

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 *07/01/2005* *07/31/2005*

Library		Total Number of Tickets:	39
0000120106	RE: 0000118658 pat 53590	Email Request	
0000120846	User jung and jyoderl	Novell Account Management	
0000120105	User alex bassett	HD: Accounts	
0000120512	page needs updating	UMBC Campus Web Pages	
0000120614	Machine needs to be joined to AD	PC Support Request (Fac/Staff)	
0000120869	AD joins in the library	PC Support Request (Fac/Staff)	
0000120710	Staff AD priv levels	Active Directory Password	
0000121006	Need to be joined to AD	Active Directory Password	
0000121285	User needs access to webadmin2 "aok" guest accounts admin service o	Webadmin/Webauth Service	
0000120487	Generic Novell/AD login Password Reset	Novell Account Password	
0000120609	[Fwd: two records in DB for same patron]	UMBC Account Deletion	
0000120698	Library pay4print printer	IP Address Request	
0000121317	Library guest account issuers (add)	Webadmin/Webauth Service	
0000120458	Reported Problem	Webmail Problem	
0000120981	AD account	Active Directory Password	
0000121475	increase inbox	HD: Quota	
0000120985	Illiad Update	Novell Printing	
0000120469	Work Order Request	AFS File Space Requests	
0000120078	List Deletion Request: TSWEBAR	Email Request	
0000120697	DHCP entries for the library	DHCP Request	
0000120322	Join library laptop to AD	PC Support Request (Fac/Staff)	
0000120307	No subject	UMBC Account Deletion	
0000120367	Work Order Request-Corporate Calendar account	CorpTime Calendar Account Requests	
0000120030	Mcafee Auto-update error	PC Support Request (Fac/Staff)	
0000120708	Users uhussong and rlandy	Novell Account Management	
0000120157	No subject	PC Support Request (Fac/Staff)	
0000120644	LIMs reconcile system problem	UNIX Misc	
0000120819	Needs Account Please	CorpTime Calendar Account Requests	
0000120363	Work Order Request-Restore file	AFS File Restore Request	
0000120597	FW: Problem Submitted By jessame@umbc.edu	Novell Account Management	
0000120809	[site survey] LIB110: install 2 data lines & probably 2 voice lines	Network Survey	
0000120810	Work Order Request-Unable to login to email	HD: Software Config/Trblshng	
0000121071	Work Order Request-Delete spam folder	HD: Quota	
0000120081	Library 2nd floor replacement hubs	PhysNet Projects	
0000120393	user stjones	HD: Quota	
0000121784	RE: QUOTA WARNING for your myUMBC account	HD: Quota	
0000121655	LIB037PC10: Re-image GX150	LabHardware	
0000121743	Retriever Timing Out	Finance Technical Issues	
0000121744	ILLIAd webpages	AFS File Space Requests	

Residential Life - Gen Admin		Total Number of Tickets:	36
0000120844	Calendar Account	CorpTime Calendar Account Requests	
0000120827	ResNet Access	HD: Accounts	
0000121383	HP Reflection Client - will not connect 1000-1130	PC Support Request (Fac/Staff)	
0000121507	Calendar Account	CorpTime Calendar Account Requests	
0000120845	Calendar Account	CorpTime Calendar Account Requests	
0000120872	Calendar Account for Win W. MAw	CorpTime Calendar Account Requests	
0000121191	Retriever Inquiry Reports	PS General Ledger	
0000121644	Blank pw for AD not working	Active Directory Password	
0000121426	ResNet Access	HD: Accounts	
0000120048	publish?	Email Request	
0000121505	Jessica Porras needs Corporate Calendar Account	CorpTime Calendar Account Requests	
0000121440	FW: Computer Account Set-up	Novell Account Management	
0000120549	ORL: Request VPN client installation (windows)	PC Software Install (Fac/Staff)	
0000120805	Resnet access Please create account	HD: Accounts	
0000120074	Erickson rm 151. x53767. User would like VPN client installed on h	PC Software Install (Fac/Staff)	
0000120474	Terrace Apts, 624C and B users cannot log into Resnet; Ext. 51897;	Resnet On-Site Services	
0000120695	Novell Account/AD Win W. Maw	Novell Account Management	

0000120717	FW: Account Removal	Novell Account Management
0000120737	HP Accounts: Douglas Copeland/Caitlin Lamb	OIT-BSG Operational Support
0000121437	[Fwd: Computer Account Set-Up] Karim Said	Novell Account Management
0000120319	Novell Account Setup Win W. Maw	Novell Client Install
0000120979	Novell Printers missing	PC Support Request (Fac/Staff)
0000120994	After power surge last night - Tree or server not found	Novell Issue (Fac/Staff)
0000120380	Temporary Accounts for Summer Conference Guests Blind Indust	HD: Software Config/Trblshtng
0000120382	Temporary E-mail Accounts for PA Wrestling (Conference Guests)	HD: Accounts
0000121007	Blue screen upon bootup - started yesterday after power outage	PC Support Request (Fac/Staff)
0000121004	Network printer will not print for 6 folks - HP4100	Novell Issue (Fac/Staff)
0000121513	Calendar Account for Karim Said	CorpTime Calendar Account Requests
0000121027	[PC s/w] ERK184: Problems printing to network printer.	PC Support Request (Fac/Staff)
0000121354	FW: Computer Account Set-up	HD: Accounts
0000121370	ERK152: need to deactivate old connection and activate new jack	Network Survey
0000120288	[Fwd: New Account Set-Up]	HD: Accounts
0000120888	Temporary Internet Account	UMBC Account Activation
0000119979	Users computer has IE errors on it; ext. 527411; Room 164 Erickson	PC Support Request (Fac/Staff)
0000121699	Blackboard Community Request: Assign to New Media: Blackboard	Online Course Misc
0000121687	quota increase	HD: Quota

Biology - Academic

0000120553	spec new usr disk for serine.biosci	Other Dept Unix Issues
0000120567	Help - Win XP	PC Support Request (Fac/Staff)
0000120576	Computer Problem	Macintosh Support Request (Fac/Staff)
0000120579	Work Order Request-No ticket info included	HD: General Info
0000120272	phenotype.biosci user access	Other Dept Unix Issues
0000120104	BS368: Network printer does not show up on the computer	Novell Printing
0000121496	printer problems	PC Support Request (Fac/Staff)
0000121566	BS472: Win98 user cannot print	PC Support Request (Fac/Staff)
0000120544	[Fwd: Your password has been successfully updated]	HD: Software Config/Trblshtng
0000120532	Need AD account for leiplab2	Active Directory Password
0000120386	Blackboard COPY Course: Assign to New Media: Blackboard	Online Course Misc
0000120481	Disk Quota	HD: Software Config/Trblshtng
0000121216	Work Order Request	PC Support Request (Fac/Staff)
0000121039	[PC s/w] BS302: User requests admin rights to PC	PC Software Install (Fac/Staff)
0000121315	neanderthal.biosci access	Other Dept Unix Issues
0000121042	Possible Sudo Access to Neanderthal (biosci)	UNIX Misc
0000121321	Strange E-mail	HD: Software Config/Trblshtng
0000121322	Work Order Request-Webmail problems	Webmail Problem
0000121189	User would like to have a program called "Blast" installed on his UM	PC Software Install (Fac/Staff)
0000121171	Work Order Request-Prob w/connecting to network	Check Network Jack (Fac/Staff)
0000121280	Work Order Request-Need OS switch to XP professional	PC Support Request (Fac/Staff)
0000121273	Craig account quota	HD: Quota
0000120580	Work Order Request-Computer will not turn on since power failure	PC Support Request (Fac/Staff)
0000120811	Work Order Request	Webmail Problem
0000121631	Dawkins.biosci back in use	Other Dept Unix Issues
0000120816	Jack Problems	Resnet On-Site Services
0000120738	[PC s/w] BS010: total hd capacity has decreased-need pc checked out	PC Support Request (Fac/Staff)
0000120958	Computer keeps rebooting	PC Support Request (Fac/Staff)
0000120884	neanderthal.biosci.umbc.edu access	Other Dept Unix Issues
0000120865	PC is getting a BSOD and then says "dumping physical memory" fr	PC Support Request (Fac/Staff)
0000120821	virus update	PC Support Request (Fac/Staff)
0000120854	Computer caught in startup loop	PC Support Request (Fac/Staff)
0000121232	[PC s/w] BS422: Transferring data through novell and it is being cor	Novell Issue (Fac/Staff)
0000120000	User would like a generic novell print account created for use on an o	Novell Account Management
0000120060	Blackboard NEW Course: Assign to New Media: Blackboard	Email Request

Total Number of Tickets:

35

Human Resources

0000120326	PS***** Security Revision	HR Security
0000120327	PS***** Inactivate Security	HR Security
0000120325	PS*****.Security Revision	HR Security
0000120277	PS*****.Inactivate Security	HR Security
0000120019	PS*****.Remove Budget Office roles from Anna Gosden's user 'GOS	HR Security

Total Number of Tickets:

32

0000120454	User cannot get into his computer because when he logs in "tree or s	Novell Issue (Fac/Staff)
0000120268	PS***** Inactivate Security	HR Security
0000120669	pls backup hrprd for payroll	PS IT - Database
0000120688	PS****:Permission List Setup	HR Security
0000120283	PS **** UMPYI026 can create invalid earns begin/end dates	HR Payroll
0000120795	pls run attd sql in HRPRD (fix for 7516- dpt in pay_earnings)	PS IT - Database
0000120291	PS****:Inactivate Security	HR Security
0000121398	[PC s/w] AD504: User cannot print to AD printers	PC Support Request (Fac/Staff)
0000120832	PS****:Position missing in earnings row	HR Payroll
0000120934	pls restore HRCA with latest HRPRD backup	PS IT - Database
0000120006	P0002A:Modify UMPYI010	HR Payroll
0000121638	PS****:Security Query Research	HR Security
0000120007	P0002A:Modify UMPYI009	HR Payroll
0000121508	pls backup HRPRD for payroll	BSG:Database Management
0000120018	PS****:Disable Carole Kincaid's 'Z' User in HRPRD	HR Security
0000120336	PS****:Inactivate Security	HR Security
0000120339	PS***** Inactivate Security	HR Security
0000121130	[PC s/w] UC116: Migrate Win 98 to AD	PC Support Request (Fac/Staff)
0000120830	R0000A:Develop report to indicate student employee's change in FI	HR Payroll
0000121300	P0023A:Setup selected field auditing on selected HR tables	HR Payroll
0000121709	PS****:run script to remove old general deductions for adv recovery	HR Technical Issues
0000121708	Update umpyi009 time entry load for CNT paygroup	HR Technical Issues
0000121737	wireless mouse not working - Valerie Bell	PC Support Request (Fac/Staff)
0000121760	PS****:Gross Pay Report can exclude a terminated person paid in t	HR Payroll
0000121732	PS****:Leave Accrual Report	HR Security
0000121768	PS**** Leave Accrual on Timesheet	HR Human Resources
0000121759	PS****:Permission List Creation	HR Security

Computer Sci Elec Engineering

0000121390	User cannot remove vacation message from MyUMBC; ext. 54786;	Individual myUMBC Errors
0000121067	New DNS entry needed	DNS Entry Modification
0000120001	TRC262: Activate jack on printer vlan, assign IP, create unix print q	DHCP Request
0000120782	Warning: It was not possible to send you e-mail! (fwd)	HD: Software Config/Trblshtng
0000120578	Dr. Chang wants a copy of Tiger	Macintosh Support Request (Fac/Staff)
0000121313	[Fwd: RE:#0000121113 ticket number]	HD: Software Config/Trblshtng
0000121281	hard + software infos	HD: General Info
0000120643	setting up a blackboard course	Online Course Course Creation
0000121630	Re: QUOTA WARNING for your myUMBC account	HD: Software Config/Trblshtng
0000120038	Blackboard Course Setup	Online Course Course Creation
0000121082	Owner Question	Mailing Lists
0000120822	Work Order Request-Emails not showing up	AFS File Restore Request
0000121312	RE:#0000111213 ticket number	Computer Science Support
0000120606	"H" drive increase	Novell Quotas
0000121113	mail quota	Computer Science Support
0000120564	How to post grades to the gradebook in Blackboard	Online Course Training
0000120055	MATLAB ISOs from myUMBC missing toolboxes?	PC Support Request (Fac/Staff)
0000120908	Blackboard Course Settings	Online Course Misc
0000120198	Your Account is Suspended (fwd)	Email Scams/Spam TO UMBC address
0000120963	Work Order Request-VPN download for MAC now longer works	HD: Software Config/Trblshtng
0000121016	Update AFS Acls for TRC AFS area	AFS File Space Requests
0000120713	[Mac s/w] TRC262: Powerbook G3 (400Mhz) problems	Macintosh Support Request (Fac/Staff)
0000121403	Can not view certain info in myUMBC	Individual myUMBC Errors
0000121517	PS****:No Access -- D. Myers	HR Technical Issues
0000120536	Mcafee virus update not working	PC Support Request (Fac/Staff)
0000121706	trouble tickets from OIT web site, and a mailing list	Mailing Lists
0000121723	Gross Pay Report UMPYR039	HR Payroll
0000121790	UMBC McAfee 8 default setup stops auto-update	PC Support Request (Fac/Staff)

Total Number of Tickets:

28

Residential Life

0000120951	User needs calendar account	CorpTime Calendar Account Requests
0000120365	7-8-05 Phonemail 2 p.m.	HD: Phonemail
0000120824	closing 7-14-05 10 p.m.	HD:LabCheck
0000120332	Network Printer having connection issue	PC Support Request (Fac/Staff)

Total Number of Tickets:

28

0000120394	11 a.m. phonemail 7-9-05	HD: Phonemail
0000121252	closing 7-21 10 p.m.	HD:LabCheck
0000120366	[lab] ECS104PC15: inaccessible boot device	LabHardware
0000120391	Opening Checklist 8 a.m. 7-9-05	HD:LabCheck
0000121338	2 p.m. phonemail 7-23-05	HD: Phonemail
0000120971	2 p.m. phonemail 7-18-05	HD: Phonemail
0000121525	Labcheck 9 p.m. 7-26-05	HD:LabCheck
0000121526	9 p.m. phonemail 7-26-05	HD: Phonemail
0000120823	Labcheck 7-14-05 9 p.m.	HD:LabCheck
0000121078	7-19-05 9 p.m. labcheck	HD:LabCheck
0000121080	Closing Checklist 7-19-05	HD:LabCheck
0000120891	Opening 7-16-05 8 a.m.	HD:LabCheck
0000121333	Opening Checklist 7-23-05	HD:LabCheck
0000121249	lab 7-21-05 9 p.m.	HD:LabCheck
0000121528	Closing checklist 10 p.m. 7-26-05	HD:LabCheck
0000120397	Closing Labcheck 5 p.m. 7-9-05	HD:LabCheck
0000120300	Closing 10 p.m. 7/7/05	HD:LabCheck
0000120622	Labcheck 8 p.m.7-12-05	HD:LabCheck
0000120623	Closing Checklist 7-12-05	HD:LabCheck
0000120897	7-16-05 Closing list 5 p.m.	HD:LabCheck
0000121778	Opening List 7-30-05	HD:LabCheck
0000121785	Closing Checklist 7-30-05 5pm	HD:LabCheck
0000121702	9 p.m. labcheck 7-28-05	HD:LabCheck
0000121704	Closingchecklist 7-28-05	HD:LabCheck

General Accounting

0000121532	App Server is DOWN
0000120540	PS****:Run Payroll Accrual Process for FY05/FY06 Transition
0000120369	R0000A: Create FY 2005 Accruals for PP 2006001
0000120746	PS****:Distribution program cannot find 2006 DBEs for hourly emp
0000120328	1 Retriever
0000120725	Retriever/Oracle corruption?
0000120922	Need mail quota increase
0000120729	Disk Usage
0000121124	Rstar password
0000120302	FW: QUOTA WARNING for your myUMBC account
0000120829	PS****:2006 DBEs missing for 2 positions
0000120592	Payroll 026 Incorrect Fiscal Year
0000120248	R0000A:Resolve Issues Concerning Processing of 401K/403B Match
0000120250	R0000A:Write program to generate 'psuedo-retros' to correct mis-p
0000120413	HELP!
0000121291	R0000A:Prorated distribution does not match FY-split earnings
0000120834	PS****:Investigate inability to see prorated DBEs online
0000120473	PS***** HR Access for Karen Barnes
0000121115	R0000A:Retros are being erroneously marked invalid for conflicts wi
0000120139	TODO error
0000121296	P0007A:Update project plan for next phase of retro system cleanup
0000120385	PS****:Priority 1 - Changes to Dept Names in Finance
0000121707	UMACTSUM_252013.PDF
0000121746	Retriever
0000121661	2 Process Running to Error
0000121751	Re Access to General Accounting Folder on I Drive
0000121761	P0007A: Research differences between distribution and hr accounti

Total Number of Tickets:

Finance Technical Issues
HR Commitment Accounting
HR Commitment Accounting
HR Commitment Accounting
PS Finance Technical Issues
PS General Ledger
HD: Quota
HD: Quota
Finance Technical Issues
HD: Quota
HR Commitment Accounting
PS Commitment Control
HR Commitment Accounting
HR Commitment Accounting
PS Finance Technical Issues
HR Commitment Accounting
HR Commitment Accounting
HR Human Resources
HR Commitment Accounting
Novell Account Management
HR Commitment Accounting
HR Human Resources
Finance Technical Issues
Finance Technical Issues
Finance Technical Issues
Novell Account Management
HR Commitment Accounting

27

Psychology Admin

0000121303	MP301: Migrate 5 PCs to AD
0000121431	Disk Quota
0000121442	Blackboard NEW Course: Assign to New Media: Blackboard
0000121609	Work Order Request-Trust relationship between this workstation and
0000121179	create new print queue for a new printer
0000120519	SS 403: Printer malfunction
0000120637	Re: QUOTA WARNING for your myUMBC account
0000120400	Internal Server Error

Total Number of Tickets:

PC Support Request (Fac/Staff)
HD: Quota
Online Course Course Creation
PC Support Request (Fac/Staff)
Novell Printing
PC Support Request (Fac/Staff)
HD: Quota
HD: Software Config/Trblshng

26

0000120467 low on memory in terminal window
 0000120330 Re: QUOTA WARNING for your myUMBC account
 0000120990 Folder in webmail not displaying as a link
 0000120984 Printer Problems
 0000120651 Monday 10:00-12:30 the SPSS and Office be installed on 2 new lab m
 0000120874 Work Order Request - Habits lab computer issues
 0000120976 Request Assistance
 0000121066 [PC s/w] MP320: Still not able to print.
 0000120115 work order request (black laptop)
 0000120205 customer request creation of a generic account
 0000120012 User's UMBC laptop comes up with windows error, unmountable bo
 0000120267 SS 513- computer lab- computers are "not working" BSOD; ext. 523
 0000120239 Disk Space increase needed
 0000121199 secure network folders set-up
 0000120210 request to increase GL quota
 0000121682 ID#0000117810 Re: Ticket : creating a webpage
 0000121683 disk quota increase request
 0000121734 [Mac s/w] SS507A: unsupported mac request

Campus Modem Problems
 HD: Quota
 HD: Software Config/Trblshtng
 Novell Issue (Fac/Staff)
 PC Software Install (Fac/Staff)
 PC Support Request (Fac/Staff)
 PC Support Request (Fac/Staff)
 PC Support Request (Fac/Staff)
 PC Support Request (Fac/Staff)
 PC Support Request (Fac/Staff)
 Novell Account Management
 PC Support Request (Fac/Staff)
 PC Support Request (Fac/Staff)
 HD: Quota
 Novell Quotas
 HD: Quota
 UMBC Web Redirect
 HD: Quota
 PC Support Request (Fac/Staff)

DPET Marketing

0000120768 Install L-Vision
 0000121147 Corporate Time Access
 0000120762 Finish configuring SUS
 0000121596 Remove Epson Scanner from Inventory
 0000120761 Create Documentation of Shadow SIS Reports
 0000121146 Remedy Access
 0000120342 ISD-TD Mailbox (connect@umbc.edu)
 0000120338 Network controller on DC 470(UC)
 0000121198 Defragment Server Hard Drives
 0000121054 DPET copier machine
 0000121049 Restrict Novell Access
 0000120566 Lap top Stolen Around Christmas RECOVERED
 0000121187 Restricted Novel Share Folder
 0000121203 VPN Access
 0000121527 Out Of the Office
 0000121446 Novell Access for Susan Boyer
 0000120513 ID#0000120342 connect@umbc.edu
 0000120817 Retrieve Chris Steele's Equipment
 0000120650 Need Accounts Disabled
 0000120124 Novell Error
 0000120664 email scanning on the copier DC470(UC)
 0000120008 ACIV Copier not working
 0000121059 Xerox 470 Toner (Dry Ink)
 0000121227 Problems with ACIV Xerox Phaser printer
 0000120129 Access for Paul Taylor

Total Number of Tickets:

DPET Support Request
 CorpTime Calendar Account Requests
 DPET Support Request
 DPET Support Request
 DPET Support Request
 Remedy Account Request
 UMBC Arbitrary Account
 DPET Support Request
 DPET Support Request
 DPET Support Request
 Novell Account Management
 DPET Support Request
 Novell Quotas
 HD: Software Config/Trblshtng
 DPET Support Request
 Novell Account Management
 UMBC Arbitrary Account
 DPET Support Request
 HD: Accounts
 Novell Issue (Fac/Staff)
 DPET Support Request
 DPET Support Request
 DPET
 DPET Support Request
 Email Request

25

Music

0000120434 Blackboard DELETE Course: Assign to New Media: Blackboard
 0000120435 Blackboard DELETE Course: Assign to New Media: Blackboard
 0000120433 Blackboard DELETE Course: Assign to New Media: Blackboard
 0000120441 Blackboard DELETE Course: Assign to New Media: Blackboard
 0000120419 Blackboard NEW Course: Assign to New Media: Blackboard
 0000120485 Blackboard NEW Course: Assign to New Media: Blackboard
 0000120443 Blackboard DELETE Course: Assign to New Media: Blackboard
 0000120436 Blackboard DELETE Course: Assign to New Media: Blackboard
 0000120437 Blackboard DELETE Course: Assign to New Media: Blackboard
 0000120440 Blackboard DELETE Course: Assign to New Media: Blackboard
 0000120439 Blackboard DELETE Course: Assign to New Media: Blackboard
 0000120442 Blackboard DELETE Course: Assign to New Media: Blackboard
 0000120429 Blackboard DELETE Course: Assign to New Media: Blackboard
 0000120430 Blackboard DELETE Course: Assign to New Media: Blackboard
 0000120428 Blackboard DELETE Course: Assign to New Media: Blackboard
 0000120431 Blackboard DELETE Course: Assign to New Media: Blackboard

Total Number of Tickets:

Online Course Misc
 Online Course Misc
 Online Course Misc
 Online Course Misc
 Online Course Course Creation
 Online Course Course Creation
 Online Course Misc
 Online Course Misc
 Online Course Misc
 Online Course Misc
 Online Course Misc
 Online Course Misc
 Online Course Misc
 Online Course Misc
 Online Course Misc
 Online Course Misc

24

0000120080 computer problem
 0000121623 Password for mail seems to be not working
 0000120426 Blackboard NEW Course: Assign to New Media: Blackboard
 0000121563 MUSC321_0101; Instructor requesting 300Mb of add'l space
 0000120804 Weird account issues
 0000120425 Blackboard NEW Course: Assign to New Media: Blackboard
 0000120432 Blackboard DELETE Course: Assign to New Media: Blackboard
 0000121795 Work Order Request

PC Support Request (Fac/Staff)
 HD: Password
 Online Course Course Creation
 Online Course Acct Modification
 myUMBC
 Online Course Course Creation
 Online Course Misc
 HD: Software Config/Trblshng

Top 10 UMBC Departments Requesting Service

