

## 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 06/01/2004 06/30/2004

### Human Resources

0000093070 Needs more space on H: drive  
 0000093121 Modify Payroll Journal Crystal to Include Message Indicating Penden  
 0000093085 WRITE ACCESS TO REMEDY  
 0000093077 [Fwd: [Fwd: HR Access]]  
 0000093623 Time Entry Approval Access  
 0000093500 Windows XP installation  
 0000092502 McAfee Virus Scan Install, ADMIN 531  
 0000093496 Update PS\_UM\_FAS\_CHILD.PERCENTAGE in HRPRD Instance  
 0000092506 1 [Fwd: Add'l Pay Update]  
 0000093525 UPDATE OF BI-WEEKLY SALARIES FOR EMPLOYEES NOT R  
 0000093397 1 Work Injury  
 0000092728 HR Staff  
 0000092817 Incorrect Hourly Rates for Exempt and NonExempt Employees  
 0000092426 1 [Fwd: Add'l Pay Update]  
 0000093605 Install Mozilla on PC  
 0000093596 Security Adjustment  
 0000092567 1 [Fwd: FLSA Process - IMPORTANT]  
 0000092520 Fwd: Add'l Pay Update]  
 0000092525 Re: Denise Plummer access  
 0000093568 Dept Time Entry Report needs hours rounding removed  
 0000093566 Paper Timesheet needs code changed  
 0000093005 Create Crystal Reports 'front-end' for Query UMHRR072  
 0000092926 1 [Fwd: Add'l Pay Update]  
 0000093275 Camp05 Query Request - College Park Issue  
 0000093871 Test the EBD Load  
 0000092896 Develop exception report for Student Payroll  
 0000092879 Security Access  
 0000093170 Termination Report  
 0000093917 SIXTEEN CONTRACTS  
 0000092346 1 [Fwd: Update Additional Pay]  
 0000093201 Modify Time Entry Screen to Permit Selective Access Control for DB  
 0000093367 Needs help with active directory login. Saying she's tried everything w  
 0000092416 1 MLU Processing  
 0000092857 User no longer has Remedy Write Access  
 0000092868 Test  
 0000093302 CHANGE PAR PROBLEM  
 0000092400 [Fwd: Update Add'l Pay End Date]  
 0000094117 PC does not boot  
 0000094105 Add'l Pay Updates  
 0000094501 [Fwd: FW: Contract Pay SQR Delivered - Modification]  
 0000094114 ENHANCEMENTS TO FAS EFFECTIVE DATED ROW  
 0000094439 your email  
 0000094144 Implementation of Electronic Interface for CPB  
 0000094055 Static IP Address Request  
 0000093987 PRINTING CHANGE PAR REPORT  
 0000094251 Security Revision  
 0000093984 [Fwd: one more thing] (Security)  
 0000093968 [Fwd: PeopleSoft Access]  
 0000094299 Security Confirmation  
 0000093985 [Fwd: ann rosenthal]

### Total Number of Tickets:

50

Novell Quotas  
 HR Payroll  
 Remedy System Issue  
 HR Security  
 HR Security  
 PC Support Request (Fac/Staff)  
 PC Software Install (Fac/Staff)  
 HR Payroll  
 PS IT - Database  
 HR Human Resources  
 HR Human Resources  
 HR Security  
 HR Time and Labor  
 PS IT - Database  
 PC Software Install (Fac/Staff)  
 HR Human Resources  
 PS Projects  
 HR Payroll  
 HR Security  
 HR Human Resources  
 HR Human Resources  
 HR Human Resources  
 HR Human Resources  
 PS IT - Database  
 HR Benefits Admin  
 HR Payroll  
 HR Security  
 OIT-BSG Human Resources  
 HR Human Resources  
 PS IT - Database  
 HR Time and Labor  
 PC Support Request (Fac/Staff)  
 PS IT - Database  
 Remedy Account Request  
 HR Security  
 HR Payroll  
 PS IT - Database  
 PC Support Request (Fac/Staff)  
 HR Human Resources  
 HR Human Resources  
 HR Human Resources  
 HD: Software Config/Trblshtng  
 HR Payroll  
 IP Address Request  
 HR Human Resources  
 HR Security  
 HR Human Resources  
 HR Human Resources  
 HumanResources:PeopleSoft  
 HR Security

### FS PeopleSoft IT Support

0000093510 Rosalind needs access to the "ACCT\_HP4050\_7" printer.  
 0000093658 ByRequest server is not mapping on PC since Active Directory.  
 0000093825 Linda is not able to print to any of her printers.  
 0000093044 Error occurring in Outlook Express email.  
 0000093654 Tisha is getting an MS Word since Active Directory.  
 0000092709 Retriever Access

### Total Number of Tickets:

47

Novell Printing  
 PC Support Request (Fac/Staff)  
 PC Support Request (Fac/Staff)  
 PC Support Request (Fac/Staff)  
 PC Support Request (Fac/Staff)  
 PS Finance Security

0000093142	2 Active Directory Updates and PS 2-Tier Query	Novell Issue (Fac/Staff)
0000093502	RUMBA is getting an error after Active Directory.	PC Support Request (Fac/Staff)
0000093921	After Active Directory Crystal Reports will not run.	PC Support Request (Fac/Staff)
0000093513	Active Directory/Profile Related Problem	PC Support Request (Fac/Staff)
0000093353	MSO 97 Errors after Active Directory.	PC Support Request (Fac/Staff)
0000092837	Ismail needs a Corporate Time account.	CorpTime Calendar Account Requests
0000093080	Retriever Access	PS Finance Security
0000092840	Ismail needs to be in "Grants" group.	Novell Account Management
0000093839	Aunglette needs email Inbox restored.	AFS File Restore Request
0000093290	Can not print from IE & Outlook Express after Active Directory.	PC Support Request (Fac/Staff)
0000093292	ByRequest dose not work since Active Directory was installed.	PC Support Request (Fac/Staff)
0000093042	Word doc on internet getting VB error message.	PC Support Request (Fac/Staff)
0000093506	Email quota needs to be increased for Carol Pace.	HD: Quota
0000093509	Not getting sound since the Active Directory was started.	PC Support Request (Fac/Staff)
0000093293	Aunglette and Starla cannot use email.	PC Support Request (Fac/Staff)
0000092737	4 June 30... Move Peoplesoft Reports into Production	PS Purchasing
0000092756	Retriever Access	PS Finance Security
0000093452	Active Directory Problems	PC Support Request (Fac/Staff)
0000093844	3 New Staff members for accounting	Novell Account Management
0000093241	App Designer not Working	PS Finance Other
0000092457	Abbie needs a Corporate Time account.	CorpTime Calendar Account Requests
0000093845	new Calendar accounts	CorpTime Calendar Account Requests
0000092587	Patricia Watson needs Novell password changed.	Novell Account Password
0000093565	Michele is having a problem with Excel since Active Directory.	PC Support Request (Fac/Staff)
0000093837	Cheryl cannot log into Access since Active Directory.	PC Support Request (Fac/Staff)
0000093681	Aunglette is not able to login to Stephanie Godbolt's PC.	PC Support Request (Fac/Staff)
0000093048	Error occurring in Outlook Express email.	PC Support Request (Fac/Staff)
0000092509	Retriever Access	PS IT - Database
0000093514	Peggy needs Novell account mirrored after "patricia".	Novell Account Management
0000092771	Network jack needs to be activated.	Dead/Slow Network Jack
0000092960	[Site Survey] ACCT: AD/302B: Need a new Jack Survey	Network Survey
0000092769	Jessica needs a Corporate Time account.	CorpTime Calendar Account Requests
0000092441	Need password change for "bursar@umbc.edu" account.	HD: Password
0000092442	Quota increase needed for "garrido" H:\ drive.	Novell Account Management
0000092599	Isabel Garrido needs her email quota increased.	HD: Quota
0000092766	Retriever Access	PS Finance Security
0000092445	New Employee needs Novell account.	Novell Account Management
0000094255	Mr. Citro needs an email folder restored.	AFS File Restore Request
0000094074	Since Active Directory was setup I cannot use my scanner.	PC Support Request (Fac/Staff)
0000094058	Need two Novell accounts mirrored.	Novell Account Management
0000094062	Peoplesoft OIT - Replace P-Card Reports	PS Purchasing

Admissions

0000093894	Lab check 7pm 6/21/04	HD:LabCheck
0000093800	Tape changes 6/20/04	HD:TapeChanges
0000093219	Helpdesk Opening 6/13/04	HD: General Info
0000092783	Novell logon error	Novell Account Management
0000093220	Phonemail check 2pm 6/13/04	HD: Phonemail
0000092666	IMAP server dropping connection	Webmail Problem
0000092671	Tape changes for 6/5 and 6/6	HD:TapeChanges
0000093218	Tape changes for 6/13/04	HD:TapeChanges
0000092479	Lab check 9pm 6/2/04	HD:LabCheck
0000092672	Internal Server Error	MyUMBC Server Down
0000093015	Lab check 6pm 6/9/04	HD:LabCheck
0000093316	VM check 7pm 6/15/04	HD: Phonemail
0000092388	PIN reset request	HD: Accounts
0000092919	Lab check 9pm 6/8/04	HD:LabCheck
0000092393	Lab check 10pm 6/1/04	HD:LabCheck
0000092392	Lab check 9pm 6/1/04	HD:LabCheck
0000093412	Lab check 9pm 6/15/04	HD:LabCheck
0000093411	Phonemail check 6/15/04 7pm	HD: Phonemail
0000092793	Lab check 6pm 6/7/04	HD:LabCheck
0000093860	Connection dropped by IMAP server	IMAP Server Problem

Total Number of Tickets:

44

0000093819	Customer cannot log in after AD installed.	PC Support Request (Fac/Staff)
0000093315	Lab check 6/15/04 7pm	HD:LabCheck
0000093122	VM check 7pm 6/10/04	HD: Phonemail
0000093542	Lab check 7pm 6/16/04	HD:LabCheck
0000093123	Lab check 10pm 6/10/04	HD:LabCheck
0000092564	Lab check 6/3/04 10pm	HD:LabCheck
0000093543	Lab check 9pm 6/16/04	HD:LabCheck
0000094127	VM check 7pm 6/23/04	HD: Phonemail
0000094583	Investigate PD-RESO and CDI-RESO-BILL use	OIT-BSG Admissions
0000094532	Voicemail check 7pm 6/29/04	HD: General Info
0000094423	Lab check 8pm 6/28/04	HD:LabCheck
0000094410	Mon, 28 Jun 2004 15:12:09 -0600	Email Request
0000094625	Lab check 6/30/04 6pm	HD:LabCheck
0000094013	Phone mail 6/22/04 7pm	HD: Phonemail
0000094133	Lab check 9:30pm 6/23/2004	HD:LabCheck
0000094014	Lab check 9pm 6/22/04	HD:LabCheck
0000094626	VM check 6/30/04 7pm	HD: Phonemail
0000094093	Research slow issues with online recruit entry	OIT-BSG Admissions
0000094424	Lab check 9:30pm 6/28/04	HD:LabCheck
0000094231	VM check 7pm 6/24/04	HD: Phonemail
0000094425	Phone mail 7pm 6/28/04	HD: Phonemail
0000094627	Lab check 6/30/04 9pm	HD:LabCheck
0000094535	Lab check 8pm 6/29/04	HD:LabCheck
0000094540	Lab check 10pm 6/29/04	HD:LabCheck

Psychology Admin

0000092573	MP 308: Novell "nmas" login error	Novell Issue (Fac/Staff)
0000093734	Word requesting converter. MP 307.	PC Support Request (Fac/Staff)
0000093755	Blackboard NEW Course: Assign to New Media: Blackboard	Online Course Course Creation
0000093306	Re: QUOTA WARNING for your myUMBC account	HD: Software Config/Trblshtng
0000092334	User claims to have lost mozilla mail. Possible reinstall, could not se	PC Software Install (Fac/Staff)
0000092337	After Activice Directory install, user could not find his programs anym	PC Support Request (Fac/Staff)
0000092531	Windows XP machine not booting totally, SS 505	PC Support Request (Fac/Staff)
0000093099	PC install request	PC Computer Install (Fac/Staff)
0000092861	SS 502: Take machine off active directory	PC Support Request (Fac/Staff)
0000092423	Windows account not working after AD update	PC Support Request (Fac/Staff)
0000092755	RE: Problems with BB6 Test administration	Online Course Misc
0000092349	Cannot login to comp, novell or workstation only after active director	PC Support Request (Fac/Staff)
0000092626	[PC s/w] PSYC: MP/337: .Printer no longer prints.	PC Support Request (Fac/Staff)
0000093529	System extremely slow phy329	PC Support Request (Fac/Staff)
0000093952	SAS 8.1 CD Loan	HD: CD Checkout
0000093501	Retriever Drill Down Errors	PS General Ledger
0000092512	Unable to log into windows workstation, MP 327	PC Support Request (Fac/Staff)
0000092674	[PC s/w] PSYC: SS/404: "operating system not found" on a meyerhof	PC Support Request (Fac/Staff)
0000092739	No password after AD	Novell Issue (Fac/Staff)
0000093140	Delivery Status Notification (Failure) (fwd)	HD: Software Config/Trblshtng
0000093594	re-install SAS version 8.00	PC Support Request (Fac/Staff)
0000092858	Looking for Password	HD: Software Config/Trblshtng
0000093154	Blackboard COPY Course: Assign to New Media: Blackboard	Online Course Misc
0000093807	Re: QUOTA WARNING for your myUMBC account	HD: Software Config/Trblshtng
0000092421	http 500 Internal server error on myUMBC - no webauth, but accounts	MyUMBC Server Down
0000093756	Blackboard NEW Course: Assign to New Media: Blackboard	Online Course Course Creation
0000093096	MP 333: New computer install	PC Computer Install (Fac/Staff)
0000093882	E-Mails which are already read are marked as Unread/New	Webmail Problem
0000093240	Disk Quota	HD: Software Config/Trblshtng
0000092444	Internet difficulties	HD: Software Config/Trblshtng
0000094280	PC install phy329	PC Computer Install (Fac/Staff)
0000094575	Printer setup.	PC Support Request (Fac/Staff)
0000094386	Increase space on H drive or shared drive	Novell Quotas
0000094397	Blackboard DELETE Course: Assign to New Media: Blackboard	Online Course Misc
0000094593	Printer moving. MP 310B.	PC Support Request (Fac/Staff)
0000094590	Active Directory application to new computer	PC Support Request (Fac/Staff)
0000094396	Blackboard DELETE Course: Assign to New Media: Blackboard	Online Course Misc

Total Number of Tickets:

40

0000094378	I need help!	HD: Software Config/Trblshtng
0000094459	New printer install	PC Support Request (Fac/Staff)
0000094452	PC zip drive problem. MP 335	PC Support Request (Fac/Staff)

Institutional Research

0000092744 ADMIN 405: Sasser Removal  
0000092696 Virus? -- [Fwd: RE: Text message] -> [130.85.151.89]  
0000093344 Emplid 0 in 2 HR tables  
0000093382 Invalid EFFDTand STATUS\_DT in HR table Visa\_Pmt\_Data  
0000093357 Invalid Comp\_Ratecd in Revw\_Scale\_Tbl (HR)  
0000093358 Invalid Merit\_Scale in Revw\_Scale\_Tbl (HR)  
0000093385 Invalid FTE in PS\_JOB record (HR)  
0000093157 Can't open OIR directory in ByRequest  
0000093360 Invalid Rating\_Model in Revw\_Scale\_Tbl (HR)  
0000093451 Missing RFL Action in PS\_JOB table  
0000093442 Grant to OIR users in EPMDEV  
0000093449 Empty Position\_Entry\_Dt in HR table PS\_JOB  
0000093369 Invalid Visa\_Permit\_Type in HR  
0000093281 Printer changes and ESPUL training for OIR  
0000093288 Invalid HR Setid (GRB01)  
0000092900 Needs more Class files fixed.  
0000093289 Invalid HR Setid (HNSID) in School\_Type\_Tbl  
0000093626 Stop ETL load for GVT\_SUBAGCY\_TBL  
0000093291 Blank Absence\_Class in HR  
0000092432 Please restore j:/ oir\_volon 'shared/shared/department/spss/seniorexitsur  
0000093932 Add SETID GBR01 to HR Setid table  
0000093731 [PC s/w] OIR: AD/406: updating SAS v8 license  
0000092935 Device Driver error resumes after installation of Active Directory  
0000093517 Incorrect Termination\_Dt for Active employees  
0000093341 Invalid Job\_Function codes in HR Jobcode\_Tbl  
0000093304 Invalid Benefit\_Plan in HR table BEN\_DEFN\_OPTN  
0000093533 Incorrect future Termination\_Dt in PS\_Employment table  
0000093526 Termination\_Dt prior to Hire\_Dt in EMPLOYMENT table  
0000093030 internal server error on login, error code 0xFFFFF98B  
0000093991 Blank ACTION\_REASON in JOB table  
0000093983 No Termination\_Dt for Terminated employees  
0000093993 Missing PERS\_DATA\_EFFDT in HR  
0000094613 Access to BDATA.Item\_Values table in Shadow SIS  
0000094225 Invalid Tenure Date in UM\_Service table (HR)  
0000094270 New Oracle user in EPMDEV  
0000094248 Incorrect date in HR table PERS\_DATA\_EFFDT  
0000093971 Termination\_Dt for active employees in HR table EMPLOYMENT  
0000094395 Multiple Primary Jobs in HR

Total Number of Tickets:

PC Support Request (Fac/Staff)  
Infected System  
PS IT - Database  
PS Purchasing  
PS Asset Management  
HR Payroll  
PS Asset Management  
OIT-BSG Oracle Database  
PS IT - Database  
PS IT - Database  
PS EPM - Misc  
PS IT - Database  
PS IT - Database  
OIT-BSG IR Reporting  
PS IT - Database  
OIT-BSG IR Reporting  
PS IT - Database  
PS EPM - Misc  
PS IT - Database  
Novell File Restore  
HR Human Resources  
PC Support Request (Fac/Staff)  
PC Support Request (Fac/Staff)  
HR Human Resources  
HR Human Resources  
PS IT - Database  
HR Human Resources  
HR Human Resources  
Novell Issue (Fac/Staff)  
HR Human Resources  
HR Human Resources  
HR Human Resources  
PS IT - Database  
HR Human Resources  
PS EPM - Misc  
HR Human Resources  
HR Human Resources

38

General Accounting

0000092978 1 Update Retro Reports  
0000093150 ADMIN 302H: Novell login error "trust relationship"  
0000093126 Payroll Leave Accrual  
0000093024 Cannot log into Novell today  
0000093025 Novel Network  
0000093901 Payroll reporting  
0000092968 R\*Stars New Password Needed ASAP, PLEASE!!!  
0000092910 Back up PR23  
0000093029 NOVELL network  
0000092361 JE0000007022 Locked  
0000093272 REMEDY TICKET REQUESTED: UNABLE TO COMPLETE DO  
0000093127 PR Accrual PR 26  
0000093732 Password  
0000093454 Setup HRCNV accounts  
0000093058 3 Message "Object Library Not Registered"  
0000093534 Accounting shared drives going off and online  
0000092807 Finalize testing of new Retro process  
0000092805 Finalize new Retro Data Entry Form

Total Number of Tickets:

HR Payroll  
Novell Issue (Fac/Staff)  
HR Payroll  
Novell Server Down  
Novell Server Down  
HR Payroll  
PS Finance Security  
HR Commitment Accounting  
HD: Software Config/Trblshtng  
PS Projects  
PS Accts Recv  
HR Payroll  
PS Finance Security  
HR Human Resources  
PS Asset Management  
Novell Server Down  
HR Commitment Accounting  
HR Commitment Accounting

37

0000092808	Perform Data Entry process for Retro clean up. Work with campus to	HR Commitment Accounting
0000092279	Position Budgeting: Develop User Interface Screen(s)	HR Commitment Accounting
0000092280	Position Budgeting: Develop Application Engine program to format f	HR Commitment Accounting
0000092527	Locked Journal	PS Projects
0000093666	Email for all tickets	PS Finance Security
0000092282	Position Budgeting: Develop Application Messaging	HR Commitment Accounting
0000093295	FY2005 Calendar	HumanResources:PeopleSoft
0000093035	Novell client internal error. Cannot login	Novell Issue (Fac/Staff)
0000093333	STILL UNABLE TO COMPLETE DOWNLOAD	PS Finance Security
0000093833	Process Instance 91307	PS Payables
0000094446	2 Journal Entry Status Change needed for 16 documents	PS IT - Database
0000094611	FY rollover	PS Commitment Accounting
0000094034	[Fwd: The Process Instance ( 91723 - Job: (UMSARGL) failed to	PS IT - Database
0000094033	[Fwd: The Process Instance ( 91723 - Job: (UMSARGL) failed to	PS General Ledger
0000094496	R*STARS	PS Finance Security
0000094604	Disk Usage	HD: Quota
0000094328	Department Row level Security	PS Finance Security
0000094120	Access to Reports via the Business Manager Role	HR Payroll
0000094531	Access	HR Human Resources

Chemistry BioChem - Academic

0000093153	Novell client install. BIO 274.	PC Software Install (Fac/Staff)
0000093783	Affiliate Marketers Needed	Spam sent to Help Desk queue
0000093690	2 PC needed support. CHEM 407 t	PC Support Request (Fac/Staff)
0000093793	Quota exceeded	HD: Software Config/Trblshng
0000092324	Chem Bld. 202B. x51676. Needs novell and office xp installed on win	PC Computer Install (Fac/Staff)
0000092425	[Fwd: Orientation - USERNAMES and PASSWORDS] (fwd)	HD: Accounts
0000092328	Degree Navigation problem - no place to type in student's SSN.	OIT-BSG Advisement
0000093531	User needs to be setup as admin on her system, she is only user.	PC Support Request (Fac/Staff)
0000093687	[PC s/w] CHEM: CHEM276: corrupt registry file in XP	PC Support Request (Fac/Staff)
0000093945	Matlab install.	PC Support Request (Fac/Staff)
0000093927	cerebro and shotglass	Email Request
0000093354	User can not print to this printer chem407 t	PC Support Request (Fac/Staff)
0000093251	Reformat PC	PC Computer Install (Fac/Staff)
0000093686	Re-activate account.	UMBC Account Activation
0000093470	CHEM/132: Network connection problem. UPD: Dead jack confir	Dead/Slow Network Jack
0000093606	Chart string question	PS General Ledger
0000093390	Access to Department 10424/Chemistry	PS Finance Security
0000092976	Blackboard NEW Course: Assign to New Media: Blackboard	Online Course Course Creation
0000093859	Need list of requestors	PS Purchasing
0000093336	E-mail Problem	HD: Software Config/Trblshng
0000093079	new machine at ice.chem.umbc.edu	DNS Entry Modification
0000092699	Username and Password for Sheena Green	HD: Software Config/Trblshng
0000092701	Fwd: Username and Password for Sheena Green - SSN	HD: Software Config/Trblshng
0000092496	sialic.chem... add kde and change to 1280x1024	Chemistry Dept Unix Issues
0000093488	Attn: Ms Barb - New Usernames and Passwords	HD: Accounts
0000092458	[PC s/w] CHEM: Chem/407: AFS Client Install	PC Software Install (Fac/Staff)
0000094484	Novell login is giving error 889. Rm 407 in chem. x52596.	Novell Issue (Fac/Staff)
0000094123	[Mac s/w] Trying to login not local network computers but will not a	PC Support Request (Fac/Staff)
0000094528	Please re-install XP on infected PC in Chem 204A	PC Computer Install (Fac/Staff)
0000094253	Re: QUOTA WARNING for your myUMBC account- questions	HD: Quota
0000094445	Work Order Request UC 201J	PC Computer Install (Fac/Staff)
0000094259	UMBC User: smcmas1, dept: chemistry.	Novell Account Management
0000094431	(Maint. 106331) Accelrys License (fwd) klssgi1.chem	Chemistry Dept Unix Issues
0000094413	Novell crashes Windows	PC Support Request (Fac/Staff)
0000094373	(maldi-tof)Web List Request	Email Request

Total Number of Tickets:

35

Sociology Dept

0000093456	Possible Mozilla 1.6 Profile issue pup215	PC Support Request (Fac/Staff)
0000093409	Security Revision--Urgent	HR Security
0000092628	Novell installation needed	Novell Client Install
0000092947	Blackboard DELETE Course: Assign to New Media: Blackboard	Online Course Misc
0000092764	Borrow CD	HD: CD Checkout

Total Number of Tickets:

34

0000093890	AD password does not work	Novell Issue (Fac/Staff)
0000092430	Novell Login error, PUP 223	Novell Issue (Fac/Staff)
0000093033	"Internal error OxFFFFF98B occurred"	Novell Issue (Fac/Staff)
0000092519	Sasser Removal, PUP 233	PC Support Request (Fac/Staff)
0000093938	Cannot log in to AD. PP 211	PC Support Request (Fac/Staff)
0000092884	DN: Student name not printing properly	Individual myUMBC Errors
0000093350	Blackboard DELETE Course: Assign to New Media: Blackboard	Online Course Misc
0000093161	Customer cannot locate folder in I: drive	Novell Account Management
0000093613	[PC s/w] SOCI:PUP/229: SPSS 10.1 installation	PC Software Install (Fac/Staff)
0000093334	Cant load internet pages	PC Support Request (Fac/Staff)
0000092854	Work Order Request-No option to review transcripts	OIT-BSG myUMBC
0000093348	Blackboard DELETE Course: Assign to New Media: Blackboard	Online Course Misc
0000092986	Novell Client uninstall pup250	Novell Issue (Fac/Staff)
0000093403	Local Workstation account reset uc205a	PC Support Request (Fac/Staff)
0000093852	Socy 606	Online Course Misc
0000092830	PUP 213: Install Software on new laptop	PC Software Install (Fac/Staff)
0000092577	Blackboard COPY Course: Assign to New Media: Blackboard	Online Course Misc
0000093396	SPSS 10.1 Checkout	HD: CD Checkout
0000093610	(no subject)	UMBC Campus Web Pages
0000092574	Blackboard COPY Course: Assign to New Media: Blackboard	Online Course Misc
0000092575	Blackboard COPY Course: Assign to New Media: Blackboard	Online Course Misc
0000093909	using new AD password but not allowing him to login	Novell Issue (Fac/Staff)
0000094076	problem w/ Netscape e-mail	PC Support Request (Fac/Staff)
0000094487	User cannot find local folders for outlook. Second floor uc. Rm 204. x	PC Support Request (Fac/Staff)
0000094513	New Computer pup225	PC Computer Install (Fac/Staff)
0000094511	Retriever Reports	PS General Ledger
0000094516	Netscape: email messages reappear after deletion	PC Support Request (Fac/Staff)
0000094125	User is getting "Account Password Incorrect"	Novell Account Management
0000094057	Re: QUOTA WARNING for your myUMBC account	HD: Quota

IS Department

0000093392	Blackboard NEW Course: Assign to New Media: Blackboard	Online Course Course Creation
0000093391	Blackboard COPY Course: Assign to New Media: Blackboard	Online Course Misc
0000093541	SAS install problem	PC Support Request (Fac/Staff)
0000093271	Problems removing files off of SSH	HD: Software Config/Trblshng
0000092277	Students can't access summer 699	Online Course Misc
0000092816	tools->edit personal info	Online Course Misc
0000092294	Blackboard NEW Course: Assign to New Media: Blackboard	Email Request
0000092809	Problems pasting text into windows	Online Course Misc
0000092818	bb6 slow	Online Course Misc
0000092290	RE: Students can't access summer 699	Online Course Misc
0000092708	blackboard6 failure - critical	Online Course Misc
0000092753	Can not paste into Announcement	Online Course Misc
0000092558	Access to AOK library	Online Course Misc
0000092562	Blackboard COPY Course: Assign to New Media: Blackboard	Online Course Misc
0000093014	FW: pasting in Bb6	Online Course Misc
0000092451	Blackboard DELETE Course: Assign to New Media: Blackboard	Online Course Misc
0000092412	Work Order Request	UNIX Misc
0000092452	Blackboard DELETE Course: Assign to New Media: Blackboard	Online Course Misc
0000094451	Deleting messages from Inbox	PC Support Request (Fac/Staff)
0000094443	[PC s/w] IFSM: ITE/427: MATLAB Install	PC Software Install (Fac/Staff)
0000094384	Software	PC Support Request (Fac/Staff)
0000094444	SPSS Release 12 Win CD Loan	HD: CD Checkout
0000094279	Blackboard DELETE Course: Assign to New Media: Blackboard	Online Course Misc
0000094287	Blackboard DELETE Course: Assign to New Media: Blackboard	Online Course Misc
0000094582	Blackboard NEW Course: Assign to New Media: Blackboard	Online Course Course Creation
0000094581	Blackboard NEW Course: Assign to New Media: Blackboard	Online Course Course Creation
0000094214	Personal Email Restore	AFS File Restore Request
0000094199	Blackboard COPY Course: Assign to New Media: Blackboard	Online Course Misc
0000094224	large file transfers	UNIX Misc
0000093996	Error when adding grades to Grade book	Online Course Misc
0000094161	Need Oracle database accounts for all students enrolled in IFSM	Oracle.gl Account Requests
0000094257	Blackboard COPY Course: Assign to New Media: Blackboard	Online Course Misc

Total Number of Tickets:

33

Library

0000093863 FW: Amanda's e-mail  
 0000092307 Email account illcm  
 0000093538 Steve Jones requested library novell context and drive be checked bec  
 0000092603 I:/speccoll for Library wants an increase in space.  
 0000092870 Network Cable unplugged. No internet connection  
 0000093082 Library jack activation  
 0000092523 Special Collections I: Drive Full  
 0000093340 PS Support Request  
 0000093947 Trying to login to hp reflections and keeps asking security password. D  
 0000093609 Thu, 17 Jun 2004 12:18:36 -0600  
 0000093492 concerned about this email  
 0000092438 HP Account for Genie vitak  
 0000093653 FW: Asset Security Alert  
 0000093110 User stjones personal share  
 0000093078 Microsoft Office  
 0000092593 Missing data on Retriever  
 0000093068 Student Computer - MS Access  
 0000093494 other message of concern  
 0000093345 Need to have info concerning account codes/descriptions  
 0000093151 quota increase  
 0000093657 User Wilt Word auto recovery  
 0000092704 Library jack activation  
 0000093924 IP Switch  
 0000092312 please delete these courses from my institution  
 0000094196 getting a 130.85 but not able to view other sites include UMBC sites  
 0000094390 Increased access for Corey Williams Green (HR35 report, etc.)  
 0000094080 SAS Update  
 0000094051 FW: Access to Orders Directory  
 0000094605 Work Order Request  
 0000094500 stjones AD problems  
 0000094572 Library jack activation  
 0000094100 [Site Survey] LCS: LIB/107: Install 2 new jacks  
 0000094453 user schechte

Total Number of Tickets:

UMBC Account Deletion  
 AFS File Restore Request  
 Novell Server Down  
 Novell Quotas  
 PPP Setup  
 Network Survey  
 Novell Quotas  
 HR Payroll  
 OIT-BSG HP3000 Systems  
 Spam sent to Help Desk queue  
 Email Scams/Spam FROM UMBC address  
 OIT-BSG Operational Support  
 Labs:PC Vandalism/Theft  
 Novell Quotas  
 Novell Issue (Fac/Staff)  
 PS General Ledger  
 LCS Support Request  
 Email Scams/Spam FROM UMBC address  
 HR Commitment Accounting  
 HD: Quota  
 PC Support Request (Fac/Staff)  
 Dead/Slow Network Jack  
 DNS Entry Modification  
 HD: Online Course Update  
 Resnet Setup  
 HR Security  
 HD: Software Config/Trblshtng  
 Novell Account Management  
 PC Support Request (Fac/Staff)  
 PC Support Request (Fac/Staff)  
 Dead/Slow Network Jack  
 Network Survey  
 HD: Quota

**Top 10 UMBC Departments Requesting Service**

Ticket Count

