

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 05/01/2004 05/31/2004

Biology - Academic

0000090515 how long can I have and use my account?
 0000090373 Bio Sci 011. x53497. Cannot get machine to boot only gets to "Press F
 0000089939 [PC s/w] BIOL: BIO/458: Work Order Request-virus
 0000090356 help
 0000090392 WinXP mcafee install.
 0000090595 lab check 5/9/04 11pm
 0000090117 Unblock from Resnet virus is removed.
 0000090112 Printer configuration in lab needs to be reset
 0000090161 lab check 5-4-04 7:30pm
 0000090180 lab chech 5/4/04 10:00pm
 0000089995 Closing labs for 5/4/2004 12:30am
 0000090002 Bio Sci rm 407. x53478. Sasser virus removal on windows 2000 mach
 0000090349 Error upon login to ECS021 lab machines.
 0000090321 users who are blocked off of resnet
 0000090249 VPN Client install
 0000090198 BS364: User needs assistance with Sasser removal
 0000090199 Novel Login Box bs464
 0000090208 BS487B: Work Order Request
 0000089992 lab check 11:00pm 5/3/04
 0000091341 lab check 5-17-04 11pm
 0000091340 lab check 5-17-04 pm
 0000091439 lab check 5-18-04 8pm
 0000091444 lab check 5-18-04 11pm
 0000091233 lab check 5/16/04 11pm
 0000091329 Customer wants to know how to set up spam filter
 0000091318 jack needs to be active jk 405J-2 BS405
 0000091227 lab check 5/16/04 9pm
 0000091685 bio room # 203, jack activation
 0000091625 Laptop needs to connect in BIO 205
 0000091768 (no subject)
 0000089864 lab check 12:00 am 5-2-04
 0000089860 lab check 9:00pm 5-2-04
 0000091620 RE: QUOTA WARNING for your myUMBC account
 0000091526 Bio Sci 254. x53588. Cannot Access internet explorer (freezes once it
 0000090707 lab check 5/10/04 9pm
 0000090814 Blackboard DELETE Course: Assign to New Media: Blackboard
 0000090812 Blackboard COPY Course: Assign to New Media: Blackboard
 0000090821 lab check 7:00pm 5/11/04
 0000090822 lab check 5/11/04 9pm
 0000090719 Blackboard COPY Course: Assign to New Media: Blackboard
 0000090810 Blackboard COPY Course: Assign to New Media: Blackboard
 0000090720 Blackboard COPY Course: Assign to New Media: Blackboard
 0000091137 Blackboard COPY Course: Assign to New Media: Blackboard
 0000090824 lab check 11pm 5/11/04
 0000090957 BS464 - infected machine
 0000091039 Blackboard NEW Course: Assign to New Media: Blackboard
 0000092178 Work Order Request
 0000091807 User getting 130.85 IP, but unable to load resnet
 0000091829 2 questions
 0000092143 Work Order Request
 0000092060 Blackboard COPY Course: Assign to New Media: Blackboard

Total Number of Tickets:

51

HD: Software Config/Trblshtng
 PC Support Request (Fac/Staff)
 PC Support Request (Fac/Staff)
 Email Scams/Spam FROM UMBC address
 PC Software Install (Fac/Staff)
 HD:LabCheck
 HD: Software Config/Trblshtng
 PC Support Request (Fac/Staff)
 HD:LabCheck
 HD:LabCheck
 HD:LabCheck
 PC Support Request (Fac/Staff)
 Windows Profile Issues
 HD: Software Config/Trblshtng
 PC Computer Install (Fac/Staff)
 PC Support Request (Fac/Staff)
 PC Support Request (Fac/Staff)
 HD: Software Config/Trblshtng
 HD:LabCheck
 HD:LabCheck
 HD:LabCheck
 HD:LabCheck
 HD:LabCheck
 HD:LabCheck
 Spam sent to Help Desk queue
 PC Support Request (Fac/Staff)
 HD:LabCheck
 Dead/Slow Network Jack
 DNS Entry Modification
 Online Course Misc
 HD:LabCheck
 HD:LabCheck
 HD: Quota
 PC Support Request (Fac/Staff)
 HD:LabCheck
 Online Course Misc
 Online Course Misc
 HD:LabCheck
 HD:LabCheck
 Online Course Account Creation
 Online Course Misc
 Online Course Misc
 Online Course Misc
 HD:LabCheck
 PC Support Request (Fac/Staff)
 Online Course Account Creation
 HD: Software Config/Trblshtng
 Resnet Setup
 HD: Software Config/Trblshtng
 HD: Password
 Online Course Misc

Human Resources

0000090963 [Fwd: Re: Tiem Entry Delayed]
 0000090003 PC infected with sassser.
 0000090754 [PC s/w] OIT: UC/116: DELTA TRAINING ROOM
 0000091018 [Fwd: Distribution Load Errors - Pay 21]
 0000089887 Increase Capacity on H drive

Total Number of Tickets:

46

PS Time and Labor - Misc
 PC Support Request (Fac/Staff)
 OIT-BSG Human Resources
 Oracle DB Issue (oracle.gl)
 Novell Quotas

0000091659	5Correction of Duplicate Lines in Payroll Journal Report	PS Payroll - Misc
0000090425	HP LaserJet8100 Printer relocated in Delta for HP Reports	OIT-BSG Operational Support
0000091564	1Grant PS Security for Chair training attendees for HR db access	PS Finance Security
0000090479	Work Order Request - virus removal	PC Support Request (Fac/Staff)
0000091116	[PC s/w] UC/116: Sasser Virus Removal.	PC Support Request (Fac/Staff)
0000091648	[PC s/w] HR: AD/532: Takes several minutes to load novell login	PC Support Request (Fac/Staff)
0000090496	2Work Order Request	OIT-BSG Human Resources
0000090486	[Fwd: Re: Peoplesoft access]	PS HR - Misc
0000090755	DELTA TRAINING CENTER	PS HR - Misc
0000090088	Timesheet should only show balances for active leave plans	PS HR - Misc
0000090980	2 Address HR's Concerns with how PS Calculates Hourly Rate for Ex	PS Payroll - Misc
0000090776	2 [Fwd: Non-exempt SQR Process]	PS IT - Database
0000089879	PC infected with Sasser virus.	PC Support Request (Fac/Staff)
0000090366	VPN doesn't let her print from HR Peoplesoft	PC Support Request (Fac/Staff)
0000090355	DOE CODE DT NEEDS TO BE ADDED TO THE TRANSLATE T	PS IT - Database
0000091577	2 Create fica/visa comparison sqr	PS IT - Database
0000091555	2Create Gross Pay Report	PS Payroll - Misc
0000091401	Inactivate User--IMMEDIATELY	PS HR - Misc
0000091761	1Security Revision	PS HR - Misc
0000090237	USR0006.PERS could not connect to HPUMBC1	OIT-BSG Operational Support
0000091660	Improve PAR Change process through use of Component Interface an	PS HR - Misc
0000089899	Pay Run ID for Employee Timesheets	PS HR - Misc
0000091145	2Delete CR1 Entry	PS IT - Database
0000090943	Refresh HRCNV instance from HRPRD Backup from night of 5/12/0	PS IT - Database
0000091626	HR Security Access	PS General Ledger
0000092037	1Update an earnings amount for emplid 1000000414 on the CR1 ear	HR Payroll
0000092166	quota warning	HD: Quota
0000092039	Failed to log in to Windows Workstation	PC Support Request (Fac/Staff)
0000092133	[Fwd: Par Change]	HR Human Resources
0000092012	Change PAR Screen(s) -- Row-Level Security and User Access	HR Human Resources
0000092145	Security & HR Department Tree	HR Security
0000091902	1QUERY 35 AND 36 AVAILABLE AS CRYSTAL REPORT	PS HR - Misc
0000092017	Work Order Request	PC Support Request (Fac/Staff)
0000091897	Context change for existing Novell account	Novell Account Management
0000092065	Payroll Load Back: Test Modified UMPYGL02 against PP19 includin	HR Commitment Accounting
0000092063	Payroll Load Back: Test Modified FSCAM011 against PP19 retros mi	HR Commitment Accounting
0000092033	Implement New Version of UMPYI010 - Load Paysheets from Time	HR Time and Labor
0000092134	SECURITY FOR CYNTHIA HILL	HR Human Resources
0000092028	User: Mcnamara faxed in ID to have her novell password reset, canno	Novell Account Password
0000091896	PC Configuration	PC Support Request (Fac/Staff)
0000092015	SANDBOX REPORT uc112	PC Support Request (Fac/Staff)

CSEE - Instruction

0000089852	Resnet Wont come up
0000090128	Fwd: CMSC491A Quota+=150MB
0000090482	Oracle Server (fwd)
0000091052	Enquiry concerning student and his email facility at UMBC
0000090779	request for nameserver alias
0000091585	various changes
0000091586	netsaint ip change
0000089869	Timesheets
0000091101	Notification (fwd)
0000091584	Work Order Request
0000089841	URGENT csee's mailserv problems
0000091319	Blackboard Entry Request
0000090271	WinXP infected with sasser. ITE 350
0000091378	Previous Request
0000091247	Need More Space
0000090679	Visa
0000090299	Windows XP Professional Upgrade
0000090614	[PC s/w] LH/2: Virus on LH2 Computer
0000091239	Timesheets
0000090151	Login failed on cs service

Total Number of Tickets:

Resnet Setup
UNIX Misc
Oracle DB Issue (oracle.gl)
HD: Quota
DNS Entry Modification
Netsaint Requests
Netsaint Requests
PS Time and Labor - Misc
HD: Software Config/Trblshtng
IP Address Request
COE Unix issues
Online Course Course Creation
PC Support Request (Fac/Staff)
PS Asset Management
HD: Software Config/Trblshtng
PS Purchasing
PC Computer Install (Fac/Staff)
PC Support Request (Fac/Staff)
PS HR - Misc
Computer Science Support

0000091757	ITE 325E. x51443. see previous ticket #90970	PC Support Request (Fac/Staff)
0000089922	IP & DNS request on the computer science static IP network.	IP Address Request
0000091130	Oracle accounts request	Oracle.gl Account Requests
0000091343	Work Order Request-exceed disk quota for gl	HD: Software Config/Trblshtng
0000091532	Peoplesoft Problem	PS Finance Security
0000091160	host removal	Netsaint Requests
0000090520	oracle question	Oracle DB Issue (oracle.gl)
0000091481	Report	PS Asset Management
0000089932	Sasser virus removal ITE 315	PC Support Request (Fac/Staff)
0000090414	netsaint IP change	UNIX Misc
0000090023	PC browser redirecting to other sites and warez. ite325e	PC Support Request (Fac/Staff)
0000090374	List Deletion Request: CS203DJ	Mailing Lists
0000091031	Static IP needs remapped to new MAC address	DHCP Request
0000090970	PC browser redirecting to other sites and warez. ite325e 5/20/04 9:00	PC Support Request (Fac/Staff)
0000090969	Deposits	PS General Ledger
0000091662	VPNs from UMBC networks	Wireless Issues on campus
0000091881	new hosts	UNIX Misc
0000091958	host change	Netsaint Requests
0000091968	A?P Accural	PS Payables
0000091962	Voucher numbers	PS Payables
0000091972	bfs5 host change	Netsaint Requests

Chemistry BioChem - Academic

0000091647	quota	HD: Quota	34
0000091264	Install of Novell software	Novell Client Install	
0000091332	Customer has set up a Spam filter and doesn't know how to empty the f	HD: Software Config/Trblshtng	
0000090653	RE: Message Notify	Email Scams/Spam FROM UMBC address	
0000090316	requesting IP addresses	IP Address Request	
0000090314	chem 133: Work Order Request	PC Support Request (Fac/Staff)	
0000090690	e mail	HD: Software Config/Trblshtng	
0000090315	Activate Jack	Dead/Slow Network Jack	
0000091488	Customer facing problems with MAC chem390	Macintosh Support Request (Fac/Staff)	
0000091257	Please Create CorporateTime Account for Fac. Member	CorpTime Calendar Account Requests	
0000091258	use of TITAN	Titan	
0000090342	Chem 133: SASSER and Agabot Worm Update	PC Support Request (Fac/Staff)	
0000090339	Chem 204e: Sasser worm	PC Support Request (Fac/Staff)	
0000090423	[PC s/w] CHEM: CHEM/274: Jack Not working.	Check Network Jack (Fac/Staff)	
0000090723	Fax Message Received	Malware General	
0000089878	Work Order Request	HD: Software Config/Trblshtng	
0000091499	Borrowing CD	HD: CD Checkout	
0000090801	User's temporary password will not grant access	Chemistry Dept Unix Issues	
0000090802	Chem 366. x52552. New comp install. Windows XP and Office XP.	PC Computer Install (Fac/Staff)	
0000090835	Adding a new user to ION	Novell Account Management	
0000090892	Inter-Agency Payments	PS General Ledger	
0000091473	New changes	Spam sent to Help Desk queue	
0000089930	New Student, groupG	Physics Dept Unix Issues	
0000091092	random emails	HD: Software Config/Trblshtng	
0000090772	[PC s/w] CHEM: CHEM/479: Needs Viruse removed	PC Support Request (Fac/Staff)	
0000090785	[PC s/w] Chem: CHEM/129: Need help virues scan	PC Support Request (Fac/Staff)	
0000090634	Request for NAMD sgi/linux for depot local	Chemistry Dept Unix Issues	
0000091961	Blackboard NEW Course: Assign to New Media: Blackboard	Online Course Account Creation	
0000091947	acct groupG	Chemistry Dept Unix Issues	
0000092019	access to TITAN	Titan	
0000092129	Sans2 writing troubles: still network problems oban/sans2 on hub in 1	UNIX Misc	
0000091780	access to TITAN	Titan	
0000091783	[PC s/w] CHEM: CHEM/129: Novell Problems	HD: Software Config/Trblshtng	
0000091801	New Course	Online Course Account Creation	

Residential Life - Gen Admin

0000091483	File I:/budget/expense04.xls needs to be restored for user ashahegh.	Novell File Restore	34
0000089859	Resnet needs to be unblocked	Resnet Network Problem	
0000091441	List Deletion Request: D12	Mailing Lists	
0000090974	Erickson Hall 184. x53771. Comp gets "reference memory" error whe	PC Support Request (Fac/Staff)	

0000090985	Sasser virus removal Reslife 179	PC Computer Install (Fac/Staff)
0000089901	[PC s/w] ORL: West Hill 179: Sasser Virus Infection	PC Support Request (Fac/Staff)
0000090042	Says had the Virus but deleted it	Resnet Network Problem
0000090727	User needs to be unblocked from resnet	HD: Software Config/Trblshtng
0000090734	Blue screen crash on new machine reslife	PC Support Request (Fac/Staff)
0000090358	PCs with sasser. Res Life 184	PC Support Request (Fac/Staff)
0000090494	remove use from block	HD: Software Config/Trblshtng
0000090227	Erickson Hall 184. x53771. Blue screen crash on multiple computers i	PC Support Request (Fac/Staff)
0000090372	Resnot unlock	HD: Software Config/Trblshtng
0000090226	Payroll/Finance Question	PS General Ledger
0000090219	Disk Quota	HD: Quota
0000091758	Loosing connection. Breton 821D	Resnet Setup
0000091675	No subject	HD: Software Config/Trblshtng
0000090276	resnet unlock	HD: Software Config/Trblshtng
0000090284	Resnet Block	HD: Software Config/Trblshtng
0000090672	PCs shutting down sporadically Res Life 184	PC Support Request (Fac/Staff)
0000090718	remove block	HD: Software Config/Trblshtng
0000090670	Erickson Hall 164. x53768. Computer screen freezes and goes to blac	PC Support Request (Fac/Staff)
0000091615	Computer restarting, Erickson 184	PC Support Request (Fac/Staff)
0000089885	stuck in connection loop; HP keeps trying to connect via VTMGR an	OIT-BSG Operational Support
0000090333	Resnet user wants to be unblocked	HD: Software Config/Trblshtng
0000090668	New printer showing up auto hp deskjet 990c gs260 image in user's n	Novell Printing
0000091206	Resnet block	HD: Software Config/Trblshtng
0000092020	hill side Breton 821D. x27327. Network jack not working.	Check Network Jack (ResNet)
0000092162	Hillside Residents	HD: Accounts
0000092046	Have forgotten menu password	OIT-BSG Operational Support
0000092158	Remove Blackboard Courses	HD: Online Course Update
0000091903	Can't log on	HD: Software Config/Trblshtng
0000091932	ORL New Main Processor Access for USR0044.ORL and USR0065.	OIT-BSG Operational Support
0000091943	Removal of classes from Blackboard	HD: Online Course Update

Library

0000091190	Work Order Request
0000091277	Calendar Account Creation Request
0000090628	C. Williams March Visa charges not posted on the Retriever
0000090627	2 Retriever does not match KK records that feed it
0000089855	Work Order Request
0000091391	User mabrown
0000090436	oracle password request
0000089884	Prob with CatMe connection
0000090489	User unblocked.
0000091633	Printer problems
0000091237	Re: QUOTA WARNING for your myUMBC account
0000090872	Novell Permissions
0000090532	Library jack activation
0000091468	HP1 and VPN
0000090148	User requests unblock from resnet
0000090411	KK Records out of Balance - Pd 10 - Expense Ledger
0000089988	Help uninstalling Novell lib155
0000090901	Ticket number 0000090532
0000091126	IP and DNS changes needed
0000089854	Have some information on who may be the source of the "Lsass"
0000090078	Corporate Time Library
0000090092	remove block
0000091287	Library Oracle Accounts
0000091395	Library jack activation - jack 2028
0000090427	Retriever tabs out of balance
0000090211	Work Order Request
0000090912	Calendar Account Creation Request
0000091396	User janet
0000090906	Library 158. x52341. Oracle Calender needs to be installed for user.
0000090907	Calendar Account Creation Request
0000092084	Work Order Request

Total Number of Tickets:

HD: Software Config/Trblshtng
CorpTime Calendar Account Requests
PS General Ledger
PS General Ledger
Novell File Restore
Novell Account Management
Oracle DB Issue (oracle.gl)
LCS Support Request
HD: Software Config/Trblshtng
PC Support Request (Fac/Staff)
HD: Quota
Novell Account Management
Dead/Slow Network Jack
PC Support Request (Fac/Staff)
HD: Software Config/Trblshtng
PS Commitment Control
PC Support Request (Fac/Staff)
Dead/Slow Network Jack
DNS Entry Modification
HD: FAQ
PC Support Request (Fac/Staff)
HD: Software Config/Trblshtng
Oracle.gl Account Requests
Dead/Slow Network Jack
PS General Ledger
Wireless Issues on campus
CorpTime Calendar Account Requests
Novell Account Management
PC Software Install (Fac/Staff)
CorpTime Calendar Account Requests
Novell Account Management

Admissions

0000090179	Phonemail check 8pm-10pm 5/4/04	HD: Phonemail
0000091416	Tape changes for 5/18	HD:TapeChanges
0000090790	Tape changes 5/11/04	HD:TapeChanges
0000090184	Lab check 12am 5/5/04	HD:LabCheck
0000091446	VM check 7pm 5/18/04	HD: Phonemail
0000089873	HP security password problem.	OIT-BSG HP3000 Systems
0000090178	Tape changes for 5/4/04	HD:TapeChanges
0000091447	Lab check 12am 5/19/04	HD:LabCheck
0000090945	Lab check 9pm 5/12/04	HD:LabCheck
0000090946	Lab check 12am 5/13/04	HD:LabCheck
0000090827	Lab closing 12am 5/12/04	HD:LabCheck
0000090389	remove block	HD: Phonemail
0000090344	Lab check 11pm 5/5/04	HD:LabCheck
0000090345	Lab check 12am 5/6/04	HD:LabCheck
0000090826	VM check 7pm 5/11/04	HD: Phonemail
0000091697	5/23/04 Opening activites	HD:LabCheck
0000090567	Lab check 11pm and 12am 5/8/04	HD:LabCheck
0000091518	Lab check 12am 5/20/04	HD:LabCheck
0000090067	Need to get unblocked	HD: Software Config/Trblshtng
0000091698	Tape changes for 5/23/04	HD:TapeChanges
0000091813	VM check 7pm 5/24/04	HD: Phonemail
0000091816	Lab check 10pm 5/24/04	HD:LabCheck
0000091812	Lab check 5/24/04 6pm	HD:LabCheck
0000092088	VM check 7pm 5/27/04	HD: Phonemail
0000091877	Receipt of Invoices	PS Purchasing
0000091878	Receipt of Invoices	PS Payables
0000092014	Difficulty installing Cisco VPN client	PC Support Request (Fac/Staff)
0000091998	Lab check 10pm 5/26/04	HD:LabCheck
0000091999	VM check 7pm 5/26/04	HD: General Info
0000091997	Lab check 6pm 5/26/04	HD:LabCheck

Total Number of Tickets:

30

Psychology Admin

0000090868	[PC s/w] PSYC: MP/301B: Sasser virus removal	PC Support Request (Fac/Staff)
0000091762	Psyc 307. x52417. User getting 160 IP after reboot. Win XP	PC Support Request (Fac/Staff)
0000090357	051 accounts	PS General Ledger
0000090047	PC infected with sasser. MP 318	PC Support Request (Fac/Staff)
0000090108	Computer access mp306	PC Support Request (Fac/Staff)
0000090027	MP310; may be infected by virus. wants to be sure she is clean	PC Support Request (Fac/Staff)
0000091368	Dial-up Connection not working	PPP Setup
0000091038	Social Science 407. x52934. Cannot access a certain word file in offi	PC Support Request (Fac/Staff)
0000090175	Unblock from Resnet request	HD: Software Config/Trblshtng
0000091767	Work Order Request	PC Support Request (Fac/Staff)
0000090739	Blackboard COPY Course: Assign to New Media: Blackboard	Online Course Misc
0000090736	Blackboard COPY Course: Assign to New Media: Blackboard	Online Course Misc
0000089920	Sasser virus removal	PC Support Request (Fac/Staff)
0000091527	Space Quota	HD: Quota
0000090513	Retriever inconsistent from hour to hour	PS General Ledger
0000090761	[PC s/w] PSYC: MP/308: Cant find printer	PC Support Request (Fac/Staff)
0000090438	Sasser worm, MP 331	PC Support Request (Fac/Staff)
0000090737	Blackboard COPY Course: Assign to New Media: Blackboard	Online Course Misc
0000090712	Blackboard NEW Course: Assign to New Media: Blackboard	Online Course Account Creation
0000089897	AD1001: Sasser problem	PC Support Request (Fac/Staff)
0000089923	Sasser virus removal	PC Support Request (Fac/Staff)
0000090537	Resnet Lock	HD: Software Config/Trblshtng
0000090666	Need Req Entry Role Added	PS Finance Security
0000091174	Blackboard NEW Course: Assign to New Media: Blackboard	Online Course Account Creation
0000091542	PS Support Request	HR Security
0000090379	SS 509; remove virus	PC Support Request (Fac/Staff)
0000089886	Re: QUOTA WARNING for your myUMBC account	HD: Quota
0000091321	Social Sci. 507A. x53002. Sasser Removal On Machine. Windows XP	PC Support Request (Fac/Staff)

Total Number of Tickets:

30

0000091851 Work Order Request
0000092083 Psycology Xerox not Scanning MP 320

PC Computer Install (Fac/Staff)
PC Support Request (Fac/Staff)

IS Department

0000091682 No subject
0000090509 Web alias request.
0000091684 Grades not accessible on blackboard
0000090110 Faculty needs password reset
0000091021 Blackboard NEW Course: Assign to New Media: Blackboard
0000091509 ITE 4th Floor no connection
0000091108 Blackboard COPY Course: Assign to New Media: Blackboard
0000090322 Spam filter
0000091688 Blackboard 5 not accessible
0000091034 Blackboard NEW Course: Assign to New Media: Blackboard
0000090277 would like to switch to a non-student format login name
0000090709 Disk quota
0000089903 List Deletion Request: IFSMADVISOR
0000091138 User Changed User Names
0000090430 UMBC Account Password Reset for darren
0000091223 Blackboard COPY Course: Assign to New Media: Blackboard
0000091738 FW: grades
0000091680 Blackboard
0000092200 RE: Access not allowed
0000091904 Blackboard - Which system is current?
0000091802 Blackboard help -- deleting files from digital dropbox
0000092232 FW: Access not allowed
0000092218 FW: Course Access
0000092146 How do students see grades?
0000092189 <http://bb6.umbc.edu/webapps/portal/frameset.jsp?tab=courses&url=/b>
0000092094 Blackboard DELETE Course: Assign to New Media: Blackboard
0000092161 REUOIT MY UMBC TEMP ACCTS
0000092022 Can't access Bb6
0000092093 Bb 6 course tools: Tasks is not available. I need that capability.

Total Number of Tickets:

29

Online Course Broken Link/URL
UMBC Email Alias
Online Course Broken Link/URL
HD: Password
Online Course Account Creation
Localized Network Outage
Online Course Misc
HD: Software Config/Trblshtng
HD:Online Course Issues
Online Course Account Creation
UNIX Misc
AFS File Space Requests
Mailing Lists
Online Course Acct Modification
HD: Password
Online Course Misc
HD:Online Course Issues
Online Course Broken Link/URL
Email Request
Online Course Misc
Online Course Misc
HD:Online Course Issues
Online Course Misc
Online Course Misc
Online Course Misc
Online Course Misc
HD: Accounts
HD:Online Course Issues
Online Course Misc

Shriver Center

0000089845 trouble with my printer - Choice NC
0000091535 quota
0000091594 Create automated backup - Choice MC
0000091592 PC errors - Choice MC
0000091641 (sargentshriverpeaceinstitute)Web List Request
0000091590 Virus found - Choice MC
0000091663 Request
0000089928 Checked out Office XP Pro
0000090557 Resnet unblock request
0000090728 [Fwd: re[6]]
0000090415 PC infected by virus - Choice BC
0000091382 John Fritz memo
0000090998 Novell Authentication Error
0000090792 Summer Salaries
0000090744 quota
0000090788 Needs quota Increase
0000091131 Sherry's printer
0000091437 No Video on Dan's PC
0000091438 Printer and networking problems - Choice NC
0000091435 Fw: dsl connection
0000090165 PC will not boot - Cherry Hill
0000090327 Implement Wireless office network - Choice BC
0000090325 Server Maintenance - Choice NC
0000091418 Upgrade PG computers
0000091776 RETROS
0000091891 Network PCs (peer-to-peer) Cherry Hill
0000092018 Computer problem - Cherry Hill
0000091973 Malware found on PC - Cherry Hill

Total Number of Tickets:

29

Shriver Center Support
HD: Quota
PC Support Request (Fac/Staff)
PC Support Request (Fac/Staff)
Email Request
Infected System
PS Grants
HD: CD Checkout
HD: Software Config/Trblshtng
Email Scams/Spam FROM UMBC address
Infected System
PS Asset Management
Novell Account Management
PS HR - Misc
HD: Software Config/Trblshtng
HD: Quota
PC Support Request (Fac/Staff)
PC Support Request (Fac/Staff)
PC Support Request (Fac/Staff)
Shriver Center Support
PC Support Request (Fac/Staff)
Network Survey
PC Support Request (Fac/Staff)
Shriver Center Support
PS Asset Management
Install Network Jack
Shriver Center Support
Infected System

Top 10 UMBC Departments Requesting Service

