

## Top 10 Users Requesting Service with # of Tickets

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

*Tickets Created Between*                      *05/01/2003*                      *05/31/2003*

<b>dholla2</b>	<b>Enrollment Management</b>	<b>total No. of Tickets: 32</b>
0000062870	DN v3.0 Security Enhancement	OIT-BSG Advisement
0000063211	DN v3.0 Group Remove Student	OIT-BSG Advisement
0000063227	DN v3.0 UGP Report Printing Bug	OIT-BSG Advisement
0000063199	DN v3.0 Advising Log Display Bug	OIT-BSG Advisement
0000063143	DN v3.0 Report(s) Distribution (Students)	OIT-BSG Advisement
0000063580	DN v3.0 UGP Report Adjustments	OIT-BSG Advisement
0000062089	Progression Database for Degree Navigation	OIT-BSG Graduate School
0000062332	DN v3.0 Paste Comments Versus Canned Comments	OIT-BSG Advisement
0000062637	DN v3.0 Trans Doc New Request	OIT-BSG Advisement
0000062640	DN v3.0 Enable Notes For Advisors	OIT-BSG Advisement
0000062643	DN v3.0 Crystal Reports New Request	OIT-BSG Advisement
0000062668	DN v2.0 Advising Profile Change	OIT-BSG Advisement
0000062667	DN v2.0 Transcript Change	OIT-BSG Advisement
0000062666	DN v2.0 Current Course Change	OIT-BSG Advisement
0000062665	DN v3.0 Fleeting Menu Display	OIT-BSG Advisement
0000062664	DN v3.0 Menu Link Request	OIT-BSG Advisement
0000062663	DN v3.0 Help Documents	OIT-BSG Advisement
0000062661	DN v3.0 UGP Report Scroll Bug	OIT-BSG Advisement
0000062660	DN v3.0 UGP Report Scroll New Request (Close Button)	OIT-BSG Advisement
0000062659	DN v3.0 UGP Report Scroll New Request (Field Indicator)	OIT-BSG Advisement
0000062657	DN v3.0 Not Displaying Data	OIT-BSG Advisement
0000062654	DN Parallel Production	OIT-BSG Advisement
0000062652	DN v3.0 Graduate Advising Profile Enhancement	OIT-BSG Advisement
0000062651	DN v3.0 New General Canned Comments	OIT-BSG Advisement
0000062648	DN v3.0 Web Post (GFR Worksheet)	OIT-BSG Advisement
0000062646	DN Test Area on Development	OIT-BSG Advisement
0000062642	DN v3.0 Search Engine New Request	OIT-BSG Advisement
0000062638	DN v3.0 Batch Printing New Request	OIT-BSG Advisement
0000062634	DN v3.0 Edit Current Comments	OIT-BSG Advisement
0000062335	DN v3.0 UGP Report Links to (GFR Worksheet)	OIT-BSG Advisement
0000062334	DN v3.0 UGP Report Enhancement (1 of N)	OIT-BSG Advisement
0000062333	DN v3.0 UGP Report Layout (Like Transcript)	OIT-BSG Advisement
<b>keegan</b>	<b>Information Systems</b>	<b>total No. of Tickets: 20</b>
0000063001	On-line IFSM student	Email Request
0000063026	FW: On-Line Course Access Update	Email Request
0000063513	FW: On-Line Course Access Update	Email Request
0000063358	UMBC account	Email Request
0000063208	not listed as active student	Email Request
0000063201	FW: Account Creation at myumbc	Email Request
0000063180	FW: Forgot UMBC username and password	Email Request
0000063175	FW: [Fwd: Returned Mail: Help w/ user account]	Email Request
0000063149	FW: problems with creating/accessing account	Email Request
0000063148	FW: myUMBC account info	Email Request
0000063063	FW: On-Line Course Access Update	Email Request
0000063027	FW: Problem setting up a "MyUMBC" account	Email Request
0000063021	FW: Returned Mail: username/password request	Email Request
0000063402	Fw: summer semester online class access	Email Request
0000063389	FW: Spr 2003 grades	Email Request
0000063386	FW: Password problem	Email Request
0000063311	FWD: Returned mail: see transcript for details	Email Request
0000063239	UMBC Account	Email Request
0000063231	UMBC Account	Email Request
0000063002	on-line IFSM student; pls. mark student active	UMBC Account Activation

**aseide2**                      Professional Education & Tr                      total No. of Tickets: 10

0000062908	(apes03registered)Web List Request	Email Request
0000062909	(appsyh03registered)Web List Request	Email Request
0000062910	(apphysics03registered)Web List Request	Email Request
0000062911	(apwh03registered)Web List Request	Email Request
0000062502	Quota increase request	AFS Homedir Quota
0000062802	(aacps_science03)Web List Request	Email Request
0000062801	(aacps_msm03)Web List Request	Email Request
0000062806	(apphysics03)Web List Request	Email Request
0000062804	(appsyh03)Web List Request	Email Request
0000062803	(apes03)Web List Request	Email Request
<b>dvelli1</b>	<b>Financial Services</b>	<b>otal No. of Tickets: 10</b>
0000062286	Research to AFS Migration not working...	Email Request
0000062792	Customer forgot her Novell Password.	Novell Account Password
0000062760	Bad Network Jack Suspected	Check Network Jack (Fac/Staff)
0000062440	Administration Bldg 302H:	PC Support Request (Fac/Staff)
0000062441	Customer needs Rights removed from her employee.	Novell Account Management
0000062422	Customer's UMBC7 account not migrating.	Novell Account Password
0000062827	Customer's email not working correctly.	UMBC Email Problem
0000063527	LAN Jack# 351-A (21-2) is confirmed not-working.	Dead/Slow Network Jack
0000063492	Student PC needs full internet access.	PC Support Request (Fac/Staff)
0000063347	Jack#61 not working in Financial Services Dept. ADM302.	Check Network Jack (Fac/Staff)
<b>stjones</b>	<b>Library</b>	<b>otal No. of Tickets: 8</b>
0000062987	FW: Novell directory permission for Eric	Email Request
0000063606	test	Email Request
0000063604	User michael	Email Request
0000063252	Peggy Major's access to Orders directory (fwd)	Email Request
0000062241	Static ips for workstation specific account acqstudent	IP Address Request
0000062746	Static ip	IP Address Request
0000062447	deactivate account	UMBC Account Deletion
0000062442	User baron	Email Request
<b>siemer</b>	<b>Financial Services</b>	<b>otal No. of Tickets: 7</b>
0000063173	attn: Business Applications ORCA Security	Email Request
0000063228	ORCA Security Addition	OIT-BSG Finance GA
0000062387	attn LAN - novell access needed	Novell Account Management
0000062645	attn LAN - folder access	Email Request
0000062406	Peoplesoft Area: Novell Problems	Novell Server Down
0000062636	attn: Business Systems Applications - ORCA	OIT-BSG Finance GA
0000062653	attn LAN - printer access	Email Request
<b>pdavis</b>	<b>Professional Education &amp; Tr</b>	<b>otal No. of Tickets: 7</b>
0000062873	alias	UMBC Email Alias
0000063528	Fwd: RE: Karen Archambault-Crim's contact info	Email Request
0000063499	Netscape address book missing	Email Request
0000062701	laptop resource in corporate time	Email Request
0000062739	FW: hot sync	Email Request
0000062745	FW: UMBC email account	Email Request
0000062800	FW: Returned mail: see transcript for details	Email Request
<b>bush</b>	<b>Chemistry &amp; Biochemistry</b>	<b>otal No. of Tickets: 6</b>
0000063197	Faculty Customer Requests Novell Client Reinstall	Novell Client Install
0000063391	newuser for model.chem, forward into remedy	Email Request
0000062110	omega500.chem pci fast ethernet card problem (ec1)	Dead/Slow Network Jack
0000062812	truncated e-mail	Email Request
0000062810	e-mail trouble	Email Request
0000062773	e-mail trouble	Email Request
<b>vgreis1</b>	<b>Graduate School</b>	<b>otal No. of Tickets: 6</b>
0000062961	missing mail	Email Request
0000063444	new student accounts	Email Request

000063082 state required when country = Canada  
 000062039 Not listed as active students  
 000062244 new employee  
 000062693 Question on number of units for 8800 and 7700 level courses

Email Request  
 Email Request  
 OIT-BSG HP3000 Systems  
 OIT-BSG Graduate School

cowan

Education

otal No. of Tickets: 5

000063600 Blackboard Course: Assign to New Media: Blackboard  
 000063609 Tools - "Check Grade" Function  
 000063614 ignore "Check Grade" help request  
 000063616 Blackboard Course: Assign to New Media: Blackboard  
 000062430 Secondary Email Account Creation

Email Request  
 Online Course Misc  
 Email Request  
 Email Request  
 UMBC Email Alias

## Top 10 UMBC Customers Requesting Service

