

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 03/01/2004 03/31/2004

Human Resources

0000086114 Keep a Copy of 3/10-11/04 backup of HRTRN for Indeterminate Lon
 0000086115 Refresh HRTRN instance from 3/10-11/04 backup of HRPRD
 0000085941 ROLE FOR SU RAPAKA
 0000085525 Win2k install. Admin 512
 0000086038 PREPARER STATUS FOR GINA CAVANAUGH
 0000085488 SECURITY FOR DBE
 0000086819 Security Revisions (Approver Roles)
 0000085935 Please refresh HRTST2 from last nights backup of HRPRD
 0000086574 Approver Security Modifications
 0000086476 Grant user DONLAN row-level security for Physical Plant and the Pa
 0000085203 PDF ERROR
 0000086609 Security Revisions
 0000086473 Shut down user for Paul LeConte
 0000086475 Grant user GINAM row-level security to access DEPTID 10010
 0000086459 Printing of Payroll Entries for Payroll Conversion
 0000086723 Biological Sciences Security
 0000086698 TRN Database
 0000086792 Disable, or provide controlled access to new feature of Time Entry to m
 0000086638 Re-activate Security Role
 0000086648 Security Revision for dept 10252
 0000085160 CORRECT HISTORY STATUS FOR SU RAPAKA IN HR
 0000086116 Refresh SQR's and Crystals in HRTRN from those in HRPRD
 0000085435 Admin 532 ext: 52337: Problem with Task Manager
 0000086144 e-mail configuration
 0000086198 CALCULATION OF HOURLY RATE
 0000086202 ADMIN 531
 0000086117 Migrate Chris Minton's Time Entry programs from HRDEV to HRTR
 0000086141 UC 112 ext: 53842 Problems saving documents to Shared drives
 0000086454 (payroll-approver)Web List Request
 0000086447 Re-Opening a Ticket
 0000086443 5 Provide a listing of who can perform Retro Processing
 0000086212 upgrade
 0000086810 Security Revision (dept 10368)
 0000086386 PAYROLL PROBLEM
 0000085664 Security Revisions for dept 10341
 0000085858 Gross Pay Report
 0000085662 Security Revision for dept 10135
 0000085612 POSITION MANAGEMENT/DBE ISSUE
 0000085545 REFRESH OF UAT WITH PRD
 0000085912 Security Revision for dept 10021
 0000085844 PEOP_XEROX UC112 Delta
 0000086836 Security Revision for dept 10022 (Visual Arts)
 0000085616 CUSTOM DISTRIBUTION LOOK-UP FOR PAYROLL PREPARE
 0000085733 Inactive code on xlat table
 0000085734 Remove code from Xlat Table
 0000085663 Security Revisions for depts 10573 and 10489
 0000085818 Timetrax Install
 0000085665 Security Revision for dept 10023
 0000087323 Quota increase request from Mary Davis.
 0000086996 CHANGE PAR POSITION PROBLEM
 0000086985 Security Confirmation for dept 10435 (Public Policy)
 0000087313 Re: PeopleSoft Access
 0000087127 PS Security Modification
 0000087322 Correction to Report
 0000087288 CHPDM Security Modification

Total Number of Tickets:

PS IT - Database
 PS IT - Database
 PS Payroll - Misc
 PC Computer Install (Fac/Staff)
 PS Payroll - Misc
 PS Budgets
 PS HR - Misc
 PS IT - Database
 PS HR - Misc
 PS HR - Misc
 PS Payroll - Misc
 PS HR - Misc
 PS HR - Misc
 PS HR - Misc
 PS HR - Misc
 HumanResources:PeopleSoft
 PS HR - Misc
 PS HR - Misc
 HumanResources:PeopleSoft
 PS HR - Misc
 PS HR - Misc
 PS Payroll - Misc
 PS HR - Misc
 PC Support Request (Fac/Staff)
 HD: Software Config/Trblshng
 HumanResources:PeopleSoft
 PC Support Request (Fac/Staff)
 PS HR - Misc
 Novell Issue (Fac/Staff)
 Mailing Lists
 Remedy System Issue
 HumanResources:PeopleSoft
 PC Software Install (Fac/Staff)
 PS HR - Misc
 PS Payroll - Misc
 PS HR - Misc
 HumanResources:PeopleSoft
 PS HR - Misc
 PS Payroll - Misc
 PS HR - Misc
 PS HR - Misc
 PC Support Request (Fac/Staff)
 HumanResources:PeopleSoft
 PS Payroll - Misc
 PS HR - Misc
 PS HR - Misc
 PS HR - Misc
 OIT-BSG Human Resources
 PS HR - Misc
 HD: Quota
 PS HR - Misc
 PS HR - Misc
 PS HR - Misc
 PS HR - Misc
 PS HR - Misc
 PS HR - Misc

55

CSEE - Instruction

0000086214 Jack Activation

Total Number of Tickets:

Dead/Slow Network Jack

53

0000085848 Payroll Charges
0000086196 Account activation needed
0000086204 [PC s/w]Visual Studio on lab PC
0000085877 Work Order Request
0000086850 Matlab CD loan
0000086548 [PC s/w] Visual Studio .NET install for ITE 377
0000085390 Spam problems
0000086652 more lines
0000086260 disk quota
0000085711 machine adds
0000085609 spelling error
0000086081 Re: oracle project login error
0000085208 network lines and new vlan
0000085472 Visa
0000085702 Projector cable in Lecture Hall 5
0000086839 Matlab software.
0000085187 melissa?
0000086740 RE: Course 'CMSC491H_0101_SP2004' quota exceeded
0000086185 PS Access
0000086168 Maple 8 CD Loan ext.53535
0000085449 RE: ITE 240 needs re-imaging
0000086178 Payroll
0000085625 multiple lines in CR
0000086151 Work Order Request
0000085914 Work Order Request
0000085458 ITE240 needs re-imaging
0000086439 Customer needed to have email cleaned out
0000086664 UMPYR035
0000086666 Visa
0000086511 [Fwd: Re: FTP down]
0000085583 Payroll
0000085309 New version of NASM needed
0000086654 Visual Studio 6.0 Loan
0000086458 Navigation
0000086670 quota increase
0000085628 CMSC 461 Section 0201 Oracle Account
0000086517 Query
0000086528 looking for Randy Phillips
0000085817 Christian Children's Fund Needs Your Help (fwd)
0000086291 [PC lab] reimage ITE240
0000087010 Missing Person.
0000086969 IP changes
0000087317 Pop up ads problem. ITE 325E
0000087345 mailing list issues
0000087347 DHCP dynamic port in ITE240
0000087376 CSEE Security
0000087255 Work Order Request
0000087171 Addition of class cmsc481
0000087113 Updated python needed
0000087442 DNS Name Needed for CS...
0000087174 Blackboard Problem
0000087075 Retro

PS Budgets
CorpTime Calendar Account Requests
PC Software Install (Fac/Staff)
PC Support Request (Fac/Staff)
HD: CD Checkout
PC Software Install (Fac/Staff)
Email Scams/Spam TO UMBC address
Computer Room Network Line
HD: Quota
PC Support Request (Fac/Staff)
PS General Ledger
Oracle DB Issue (oracle.gl)
Computer Room Network Line
PS Asset Management
HD: General Info
PC Software Install (Fac/Staff)
HD: Software Config/Trblshtng
Online Course Misc
PS General Ledger
HD: CD Checkout
LabSoftware:Windows
PS General Ledger
Computer Room Network Line
Dead/Slow Network Jack
IP Address Request
OIT Lab Linux Image
HD: Software Config/Trblshtng
PS Payroll - Misc
PS Purchasing
UMBC Web Servers
PS General Ledger
UNIX Misc
HD: CD Checkout
PS Payroll - Misc
HD: Quota
Oracle.gl Account Requests
PS User Support
HD: Software Config/Trblshtng
Email Scams/Spam TO UMBC address
Labs:PC Computer Install
PS General Ledger
IP Address Request
PC Support Request (Fac/Staff)
Mailing Lists
DHCP Request
PS HR - Misc
HD: Software Config/Trblshtng
UNIX Misc
UNIX Misc
IP Address Request
Online Course External ISP
PS Payroll - Misc

Admissions

0000086803 Recruit data archival
0000085308 Tape changes for 3/2/04
0000085789 Lab check 12am 3/8/04
0000086552 Tape changes for 3/16/04
0000086332 Lab check 12am 3/14/04
0000086348 problems with bb6
0000085805 UABM1682 Abort
0000086390 UABM1623 Abort
0000085363 VM for 3/2/04 at 9pm

Total Number of Tickets:

OIT-BSG Admissions
HD:TapeChanges
HD:LabCheck
HD:TapeChanges
HD:LabCheck
Online Course Misc
OIT-BSG Admissions
OIT-BSG Admissions
HD: Phonemail

0000086585	Lab check 11pm 3/16/04	HD:LabCheck
0000086584	Lab check 9pm 3/16/04	HD:LabCheck
0000086586	Lab check 3/17/04 12am	HD:LabCheck
0000085786	Lab check 3/7/04 11pm	HD:LabCheck
0000085767	Lab closing 12am 3/7/04	HD:LabCheck
0000086579	VM check 7pm 3/16/04	HD: Phonemail
0000085766	Lab check 11pm 3/6/04	HD:LabCheck
0000085723	Work Order Request	OIT-BSG Operational Support
0000085513	Lab check 12am 3/4/04	HD:LabCheck
0000085512	Lab check 10pm 3/3/04	HD:LabCheck
0000085998	Lab check 11pm 3/9/04	HD:LabCheck
0000085999	Lab check 12am 3/10/04	HD:LabCheck
0000086119	Lab check 9pm 3/10/04	HD:LabCheck
0000085987	VM check 3/9/04 7pm	HD: Phonemail
0000085997	Lab check 9pm 3/9/04	HD:LabCheck
0000085958	Tape changes for 3/9/04	HD:TapeChanges
0000086331	Lab check 11pm 3/13/04	HD:LabCheck
0000085381	Lab check 12:00am 3/3/04	HD:LabCheck
0000085379	Lab check 10pm 3/2/04	HD:LabCheck
0000086237	Subscribe	Spam sent to Help Desk queue
0000085376	linux1 and linux2 unavailable	UMBC Central Server Down
0000086120	Lab check 11pm 3/10/04	HD:LabCheck
0000086121	Lab check 12am 3/11/04	HD:LabCheck
0000086123	[PC lab] ECS122PC29 - Linux won't start up	LabHardware
0000086122	[PC lab]ECS122PC05- Windows won't boot.	LabHardware
0000085962	User gets Error 619 for dialup connection	HD: Software Config/Trblshtng
0000085705	Quota increase request	HD: Quota
0000086688	Lab check 12am 3/18/04	HD:LabCheck
0000086686	Lab check 9pm 3/17/04	HD:LabCheck
0000086687	Lab check 11pm 3/17/04	HD:LabCheck
0000087423	Lab check 12am 3/31/04	HD:LabCheck
0000087422	Lab check 10:45 3/30/04	HD:LabCheck
0000086891	Lab check 12am 3/21/04	HD:LabCheck
0000087158	Lab check 11pm 3/27/04	HD:LabCheck
0000087320	Evaluation	Online Course Misc
0000087159	Lab check 12am 3/28/04	HD:LabCheck
0000087417	Phonemail 7pm 3/30/04	HD: Phonemail
0000087396	Tape changes 3/30/04	HD:TapeChanges
0000086890	Lab check 11pm 3/20/04	HD:LabCheck

Psychology Admin

0000085975	Request for web alias to homepage	AFS File Space Requests
0000086570	SPSS at home use problems	HD: Software Config/Trblshtng
0000085264	Blackboard authorization for TA	Online Course Misc
0000085974	User is unable to clear print job from queue	PC Support Request (Fac/Staff)
0000085157	[Fwd: Virus Detected In Mail Sent To You!]	HD: Software Config/Trblshtng
0000086025	"not setup for webadmin procmail filtering"	UNIX Misc
0000085407	new laptop need config	PC Support Request (Fac/Staff)
0000085953	Quota increase request Faculty	HD: Quota
0000085156	[Fwd: Virus Detected In Mail Sent To You!]	HD: Software Config/Trblshtng
0000086623	Printer Problems Continue.....	PC Support Request (Fac/Staff)
0000085155	[Fwd: Virus Detected In Mail Sent From You!]	HD: Software Config/Trblshtng
0000085493	full mailbox	HD: Quota
0000085354	User unable to load S-PLUS models	HD: Windows Profile Issues
0000085437	Infected with W32.Bagle.J	PC Support Request (Fac/Staff)
0000085433	Infected with W32/bagle.J	Infected System
0000085158	[Fwd: Virus Detected In Mail Sent From You!]Ticket [ID#000008515	HD: Software Config/Trblshtng
0000086251	[Fwd: work order for computer in SS502] 3180	PC Support Request (Fac/Staff)
0000085423	folders won't display	PC Support Request (Fac/Staff)
0000086668	Correcting a grant title in PS	PS Grants
0000086179	Re: IMAP/POP Client Configuration	HD: Software Config/Trblshtng
0000086509	(psyc695c)Web List Request	Email Request
0000085770	email problem	HD: Software Config/Trblshtng

Total Number of Tickets:

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0000085359	HELP	HD: Software Config/Trblshtng
0000085634	UMBC Account Password Reset for b11	HD: Password
0000086040	[Fwd: [Fwd: Re: Fwd: myNetWatchman Incident [77996887]	HD: Software Config/Trblshtng
0000086733	Customer can't remember a password	OIT-BSG Operational Support
0000086037	PS Financials	PS Payables
0000085469	MS Word does not function properly Chesapeake 108	PC Support Request (Fac/Staff)
0000085150	No subject	HD: Software Config/Trblshtng
0000085576	Potapsco 104 ext: 51701: Problems with MS Word and Excell	PC Support Request (Fac/Staff)
0000085175	[Fwd: The Assassin's Handbook]	Email Spam Complaint
0000086662	Res life office computer- cannot access shared drive patapsco 104	Novell Issue (Fac/Staff)
0000086200	customer getting "Trash" error	HD: Quota
0000085955	Removal of Old Blackboard Course	HD:Online Course Issues
0000086207	[Fwd: PS Financials]	PS Payables
0000085720	ORL cannot access one of their student's accounts for changes	OIT-BSG Residential Life
0000085257	Deposit Exception Report questions	OIT-BSG Residential Life
0000086524	Access to Project CV775042	PS Projects
0000085716	Run-time Error	PS Finance Other
0000087277	Request from ORL for help on a student's housing deposit from 20010	OIT-BSG Residential Life
0000087060	Erickson 152 ext: 53947 Virus infection that cant be cleaned	PC Support Request (Fac/Staff)
0000087261	problems with my internet in the dorm	PPP Setup
0000087372	updating McAfee from 4x to 7x	PC Support Request (Fac/Staff)
0000087030	[Fwd: Questions]	PS HR - Misc

FS Administration

0000086735	Peoplesoft Production not responding	PS Finance Other
0000086745	Employee needs email folder restored.	AFS File Restore Request
0000086707	Change PS Dept description	PS Finance Other
0000086162	PSUNIX process hung up	PS Billing
0000085676	LISTPROC Management	Mailing Lists
0000086748	Employee needs Novell Context changed.	Novell Client Install
0000086806	Employees are getting errors in Outlook Express.	PC Support Request (Fac/Staff)
0000086442	Create a working group for the documentation of the Retro Process	HumanResources:PeopleSoft
0000086634	Need Printer Added To Novell Network.	Novell Printing
0000086410	HP 4050 Printer Needs Setup For IP Address.	PC Support Request (Fac/Staff)
0000086567	Work Order Request	HD: Software Config/Trblshtng
0000086804	Need Oracle Userids for E-Travel	OIT-BSG Oracle Database
0000086401	corporate time	CorpTime Calendar Account Requests
0000086794	reset oracle password	OIT-BSG Oracle Database
0000085478	Retriever report	PS General Ledger
0000085216	PPP troubleshooting	HD: Software Config/Trblshtng
0000085168	Don Velli needs Cox moved.	Novell Account Management
0000085266	Retriever Access	PS General Ledger
0000085285	BSARS ORACLE ACCESS	OIT-BSG Finance Bursar
0000085284	Novell drive access	Novell Account Management
0000087275	Employee Needs A Corporate Time Account.	CorpTime Calendar Account Requests
0000087218	Research into changing printer designations for the crossover reports	OIT-BSG Finance Bursar
0000087268	Space Problem On Accounting's I:\ Drive.	Novell Account Management
0000087368	Novell Access Is Needed For Folder.	Novell Account Management
0000086963	Retriever Access	PS General Ledger
0000087274	Bursar Office Needs Special Email Account Created.	UMBC Email Alias
0000086987	Denise is still having Outlook Express problems.	PC Support Request (Fac/Staff)
0000087058	HP Reflections is not printing.	PC Support Request (Fac/Staff)
0000087056	Account Password Expiring.	Novell Account Management
0000086928	Retriever Access	PS General Ledger

Total Number of Tickets:

30

Institutional Research

0000085812	AD400; re-installed Netscape 7.1	PC Support Request (Fac/Staff)
0000086274	Multiple Primary jobs for Emplid 6931	PS HR - Misc
0000086209	New EPMDEV userid	PS EPM - Misc
0000086213	Multiple Active Primary jobs for Emplid 6965	PS HR - Misc
0000086249	Blue Screen ad407	PC Support Request (Fac/Staff)
0000085847	OIR needed the payroll file from college park copied up.	OIT-BSG IR Reporting
0000085434	SPSS 12.0 Install	PC Software Install (Fac/Staff)

Total Number of Tickets:

30

0000086191	Cannot AutoUpdate McAfee	PC Support Request (Fac/Staff)
0000086846	TNS timeout to UMBC instance	Email Request
0000085620	(nsse_survey_sample)Web List Request	Email Request
0000086546	OIR access to PIA in EPMDEV	PS EPM - Misc
0000086569	Need record format for class file	OIT-BSG IR Reporting
0000086540	Grants to UMBCDW in EPMDEV	PS EPM - Misc
0000086518	Grant access in EPMDEV	PS EPM - Misc
0000086734	Restore of file	OIT-BSG IR Reporting
0000085622	Is this IP address for an official UMBC server?	HD: Software Config/Trblshtng
0000085672	Multiple active primary jobs	PS HR - Misc
0000086398	EPMPRD HR maps not run	PS HR - Misc
0000085595	Truncate table ETL_TSE_ERR in EPMPRD	PS IT - Misc
0000086436	EPMDEV Oracle access for OIR	PS EPM - Misc
0000085317	Virus in my email	HD: Software Config/Trblshtng
0000085282	Multiple Active Primary Jobs	HumanResources:PeopleSoft
0000085286	Informatica 6.1 license	PC Support Request (Fac/Staff)
0000085296	[Fwd: mass e-mail to survey sample]	Mailing Lists
0000085290	Unable to signon to Informatica repository	PC Support Request (Fac/Staff)
0000085930	access to OIR drives	Novell Account Management
0000087071	Update record in EPMDEV	Email Request
0000087022	PS_UW_EMPLOYEES not loaded in EPMDEV	PS EPM - Misc
0000087039	Make any necessary modifications for audit courses	OIT-BSG IR Reporting
0000087367	24 Multiple Primary Jobs in HR	PS IT - Misc

Biology - Academic

0000085661	reset password	HD: Password
0000085316	Advisor needs Degree Navigation access on myUMBC	Individual myUMBC Errors
0000086389	Cant log into Novell	HD: Software Config/Trblshtng
0000086370	lab chech 12:00am 3/15/04	HD:LabCheck
0000086829	Auto-generated Spam Filter	Spam sent to SysCore Queue
0000086102	[MAC s/w] Palm T3 won't sync after a crash & reset	Palm Pilot Support
0000085557	Work Order Request	PC Software Install (Fac/Staff)
0000085395	going to nodatabase.html; blank page; bb-app4 manually pingable	Online Course Server Down
0000086708	No subject	HD: Quota
0000085882	Remove Courses	HD: Online Course Update
0000086360	lab check 03/14/04 9:40	HD:LabCheck
0000085505	Support for Matlab for a student	HD: Software Config/Trblshtng
0000085821	Work Order Request bio	PC Support Request (Fac/Staff)
0000085383	Is this real or a threat?: FW: Notify about your e-mail account utilizati	HD: Software Config/Trblshtng
0000086287	email	HD: Software Config/Trblshtng
0000086624	[Fwd: Course 'BIOL495_0101_SP2004' quota exceeded]	Online Course Misc
0000086580	lab check 7:00pm 3/16/04	HD:LabCheck
0000086568	User needs laptop setup for UMBC on campus network	PPP Setup
0000086481	labcheck 3/15/04 - 9pm	HD:LabCheck
0000086637	new Help Desk staff	Remedy Account Request
0000085276	Need SPSS install on umbc fac PC bio106	PC Software Install (Fac/Staff)
0000087114	access to blackboard site for BIOL301	Online Course Acct Modification
0000087391	[Mac s/w] Internet Explorer 5.2.3 is Crashing	Macintosh Support Request (Fac/Staff)
0000087299	lab check 3/29/04 9:00pm	HD:LabCheck
0000087290	[Mac s/w] 2 iMacs crashing, install & run Virux	Macintosh Support Request (Fac/Staff)
0000087250	HFS5: customers not able to access file	UMBC Central Server Down
0000087419	lab chech 3/30/04 9:00pm	HD:LabCheck
0000087364	Print queue access request	Novell Printing
0000087253	eMac OS X issue.	Macintosh Support Request (Fac/Staff)

Total Number of Tickets:

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IS Department

0000086346	[Fwd: E-mail account disabling warning.]	HD: Software Config/Trblshtng
0000085269	Re: Letter request	HD: Quota
0000085517	Certain messages not received in email account inbox	HD: Software Config/Trblshtng
0000085913	Re: QUOTA WARNING for your myUMBC account	HD: Software Config/Trblshtng
0000085819	Receiving	PS Purchasing
0000085518	Request for email solution 2	HD: Software Config/Trblshtng
0000086469	Re: Oracel account	Oracle.gl Account Requests

Total Number of Tickets:

27

0000085520 request to fix email -- sent from webmail
 0000086281 unhelpful instructions on FAR
 0000085528 email failure from UMBC
 0000086706 IFSM Security
 0000085253 On "script produced no output" error
 0000085468 Blackboard Course: Assign to New Media: Blackboard
 0000085207 E-mail servers down?
 0000085670 ITE 404 I ext: 3795 Problems with slow email
 0000086519 Re: Oracle problems-IFSM410
 0000086522 IFSM 202 101 201 301
 0000086056 bb6 app; page cannot be displayed; manually pingable
 0000085138 Bb failure
 0000086880 Re: QUOTA WARNING for your myUMBC account
 0000086943 Blackboard DELETE Course: Assign to New Media: Blackboard
 0000086940 Security Access
 0000087360 Research for new IFSM acronym for BA
 0000087006 need webauth for submission forms
 0000086945 Blackboard DELETE Course: Assign to New Media: Blackboard
 0000086941 Blackboard NEW Course: Assign to New Media: Blackboard
 0000087054 Not connecting to internet

Webmail Problem
 OIT-BSG Faculty
 IMAP Server Problem
 PS HR - Misc
 Online Course Misc
 Online Course Account Creation
 HD: Software Config/Trblshng
 IMAP Server Problem
 Oracle.gl Account Requests
 Online Course Course Creation
 Online Course Server Down
 Online Course Server Down
 HD: Quota
 Online Course Misc
 PS Finance Security
 OIT-BSG IR Reporting
 Webadmin/Webauth Service
 Online Course Misc
 Email Request
 PC Support Request (Fac/Staff)

Top 10 UMBC Departments Requesting Service

