

Top 10 Users Requesting Service with # of Tickets

Tickets Created Between 03/01/2005 03/31/2005

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

rsanders	Human Resources	Total No. of Tickets: 26
0000112770	EI Scenario #4 FM2	HR Payroll
0000112877	REFORMAT OF COMPUTER	PC Support Request (Fac/Staff)
0000111983	Create conversion programs for data used in Electronic Intfc	HR Payroll
0000112271	Modification to Time Trax(umbnc002)	HR Time and Labor
0000112274	Modification to umbnc007.sqr	HR Time and Labor
0000112433	Process to back out holiday hours(umbni008.sqr)	HR Time and Labor
0000112279	Modifications to the Leave Accrual Page	HR Time and Labor
0000112277	Leave Enrollment Report(umb05rpt.sqr)	HR Time and Labor
0000112275	Leave Management System Testing	HR Time and Labor
0000112272	Modification to umbnc006.sqr	HR Time and Labor
0000112248	EI test scenario #3 to USM	HR Payroll
0000111985	SQRs used in PI file for Electronic Interface - UMIHR052/UMIHR03	HR Payroll
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
0000112211	Modification to Benefit Program Assignment Process(umbnc005.sqr)	HR Time and Labor
0000111989	First EI test with CP	HR Payroll
0000113032	Create a PS tbl to hold rejects from PI processing	HR Payroll
0000113163	Why Position Mgmt interface to JOB is not working in DB3	HR Payroll
0000113131	Daily Audit scripts & other sqls	HR Time and Labor
0000113160	Create table,SQR, query to read EI/PI rejects file	HR Payroll
0000113569	Mask out first five digits of SSNs on timesheet	HR Payroll
0000113547	Look into the impact of new empl_class L05 on leave	HR Benefits Admin
0000113514	ADDITIONAL SIGN-IN WHEN SENDING E-MAILS	PC Support Request (Fac/Staff)
0000113411	EI Scenario #5 - all record types and NRA's	HR Payroll
0000113283	Rochelle has asked for Oracle Access to HRDB1 for Venus	PS IT - Database
0000113174	EI scenario #5 - duplicate see 113924	HR Payroll
stephen	Applications	Total No. of Tickets: 20
0000113715	run script	HR Human Resources
0000113057	slow!	Email Request
0000113092	run script	HR Human Resources
0000113083	run script	Email Request
0000113098	run script	HR Human Resources
0000113159	run script	HR Human Resources
0000113103	run script	PS Finance Technical Issues
0000113099	run script	HR Human Resources
0000112522	run script	HR Human Resources
0000112587	run script	HR Human Resources
0000112919	build table	HR Human Resources
0000112968	build view	HR Human Resources
0000112995	run script	HR Human Resources
0000112962	build view	HR Human Resources
0000112740	Quota increase?	HD: Quota
0000112749	build view	HR Human Resources
0000112626	reset password	Email Request
0000112631	run script	PS Finance Technical Issues
0000112621	reset password	HR Security
0000112195	Various AppMessaging testing	PS IT - Misc
pzeafol	OIT Infrastructure & Support	Total No. of Tickets: 18
0000113732	opening phonemail 3.31.05	HD: Phonemail
0000113049	opening phonemail 3.17.05	HD: Phonemail
0000113542	3.29 opening labcheck	HD:LabCheck
0000113543	opening phonemail 3.29	HD: Phonemail
0000113541	ENGR 333: BSOD	LabSoftware:Windows
0000113210	3.20 closing	HD: Phonemail
0000113120	opening phonemail 3.18.05	HD: Phonemail
0000113203	opening ticket 3.20	HD: Phonemail

0000112571	Phonemail, 9am, 3/9/05	HD: Software Config/Trblshtng
0000112653	opening phonemail check 3.10.05	HD: Phonemail
0000112906	opening voicemail 3.15.05	HD: Phonemail
0000112988	opening phonemail 3.16	HD: Phonemail
0000112928	RealPlayer not functioning on dell images	LabSoftware:Windows
0000112736	5.11 opening phone mail	HD: Phonemail
0000111947	3.1 opening phonemail	HD: Phonemail
0000112071	3.2.05 opening phone mail	HD: Phonemail
0000112458	Opening Phonemail 3.8.05	HD: Phonemail
0000112158	11am phonemail 3.3.05	HD: Phonemail

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	SA PeopleSoft IT Support	Total No. of Tickets: 17
0000112510	mcafee antivirus reinstall request	PC Software Install (Fac/Staff)
0000112758	Linda cannot print to networked printer.	PC Support Request (Fac/Staff)
0000112757	Shuvo Dutta is not able to call up Excel files from PeopleSoft.	PC Support Request (Fac/Staff)
0000112313	Karen Barnes needs access to the "Busar" calendar.	CorpTime Calendar Account Req
0000112472	Bobbie Jo Peach needs AD access to Financial Services PC's.	Active Directory Password
0000113149	Linda Miller needs extra 15MB for email.	HD: Quota
0000113152	Don Velli & Linda Miller need access to Novell folder.	Novell Account Management
0000113179	The "bursar" email needs a vacation message.	Email Spam Complaint
0000113298	Dot Weller's Remedy account needs to be disabled.	Remedy Account Request
0000113300	Dot Weller's HP account needs to be disabled.	OIT-BSG Operational Support
0000113302	Dot Weller's Corporate Time account needs to be disabled.	CorpTime Calendar Account Req
0000113311	Tina Carter-Brown needs an Active Directory account.	Active Directory Password
0000113301	Dot Weller's PeopleSoft account needs to be disabled.	PS Finance Security
0000113299	Dot Weller's email account needs to be disabled.	UMBC Account Deletion
0000113269	Dot Weller's Novell account needs to be disabled.	Novell Account Management
0000113647	Bowers needs his email quota increased.	HD: Quota
0000113803	User has put in a new network card in printer	Novell Printing

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	Ofc of Enrollment Managemen	Total No. of Tickets: 16
0000112625	increase mail quota	HD: Quota
0000112677	Calendar account for afrankel	CorpTime Calendar Account Req
0000112678	New employee - registrar's office	Novell Account Management
0000112775	request	HD: Quota
0000112679	New employee needs hp acct	OIT-BSG Operational Support
0000111980	[Fwd: INCREASE H DRIVE CAPACITY]	Novell Quotas
0000112152	request	Novell Account Management
0000112234	request	HD: Quota
0000112432	request	Novell Quotas
0000112157	Generic Novell Accounts	Novell Account Management
0000112045	quota increase request	HD: Quota
0000112047	generic calendar account request	CorpTime Calendar Account Req
0000113077	request	PC Support Request (Fac/Staff)
0000113156	VLAN request	PC Software Install (Fac/Staff)
0000113499	Jobs submitted to officl transcript printer going to emgtlj1	PC Support Request (Fac/Staff)
0000113656	request	HD: Quota

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	Applications	Total No. of Tickets: 13
0000112490	Reset Kathy Blnaks Oracle password	PS IT - Database
0000112618	Install STAT	PC Support Request (Fac/Staff)
0000112870	3 Aging Detail by Tree	PS Finance Technical Issues
0000112304	Admin rm 623. x58677. PC in rm 614 cannot be logged in, Need lo	PC Support Request (Fac/Staff)
0000112318	Bounce Server	PS Finance Technical Issues
0000113581	STAT new user	PS Finance Security
0000113698	delete in fsprd	PS IT - Database
0000113109	Remedy Account Deletion	Remedy Account Request
0000113398	Distribution Status	PS IT - Database
0000113110	weller - oracle	OIT-BSG Oracle Database
0000113334	FW: RSTARS Passwords	PS Finance Security
0000113113	Weller	PS Finance Technical Issues
0000113455	FW: The Process Instance (195755 - Process: (FSPECBLD) compl	PS Finance Technical Issues

stevenh1	DPET Marketing	Total No. of Tickets: 13
0000112580	Replace CD- Drive	DPET Support Request
0000111986	ACIV B Xerox Phaser Cyan Toner Low	DPET Support Request
0000112314	Create scanning instructions for the copier	DPET Support Request
0000112079	Inventory Bev's Office	DPET Support Request
0000113107	Novell Folder Access	Novell Account Management
0000113404	Change DNS settings on computers	DPET Support Request
0000113409	User is in DPET and needs AD password reset. x52719	Active Directory Password
0000113567	Link to information about SkillSoft FAQ	DPET Support Request
0000113420	SSL Certificate	DPET Support Request
0000113406	Clean up ELC Lab	DPET Support Request
0000113383	Replace DVD drive	DPET Support Request
0000113275	Active Directory Push	DPET Support Request
0000113645	Machine not Connecting to Active Directory	PC Support Request (Fac/Staff)

myo	OIT Infrastructure & Support	Total No. of Tickets: 12
0000112520	3/8 all tapes changed.	HD:TapeChanges
0000112546	5:00 pm phone mail for 3/8 1msg.	HD: Phonemail
0000112951	All tapes for 3/15 changed except big engr big since tim has a tape in.	HD:TapeChanges
0000112934	Walker 004: Jack #004-1 in Maintenance Shop basement	IP Conflict
0000112869	11:00 am and 2pm phone mail. COMBINED! 1msg.	HD: Phonemail
0000111992	11am phone mail check for 3/1 no msges.	HD: Phonemail
0000112060	5:00pm phone mail check. no msges.	HD: Phonemail
0000111993	all tapes changed for 3/1	HD:TapeChanges
0000113029	User in fourth floor math bld reported outage in his unix lab but now m	Localized Network Outage
0000113216	3/21 8:00am phone mail check. 1 msg.	HD: Phonemail
0000113215	3/21 opening checklist. Opened 021 only. all 59 machines.	HD:LabCheck
0000113043	3/16 phonemail check 3 msges.	HD: Phonemail

ejones	Summer Programs	Total No. of Tickets: 11
0000112037	Summer Web Site - Study Travel Page	DPET Support Request
0000112263	HP Security Password Request	OIT-BSG Operational Support
0000112262	VPN Client Software	DPET Support Request
0000112073	Summer Website FAQ	DPET Support Request
0000112687	Special Sessions Faculty Web Site - Need to add a link	DPET Support Request
0000112705	[Fwd: Summer Catalog Updates - FINANCIAL SECTION	DPET Support Request
0000112949	Alternate Delivery Document	DPET Support Request
0000112688	Summer Scholarships	DPET Support Request
0000113683	Changes to "Contact Us" page on the summer web site.	DPET Support Request
0000113037	Alternate Delivery Program	DPET Support Request
0000113382	Summer Web Site - K12 info	DPET Support Request

gleason	Legal Affairs	Total No. of Tickets: 11
0000113654	ADMIN 1011: Customer needs printer added	PC Support Request (Fac/Staff)
0000113813	FW: Case ID A50306809 - RIAA Infringement Notification	Copyright Violation
0000113225	FW: Case ID A47215368 - RIAA Infringement Notification	Copyright Violation
0000113227	FW: Case ID 47111587 - Notice of Claimed Infringement	Copyright Violation
0000113226	FW: Case ID A40047839 - RIAA Infringement Notification	Copyright Violation
0000112089	FW: Case ID A40956157 - RIAA Infringement Notification	Copyright Violation
0000112097	FW: Case ID A33257034 - RIAA Infringement Notification	Copyright Violation
0000112095	FW: Case ID A40047839 - RIAA Infringement Notification	Copyright Violation
0000112416	FW: Case ID A42337179 - RIAA Infringement Notification	Copyright Violation
0000112300	FW: Case ID A38551276 - RIAA Infringement Notification	Copyright Violation
0000112096	FW: Case ID A20111770 - RIAA Infringement Notification	Copyright Violation

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