

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 06/01/2004 06/30/2004

nitinr1	OIT Infrastructure & Support	Total No. of Tickets: 51
0000093313	Phone mail 06/14 7:00 pm	HD: Phonemail
0000093631	Phone mail 06/17 2:00 pm	HD: Phonemail
0000093767	Phone mail 06/19 7:30 am	HD: Phonemail
0000093754	Tape Change Friday 06/18	HD:TapeChanges
0000093387	Phone Mail 2:20 PM 06/15	HD: Phonemail
0000093516	Phone mail 06/16 2:00 pm	HD: Phonemail
0000093772	Phone mail 06/19 11:00 am	HD: Phonemail
0000093803	Phone mail 06/20 7:00 pm	HD: Phonemail
0000093802	Lab check 06/20 6:00 am	HD:LabCheck
0000093779	Phone mail 06/17 2:00 pm	HD: Phonemail
0000093775	tape changes 06/19	HD:TapeChanges
0000092629	Novell login errors	Novell Account Management
0000092634	Phone mail 5:30 pm 06/04	HD: Phonemail
0000092647	Phone mail 11:30 am 06/05	HD: Phonemail
0000092648	Phone Mail 2:00 pm 06/05	HD: Phonemail
0000092788	AD password for Dr Mcguire 53952	HD: Software Config/Trblshtng
0000092791	AD password help for Laury 53906	HD: Software Config/Trblshtng
0000092794	06/07 Lab check 9:00pm	HD:LabCheck
0000092792	Monday 06/07 7:00 pm	HD: Phonemail
0000092789	Monitor gone blank. Not working 55024	HD: Software Config/Trblshtng
0000092642	Phone mail 7:30 am 06/05	HD: Phonemail
0000092872	AD password needed	Novell Issue (Fac/Staff)
0000092989	Phone Mail 2:30 pm 06/09	HD: Phonemail
0000093010	Phone mail 06/09 7:00 pm	HD: Phonemail
0000093037	Phone Mail 8:10 am 06/10	HD: Phonemail
0000093072	Phone mail 06/10 11:00 am	HD: Phonemail
0000093202	ECS 021 Alarm set on	Dead/Slow Network Jack
0000093200	Phone mail 06/12 2:00pm	HD: Phonemail
0000093199	Tape changes 06/12	HD:TapeChanges
0000093198	Phone mail 06/12 11:00 am	HD: Phonemail
0000093193	Phone mail 06/12 Sat 7:30 am	HD: Phonemail
0000093190	Phone mail 7:00 pm 06/11	HD: Phonemail
0000093188	Lab check 6:00 pm 06/11	HD:LabCheck
0000093104	Phone Mail 06/10 2:00 pm	HD: Phonemail
0000093017	Lab check 9:15 pm 06/09	HD:LabCheck
0000093867	Phone mail 06/21 2:00pm	HD: Phonemail
0000093897	Lab check 06/21 9:00 pm	HD:LabCheck
0000093895	Phone mail 06/21 7:00pm	HD: Phonemail
0000094339	114 Security alarm	HD:LabCheck
0000094337	Phone mail 06/27 7:00pm	HD: Phonemail
0000094316	Phone mail 3:00 pm 06/26	HD: Phonemail
0000094315	Tape changes 06/26	HD:TapeChanges
0000094311	Phone mail 7:30 am 06/26	HD: Phonemail
0000094294	Phone mail 06/25 2:00pm	HD: Phonemail
0000094293	Tape changes 06/25	HD:TapeChanges
0000094234	Lab check 06/24 9:00 pm	HD:LabCheck
0000094228	Lab check 6:30 pm 06/24	HD:LabCheck
0000094212	Phone mail 06/24 2:00pm	HD: Phonemail
0000094128	Lab check 7:00pm	HD:LabCheck
0000094099	Phone mail 06/23 2:00 pm	HD: Phonemail
0000093979	Phone Mail 06/22 2:00 pm	HD: Phonemail

dvelli1	FS PeopleSoft IT Support	Total No. of Tickets: 36
0000093353	MSO 97 Errors after Active Directory.	PC Support Request (Fac/Staff)
0000093514	Peggy needs Novell account mirrored after "patricia".	Novell Account Management
0000093681	Aunglette is not able to login to Stephanie Godbolt's PC.	PC Support Request (Fac/Staff)
0000093658	ByRequest server is not mapping on PC since Active Directory.	PC Support Request (Fac/Staff)
0000093654	Tisha is getting an MS Word since Active Directory.	PC Support Request (Fac/Staff)

0000093565 Michele is having a problem with Excel since Active Directory.
 0000093510 Rosalind needs access to the "ACCT_HP4050_7" printer.
 0000093502 RUMBA is getting an error after Active Directory.
 0000093509 Not getting sound since the Active Directory was started.
 0000093506 Email quota needs to be increased for Carol Pace.
 0000093825 Linda is not able to print to any of her printers.
 0000092441 Need password change for "bursar@umbc.edu" account.
 0000092457 Abbie needs a Corporate Time account.
 0000092442 Quota increase needed for "garrido" H:\ drive.
 0000092445 New Employee needs Novell account.
 0000092769 Jessica needs a Corporate Time account.
 0000092771 Network jack needs to be activated.
 0000092599 Isabel Garrido needs her email quota increased.
 0000092587 Patricia Watson needs Novell password changed.
 0000093837 Cheryl cannot log into Access since Active Directory.
 0000093844 3 New Staff members for accounting
 0000094058 Need two Novell accounts mirrored.
 0000094255 Mr. Citro needs an email folder restored.
 0000094074 Since Active Directory was setup I cannot use my scanner.
 0000093845 new Calendar accounts
 0000093921 After Active Directory Crystal Reports will not run.
 0000093839 Aunglette needs email Inbox restored.
 0000092837 Ismail needs a Corporate Time account.
 0000092840 Ismail needs to be in "Grants" group.
 0000093293 Aunglette and Starla cannot use email.
 0000093292 ByRequest dose not work since Active Directory was installed.
 0000093290 Can not print from IE & Outlook Express after Active Directory.
 0000093048 Error occurring in Outlook Express email.
 0000093044 Error occurring in Outlook Express email.
 0000093042 Word doc on internet getting VB error message.
 0000092960 [Site Survey] ACCT: AD/302B: Need a new Jack Survey

PC Support Request (Fac/Staff)
 Novell Printing
 PC Support Request (Fac/Staff)
 PC Support Request (Fac/Staff)
 HD: Quota
 PC Support Request (Fac/Staff)
 HD: Password
 CorpTime Calendar Account Req
 Novell Account Management
 Novell Account Management
 CorpTime Calendar Account Req
 Dead/Slow Network Jack
 HD: Quota
 Novell Account Password
 PC Support Request (Fac/Staff)
 Novell Account Management
 Novell Account Management
 AFS File Restore Request
 PC Support Request (Fac/Staff)
 CorpTime Calendar Account Req
 PC Support Request (Fac/Staff)
 AFS File Restore Request
 CorpTime Calendar Account Req
 Novell Account Management
 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)
 PC Support Request (Fac/Staff)
 Network Survey

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Institutional Research

Total No. of Tickets: 30

0000093304 Invalid Benefit_Plan in HR table BEN_DEFN_OPTN
 0000093517 Incorrect Termination_Dt for Active employees
 0000093451 Missing RFL Action in PS_JOB table
 0000093449 Empty Position_Entry_Dt in HR table PS_JOB
 0000093442 Grant to OIR users in EPMDEV
 0000093385 Invalid FTE in PS_JOB record (HR)
 0000093382 Invalid EFFDTand STATUS_DT in HR table Visa_Pmt_Data
 0000093369 Invalid Visa_Permit_Type in HR
 0000093360 Invalid Rating_Model in Revw_Scale_Tbl (HR)
 0000093358 Invalid Merit_Scale in Revw_Scale_Tbl (HR)
 0000093626 Stop ETL load for GVT_SUBAGCY_TBL
 0000093533 Incorrect future Termination_Dt in PS_Employment table
 0000093526 Termination_Dt prior to Hire_Dt in EMPLOYMENT table
 0000093357 Invalid Comp_Ratecd in Revw_Scale_Tbl (HR)
 0000093344 Emplid 0 in 2 HR tables
 0000093341 Invalid Job_Function codes in HR Jobcode_Tbl
 0000092696 Virus? -- [Fwd: RE: Text message] -> [130.85.151.89]
 0000093288 Invalid HR Setid (GRB01)
 0000093289 Invalid HR Setid (HNSID) in School_Type_Tbl
 0000093291 Blank Absence_Class in HR
 0000093932 Add SETID GBR01 to HR Setid table
 0000093971 Termination_Dt for active employees in HR table EMPLOYMENT
 0000093991 Blank ACTION_REASON in JOB table
 0000093993 Missing PERS_DATA_EFFDT in HR
 0000093983 No Termination_Dt for Terminated employees
 0000094270 New Oracle user in EPMDEV
 0000094248 Incorrect date in HR table PERS_DATA_EFFDT
 0000094225 Invalid Tenure Date in UM_Service table (HR)
 0000094395 Multiple Primary Jobs in HR
 0000094613 Access to BDATA.Item_Values table in Shadow SIS

PS IT - Database
 HR Human Resources
 PS IT - Database
 PS IT - Database
 PS EPM - Misc
 PS Asset Management
 PS Purchasing
 PS IT - Database
 PS IT - Database
 HR Payroll
 PS EPM - Misc
 HR Human Resources
 HR Human Resources
 PS Asset Management
 PS IT - Database
 HR Human Resources
 Infected System
 PS IT - Database
 PS IT - Database
 PS IT - Database
 HR Human Resources
 HR Human Resources
 HR Human Resources
 HR Human Resources
 HR Human Resources
 PS EPM - Misc
 HR Human Resources
 HR Human Resources
 HR Human Resources
 PS IT - Database

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Applications

Total No. of Tickets: **26**

0000092289 FW: A little crystal help
 0000092343 Payroll Reporting in FSPRD
 0000092369 Another Build in FSPRD
 0000092446 FW: ERROR - PSXFER:
 0000092291 FW: Approval Request: Remove SSN From search page
 0000093443 Clone PRD to UAT
 0000093511 refresh cache
 0000093727 Trace Setting Needed
 0000092904 Export Tables-FSPRD
 0000093298 FW: Retriever access
 0000093163 Build Scripts in FSPRD
 0000093109 FW: status of table updates
 0000093065 4 June 30... KK Budget Conversion
 0000094049 FW: The Process Instance (91723 - Job: (UMSARGL) failed to c
 0000094254 Build in fsprd
 0000094265 FW: Password is suspended
 0000094286 FW: Rumba
 0000094285 FW: retriever access
 0000094264 FW: Password FMIS
 0000094219 Build View
 0000094215 FW: FW: Sponsor Tree View to Migrate
 0000094213 3 Resource type required
 0000094366 FW: Department Row level Security
 0000094592 FSPRD oracle write access
 0000094595 FSPRD - Users kicked out
 0000094591 Delete data in HRPRD

PS IT - Database
 PS IT - Database
 PS IT - Database
 Novell Issue (Fac/Staff)
 PS IT - Database
 PS IT - Database
 Webadmin/Webauth Service
 PS IT - Database
 Email Request
 PS Finance Security
 PS IT - Database
 PS IT - Database
 PS Budgets
 PS IT - Database
 PS IT - Database
 PS Finance Security
 PS Finance Security
 PS Finance Security
 PS Finance Security
 PS IT - Database
 PS General Ledger
 PS Budgets
 PS Finance Security
 PS Finance Security
 PS Grants
 HR Human Resources

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General Accounting

Total No. of Tickets: **23**

0000092978 1 Update Retro Reports
 0000093024 Cannot log into Novell today
 0000093029 NOVELL network
 0000093035 Novell client internal error. Cannot login
 0000093025 Novel Network
 0000093295 FY2005 Calendar
 0000093127 PR Accrual PR 26
 0000093126 Payroll Leave Accrual
 0000094531 Access
 0000094611 FY rollover
 0000093901 Payroll reporting
 0000094328 Department Row level Security
 0000094034 [Fwd: The Process Instance (91723 - Job: (UMSARGL) failed to
 0000094120 Access to Reports via the Business Manager Role
 0000094033 [Fwd: The Process Instance (91723 - Job: (UMSARGL) failed to
 0000093534 Accounting shared drives going off and online
 0000093666 Email for all tickets
 0000092279 Position Budgeting: Develop User Interface Screen(s)
 0000092280 Position Budgeting: Develop Application Engine program to format f
 0000092282 Position Budgeting: Develop Application Messaging
 0000092805 Finalize new Retro Data Entry Form
 0000092808 Perform Data Entry process for Retro clean up.Work with campus to
 0000092807 Finalize testing of new Retro process

HR Payroll
 Novell Server Down
 HD: Software Config/Trblshtng
 Novell Issue (Fac/Staff)
 Novell Server Down
 HumanResources:PeopleSoft
 HR Payroll
 HR Payroll
 HR Human Resources
 PS Commitment Accounting
 HR Payroll
 PS Finance Security
 PS IT - Database
 HR Payroll
 PS General Ledger
 Novell Server Down
 PS Finance Security
 HR Commitment Accounting
 HR Commitment Accounting
 HR Commitment Accounting
 HR Commitment Accounting
 HR Commitment Accounting
 HR Commitment Accounting

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Human Resources

Total No. of Tickets: **17**

0000092525 Re: Denise Plummer access
 0000092817 Incorrect Hourly Rates for Exempt and NonExempt Employees
 0000093525 UPDATE OF BI-WEEKLY SALARIES FOR EMPLOYEES NOT R
 0000093005 Create Crystal Reports 'front-end' for Query UMHRR072
 0000093121 Modify Payroll Journal Crystal to Include Message Indicating Pendin
 0000093077 [Fwd: [Fwd: HR Access]]
 0000093085 WRITE ACCESS TO REMEDY
 0000093201 Modify Time Entry Screen to Permit Selective Access Control for DB

HR Security
 HR Time and Labor
 HR Human Resources
 HR Human Resources
 HR Payroll
 HR Security
 Remedy System Issue
 HR Time and Labor

0000093871 Test the EBD Load
0000093968 [Fwd: PeopleSoft Access]
0000093984 [Fwd: one more thing] (Security)
0000093987 PRINTING CHANGE PAR REPORT
0000094117 PC does not boot
0000094114 ENHANCEMENTS TO FAS EFFECTIVE DATED ROW
0000093985 [Fwd: ann rosenthal]
0000093917 SIXTEEN CONTRACTS
0000094501 [Fwd: FW: Contract Pay SQR Delivered - Modification]

HR Benefits Admin
HR Human Resources
HR Human Resources
HR Human Resources
PC Support Request (Fac/Staff)
HR Human Resources
HR Security
HR Human Resources
HR Human Resources

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Applications

0000093323 Implement Security password process on HPUMBC3
0000093549 Refresh of HRTST2 from 6/16/2004 Backup of Production
0000093426 Need a copy of Finance Production for Cedar
0000092271 Setup David Sylva access to HR Dev
0000092806 Identify and assign Data Entry staff for Retro clean up
0000092454 Need 2 new account for Steve Kim and Lijun Wang
0000092453 Kennedy Akala unable to access Corporate Time
0000094407 Need a UMBC account for Oakland Consulting
0000094028 Need a SANDBOX type database for Retro Processing
0000094031 Setup for HR SANDBOX database for use by those doing Retro Rese
0000094032 Post Mortem review of FY05 Payroll Conversion process
0000094029 Need to run Payroll 25 Distribution in a fresh testing type instance
0000094030 Provide inquiry process for status of Retro Processing
0000092897 Need a Corporate Time account setup for Dan Sluka
0000092979 Need Production and test access for Dan Sluka of Cedar
0000092980 Need Production and test access for Dan Sluka of Cedar

Total No. of Tickets: **16**
OIT-BSG HP3000 Systems
PS IT - Database
PS IT - Database
HumanResources:PeopleSoft
PS Commitment Accounting
CorpTime Calendar Account Req
CorpTime Calendar Account Req
UMBC Arbitrary Account
PS IT - Database
HR Commitment Accounting
HR Payroll
PS IT - Database
HR Commitment Accounting
CorpTime Calendar Account Req
HR Security
PS Finance Security

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Applications

0000093879 Emplids with no ps_pay_earnings rows
0000093883 Backup PSHRPD Instance and use this to refresh HRTST2 instance
0000094218 Export Tables from HRPRD and Import into HRTST2
0000093950 Folder Cannot Be Accessed (Appears to be Corrupted)
0000094393 Set Aside Most Recent Backup of HRPRO Instance and Set Aside Unt
0000094434 Refresh HRTRN from Back-Up of HRPRD Instance from evening of 6
0000094467 Refresh Crystals and SQRS in HRTRN from HRPRD
0000094433 Set Aside a Copy of Back-Up of HRTRN instance from evening of 6/
0000094394 Refresh HRPRO instance from Backup of HRPRD done evening of 6
0000093120 Implement STAT
0000093205 Modify UMBC Custom Payroll Journal to Correctly Reflect Additio
0000093257 Please reset my Oracle passwords for HRTST and HRTST2
0000093203 Priority of 'To Be Determined' not Visible on the 'Ticket Entry' form
0000093782 Backup HRPRD Instance and Use It to Refresh HRTST2 Instance
0000093784 Please refresh HRUAT instance from Backup of HRTST2 taken on ev

Total No. of Tickets: **15**
HR Payroll
PS IT - Database
PS IT - Database
Webmail Problem
PS IT - Database
PS IT - Database
HR Human Resources
PS IT - Database
PS IT - Database
HR Human Resources
HR Payroll
PS IT - Database
Remedy Enhancement
PS IT - Database
PS IT - Database

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New Media

0000093430 Wed, 16 Jun 2004 05:40:19 -0600
0000093608 Thu, 17 Jun 2004 12:17:56 -0600
0000093806 Unsub Remedy Notification While on Vacation?
0000093664 Thu, 17 Jun 2004 17:04:39 -0600
0000093539 webdev@umbc.edu
0000093438 webdev@umbc2.umbc.edu
0000093431 Wed, 16 Jun 2004 05:40:14 -0600
0000092305 Need Query of Summer 2004 Bb Faculty Email Addresses?
0000092308 Please Create a "Blackboard" Corporate Time Calendar Account
0000092718 How Many UMBC Courses/Sections Were Taught with Bb?
0000092499 Analog Report Problems
0000094107 Normal
0000094108 Normal
0000094109 Normal

Total No. of Tickets: **14**
Email Request
Spam sent to Help Desk queue
Remedy System Issue
Spam sent to Help Desk queue
Spam sent to Help Desk queue
Email Request
Email Request
Online Course External ISP
CorpTime Calendar Account Req
Online Course Server Down
WebTrends
Spam sent to Help Desk queue
Spam sent to Help Desk queue
Spam sent to Help Desk queue

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Library

0000094453 user schechte

Total No. of Tickets: **13**
HD: Quota

0000094572 Library jack activation
 0000094500 stjones AD problems
 0000093863 FW: Amanda's e-mail
 0000094051 FW: Access to Orders Directory
 0000094100 [Site Survey] LCS: LIB/107: Install 2 new jacks
 0000093082 Library jack activation
 0000093110 User stjones personal share
 0000093538 Steve Jones requested library novell context and drive be checked bec
 0000093653 FW: Asset Security Alert
 0000093657 User Wilt Word auto recovery
 0000092307 Email account illcm
 0000092704 Library jack activation

Dead/Slow Network Jack
 PC Support Request (Fac/Staff)
 UMBC Account Deletion
 Novell Account Management
 Network Survey
 Network Survey
 Novell Quotas
 Novell Server Down
 Labs:PC Vandalism/Theft
 PC Support Request (Fac/Staff)
 AFS File Restore Request
 Dead/Slow Network Jack

Top 10 UMBC Customers Requesting Service

