

Top 10 Users Requesting Service with # of Tickets

Tickets Created Between

06/01/2005

06/30/2005

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

stevenh1	DPET Marketing	Total No. of Tickets: 29
0000118465	Order KVM	DPET Support Request
0000118470	Order Headphones for the ELC lab	DPET Support Request
0000118801	Order Print Cartridge	DPET Support Request
0000118747	Upgrade all Servers to PCAnywhere 11.5	DPET Support Request
0000118746	Rebuild Laptop	DPET Support Request
0000118735	Active Directory	PC Support Request (Fac/Staff)
0000118564	Functions Keys do not work on Sony Vaio	DPET Support Request
0000118506	Servers' Terminal Serves	DPET Support Request
0000118842	Oracle Calendar Account	CorpTime Calendar Account Req
0000119295	Move Machine to Active Directory	PC Support Request (Fac/Staff)
0000119240	Active Directory Password Reset	Active Directory Password
0000119076	Xerox fuser	DPET Support Request
0000119061	Add Machine to Active Directory	PC Support Request (Fac/Staff)
0000119034	Add Michelle Jabes to Clientele	DPET Support Request
0000118954	Computer needs to be put on Active Directory	DPET Support Request
0000118951	Active Directory	PC Software Install (Fac/Staff)
0000118950	Cannot log into Novell	Novell Account Password
0000118930	Feed Roll Cartridge Needs to be Replaced	DPET Support Request
0000118929	Fuser Module Needs to be returned	DPET Support Request
0000118844	Install KVM Switch	DPET Support Request
0000118847	Update Inventory	DPET Support Request
0000117832	Speaker Phone Setup	DPET Support Request
0000118279	Cannot Open Remedy Ticket	Remedy System Issue
0000118062	Active Directory Password Reset	Active Directory Password
0000119905	Need to Retrieve Software	DPET Support Request
0000119953	Move Machine to Active Directory	PC Support Request (Fac/Staff)
0000119906	FW: R25 Error Message	OIT-BSG Scheduling Office
0000119340	Problems logging in Active Directory	PC Support Request (Fac/Staff)
0000119555	Order a network card	DPET Support Request

mcs pads1	Residential Life	Total No. of Tickets: 29
0000118002	8/9 p.m. labcheck 6-2-05	HD:LabCheck
0000118133	6-4-05 Lab Check 2 p.m.	HD:LabCheck
0000118130	11 a.m. phone 6-3-05	HD: Phonemail
0000118123	Opening Check June 4th 2005	HD:LabCheck
0000118066	2 p.m. labcheck 6-3-05	HD:LabCheck
0000118142	Closing 6-4-05 5 p.m.	HD:LabCheck
0000119404	6-21-05 Lab Check, 9 p.m.	HD:LabCheck
0000119405	closing checkklist 6-21-05	HD:LabCheck
0000119577	labcheck 6-23-05 9 p.m.	HD:LabCheck
0000119647	Closing Checklist 6-25-05 5 p.m.	HD:LabCheck
0000119639	Opening Checklist 6-25-05 8 a.m.	HD:LabCheck
0000119578	6-21-05 closing checklist 10 p.m.	HD:LabCheck
0000118430	6-7-05 9 p.m. labcheck	HD:LabCheck
0000118431	closing checklist 6-7-05 10 p.m.	HD:LabCheck
0000118687	6-9-05 Lab Check 9 p.m.	HD:LabCheck
0000118688	closing 6-9-05 10 p.m.	HD:LabCheck
0000118791	Closing Checklist 6-12-05 10 p.m.	HD:LabCheck
0000118790	9 p.m. labcheck 6-12-05	HD:LabCheck
0000118785	Opening check list June 12 2005	HD:LabCheck
0000118753	6-10-05 phonemail check 2 p.m.	HD: Phonemail
0000118889	9 p.m. 6-13-05 Labcheck	HD:LabCheck
0000119145	Closing checklist 6-16-05	HD:LabCheck
0000119199	Opening Checklist 6-18-05 8 a.m.	HD:LabCheck
0000119207	Closing Checklist 5 p.m. 6-18-05	HD:LabCheck
0000119202	6-18-05 11 a.m. Phonemail check	HD: Phonemail
0000119169	11 a.m. 6-17-05 Phonemail check	HD: Phonemail
0000119144	9 p.m. labcheck 6-16-05	HD:LabCheck

0000118978
0000118980

9 p.m. labcheck 6-14-05
Closing Checklist 6-14-05 10 p.m.

HD:LabCheck
HD:LabCheck

rpreston

General Accounting

0000118492 P0007A: Pay period fails to appear on RETRO entry/validation scre
0000118694 FW: Scope for Ashraf Morcos at UMBC
0000118526 please increase quota
0000118796 Import URL is not giving me access
0000118741 P0007A: Clean retro and distribution data for select employees
0000118910 HELP I have space
0000119261 R00000:Produce .cvs file for use by Finance in determining the port
0000119228 FW: The Process Instance (229057 - Process: (UM_FW_LOAD) f
0000119088 R00000:Create a query that detects departments with the CA flag re
0000118943 PS****:Unable to create DBE
0000118944 P0007A:Several retros will not validate
0000119149 P0007A:Give Finance a list of all retros ripped out of Distribution
0000119147 P0007A:Investigate retros that failed to validate due to conflicts wi
0000117922 FW: Retriever - GL summary report & detail report
0000117957 P0007A: New retro screens do not permit multiple empl_rcd for sam
0000118348 EMAIL
0000118345 Jean Bunch
0000118218 FW: Salary Distribution Data by Project
0000118028 PS****: Assist Finance in developing plan and schedule for retro i
0000119885 PS****:Distribution is incorrectly using 2006 as fiscal year for 2005
0000119501 FW: FY06 Testing
0000119581 SBX Retriever
0000119616 R0000A:DBE Proration causes DBD & DBT to be out of sync with D
0000119609 P0007A:Correct FSCAM011 program coding error discovered duri
0000119565 FW: The Process Instance (235004 - Process: (UM_FW_LOAD) f

Total No. of Tickets: **25**
HR Commitment Accounting
PS Finance Technical Issues
HD: Quota
PS General Ledger
HR Commitment Accounting
PS Finance Technical Issues
HR Commitment Accounting
PS Finance Technical Issues
HR Commitment Accounting
HR Commitment Accounting
HR Commitment Accounting
HR Commitment Accounting
HR Commitment Accounting
HR Commitment Accounting
PS General Ledger
HR Commitment Accounting
HD: Quota
PS Finance Security
HR Payroll
HR Commitment Accounting
HR Commitment Accounting
PS Finance Technical Issues
PS Finance Technical Issues
HR Commitment Accounting
HR Commitment Accounting
PS Finance Technical Issues

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OIT Infrastructure & Support

0000118398 6/7 all tapes changed.
0000118469 11am 6/8 phone mail check. no msges.
0000118751 6/10 all tapes but engr changed, tim said to leave it out.
0000118683 5:00pm phone mail check 6/9 no msges
0000118674 6/9 2pm phone mail check, no msges.
0000118975 6/14 all tapes changed
0000119257 On betwa.umbc.edu when you click on "user quota" enter a usre nam
0000119191 6/17 all tapes changed.
0000119019 11am phone mail check. 2 msges
0000119054 We cannot access webmail and we have gotten several calls.
0000119127 Walker Ave. basement storage room jack#T1005-1 and would like p
0000119806 All tapes changed for 6/28.
0000119398 6/21 all tapes changed
0000117859 betawa.umbc.edu cannot seem to create new accounts.
0000117880 2pm phone mail check for 6/1 no msges.
0000117940 6/2 opening phone mail. no msges
0000118061 11am phone mail check, no msges.
0000118059 6/3 all tapes changed
0000117939 11am phone mail 6/2 no msges
0000117900 IMAP server timing out

Total No. of Tickets: **20**
HD:TapeChanges
HD: Phonemail
HD:TapeChanges
HD: Phonemail
HD: Phonemail
HD:TapeChanges
WebAdmin Comments
HD:TapeChanges
HD: Phonemail
Webmail Problem
Dead/Slow Network Jack
HD:TapeChanges
HD:TapeChanges
WebAdmin Comments
HD: Phonemail
HD: Phonemail
HD: Phonemail
HD:TapeChanges
HD: Phonemail
IMAP Server Problem

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Ofc of Sponsored Programs

0000118510 gradweb.umbc.edu DNS not sync'ed with server
0000118759 ticket #0000118315 resolved
0000118761 AFS access control list change
0000118880 New printer novell setup
0000119041 AD access
0000119046 account: gradstudent needs to have password reset for dept gradschoo
0000118939 User: george1 needs novell account for dept Sponsored Programs.
0000119121 Novell Client software needs to be updated on website
0000119544 User needs Novell Account/Ad Account/ext. 53140;
0000119726 novell access

Total No. of Tickets: **19**
IP Address Request
HD: General Info
AFS File Space Requests
Novell Printing
Active Directory Password
Novell Account Password
Novell Account Management
HD: Software Config/Trblshtng
Novell Account Management
Novell Account Management

0000119727	AD access	Active Directory Password
0000119721	AD installation request	PC Support Request (Fac/Staff)
0000119785	VPN access	Firewall Issues
0000119824	Machine joined to AD	PC Support Request (Fac/Staff)
0000119788	Oracle access	OIT-BSG Oracle Database
0000117994	User would like tech to come install reflections. Have CD, call user t	PC Software Install (Fac/Staff)
0000118381	Admin rm207. x51773. Needs novell client installed on a machine	Novell Client Install
0000118093	web page link update	UMBC Campus Web Pages
0000118315	McAfee Install	PC Computer Install (Fac/Staff)

dharry	Applications	Total No. of Tickets: 19
0000118089	Need these scripts to be run in FSDEV (CSR #389 (DDDAUDIT &	PS Finance Technical Issues
0000118277	Need these scripts to be run in FSDEV (CSR #389 (DDDAUDIT &	PS Finance Technical Issues
0000118380	Re: Need these scripts to be run in FSDEV (CSR #389 (DDDAUDIT	PS Finance Technical Issues
0000118253	Access security and permissions for Mike Morgan	PS Finance Security
0000119444	Need this script to be run in FSPRD (building run control table	PS Finance Technical Issues
0000119478	Access security and permissions (in FSPRD) for Henry Siemer and	PS Finance Technical Issues
0000119534	Need this script to be run in FSDEV (building run control table	PS Finance Technical Issues
0000119717	Need this script to be run in FSDEV (building run control table	PS Finance Technical Issues
0000119762	I cannot access table PS_UM_RUN_CNTL_KK in FSDEV database	PS Finance Technical Issues
0000119815	Need this script to be run in FSDEV (building run control table	PS Finance Technical Issues
0000118977	Need this script to be run in FSDEV (CSR #389 (SYSAudit))	PS Finance Technical Issues
0000119294	Re: Access security and permissions for Henry Siemer	Email Request
0000119195	Need this script to be run in FSDEV (CSR #401 (Build Project))	PS Finance Technical Issues
0000119171	Access security and permissions for Henry Siemer	PS Finance Security
0000119123	Need this script to be run in FSTST (CSR #389 (Build Project,	PS Finance Technical Issues
0000119101	Need this script to be run in FSTST (CSR #389 (Build Project))	PS Finance Technical Issues
0000119032	Need this script to be run in FSDEV (CSR #389 (Drop tables))	PS Finance Technical Issues
0000119026	Need this script to be run in FSDEV (CSR #389 (Build Project))	PS Finance Technical Issues
0000118677	Need these scripts to be run in FSDEV (CSR #389 (DDDAUDIT))	PS Finance Technical Issues

kblank	Applications	Total No. of Tickets: 17
0000119797	SQL Updates for FSPRD	PS Finance Technical Issues
0000119866	Analyze Retriever Tables in FSTST	PS Finance Technical Issues
0000119834	SQL Update for FSPRD	PS Finance Technical Issues
0000119343	New Table for FSDEV	PS Finance Technical Issues
0000119570	Script for FSSBX	PS Finance Technical Issues
0000119373	Script for FSTST	PS Finance Technical Issues
0000119553	Script for FSSBX	PS Finance Technical Issues
0000119516	Clone FSPRD to FSSBX	PS IT - Database
0000119558	Script for FSPRD	PS Finance Technical Issues
0000117928	Script for FSTST	PS Finance Technical Issues
0000118376	STAT approval for FSTST/FSPRD	PS Finance Technical Issues
0000118250	More SQL for FSPRD	PS Finance Technical Issues
0000118215	SQL for FSPRD	PS Finance Technical Issues
0000117962	SQL Statements for FSPRD	PS Finance Technical Issues
0000118985	Query Optimization	PS Finance Technical Issues
0000119021	Script for FSTST	PS Finance Technical Issues
0000119107	New view for FSDEV	PS Finance Technical Issues

stjones	Library	Total No. of Tickets: 17
0000119572	User smalik2	UMBC Account Deletion
0000119646	AD privs have vanished	Novell Account Management
0000119813	FW: Pat Cronise I drive status	Novell Account Management
0000119891	Library 2nd floor router - pls expedite	Dead/Slow Network Jack
0000118069	user jleesme	Active Directory Password
0000118327	Erroneously reassigned ticket	UMBC Arbitrary Account
0000118657	User burright	Webadmin/Webauth Service
0000118669	New library novell folder	Novell Account Management
0000118724	User jleesme	PC Support Request (Fac/Staff)
0000118722	Joining user sterling to AD	PC Support Request (Fac/Staff)
0000118672	User unaved1	Active Directory Password
0000118658	User pgarne1	PS IT - Misc

0000118870 remedy
0000118938 User cronise
0000119132 User noybert
0000118920 User mperi
0000118926 User chohan1

PC Support Request (Fac/Staff)
PC Support Request (Fac/Staff)
HD: Quota
PC Software Install (Fac/Staff)
Active Directory Password

dvelli1

FS Operations

0000119367 Rachel is having problems after AD activation.
0000119683 Jean Bunche would like Ed Hinke's email account disabled.
0000119436 Ashra Morcos cannot login to Novell.
0000119928 Tina needs to send a large file through email.
0000118235 Network Jack has been disconnected again from the closet.
0000118374 Larry needs Active Directory set up on his PC.
0000118468 Steve Bowers needs his email quota increased.
0000118679 Isabel would like URL for the Bursar's Office changed.
0000118645 Sarah Ihugo needs 15MB increase for her email.
0000118644 Rachel Ward needs an Active Directory installed on her PC.
0000118609 status of email
0000118511 New Corp Time accounts needed for reserving 2 spare rooms.
0000118853 Rachel has lost all of her icons after having AD installed.
0000119189 Margaret can not use HP/Reflections after logging into VPN.
0000119005 Dee needs email quota increase.
0000118927 Isabel needs 30MB quota increase.

Total No. of Tickets: **16**
PC Support Request (Fac/Staff)
Account Deletion Request
Novell Issue (Fac/Staff)
Email Scams/Spam TO UMBC a
Dead/Slow Network Jack
PC Support Request (Fac/Staff)
HD: Quota
UMBC Campus Web Pages
HD: Quota
PC Support Request (Fac/Staff)
UMBC Central Server Down
CorpTime Calendar Account Req
PC Support Request (Fac/Staff)
Firewall Issues
HD: Quota
HD: Quota

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OIT Infrastructure & Support

0000119324 6/21/2005: opening phonemail
0000119325 6/21/2005: opening checklist
0000119661 6/27/2005: opening checklist
0000119660 6/27/2005: opening voicemail
0000119508 6/23/2005: opening labcheck
0000119507 6/23/2005: opening phonemail
0000119757 6/28/2005: opening phonemail
0000119758 6/28/2005: opening checklist
0000119874 6/29/2005: opening checklist
0000117941 6/2/2005: opening checklist
0000118252 Account Creation
0000119073 6/16/2005: opening voicemail
0000119074 6/16/2005: morning checklist
0000118461 6/8/2005: opening checklist
0000118643 6/9/2005: opening checklist

Total No. of Tickets: **15**
HD: Phonemail
HD:LabCheck
HD:LabCheck
HD: Phonemail
HD:LabCheck
HD: Phonemail
HD: Phonemail
HD:LabCheck
HD:LabCheck
HD:LabCheck
HD:LabCheck
HD:LabCheck
HD: Accounts
HD:LabCheck
HD:LabCheck
HD:LabCheck
HD:LabCheck

Top 10 UMBC Customers Requesting Service

