Support Request (Fac/Staff)
0000096140	Need to send out important email to ALL UMBC students.	Mailing Lists
0000096004	Bowers getting errors after Active Directory.	PC Support Request (Fac/Staff)

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

0000095972
0000095340
0000095524

Need for "bursar@umbc.edu" to stop forwarding.
Access to bursar@umbc.edu MyUMBC needed.
Maria Zhang needs a Novell account.

UMBC Email Alias
Individual myUMBC Errors
Novell Account Management

weller

FS Operations

Total No. of Tickets: **22**

0000096405 3 Mod to code that controls separation of duties
0000096744 2 PC_POADJUST still running to No Success SQL Error
0000096519 2 Custom Rept Mod needed
0000096607 3 MOD Request - Add new field to PO Header
0000096964 2 SAREF Vouchers will not post
0000095011 Oracle DB Access Read only
0000095076 1 PO Rollover & Voucher Budget Check severe errors
0000095806 1 SQL update needed for vouchers
0000095922 3 System Match Rule not working properly
0000095924 1 Reset In Process Flag on 7 POs
0000096010 1 Unique Constraint Match Process Error - Need SQL delete
0000096017 1 SQL updates needed for PROJ_RESOURCE (F&A)
0000096287 1 Cannot Budget Check a voucher if it is linked to a rolled PO
0000096194 1 POs locked in Process
0000096165 1 Receipts locked in Process - Cannot Accrue
0000096114 2 PO Adjust ran to No Success on 07-16 & 07-19
0000096012 2 SQL update needed on PROJ_RESOURCE
0000095319 1 Segmented File Transfer to State for AP Vendors
0000095352 1 POs locked
0000095377 2 SQL update FA Status on selected rows
0000095653 1 Eliminate dup rows on Temp Table
0000095386 1 AP Payment and Vendor files not on Novell for transfer

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

stankovi

Human Resources

Total No. of Tickets: **21**

0000095860 Error - No matching buffer found
0000095952 Fix Distribution Date for Payroll 1
0000095993 UM_DEPT_JRNL_NEW
0000096016 Update Add'l pay
0000096325 Duplicate entries appearing on journal file (crystal)
0000095892 Time Entry/Department Time Entry Report
0000095553 Summer Pay Report
0000095691 Back-Up HRPRD instance on afternoon/evening of 7/14/04 just prior t
0000095763 Payroll Error - Payroll 1
0000095782 Distribution Fix - HIGH PRIORITY - Pay 26 Dist
0000095739 Update Add'l Pay
0000095692 Reset Leave Balances After Payroll Confirmation for PP26 in HRPR
0000096432 Update Additional Pay - CR1 Record
0000096835 Delete PS_FSA_BENEFIT row for EMPLID 1000000123
0000096833 Delete Incorrect Benefits for EMPLID's 1000000240 and 100000173
0000096687 Distribution Error - Payroll 1
0000096482 Make Adjustment to PS_UM_CPAYRUN_TBL Entry for SSN 07548
0000096942 Security Access Needed - Priority
0000094631 Production Support for Payroll 2004026
0000094724 Fix Job Data Buffer Sync Issue
0000094755 Refresh HRCA Instance from Backup of HRPRD from evening of 7/1

HR Payroll
HR Human Resources
HR Time and Labor
HR Human Resources
HR Security
HR Time and Labor
HR Payroll
PS IT - Database
HR Human Resources
HR Commitment Accounting
HR Payroll
HR Payroll
HR Human Resources
HR Payroll
HR Commitment Accounting
HR Payroll
HR Security
HR Payroll
HR Human Resources
PS IT - Database

stjones

Library

Total No. of Tickets: **18**

0000095317 Workstation specific account
0000095523 Static ip #2 - media
0000095898 Library jack 290
0000096436 User jleesme novell personal share
0000096517 FW: Friends database
0000096502 Library novell web function - pls expedite
0000096463 user flinchba - please expedite
0000096485 Static ip transfer - pls expedite
0000096854 FW: Quota for my myUMBC account
0000096940 Library workstation specific account
0000096865 H: and I: Drives unavailable

Novell Account Management
IP Address Request
Dead/Slow Network Jack
Novell Quotas
PC Software Install (Fac/Staff)
Novell Account Management
PC Software Install (Fac/Staff)
IP Address Request
HD: Quota
Novell Account Management
Novell Issue (Fac/Staff)

0000096953	Novell account	Novell Account Management
0000096949	FW: New Account	HD: Accounts
0000096870	Static ip for printer	IP Address Request
0000095077	Library jack activation	Dead/Slow Network Jack
0000095080	Tying down jacks so patrons can't use them	Dead/Slow Network Jack
0000095301	Library bindery room computer	Check Network Jack (Fac/Staff)
0000095090	FW: Static ip address	IP Address Request

stevenh1

	DPET Admin Exp	Total No. of Tickets: 18
0000095846	VPN Client	DPET Support Request
0000096188	UMBC Continuing Ed site being wierd	Firewall Issues
0000096229	Connectivity issues in South Campus	PC Support Request (Fac/Staff)
0000096120	Need Personal Share Size Increased	Novell Quotas
0000095407	Update Online Registration Fee	DPET Support Request
0000095793	Problem with copier	DPET Support Request
0000096413	SPSS CD Loan	HD: CD Checkout
0000096651	FW: Emailing: h mapping error	Novell Issue (Fac/Staff)
0000096840	View pictures from photo shoot	DPET Support Request
0000096839	Upload Cybergroup Database	DPET Support Request
0000096521	FW: Network Jack Activation	Dead/Slow Network Jack
0000096934	Novell password rest.	Novell Account Management
0000094767	Update Cybergroup Database	DPET Support Request
0000094874	Backup Images to Novell and Update Images spreadsheet	DPET Support Request
0000094787	Port Activation	Dead/Slow Network Jack
0000095063	File Deletion	Novell Account Management
0000095007	Deliver USB Memory Key	DPET Support Request
0000094988	mock set-up	DPET Support Request

myo

	OIT Infrastructure & Support	Total No. of Tickets: 16
0000095908	Tape changes done for 7/15	HD:TapeChanges
0000094697	User: cmlle1 needs their AD password reset. contact shaheed at 443-2	PC Support Request (Fac/Staff)
0000095246	Checked phone mail	HD: Phonemail
0000095055	2pm phone mail check.	HD: Phonemail
0000094800	2:00 P.M Phone mail check Done	HD: Phonemail
0000094705	Tape changes done for 7/1 Engr drives are still empty	HD:TapeChanges
0000094788	User Camelia Owens, username:cowens3 is now a faculty member	UMBC Account Activation
0000096423	Tape changes done to VMS and Dept only. Tim and Steve says to lea	HD:TapeChanges
0000096765	Phone mail checked at 11am.	HD: Phonemail
0000096742	User: David Gaviria requests myUMBC account to be created. Faxed i	HD: Accounts
0000096693	New faculty member requests myumbc account.	HD: Accounts
0000096515	New Instructor Daniel Hirschhorn needs to be added to system and g	HD: Accounts
0000096898	Tape changes done for all	HD:TapeChanges
0000096969	Mike O. Did tape change, Forgot to ticket.	HD:TapeChanges
0000096966	2pm phone mail check.	HD: Phonemail
0000096899	2pm phone mail done. no msges.	HD: Phonemail

rsanders

	Human Resources	Total No. of Tickets: 16
0000095499	NETWORK PRINTER NOT WORKING	PC Support Request (Fac/Staff)
0000095604	Create Query Identifying Employees with EMPL_RCD = 0 and Not a	HR Human Resources
0000095606	Create Query listing Employees where EMPL_RCD = 0 and job_indi	HR Human Resources
0000095780	.UNCHECK AUTO RENEWAL BOX IN CONTRACT PAY FOR G	HR Human Resources
0000095729	Grant User 'SDAWSON' access to UMBC Position/Incumbents report	HR Security
0000095533	OFFENSIVE E-MAIL MESSAGES	Email Scams/Spam TO UMBC a
0000095796	USE CONVERSION PROCESS TO UPDATE EXPIRATION	HR Human Resources
0000096099	RE: TICKET0000095533	Email Scams/Spam TO UMBC a
0000096101	re: ticket #0000095533	Email Scams/Spam TO UMBC a
0000094702	SECURITY ACCESS FOR DIANE CRUMP	HR Payroll
0000094898	Confirmation of Transition of Benefits Files from EBD	HR Benefits Admin
0000095000	INCORRECT JOB CODES	HR Human Resources
0000096861	SETUP OF WORKSTATION IN DELTA ROOM	PC Support Request (Fac/Staff)
0000096437	[Fwd: Re: PROBLEM - Gross Pay Report]	HR Human Resources
0000096686	Make Payroll Journal (UMPYR045) usable online	HR Payroll
0000096629	[Fwd: [Fwd: PeopleSoft Organization Tree]]	HR Human Resources

mcnamara	Human Resources	Total No. of Tickets: 16
0000095678	Updated Leave Spreadsheet for CHPDM	HR Time and Labor
0000095751	Remedy Ticket for Parking Services Dept (10412)	HR Human Resources
0000095791	Security Revision (Admissions & Enrollment)	HR Security
0000095845	security access check required	HR Human Resources
0000096310	Security Revision for dept 10212	HR Security
0000095981	Payroll Journal not listing overtime hoursn	HR Human Resources
0000096252	crystal UMHRR025 (employee work labels) not pulling data	HR Human Resources
0000095910	Several duplicate entries in Time Entry Report	HR Human Resources
0000096559	Report of Accrued Leave for Fiscal Year End Processing	HR Benefits Admin
0000096684	Security Revision--Dept 10491 & 10492 (Economics & Administrativ	HR Security
0000096778	Correct Invalid Date in CAMP05 File for Pay Period 2005003	HR Payroll
0000096790	Leave Balance Conversion spreadsheet edit	HR Benefits Admin
0000096770	Security access change needed	HR Human Resources
0000094655	Department Time Entry Report--NEEDS URGENT RESPONSE	HR Time and Labor
0000094719	Security access change requested	HR Human Resources
0000094726	securit access change requested	HR Human Resources

rpreston	General Accounting	Total No. of Tickets: 15
0000096556	Create SQR to Generate 'Hybrid' DBE entries for positions where as	HR Commitment Accounting
0000096561	[Fwd: RE: Effort Reporting - Fiscal Year]	PS IT - Misc
0000096557	Report of staff salaries for a specified pay period in any (and all) app	HR Commitment Accounting
0000096828	Journals have wrong BC Status	PS General Ledger
0000096558	Modify UMPYI013 (Payroll Distribution) to Properly Distribute Pay	HR Commitment Accounting
0000096923	Mail Space	HD: Quota
0000096959	Prorate Distribution for changes in DBE during a pay period	HR Payroll
0000094723	Copy of BSARS for Bob Preston	OIT-BSG Finance Bursar
0000094867	NVision	PS IT - Misc
0000094866	[Fwd: Returned mail: see transcript for details]	OIT-BSG Admissions
0000095802	Nvision	PS IT - Misc
0000096077	Statement of payroll charges	HR Payroll
0000095867	Status R to V	PS IT - Database
0000095552	1 - Production DBE Positions Rollover	HR Human Resources
0000095784	Payroll 26	PS Finance Other

Top 10 UMBC Customers Requesting Service

