

Top 10 Users Requesting Service with # of Tickets

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

<i>Tickets Created Between</i>	<i>07/01/2005</i>	<i>07/31/2005</i>
kblank	Applications	Total No. of Tickets: 29
0000120178	Script for FSDEV	Email Request
0000120187	Another Script for FSDEV	Email Request
0000120195	Script for FSTST	Email Request
0000120209	Script for FSPRD	PS Finance Technical Issues
0000120417	Script for FSDEV	PS Finance Technical Issues
0000120303	FSRPT - Oracle Error (corrupt data block)	PS Finance Technical Issues
0000120289	Script for FSDEV	PS Finance Technical Issues
0000121462	Script for FSSBX	Finance Technical Issues
0000121500	Remove STAT 'Stuff' from FSSBX	BSG:Database Management
0000121504	Script for FSUAT	Finance Technical Issues
0000121544	Script for FSPRD	Finance Technical Issues
0000121552	SQL for FSPRD	Finance Technical Issues
0000121546	Another script for FSPRD	Finance Technical Issues
0000121511	Script for FSDEV	Finance Technical Issues
0000120484	Script for FSTST	PS Finance Technical Issues
0000120778	Script for FSDEV	PS Finance Technical Issues
0000120724	FSRPT - Corrupt Data Block (Retriever)	PS Finance Technical Issues
0000120590	Script for Updates to FSPRD	PS Finance Technical Issues
0000120563	clone FSTST from last nights backup using WLM	PS IT - Database
0000121044	FSUAT - Test and Refresh	BSG:Database Management
0000121086	Script for FSDEV	Finance Technical Issues
0000121089	Another Script for FSDEV - Trigger	Finance Technical Issues
0000121178	Script for FSTST	Finance Technical Issues
0000121373	Script for FSDEV	Finance Technical Issues
0000121401	Update for FSPRD	Finance Technical Issues
0000121378	Script for FSDEV	Finance Technical Issues
0000121177	Update Statements for FSPRD	Finance Technical Issues
0000121176	Test 'New' Refresh Process in FSDEV on 7/26/05 (Tuesday)	Finance Technical Issues
0000121047	Script for FSTST	Finance Technical Issues
mcpads1	Residential Life	Total No. of Tickets: 28
0000120622	Labcheck 8 p.m.7-12-05	HD:LabCheck
0000120891	Opening 7-16-05 8 a.m.	HD:LabCheck
0000120897	7-16-05 Closing list 5 p.m.	HD:LabCheck
0000120824	closing 7-14-05 10 p.m.	HD:LabCheck
0000120823	Labcheck 7-14-05 9 p.m.	HD:LabCheck
0000120623	Closing Checklist 7-12-05	HD:LabCheck
0000120951	User needs calendar account	CorpTime Calendar Account Req
0000121080	Closing Checklist 7-19-05	HD:LabCheck
0000121078	7-19-05 9 p.m. labcheck	HD:LabCheck
0000120971	2 p.m. phonemail 7-18-05	HD: Phonemail
0000121252	closing 7-21 10 p.m.	HD:LabCheck
0000121338	2 p.m. phonemail 7-23-05	HD: Phonemail
0000121333	Opening Checklist 7-23-05	HD:LabCheck
0000121249	lab 7-21-05 9 p.m.	HD:LabCheck
0000120300	Closing 10 p.m. 7/7/05	HD:LabCheck
0000120332	Network Printer having connection issue	PC Support Request (Fac/Staff)
0000120365	7-8-05 Phonemail 2 p.m.	HD: Phonemail
0000120366	[lab] ECS104PC15: inaccessible boot device	LabHardware
0000120394	11 a.m. phonemail 7-9-05	HD: Phonemail
0000120397	Closing Labcheck 5 p.m. 7-9-05	HD:LabCheck
0000120391	Opening Checklist 8 a.m. 7-9-05	HD:LabCheck
0000121525	Labcheck 9 p.m. 7-26-05	HD:LabCheck
0000121528	Closing checklist 10 p.m. 7-26-05	HD:LabCheck
0000121526	9 p.m. phonemail 7-26-05	HD: Phonemail
0000121702	9 p.m. labcheck 7-28-05	HD:LabCheck
0000121778	Opening List 7-30-05	HD:LabCheck
0000121785	Closing Checklist 7-30-05 5pm	HD:LabCheck

0000121704

Closingchecklist 7-28-05

HD:LabCheck

khernal

OIT Infrastructure & Support

Total No. of Tickets: **27**

0000120023
0000120094
0000120142
0000120421
0000120420
0000120143
0000120093
0000120024
0000121534
0000121619
0000121620
0000121617
0000121535
0000121031
0000121369
0000121368
0000121169
0000121170
0000121099
0000121072
0000121097
0000120527
0000120634
0000120635
0000120924
0000120923
0000120528

7/2/2005: opening phonemail
7/5/2005: opening checklist
7/6/2005: opening phonemail
7/11/2005: opening checklist
7/11/2005: phonemail
7/6/2005: opening checklist
7/5/2005: Opening phonemail
7/2/2005: opening checklist
7/27/2005: opening phonemail
7/28/2005: opening phonemail
7/28/2005: opening checklist
User Quota under betawa seems broken
7/27/2005: opening labcheck
7/19/2005: opening checklist
7/25/2005: opening checklist
7/25/2005: opening phonemail
7/21/2005: opening phonemail
7/21/2005: opening checklist
7/20/2005: opening checklist
Wireless problems in Harbor Hall
7/20/2005: opening phonemail
7/12/2005: opening phonemail
7/13/2005: opening phonemail
7/13/2005: opening checklist
7/18/2005: opening checklist
7/18/2005: opening phonemail
7/12/2005: opening checklist

HD: Phonemail
HD:LabCheck
HD: Phonemail
HD:LabCheck
HD: Phonemail
HD:LabCheck
HD: Phonemail
HD:LabCheck
HD: Phonemail
HD:LabCheck
WebAdmin Comments
HD:LabCheck
HD:LabCheck
HD:LabCheck
HD: Phonemail
HD: Phonemail
HD:LabCheck
HD:LabCheck
HD: Phonemail
HD:LabCheck
HD:LabCheck
Wireless Issues on campus
HD: Phonemail
HD: Phonemail
HD: Phonemail
HD:LabCheck
HD:LabCheck
HD: Phonemail
HD:LabCheck

morin

Music

Total No. of Tickets: **20**

0000120485
0000120419
0000120431
0000120433
0000120435
0000120443
0000120442
0000120441
0000120440
0000120439
0000120437
0000120436
0000120434
0000120432
0000120430
0000120426
0000120428
0000120429
0000120425
0000121563

Blackboard NEW Course: Assign to New Media: Blackboard
Blackboard NEW Course: Assign to New Media: Blackboard
Blackboard DELETE Course: Assign to New Media: Blackboard
Blackboard DELETE Course: Assign to New Media: Blackboard
Blackboard DELETE Course: Assign to New Media: Blackboard
Blackboard DELETE Course: Assign to New Media: Blackboard
Blackboard DELETE Course: Assign to New Media: Blackboard
Blackboard DELETE Course: Assign to New Media: Blackboard
Blackboard DELETE Course: Assign to New Media: Blackboard
Blackboard DELETE Course: Assign to New Media: Blackboard
Blackboard DELETE Course: Assign to New Media: Blackboard
Blackboard DELETE Course: Assign to New Media: Blackboard
Blackboard DELETE Course: Assign to New Media: Blackboard
Blackboard DELETE Course: Assign to New Media: Blackboard
Blackboard DELETE Course: Assign to New Media: Blackboard
Blackboard NEW Course: Assign to New Media: Blackboard
Blackboard DELETE Course: Assign to New Media: Blackboard
Blackboard DELETE Course: Assign to New Media: Blackboard
Blackboard NEW Course: Assign to New Media: Blackboard
MUSC321_0101; Instructor requesting 300Mb of add'l space

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
Online Course Misc
Online Course Misc
Online Course Misc
Online Course Course Creation
Online Course Misc
Online Course Misc
Online Course Course Creation
Online Course Acct Modification

rpreston

General Accounting

Total No. of Tickets: **20**

0000121532
0000121707
0000121746
0000121761
0000120139
0000120413
0000120328
0000120369
0000120250

App Server is DOWN
UMACTSUM_252013.PDF
Retriever
P0007A: Research differences between distribution and hr accounti
TODO error
HELP!
1 Retriever
R0000A: Create FY 2005 Accruals for PP 2006001
R0000A:Write program to generate 'psuedo-retros' to correct mis-p

Finance Technical Issues
Finance Technical Issues
Finance Technical Issues
HR Commitment Accounting
Novell Account Management
PS Finance Technical Issues
PS Finance Technical Issues
HR Commitment Accounting
HR Commitment Accounting

0000120248	R0000A:Resolve Issues Concerning Processing of 401K/403B Match	HR Commitment Accounting
0000120302	FW: QUOTA WARNING for your myUMBC account	HD: Quota
0000120540	PS****:Run Payroll Accrual Process for FY05/FY06 Transition	HR Commitment Accounting
0000120829	PS****:2006 DBEs missing for 2 positions	HR Commitment Accounting
0000120922	Need mail quota increase	HD: Quota
0000120746	PS****:Distribution program cannot find 2006 DBEs for hourly emp	HR Commitment Accounting
0000120592	Payroll 026 Incorrect Fiscal Year	PS Commitment Control
0000120834	PS****:Investigate inability to see prorated DBEs online	HR Commitment Accounting
0000121115	R0000A:Retros are being erroneously marked invalid for conflicts wi	HR Commitment Accounting
0000121296	P0007A:Update project plan for next phase of retro system cleanup	HR Commitment Accounting
0000121291	R0000A:Prorated distribution does not match FY-split earnings	HR Commitment Accounting

stjones

Library

0000120597	FW: Problem Submitted By jessame@umbc.edu
0000120869	AD joins in the library
0000120846	User jung and jyoder1
0000120809	[site survey] LIB110: install 2 data lines & probably 2 voice lines
0000120710	Staff AD priv levels
0000120708	Users uhussong and rlandy
0000120698	Library pay4print printer
0000120697	DHCP entries for the library
0000120614	Machine needs to be joined to AD
0000121655	LIB037PC10: Re-image GX150
0000121784	RE: QUOTA WARNING for your myUMBC account
0000120081	Library 2nd floor replacement hubs
0000120106	RE: 0000118658 pat 53590
0000120393	user stjones
0000120105	User alex bassett
0000120322	Join library laptop to AD

Total No. of Tickets: **16**

Novell Account Management
PC Support Request (Fac/Staff)
Novell Account Management
Network Survey
Active Directory Password
Novell Account Management
IP Address Request
DHCP Request
PC Support Request (Fac/Staff)
LabHardware
HD: Quota
PhysNet Projects
Email Request
HD: Quota
HD: Accounts
PC Support Request (Fac/Staff)

stevenh1

DPET Marketing

0000121049	Restrict Novell Access
0000121147	Corporate Time Access
0000121146	Remedy Access
0000121203	VPN Access
0000121198	Defragment Server Hard Drives
0000120650	Need Accounts Disabled
0000120761	Create Documentation of Shadow SIS Reports
0000120768	Install L-Vision
0000120817	Retrieve Chris Steele's Equipment
0000120762	Finish configuring SUS
0000120664	email scanning on the copier DC470(UC)
0000120008	ACIV Copier not working
0000120338	Network controller on DC 470(UC)
0000120129	Access for Paul Taylor
0000120124	Novell Error
0000121527	Out Of the Office

Total No. of Tickets: **16**

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

kirby

Applications

0000120995	test for remedy
0000120998	test2
0000121069	test 4 remedy at 5:33pm
0000121128	Clean out menus and make new assignments as needed for Taylor d
0000121000	test for remedy #3
0000121276	test for PS:Fin_Tech
0000121278	test for PS:HR
0000120449	Need To View Directory Sizes
0000120588	I would like to request accounts for Matthew Riedel
0000120677	Remedy acct for riedel -setup like john goodall
0000120678	Novell/AD acct needed for riedel - setup like John Goodall
0000120675	Calendar account for riedel

Total No. of Tickets: **12**

Advisement
Email Request
Email Request
BSG:HP3000
Email Request
Email Request
Email Request
Novell Account Management
HD: Accounts
Remedy Account Request
Novell Account Management
CorpTime Calendar Account Req

dharley

Applications

Total No. of Tickets: **12**

0000121559	Need this script to be run in FSDEV (CSR #400 (Build Project))	Finance Technical Issues
0000121742	Need this script to be run in FSDEV (CSR #401, Remedy #119166)	Finance Technical Issues
0000121766	Need this script to be run in FSPRD (CSR #401, Remedy #119166)	Finance Technical Issues
0000121730	Need this script to be run in FSTST (CSR #417,	Finance Technical Issues
0000121695	Need this script to be run in FSDEV (CSR #417 (Alter view))	Finance Technical Issues
0000121576	Need this script to be run in FSDEV (CSR #400 (Second try))	Finance Technical Issues
0000121601	Need this script to be run in FSDEV (CSR #400 (Add	Finance Technical Issues
0000121572	Need this script to be run in FSDEV (CSR #400 (Additional Views))	Finance Technical Issues
0000120177	Need this script to be run in FSDEV (building run control table	Email Request
0000120269	Need this script to be run in FSTST (rebuilding run control table)	PS Finance Technical Issues
0000121277	Need this script to be run in FSTST (CSR #401 (Build Project))	Finance Technical Issues
0000120871	Stat Approval Request: CSR #402 (from fsdev to fstst)	PS IT - Database

mcnamara

Human Resources

Total No. of Tickets: **12**

0000120688	PS****:Permission List Setup	HR Security
0000121638	PS****:Security Query Research	HR Security
0000121732	PS****:Leave Accrual Report	HR Security
0000121768	PS**** Leave Accrual on Timesheet	HR Human Resources
0000120268	PS***** Inactivate Security	HR Security
0000120339	PS***** Inactivate Security	HR Security
0000120336	PS****:Inactivate Security	HR Security
0000120327	PS***** Inactivate Security	HR Security
0000120326	PS***** Security Revision	HR Security
0000120325	PS****:Security Revision	HR Security
0000120277	PS****:Inactivate Security	HR Security
0000120291	PS****:Inactivate Security	HR Security

Top 10 UMBC Customers Requesting Service

