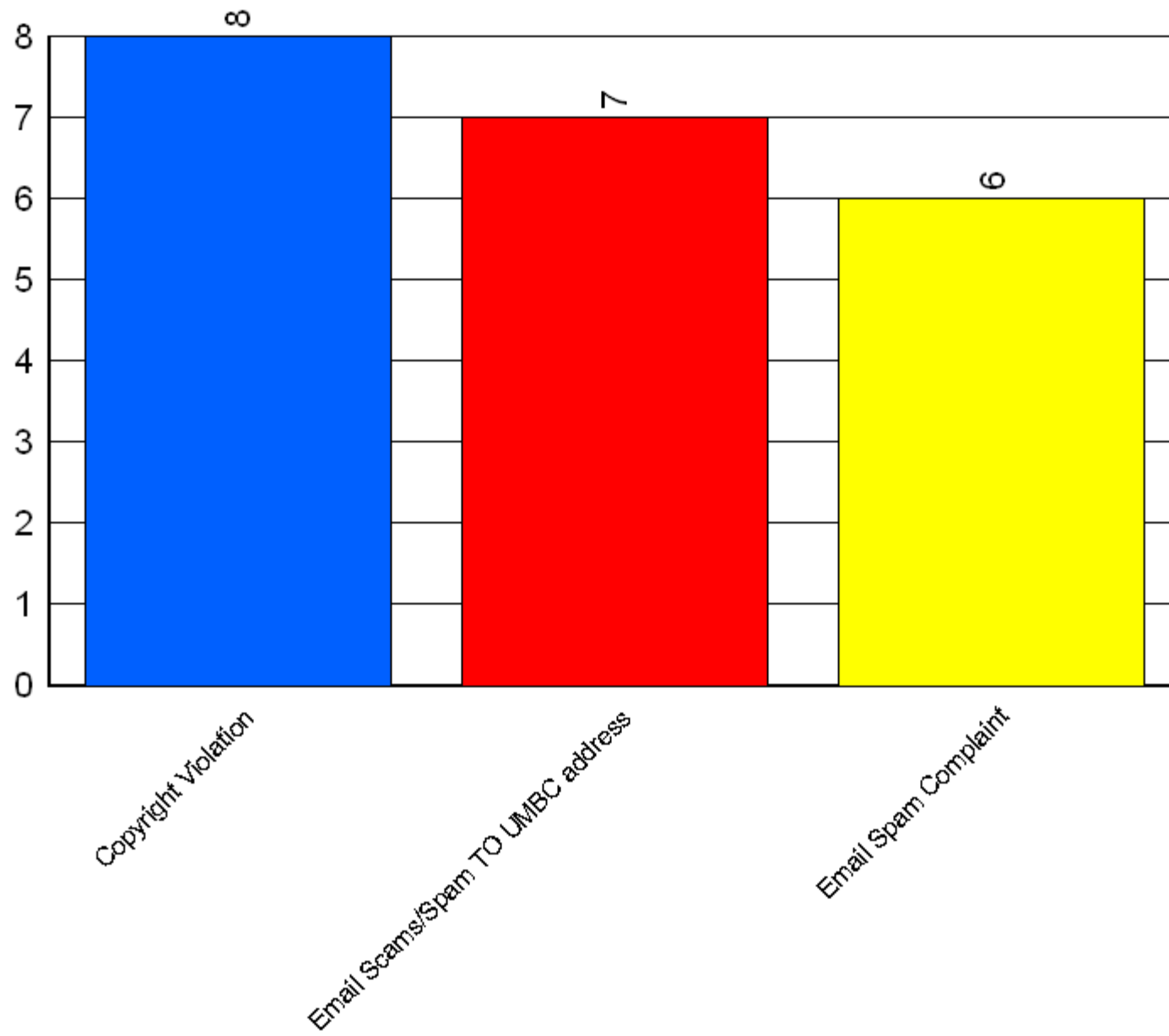


Summary: Security and Request Types



| <u>Ticket Number</u> | <u>Status</u> | <u>Create Date</u> | <u>Modified Date</u> | <u>Last Modified By</u> |
|---|---------------|----------------------|----------------------|---|
| Security | | | | |
| Copyright Violation | | | | |
| 0000118426 | Closed | 6/7/2005 7:04:30PM | 6/14/2005 6:00:12AM | AR_ESCALATOR |
| 0000118427 | Closed | 6/7/2005 7:07:37PM | 6/14/2005 6:00:12AM | AR_ESCALATOR |
| 0000118639 | Assigned | 6/9/2005 11:46:00AM | 6/13/2005 8:41:36AM | kincaid |
| 0000118969 | Assigned | 6/14/2005 4:44:30PM | 6/15/2005 10:49:50AM | akhant1 |
| 0000119131 | Pending | 6/16/2005 4:56:24PM | 6/20/2005 9:33:54AM | kincaid |
| 0000119083 | Closed | 6/16/2005 10:05:05AM | 6/22/2005 6:00:08AM | AR_ESCALATOR |
| 0000119085 | Closed | 6/16/2005 10:11:11AM | 6/22/2005 6:00:09AM | AR_ESCALATOR |
| 0000119613 | Working | 6/24/2005 12:26:40PM | 6/27/2005 10:09:23AM | akhant1 |
| | | | | Total No. of Tix [Copyright Violation]: 8 |
| Email Scams/Spam TO UMBC address | | | | |
| 0000118072 | Closed | 6/3/2005 3:59:54PM | 6/13/2005 6:00:08AM | AR_ESCALATOR |
| 0000118074 | Closed | 6/3/2005 4:12:39PM | 6/13/2005 6:00:09AM | AR_ESCALATOR |
| 0000118077 | Closed | 6/3/2005 4:41:42PM | 6/13/2005 6:00:09AM | AR_ESCALATOR |
| 0000118085 | Closed | 6/3/2005 5:26:23PM | 6/13/2005 6:00:09AM | AR_ESCALATOR |
| 0000118095 | Closed | 6/3/2005 7:05:06PM | 6/13/2005 6:00:10AM | AR_ESCALATOR |
| 0000118099 | Closed | 6/3/2005 7:27:19PM | 6/13/2005 6:00:10AM | AR_ESCALATOR |
| 0000118100 | Closed | 6/3/2005 7:27:38PM | 6/13/2005 6:00:10AM | AR_ESCALATOR |
| | | | | Total No. of Tix [Email Scams/Spam TO UMBC address]: 7 |
| Email Spam Complaint | | | | |
| 0000118998 | Closed | 6/15/2005 9:08:31AM | 6/21/2005 6:00:10AM | AR_ESCALATOR |
| 0000118096 | Closed | 6/3/2005 7:06:16PM | 6/13/2005 6:00:10AM | AR_ESCALATOR |
| 0000118097 | Closed | 6/3/2005 7:06:32PM | 6/13/2005 6:00:10AM | AR_ESCALATOR |
| 0000118098 | Closed | 6/3/2005 7:09:53PM | 6/13/2005 6:00:10AM | AR_ESCALATOR |
| 0000118170 | Closed | 6/5/2005 10:36:33AM | 6/13/2005 6:00:12AM | AR_ESCALATOR |
| 0000118999 | Closed | 6/15/2005 9:23:44AM | 6/21/2005 6:00:10AM | AR_ESCALATOR |
| | | | | Total No. of Tix [Email Spam Complaint]: 6 |
| | | | | Total No. of Tix [Security]: 21 |