

## 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*                      *06/01/2003*                      *06/30/2003*

<b>bos</b>	<b>Residential Life</b>	<b>otal No. of Tickets: 11</b>
0000063685	Customer needs a jack check	Check Network Jack (Fac/Staff)
0000064270	Calendar Accounts	Email Request
0000064259	ORL Web	Email Request
0000064210	Sanatombi Computer Accounts	Email Request
0000064209	Resnet Account	Email Request
0000063945	Jack Check	Check Network Jack (Fac/Staff)
0000064524	Elias_quota.doc	Email Request
0000064540	PHP Oracle	Email Request
0000065217	Format + Install OS (2 PCs); Erickson 184	PC Software Install (Fac/Staff)
0000065218	Format + Install OS; Potomac (CD Office)	PC Software Install (Fac/Staff)
0000065220	Format + OS Install; Harbor (CD Office)	PC Software Install (Fac/Staff)
<b>mcinnis</b>	<b>Registrar'S Office</b>	<b>otal No. of Tickets: 10</b>
0000063781	DN v3.0 create new accounts.	OIT-BSG Advisement
0000064170	RDOM9250 not allowing new GEN ED REQ entries	OIT-BSG Records and Registra
0000064860	DN - Problem with incorrect data populating fields	OIT-BSG Advisement
0000064885	DN - Upper Level Credit not calculated	OIT-BSG Advisement
0000064888	DN - Discrepancy on how PE courses transfer	OIT-BSG Advisement
0000064889	DN - Mass delete on archived test Reports	OIT-BSG Advisement
0000064887	DN - New Canned note listing	OIT-BSG Advisement
0000064881	DN - GFR translation issues in Auto Eval	OIT-BSG Advisement
0000064861	DN - transfer institutions not appearing during demo	OIT-BSG Advisement
0000064865	DN - handling the deleted transfer courses	OIT-BSG Advisement
<b>dholla2</b>	<b>Enrollment Management</b>	<b>otal No. of Tickets: 9</b>
0000063676	DN v3.0 UGP Report Scroll Button	OIT-BSG Advisement
0000063677	DN v3.0 UGP Report Scroll Title	OIT-BSG Advisement
0000064168	Setup Molly Burdusi for SIS read access to the Oracle SIS databases	OIT-BSG Oracle Database
0000063903	DN 3.0 - Correct Spelling in Undergrad Progress Rpt	OIT-BSG Advisement
0000063949	DN - 3.0 Requested updates for new codes	OIT-BSG Advisement
0000063904	DN 3.0 - English Canned notes not coming in	OIT-BSG Advisement
0000064836	DN v2.0 Advising Profile Bug	OIT-BSG Advisement
0000064901	Degree Navigation Help	Email Request
0000064891	DN - Create crystal report for students UG record has been created	OIT-BSG Advisement
<b>emurian</b>	<b>Information Systems</b>	<b>otal No. of Tickets: 9</b>
0000064753	Blackboard Course: Assign to New Media: Blackboard	Email Request
0000064754	Blackboard Course: Assign to New Media: Blackboard	Email Request
0000063652	Email message on Bb	Online Course Misc
0000063873	mailbox full	Email Request
0000063881	Bb login problem for student in online IFSM program	Email Request
0000064392	Re: Deliverable 2	Email Request
0000063919	[Fwd: Here is the error message I get when trying to access a paper	Online Course Misc
0000064124	[Fwd: Returned mail: see transcript for details]	Email Request
0000064220	Re: Deliverable 2	Email Request
<b>sandoz</b>	<b>Biological Sciences</b>	<b>otal No. of Tickets: 8</b>
0000063849	Blackboard Course: Assign to New Media: Blackboard	Email Request
0000063850	Blackboard Course: Assign to New Media: Blackboard	Email Request
0000063852	Blackboard Course: Assign to New Media: Blackboard	Email Request
0000063851	Blackboard Course: Assign to New Media: Blackboard	Email Request
0000064338	Windows XP Install	PC Software Install (Fac/Staff)
0000064659	User recently migrated account and now under pine mail cannot be f	AFS File Restore Request
0000064664	[Fwd: Returned mail: see transcript for details]	Email Request
0000064955	Mail Question	Email Request

<b>keegan</b>	Information Systems	otal No. of Tickets: <b>8</b>
0000063675	FW:	Email Request
0000064051	FW: (no subject)	Email Request
0000064069	staff customer password reset	HD: Password
0000063884	on-line IFSM student	Email Request
0000063937	FW: UMBC Academic Advisor	Email Request
0000063769	On-line student help	Email Request
0000064506	E-mail Quota increase	Email Request
0000064742	Fw: Email problems	Online Course Misc
<b>amon</b>	Enrollment Management	otal No. of Tickets: <b>7</b>
0000063697	(emteam)Web List Request	Email Request
0000063775	Novell Accounts	Novell Account Management
0000063832	Urgent Email Problem	Email Request
0000064059	2/3 of Academic Services cannot get connection	Building Network Outage
0000064634	Universal Novell Drive	Email Request
0000064877	Customer had access to change password	Webadmin/Webauth Service
0000064874	authorize registration function not available	OIT-BSG myUMBC
<b>kybrooks</b>	Admissions	otal No. of Tickets: <b>7</b>
0000063689	West Indies no longer valid country code	OIT-BSG Admissions
0000063799	New country code for Benin	OIT-BSG Admissions
0000063845	Test DB trigger for SEVIS when changes to UG-DECISION	OIT-BSG Admissions
0000063853	Permanent International Addresses not "taking" in SIS	OIT-BSG Admissions
0000063723	Research issues with no objective for undeclared majors	OIT-BSG Admissions
0000064675	Need to associate SSNs for SEVIS/FsaAtlas Product	OIT-BSG Admissions
0000065069	hpumbc3 icons for kyle and kelly	OIT-BSG Admissions
<b>stjones</b>	Library	otal No. of Tickets: <b>7</b>
0000065249	Novell folder restore - please expedite	Email Request
0000063692	Circdesk machine	Email Request
0000063718	iliad	Email Request
0000064263	User khueth1	Email Request
0000063693	michael	Email Request
0000063757	FW: \TechSrcv\ACQ\PHP3 problem	Novell Account Management
0000063694	Serials office machine	Email Request
<b>airubin</b>	Music	otal No. of Tickets: <b>5</b>
0000064657	MacOSX Mail is not able to open	Macintosh Support Request (Fac
0000063714	Blackboard Course: Assign to New Media: Blackboard	Email Request
0000063798	blackboard	Email Request
0000063953	blackboard	Email Request
0000064327	Customer can not delete email; FA 519A	PC Support Request (Fac/Staff)

## Top 10 UMBC Customers Requesting Service

