

0000086882	Phone mail 03/20 2:00pm	HD: Phonemail
0000086886	Lab check 6:00pm 03/20	HD:LabCheck
0000087148	2:00 pm 03/27 Phone mail	HD: Phonemail
0000087189	3:00 am 03/29	HD:LabCheck
0000087193	Lab opening 03/29	HD:LabCheck
0000087197	7:30 am 03/29 Phone mail	HD: Phonemail
0000087192	03/29 6:00 am Lab check	HD:LabCheck
0000087152	03/27 Lab check 6:00pm	HD:LabCheck
0000086317	03/13 Phone mail	HD: Phonemail
0000086324	03/13 Phone mail 7:00 pm	HD: Phonemail
0000086378	Lab check 5:30 am 03/15	HD:LabCheck
0000086380	Phone mail 03/15 7:10 am	HD: Phonemail
0000086477	Need profile to be reset	Windows Profile Issues
0000086379	Lab opening 7:00 am 03/15	HD:LabCheck
0000086375	Lab check 03/15 3:00 am	HD:LabCheck
0000086321	Lab check 5:40pm 03/13	HD:LabCheck
0000085751	Phone mail 2:00 pm 03/06	HD: Phonemail
0000085758	lab check 6:00pm 03/06	HD:LabCheck
0000085796	Phone mail 7:15 am 3/8	HD: Phonemail
0000085794	Lab check 7:00 am 3/8	HD:LabCheck
0000085793	Lab check 6:00 am 03/08	HD:LabCheck
0000085792	Lab check 3:00 am 03/08	HD:LabCheck

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	Institutional Research	Total No. of Tickets: 20
0000086191	Cannot AutoUpdate McAfee	PC Support Request (Fac/Staff)
0000086209	New EPMDEV userid	PS EPM - Misc
0000085282	Multiple Active Primary Jobs	HumanResources:PeopleSoft
0000085286	Informatica 6.1 license	PC Support Request (Fac/Staff)
0000085595	Truncate table ETL_TSE_ERR in EPMPRD	PS IT - Misc
0000085672	Multiple active primary jobs	PS HR - Misc
0000085622	Is this IP address for an official UMBC server?	HD: Software Config/Trblshtng
0000085290	Unable to signon to Informatica repository	PC Support Request (Fac/Staff)
0000085317	Virus in my email	HD: Software Config/Trblshtng
0000086846	TNS timeout to UMBC instance	Email Request
0000087071	Update record in EPMDEV	Email Request
0000087022	PS_UW_EMPLOYEES not loaded in EPMDEV	PS EPM - Misc
0000087367	24 Multiple Primary Jobs in HR	PS IT - Misc
0000086213	Multiple Active Primary jobs for Emplid 6965	PS HR - Misc
0000086274	Multiple Primary jobs for Emplid 6931	PS HR - Misc
0000086546	OIR access to PIA in EPMDEV	PS EPM - Misc
0000086540	Grants to UMBCDW in EPMDEV	PS EPM - Misc
0000086518	Grant access in EPMDEV	PS EPM - Misc
0000086436	EPMDEV Oracle access for OIR	PS EPM - Misc
0000086398	EPMPRD HR maps not run	PS HR - Misc

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	General Accounting	Total No. of Tickets: 18
0000086240	Retriever	PS General Ledger
0000086279	Deposit inquiry	PS Receivables
0000086592	3 Statement of Payroll Charges	PS Payroll - Misc
0000086916	Slowness of PeopleSoft Finance for the 3rd floor Admin users	PhysNet Projects
0000086972	[Fwd: ERROR - PSXFER:]	PS IT - SysAdmin
0000086973	[Fwd: Control Your files ..]	Email Scams/Spam TO UMBC a
0000086980	Re: [Fwd: C/F balances from prior year revolving accounts]	Email Request
0000087311	psfinanceusers@listproc.umbc.edu	Mailing Lists
0000086960	Fwd: Returned mail: see transcript for details	PS Payables
0000085675	2 DEPT DETAIL REPORT RUN CONTROL	PS General Ledger
0000085904	Fwd: ERROR - PSXFER:	PS Finance Security
0000085827	Migrate a Query from HRSBX to HRPRD	PS HR - Misc
0000085710	Fwd: Sponsor Revenue Reclassification SQR - umgmm009.sqr	PS Finance Technical Issues
0000085236	2 Update Journal Status	PS General Ledger
0000085660	3 Request for assistance	PS General Ledger
0000085657	2 Retriever	PS General Ledger
0000085542	Re: Statement of Payroll Charges	PS HR - Misc

0000085540

Retriever Summary Report - URGENT

Email Request

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Applications

Total No. of Tickets: **18**

0000085749 Retriever Load failed again
 0000085251 New Access for Lance
 0000085492 Chris and Ed Accounts
 0000085256 Patrick PRD access
 0000085295 FW: Unlock Journal
 0000086911 Update Payroll 18 ASAP
 0000087016 FW: Linda Miller's RUMBA Problem
 0000087286 FW: Getting better all the time
 0000087282 Ed Kurilla's Access
 0000086958 View Script
 0000086932 Remote Terminal
 0000087356 umbcmh user id expired.
 0000087369 FW: RUMBA access
 0000086248 FW: PROBLEM: P-CARD Adjustments from RSTARS
 0000086606 ca_bi_intfc interface was run by mistake
 0000086288 Stat Permission Lists
 0000086612 Database Clone
 0000086618 Move flat files

OIT-BSG Oracle Database
 OIT-BSG Oracle Database
 PS IT - Database
 Other Dept Unix Issues
 PS Payables
 PS Payroll - Misc
 OIT-BSG Finance GA
 PS Purchasing
 PS IT - Database
 PS General Ledger
 Oracle Client (Fac/Staff)
 PS IT - Database
 PS IT - Database
 PS Purchasing
 PS Finance Technical Issues
 PS IT - Misc
 PS Finance Security
 PS Finance Other

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FS Operations

Total No. of Tickets: **16**

0000085726 3 GM Rpt Mod Request UMGMR005 & 007
 0000085204 3 Grants Rept Mod Request UMGMR005 & UMGMR007
 0000085464 UserID problem
 0000085627 SBX User cannot sign in
 0000086828 UAT bouncing me out
 0000086831 2 Change Order History component not tracking original dollar amts.
 0000087089 1 AP Vouchers locked in Process cannot match or pay
 0000087064 1 Receipts cannot be entered on 65 POs that are locked
 0000087043 3 Revenue showing up as deduction from budget on Project
 0000087042 2 Duplicate BIL rows created by bad SQL statement used for table
 0000087041 2 Grant Report Mod problem
 0000086946 3 Rpt Mod Request - Statement of PR Chgs
 0000086923 Can't log into novell because of a non-expired session
 0000086908 2 MOD to search page - SSN being displayed
 0000086347 4 May 01 PO Inquiry Search page error
 0000086503 Novell login states that I have too many concurrent logins

PS Grants
 PS Grants
 PS Finance Security
 PS Payables
 PS Purchasing
 PS Purchasing
 Email Request
 Email Request
 PS Accts Recv
 PS Grants
 PS IT - Database
 PS Payroll - Misc
 Novell Account Management
 PS Grants
 PS Purchasing
 Novell Account Management

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OIT Infrastructure & Support

Total No. of Tickets: **16**

0000085212 Phonemail, Monday 3/1, 7:00pm
 0000085506 Labcheck, Wednesday 3/3, 6:00pm
 0000085592 Tape Changes, Thursday 3/4
 0000085638 Phonemail, Thursday 3/4, 7:00pm (sort of)
 0000085717 userpages.umbc.edu permission error
 0000086100 Lab Check, Wednesday 3/10, 6:00pm
 0000086208 Tape Changes, Thursday 3/11
 0000086111 [PC lab] ITE242 Desll GX270 PCs restarting due to blaster worm
 0000085880 Tape Changes, Monday 3/8
 0000086225 Phonemail, Thursday 3/11, 7:00 - 9:00pm
 0000086677 Labcheck, Wednesday 3/17, 6:00pm
 0000086759 Tape Changes, Thursday 3/18
 0000086770 Phonemail, Thursday 3/18, 7:00pm
 0000086289 Tape Changes, Friday 3/12
 0000086858 Tape Changes, Friday 3/19
 0000087293 Novell password reset

HD: Phonemail
 HD:LabCheck
 HD:TapeChanges
 HD: Phonemail
 UMBC Central Server Down
 HD:LabCheck
 HD:TapeChanges
 LabHardware
 HD:TapeChanges
 HD: Phonemail
 HD:LabCheck
 HD:TapeChanges
 HD: Phonemail
 HD:TapeChanges
 HD:TapeChanges
 Novell Account Password

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Human Resources

Total No. of Tickets: **16**

0000086386 PAYROLL PROBLEM
 0000086447 Re-Opening a Ticket
 0000086996 CHANGE PAR POSITION PROBLEM
 0000087313 Re: PeopleSoft Access

PS Payroll - Misc
 Remedy System Issue
 PS HR - Misc
 PS HR - Misc

0000085844	PEOP_XEROX UC112 Delta	PC Support Request (Fac/Staff)
0000086198	CALCULATION OF HOURLY RATE	HumanResources:PeopleSoft
0000086038	PREPARER STATUS FOR GINA CAVANAUGH	PS Payroll - Misc
0000086141	UC 112 ext: 53842 Problems saving documents to Shared drives	Novell Issue (Fac/Staff)
0000086144	e-mail configuration	HD: Software Config/Trblshtng
0000085941	ROLE FOR SU RAPAKA	PS Payroll - Misc
0000085160	CORRECT HISTORY STATUS FOR SU RAPAKA IN HR	PS Payroll - Misc
0000085545	REFRESH OF UAT WITH PRD	PS HR - Misc
0000085616	CUSTOM DISTRIBUTION LOOK-UP FOR PAYROLL PREPARE	PS Payroll - Misc
0000085612	POSITION MANAGEMENT/DBE ISSUE	PS Payroll - Misc
0000085203	PDF ERROR	PS Payroll - Misc
0000085488	SECURITY FOR DBE	PS Budgets

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OIT Infrastructure & Support

Total No. of Tickets: **15**

0000087105	Other user's files in my account	HD: Accounts
0000087298	Phonemail check - 3/29 - 8pm	HD: Phonemail
0000086471	labcheck 3/15/04 - 6:30pm	HD:LabCheck
0000086486	labcheck -12am - 3.16.04	HD:LabCheck
0000086673	phone mail - 3/17/04 7pm	HD: Phonemail
0000086483	phonemail check 10pm	HD: Phonemail
0000085884	POTOMAC - 057 - Closet alarm going off	ResNet Down
0000086125	[PC lab] ECS021PC24: Xwindowing system will not start	OIT Lab Linux Image
0000086124	[PC lab] ecs021pc24 : X will not start	LabHardware
0000086104	Phonemail - 3/10 - 7pm	HD: Phonemail
0000086096	myUMBC : Link for SAS liscence informatoin broken	Individual myUMBC Errors
0000085890	labcheck 3/8/04 - 9pm	HD:LabCheck
0000085213	005 - PC's wont load to windows	LabHardware
0000085504	Phonemail check 3/3/04 - 7pm	HD: Phonemail
0000085214	labcheck 3/1/04 6:30pm	HD:LabCheck

Top 10 UMBC Customers Requesting Service

