

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 03/01/2005 03/31/2005

Computer Sci Elec Engineering

0000113263 submit directory request
 0000113224 CSEE Department Community Blackboard Portal
 0000112025 ITE240 Lab machines need re-imaging
 0000112895 Request to Setup Project Submission System
 0000113229 Work Order Request-Error when trying to access purchase page
 0000112534 ITE rm 238 students cannot login to several machine (atleast 6). Also c
 0000112556 3 Project Report not showing converted balance
 0000113218 Office for OS X?
 0000113397 Disk Usage Overun
 0000113423 User having problems with People soft
 0000112056 login to CSPL servers
 0000112418 User needs a quota increase
 0000113430 Work Order Request
 0000113424 Unable to generate reports from Peoplsoft
 0000112501 [Mac s/w] ITE308: Install MS Office 2004
 0000112473 Registered Course not shown in My Courses
 0000112440 [Fwd: Re: CS Council of Majors update]
 0000113361 [Fwd: Retriever]
 0000112425 Need assistance in setting up submit command -- Urgent
 0000112427 [net] ITE233: Network problem
 0000113442 Work Order Request
 0000112771 Unable to access my course
 0000112755 myumbc problems
 0000112772 Receipt
 0000112976 Work Order Request-Up quota for class
 0000112747 File Recovery for Jonathan Hu (hu1) (second recovery)
 0000113668 Oracle user account (fwd)
 0000113697 GL account storage limits
 0000112814 Quota ...
 0000112810 directory access permissions
 0000112861 can't access faculty annual report
 0000113035 Setting up Submit
 0000112804 User wants to remote desktop from home
 0000112808 submit setup
 0000112627 Global message delete in Pine
 0000112637 Jack Activation
 0000113199 (tsa)Web List Request
 0000112638 [Fwd: Jack Activation] - correction
 0000113198 Users in ITE 3rd Floor having authentication issues
 0000112628 Request for quota increase
 0000113204 Customers unable to connect to wireless
 0000112693 Request for quota increase
 0000112001 Re: PCs in ITE240
 0000113150 Pop-up Screen in PeopleSoft
 0000113187 customer needs MS Visual Studio installed on UMBC machine.
 0000113651 Work Order Request
 0000112670 K. Das, position 10002926
 0000112994 Clear out FAR
 0000112215 411 homework, Odd warning received (fwd)
 0000112146 [Fwd: Increase in memory on GL account]
 0000113535 Work Order Request
 0000112122 a request
 0000112118 DBE
 0000112933 problem using AutoCAD in ITE238
 0000112110 IP conflict
 0000113480 Install OIT Linux in ITE 210
 0000113809 Submit For CMSC446

Total Number of Tickets:

57

Project Submission System
 Online Course Misc
 LabHardware
 Project Submission System
 HD: Software Config/Trblshtng
 LabHardware
 PS Projects
 PC Support Request (Fac/Staff)
 HD: Quota
 HumanResources:PeopleSoft
 UNIX Misc
 HD: Quota
 AFS File Space Requests
 HR Human Resources
 PC Software Install (Fac/Staff)
 Online Course Misc
 Mailing Lists
 PS General Ledger
 Online Course Training
 Online Course Misc
 HD: Quota
 Online Course Misc
 OIT-BSG myUMBC
 PS Purchasing
 HD: Quota
 Physics Dept Unix Issues
 Oracle.gl Account Requests
 HD: Software Config/Trblshtng
 AFS File Space Requests
 AFS File Space Requests
 OIT-BSG Faculty
 Project Submission System
 PhysNet Projects
 Project Submission System
 HD: Software Config/Trblshtng
 Dead/Slow Network Jack
 Mailing Lists
 Dead/Slow Network Jack
 Wireless Issues on campus
 HD: Quota
 Wireless Issues on campus
 HD: Quota
 LabHardware
 PS Purchasing
 PC Software Install (Fac/Staff)
 AFS File Space Requests
 HR Human Resources
 Individual myUMBC Errors
 UNIX Misc
 AFS File Space Requests
 HD: Online Course Update
 Mailing Lists
 HR Human Resources
 LabSoftware:Windows
 IP Conflict
 Labs:Mac Software Install
 Project Submission System

Human Resources

| | | |
|------------|--|---------------------------------|
| 0000112598 | GPR showing doubled hourly rates + missing time | HR Payroll |
| 0000112601 | Admin rm 511. x56724. When user logs into machine (just got repla | Novell Issue (Fac/Staff) |
| 0000113569 | Mask out first five digits of SSNs on timesheet | HR Payroll |
| 0000112277 | Leave Enrollment Report(umb05rpt.sqr) | HR Time and Labor |
| 0000113174 | EI scenario #5 - duplicate see 113924 | HR Payroll |
| 0000113172 | Peggy Bosley (username 'pbosley') should be granted same access to P | Novell Issue (Fac/Staff) |
| 0000113175 | Leave Balance Spreadsheet | HR Time and Labor |
| 0000112275 | Leave Management System Testing | HR Time and Labor |
| 0000112831 | Sherrell McNamara is experiencing problems running Crystal Reports | Active Directory Password |
| 0000112279 | Modifications to the Leave Accrual Page | HR Time and Labor |
| 0000113163 | Why Position Mgmt interface to JOB is not working in DB3 | HR Payroll |
| 0000112271 | Modification to Time Trax(umbnc002) | HR Time and Labor |
| 0000113123 | Interim fix for Loadback -sqr to identify oth erncds | HR Payroll |
| 0000111989 | First EI test with CP | HR Payroll |
| 0000111957 | Determine which user altered JOB on 1/10/05 for #8079 | HR Payroll |
| 0000113211 | VPN NOT WORKING | Firewall Issues |
| 0000113131 | Daily Audit scripts & other sqls | HR Time and Labor |
| 0000112018 | Work Order Request-Can not get inti bb | Online Course Misc |
| 0000112272 | Modification to umbnc006.sqr | HR Time and Labor |
| 0000112274 | Modification to umbnc007.sqr | HR Time and Labor |
| 0000113160 | Create table,SQR, query to read EI/PI rejects file | HR Payroll |
| 0000112761 | PC Setup | PC Software Install (Fac/Staff) |
| 0000112248 | EI test scenario #3 to USM | HR Payroll |
| 0000111969 | Loadback Version II | HR Payroll |
| 0000112770 | EI Scenario #4 FM2 | HR Payroll |
| 0000112433 | Process to back out holiday hours(umbni008.sqr) | HR Time and Labor |
| 0000113032 | Create a PS tbl to hold rejects from PI processing | HR Payroll |
| 0000113283 | Rochelle has asked for Oracle Access to HRDB1 for Venus | PS IT - Database |
| 0000113065 | customer is unable to log into Novell | Novell Issue (Fac/Staff) |
| 0000112920 | [PC s/w] AD509: Install MS FrontPage | PC Software Install (Fac/Staff) |
| 0000112072 | Update | PC Software Install (Fac/Staff) |
| 0000111953 | Re: QUOTA WARNING for your myUMBC account | HD: Quota |
| 0000112050 | Gross Pay - Final Report Error | HR Payroll |
| 0000112211 | Modification to Benefit Program Assignment Process(umbnc005.sqr) | HR Time and Labor |
| 0000111962 | Look into which fields are being audited for changes | HR Payroll |
| 0000112246 | Create VISA_PMT_DATA from PERSON.BIRTHCOUNTRY | HR Payroll |
| 0000113351 | Payroll Approver Role | HR Human Resources |
| 0000113547 | Look into the impact of new empl_class L05 on leave | HR Benefits Admin |
| 0000112207 | Modification of Nightly Leave Enrollment program (UMBNI005.SQR | HR Time and Labor |
| 0000112212 | Modifications to the Leave Accrual Process(umbni007) | HR Time and Labor |
| 0000111985 | SQRs used in PI file for Electronic Interface - UMIHR052/UMIHR03 | HR Payroll |
| 0000112116 | User is moving from rm 532 to rm 513 admin, machines will be swappe | PC Support Request (Fac/Staff) |
| 0000112558 | UC: Delta Room : McAfee Reinstall | PC Support Request (Fac/Staff) |
| 0000112539 | Computer moved and now can't access webpages. | PC Support Request (Fac/Staff) |
| 0000112877 | REFORMAT OF COMPUTER | PC Support Request (Fac/Staff) |
| 0000112319 | Computer Startup | PC Support Request (Fac/Staff) |
| 0000112569 | Reinstall PPrograms | PC Support Request (Fac/Staff) |
| 0000111983 | Create conversion programs for data used in Electronic Intfc | HR Payroll |
| 0000113514 | ADDITIONAL SIGN-IN WHEN SENDING E-MAILS | PC Support Request (Fac/Staff) |
| 0000112136 | Investigate why prior pp rec showing on paysheets | HR Payroll |
| 0000112733 | Re: QUOTA WARNING for your myUMBC account | HD: Quota |
| 0000112074 | user needs to have AD installed on to the computer | Novell Account Management |
| 0000112523 | Pls run attached script against HRPRD for payroll | PS IT - Database |
| 0000113411 | EI Scenario #5 - all record types and NRA's | HR Payroll |
| 0000113755 | ADMIN 531 : CD drive not recognized | PC Support Request (Fac/Staff) |
| 0000113734 | Leave Balance Spreadsheet Request | HR Time and Labor |
| 0000113765 | ADMIN 503: Computer acting very strangely | PC Computer Install (Fac/Staff) |

Total Number of Tickets:

57

SA PeopleSoft IT Support

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|------------|-------------------------|------------------|
| 0000113362 | Reset RSTARS Passwords | PS Finance Other |
| 0000112873 | Testing - Please Ignore | PS Finance Other |
| 0000113066 | Remove HR access | HR Security |

Total Number of Tickets:

29

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|------------|--|---------------------------------------|
| 0000113558 | SAS 8.1 loan | HD: CD Checkout |
| 0000111966 | Request to Increase the amount of time before Instructor machines | LabSoftware:Windows |
| 0000112345 | Used comcast at home and now laptop won't connect | Novell Issue (Fac/Staff) |
| 0000112408 | Jack in Biology needs to be activated. | Dead/Slow Network Jack |
| 0000112346 | BS205: Network connection lost unexpectedly. | PC Support Request (Fac/Staff) |
| 0000113434 | activate Ethernet port | Dead/Slow Network Jack |
| 0000112083 | Printer is stuck on warming up | PC Support Request (Fac/Staff) |
| 0000112042 | [PC s/w] BS364: PC crashes | PC Support Request (Fac/Staff) |
| 0000113431 | User cannot get a cgi script to work correctly on IE or on Mozilla | UNIX Misc |
| 0000113027 | Installation Assistance | PC Support Request (Fac/Staff) |
| 0000113115 | USB drive not recognized properly | PC Support Request (Fac/Staff) |
| 0000113114 | Work Order Request-create web adm grp for phenotype.biosci.umbc. | UNIX Misc |
| 0000112193 | Please raise quota | AFS File Space Requests |
| 0000112172 | Dell computer needs WinXP reinstallation | PC Software Install (Fac/Staff) |
| 0000111977 | [Mac s/w] BS478: Mac Reformat | Macintosh Support Request (Fac/Staff) |
| 0000112741 | Student name is incorrect | Individual myUMBC Errors |
| 0000112882 | Installation assistance | PC Support Request (Fac/Staff) |
| 0000112744 | [unsupported s/w] Please help me help the BIOL 302 students | Labs:Novell Issue |
| 0000112250 | Bio rm 207. x53295. Win XP machine doesn't have virusScan install | PC Support Request (Fac/Staff) |
| 0000112947 | [Fwd: Re: [Fwd: Re: SAS on the mainframe]] | PC Support Request (Fac/Staff) |
| 0000113810 | Printer is locked up | Novell Printing |
| 0000113723 | User is having problems with a partition on the computer | PC Support Request (Fac/Staff) |

Psychology Admin

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|------------|--|----------------------------------|
| 0000112833 | Re: QUOTA WARNING for your myUMBC account | HD: Quota |
| 0000112589 | Social Sciences rm 402. x52414. Laptop in lab needs spss installed on | PC Support Request (Fac/Staff) |
| 0000113680 | Re: QUOTA WARNING for your myUMBC account | HD: Quota |
| 0000112605 | [site survey] SS502: Install 2 new jacks | Network Survey |
| 0000112839 | FAR Summary displays code instead of the actual summary | Individual myUMBC Errors |
| 0000112848 | Work Order Request | PC Software Install (Fac/Staff) |
| 0000113221 | Work Order Request-Need auto vacation reply | HD: Software Config/Trblshng |
| 0000113306 | Work Order Request | PC Computer Install (Fac/Staff) |
| 0000112478 | Re: computer freezing difficulties | PC Support Request (Fac/Staff) |
| 0000112434 | User needs printer installed in lab rm 413 social sciences. The lab is n | PC Support Request (Fac/Staff) |
| 0000113510 | BB log in page blank on computer. | PC Support Request (Fac/Staff) |
| 0000112477 | computer freezing difficulties | PC Support Request (Fac/Staff) |
| 0000113254 | ATTN: Omar; computer freezing problem continues, more informa | PC Support Request (Fac/Staff) |
| 0000112396 | Printing problems; local HP officejet | PC Support Request (Fac/Staff) |
| 0000113658 | [net] MP322: Xerox DC 470 - network scanning and printing are dow | Novell Printing |
| 0000113655 | need quota increased for mail/dir of behavioral psyc analysis | HD: Quota |
| 0000112863 | [unsupported s/w] SS507a: Request MS Office for Macos 9 | Mac Software Install (Fac/Staff) |
| 0000113670 | User lost a folder in his email, folder name: "Masters" from his email t | AFS File Restore Request |
| 0000112874 | MP310A - sorting issues with Excel | PC Support Request (Fac/Staff) |
| 0000112893 | PO 1638 - Cannot enter Receipts | PS Purchasing |
| 0000112689 | Access/Database Error | PC Support Request (Fac/Staff) |
| 0000112868 | Need HELP! | PS Purchasing |
| 0000112868 | Need HELP! | PS Purchasing |
| 0000112616 | Social Sciences rm 408. x53138. Dell Computer in room by itself wit | PC Support Request (Fac/Staff) |
| 0000112651 | [PC s/w] PUP105: Install SPSS on Lecture Hall 9 PC. | PC Support Request (Fac/Staff) |
| 0000113806 | Windows 2000 Installation | PC Computer Install (Fac/Staff) |

Total Number of Tickets:

26

Residential Life - Gen Admin

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| 0000113685 | (ppalt)Web List Request | Email Request |
| 0000112668 | Question | Online Course Misc |
| 0000113318 | Request to restore files | Novell File Restore |
| 0000112583 | LISTPROC: rlpostings | Mailing Lists |
| 0000112091 | [PC s/w] Erikson 184: PC has an IP, but can't access any websites | Dead/Slow Network Jack |
| 0000113307 | Restore Files (novell) | Novell File Restore |
| 0000112609 | Q: Drive "Plain Text" | Novell Issue (Fac/Staff) |
| 0000112594 | Add to Q: Drive | Novell Account Management |
| 0000113399 | Erickson Hall Reslife across from rm 180. x56349. McAfee won't upd | PC Support Request (Fac/Staff) |
| 0000112423 | E-mail alias change | UMBC Email Alias |
| 0000112588 | FW: Q Drive | Novell Account Management |

Total Number of Tickets:

25

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|------------|---|---------------------------------------|
| 0000112170 | Blue screen of death | PC Support Request (Fac/Staff) |
| 0000112675 | SPSS v12 installation request for Chincoteague 711B (front desk) | PC Software Install (Fac/Staff) |
| 0000111950 | No subject | Mailing Lists |
| 0000111954 | Security for Receipts in PS | PS Finance Security |
| 0000113294 | Erickson Hall rm 184. x52591. Novell login gives unexpected login e | Novell Issue (Fac/Staff) |
| 0000112515 | (rlpostings)Web List Request | Email Request |
| 0000113002 | VPN Problem | PC Support Request (Fac/Staff) |
| 0000112635 | www drive | HD: Personal Web Sites from Userpages |
| 0000113381 | NOVELL file folder permission | Novell Issue (Fac/Staff) |
| 0000113379 | Increase quota h: drive | Novell Quotas |
| 0000112752 | (residents)Web List Request | Mailing Lists |
| 0000112737 | Create international@umbc.edu Email Alias | UMBC Email Alias |
| 0000112619 | [Fwd: Re: Questions]] | HR Human Resources |
| 0000112753 | PS Support Request | HR Human Resources |

Ofc of Enrollment Management

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|------------|---|
| 0000112412 | Person's account has garbage in the name |
| 0000112157 | Generic Novell Accounts |
| 0000112045 | quota increase request |
| 0000112047 | generic calendar account request |
| 0000112234 | request |
| 0000113077 | request |
| 0000113489 | ECS room problem |
| 0000112370 | How did this person register? |
| 0000113499 | Jobs submitted to offical transcript printer going to emgtlj1 |
| 0000112775 | request |
| 0000112152 | request |
| 0000113656 | request |
| 0000112467 | Requisition Approval |
| 0000112466 | Requisition Approval |
| 0000112432 | request |
| 0000113156 | VLAN request |
| 0000111980 | [Fwd: INCREASE H DRIVE CAPACITY] |
| 0000112468 | Requisition Approval |
| 0000112679 | New employee needs hp acct |
| 0000112678 | New employee - registrar's office |
| 0000112677 | Calendar account for afrankel |
| 0000112625 | increase mail quota |
| 0000113749 | Please remove novell account |
| 0000113748 | Please remove account |

Total Number of Tickets:

24

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|------------------------------------|
| OIT-BSG Records and Registration |
| Novell Account Management |
| HD: Quota |
| CorpTime Calendar Account Requests |
| HD: Quota |
| PC Support Request (Fac/Staff) |
| OIT-BSG Records and Registration |
| OIT-BSG Records and Registration |
| PC Support Request (Fac/Staff) |
| HD: Quota |
| Novell Account Management |
| HD: Quota |
| PS Purchasing |
| PS Purchasing |
| Novell Quotas |
| PC Software Install (Fac/Staff) |
| Novell Quotas |
| Email Request |
| OIT-BSG Operational Support |
| Novell Account Management |
| CorpTime Calendar Account Requests |
| HD: Quota |
| Novell Account Management |
| UMBC Account Deletion |

Sociology Dept

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|------------|--|
| 0000112041 | Needs a comptuer install at PUP 225 |
| 0000112087 | [net] PUP227: Activate jack# 227-2 |
| 0000112896 | SAS CD checkout |
| 0000112145 | Re: QUOTA WARNING for your myUMBC account |
| 0000111952 | password reset |
| 0000112086 | socy 335 |
| 0000113702 | PS Support Request |
| 0000113692 | PRoblem |
| 0000113185 | need help with squirrel mail |
| 0000113344 | Pub Policy rm 252. xx5397Dr. Trela's old machine needs to be wiped c |
| 0000112310 | [Security] PUP255: hacked PC needs to be re-installed |
| 0000112255 | Work Order Request |
| 0000112413 | course available on blackboard |
| 0000112428 | User needed a password reset. |
| 0000112718 | User needs more space on the H drive |
| 0000112610 | SOCY/HAPP 403 |
| 0000112596 | [Fwd: BANNED FILENAME (???.rtf.scr) IN MAIL FR] |
| 0000113136 | Computer needs to have Novell installed |
| 0000113082 | PUP221: attachments not opening in Netscape |
| 0000113745 | error message |
| 0000113764 | User: keimig in sociology dept needs AD password reset. x58734 |

Total Number of Tickets:

24

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|---------------------------------|
| PC Computer Install (Fac/Staff) |
| Network Survey |
| HD: CD Checkout |
| HD: Quota |
| HD: Password |
| Online Course Misc |
| PS General Ledger |
| PS Purchasing |
| Webmail Problem |
| PC Support Request (Fac/Staff) |
| Hacked System |
| PC Support Request (Fac/Staff) |
| Online Course Misc |
| Computer Science Support |
| Novell Quotas |
| Online Course Misc |
| HD: Software Config/Trblshntg |
| PC Software Install (Fac/Staff) |
| PC Support Request (Fac/Staff) |
| Search Engine |
| Active Directory Password |

0000113771 (no subject)
 0000113804 Borrowing SPSS V.12
 0000113785 ID#0000112896

Online Course Misc
 HD: CD Checkout
 HD: CD Checkout

Chemistry BioChem - Academic

0000113095 quota increase request
 0000113494 NIC failure on a PC (fwd)
 0000113503 Dept: Biology, Username: sequencer needs to have password reset. x
 0000113363 connection to omega500 from my office linux box
 0000112131 groupG printer move from office to lab
 0000112392 Hercules
 0000112398 /sans/data i/o error and full both, system up 200 days
 0000113372 Network Printer Replaced
 0000112574 [Mac s/w] Chem125: User needs a printer installed on two computers
 0000112777 CHEM475A: activate jack# 475-A1-T4N
 0000112514 Work Order Request-pc will not access internet
 0000113173 Novell username: sequencer in dept bio needs a password reset.
 0000112622 Blackboard DELETE Course: Assign to New Media: Blackboard
 0000112446 [PC s/w] Chem475A: Setup new GX280; transfer data; format old pc
 0000112463 [site survey] CHEM250: Install 1 data jack on the printer subnet
 0000113133 Work Order Request-Novell acct needed
 0000112655 Cerebro.chem moving to chem static client net Fri 3/11
 0000113146 TITAN permission
 0000112929 use of TITAN
 0000112006 [PC s/w] CHEM549C: repartition NTFS
 0000111997 130.85.132.131 offline
 0000113573 CHEM549E: Please verify printer vlan setting for jack# 549e-2-T5N
 0000111946 CHEM 100: Office installation problem

Total Number of Tickets:

23

HD: Quota
 PC Support Request (Fac/Staff)
 Novell Account Password
 Chemistry Dept Unix Issues
 Chemistry Dept Unix Issues
 UNIX Misc
 Email Request
 Novell Printing
 Novell Printing
 Dead/Slow Network Jack
 PC Support Request (Fac/Staff)
 Novell Account Password
 Online Course Misc
 PC Computer Install (Fac/Staff)
 Network Survey
 Novell Account Management
 Chemistry Dept Unix Issues
 Titan
 Titan
 PC Support Request (Fac/Staff)
 Chemistry Dept Unix Issues
 Check Network Jack (Fac/Staff)
 PC Support Request (Fac/Staff)

Top 10 UMBC Departments Requesting Service

