

## 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 05/01/2004 05/31/2004

<b>slong</b>	Applications	<p>Total No. of Tickets: <b>24</b></p> <p>PS IT - Database PS IT - SysAdmin PS IT - SysAdmin PS IT - Database PS IT - Database PS IT - Misc PS Finance Technical Issues PS IT - Database PS IT - Database PS IT - Database PS IT - Database Email Request PS IT - Misc PS IT - Misc PS Payroll - Misc PS IT - Database PS IT - Database Remedy Account Request PS IT - Database PS IT - Database PS IT - SysAdmin PS IT - SysAdmin PS Finance Security PS IT - Database</p>
0000090647	Retriever Data Load Failed - undo tablespace	
0000090663	FSTST jobs hanging in queing stage	
0000090895	Process Scheduler Error	
0000090742	Jobset queuing multiple times	
0000090722	SQL Error	
0000091624	Truncate	
0000091656	nvision	
0000092102	Payroll 22	
0000092000	Update in FSPRD	
0000091971	missing view	
0000091933	Build Tables - FSPRD	
0000091928	App Designer	
0000091739	FW: Info - PSXFER: fasglaccts.20040524	
0000091713	FW: ERROR - PSXFER:	
0000091280	Payroll 21	
0000091365	App Engine Tracing	
0000091354	UM_PCCC	
0000091583	Setup Bob Dore for Remedy	
0000091580	FSPOCR009V2-Form 1A	
0000091551	Export Table	
0000091545	Reset Password	
0000091533	Bob Dore's Access	
0000091529	Security	
0000091521	Processes Slow	
<b>monelll</b>	OIT Infrastructure & Support	<p>Total No. of Tickets: <b>23</b></p> <p>HD:TapeChanges HD:LabCheck HD: Phonemail HD:LabCheck HD: Phonemail HD:TapeChanges HD: Phonemail HD: Phonemail HD:Accounts HD:LabCheck HD: Phonemail HD:LabCheck HD: Phonemail HD:LabCheck HD: Phonemail HD:TapeChanges HD: Phonemail HD: Phonemail HD: Phonemail HD:TapeChanges UMBC Account Activation HD: Software Config/Trblshtng HD: Phonemail HD: Phonemail</p>
0000090416	Tape Changes, Thursday 5/6	
0000090536	Lab Check, Friday 5/7, 6:00pm	
0000090939	Phonemail, Wednesday 5/12, 7:00pm	
0000091606	7:30am Checklist, Friday 5/21	
0000091635	Phonemail, Friday 5/21, 11:00am	
0000091640	Tape Changes, Friday 5/21	
0000091642	Phonemail, Friday 5/21, 2:00pm	
0000091666	Phonemail, Friday 5/21, 7:00pm	
0000091664	Account creation request	
0000092104	Morning Checklist, Friday 5/28	
0000091964	Phonemail, Wednesday 5/26, 2:00pm	
0000091912	Lab Check, Tuesday 5/25, 10:00pm	
0000091910	Phonemail, Tuesday 5/25, 7:00pm	
0000091906	Lab Check, Tuesday 5/25, 6:00pm	
0000091882	Phonemail, Tuesday 5/25, 2:00pm	
0000091880	Tape Changes, Tuesday 5/25	
0000091867	Phonemail, Tuesday 5/25, 11:00am	
0000092125	Phonemail, Friday 5/28, 11:00am	
0000092151	Tape Changes, Friday 5/28	
0000091324	Account cannot be created online	
0000091328	List of users to be UNBLOCKED from resnet 5/17	
0000091510	Phonemail, Wednesday 5/19, 7:00pm	
0000090335	Phonemail, Wednesday 5/5, 7pm (SORT OF)	
<b>andy</b>	OIT Infrastructure & Support	<p>Total No. of Tickets: <b>21</b></p> <p>HD: Software Config/Trblshtng Malware General Pen-testing Hostile Net Traffic INTO UMBC Malware General Email Request Malware General</p>
0000092025	Incident #040527-1 - Scan for Padobot worm	
0000090752	Infected user	
0000090825	[UMBC NIDS] Maximum IRC Traffic Generators	
0000090831	[UMBC NIDS] Maximum MS Traffic Generators	
0000090934	Detection of Sasser and similar worms	
0000090932	New virus definition update (fwd)	
0000090874	Bagel.Z study and 130.85.114.110	

0000090833	[UMBC NIDS] Maximum port 4444 Traffic Generators	Hostile Net Traffic INTO UMBC
0000090832	[UMBC NIDS] Maximum TFTP Traffic Generators	Hostile Net Traffic INTO UMBC
0000090830	[UMBC NIDS] Maximum MSSQL Traffic Generators	Hostile Net Traffic INTO UMBC
0000090757	Student contests copyright infringement notice	Copyright Violation
0000090762	possible infected ucommons-114-110.pooled.umbc.edu (fwd)	Infected System
0000091014	Re: Status (fwd)	Network Information Query
0000091016	Unix Hardening Effort	Security Issue (Other)
0000091495	New virus definition update (fwd)	Email Request
0000091413	Reconfigure Security Scripts to Work With New Lists	Email Request
0000091336	Re: Unix Vulnerability (fwd)	UNIX Misc
0000091335	Backdoor Scans	Malware General
0000091333	Dabber Research	Malware General
0000091331	Requesting block on External IP (fwd)	Network Access Block
0000091027	Using LaBrea logs to detect virus activity	Security Issue (Other)

**rsanders**

Human Resources

Total No. of Tickets: **18**

0000090355	DOE CODE DT NEEDS TO BE ADDED TO THE TRANSLATE T	PS IT - Database
0000091145	2Delete CRI Entry	PS IT - Database
0000091555	2Create Gross Pay Report	PS Payroll - Misc
0000091577	2 Create fica/visa comparison sqr	PS IT - Database
0000091564	1Grant PS Security for Chair training attendees for HR db access	PS Finance Security
0000090486	[Fwd: Re: Peoplesoft access]	PS HR - Misc
0000090755	DELTA TRAINING CENTER	PS HR - Misc
0000090963	[Fwd: Re: Tiem Entry Delayed]	PS Time and Labor - Misc
0000090980	2 Address HR's Concerns with how PS Calculates Hourly Rate for Ex	PS Payroll - Misc
0000090754	[PC s/w] OIT: UC/116: DELTA TRAINING ROOM	OIT-BSG Human Resources
0000092133	[Fwd: Par Change]	HR Human Resources
0000092134	SECURITY FOR CYNTHIA HILL	HR Human Resources
0000091660	Improve PAR Change process through use of Component Interface an	PS HR - Misc
0000091902	1QUERY 35 AND 36 AVAILABLE AS CRYSTAL REPORT	PS HR - Misc
0000092015	SANDBOX REPORT uc112	PC Support Request (Fac/Staff)
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
0000092012	Change PAR Screen(s) -- Row-Level Security and User Access	HR Human Resources

**tmccray1**

Biology - Academic

Total No. of Tickets: **18**

0000090595	lab check 5/9/04 11pm	HD:LabCheck
0000090824	lab check 11pm 5/11/04	HD:LabCheck
0000090822	lab check 5/11/04 9pm	HD:LabCheck
0000090821	lab check 7:00pm 5/11/04	HD:LabCheck
0000090707	lab check 5/10/04 9pm	HD:LabCheck
0000091227	lab check 5/16/04 9pm	HD:LabCheck
0000091233	lab check 5/16/04 11pm	HD:LabCheck
0000091444	lab check 5-18-04 11pm	HD:LabCheck
0000091439	lab check 5-18-04 8pm	HD:LabCheck
0000091341	lab check 5-17-04 11pm	HD:LabCheck
0000091340	lab check 5-17-04 pm	HD:LabCheck
0000089860	lab check 9:00pm 5-2-04	HD:LabCheck
0000090321	users who are blocked off of resnet	HD: Software Config/Trblshtng
0000090180	lab chech 5/4/04 10:00pm	HD:LabCheck
0000090161	lab check 5-4-04 7:30pm	HD:LabCheck
0000089995	Closing labs for 5/4/2004 12:30am	HD:LabCheck
0000089992	lab check 11:00pm 5/3/04	HD:LabCheck
0000089864	lab check 12:00 am 5-2-04	HD:LabCheck

**nitinr1**

OIT Infrastructure & Support

Total No. of Tickets: **17**

0000091176	Phone mail 05/14 9:00 pm	HD: Phonemail
0000091203	Phone mail 05/15 7:00 pm	HD: Phonemail
0000091201	Lab check 5:00 pm 05/15	HD:LabCheck
0000091178	lab check 9:00 pm 05/14	HD:LabCheck
0000091193	05/15 Phone mail 2:00 pm	HD: Phonemail
0000089823	Phone mail 5/1 2:00 pm	HD: Phonemail
0000089825	Lab check 05/1 6:00 pm	HD:LabCheck

0000089989	Lab check 05/03 9:00pm	HD:LabCheck
0000089868	Lab opening 7:00 am 05/03	HD:LabCheck
0000092168	Lab check 7:30pm 05/28	HD:LabCheck
0000092179	05/29 Phone mail 7:30 AM	HD: Phonemail
0000092184	Phone mail 11:00 am 05/29	HD: Phonemail
0000092204	Phone mail 05/30 11:30 am	HD: Phonemail
0000092212	Ethernet Alarm in ECS 021 on	Dead/Slow Network Jack
0000092186	Tape change 05/29	HD:TapeChanges
0000092181	Lab check 05/29 8:00 am	HD:LabCheck
0000090451	Lab check 05/06 9:30 pm	HD:LabCheck

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Applications

Total No. of Tickets: **16**

0000091036	1 Disable PeopleSoft Accounts for Consultants (and others) no longer	PS HR - Misc
0000091139	Unlock ORACLE access to HRDEV Instance for user cminton	PS IT - Database
0000091575	Restore HRPRD instance from backup of evening of 5/9/04 to HRTR	PS IT - Database
0000091571	Create Unix access for Oakland consultants: Usernames 'engle' and 'c	PS IT - SysAdmin
0000091566	IPayroll Conversion - Migrate EFFDT'ing for PS_UM_FAS_CHILD t	PS Payroll - Misc
0000091434	Retain Specified Backups of HRPRD Database	PS IT - SysAdmin
0000091161	Grant user minton same access to HRTST2 instance that he has to HRD	PS IT - Database
0000091240	IReview Attached SQR, Run Against HRPRD, and Assign UMBC P	PS Payroll - Misc
0000091143	Reset ORACLE password for user lrاند on HRDEV instance	PS IT - Database
0000091045	What Crestone consultants still have direct Oracle access? All should	PS IT - Database
0000091839	Run Attached Script Against HRDEV Instance	PS IT - Database
0000091901	Execute attached script against the HRTST2 Instance	PS IT - Database
0000092082	Develop report listing users with access to a specified menu option	HR Security
0000090434	Grant New Consultant Oracle Access to HRDEV, HRTST, and HRTST	PS IT - Database
0000090435	Grant New Consultant Oracle Access to HRTST2 instance Comparabl	PS IT - Database
0000090485	Multiple logins simultaneously	Novell Account Management

**stevenh1**

DPET Admin Exp

Total No. of Tickets: **16**

0000091773	Recent Remedy Tickets	PC Support Request (Fac/Staff)
0000092115	Mail WIA Program Performance Appeal	DPET Support Request
0000091797	Create Tip for Monthly Newsletter	DPET Support Request
0000091799	Finish Modifying Web Mapping Spreadsheets	DPET Support Request
0000091798	Repair Loaner Laptop	DPET Support Request
0000090594	Toll Free Dial-up Numbers	HD: FAQ
0000090756	FW: asp1 server and SQL Server Account	Novell Account Management
0000090965	SC-HP Color LaserJet 4500 not working	DPET Support Request
0000090847	Facility Inquiry	DPET Support Request
0000090623	Map out Home Page of New web site	DPET Support Request
0000090753	Add Users to Email Lists	Mailing Lists
0000089969	W32/Sasser.worm.b	DPET Support Request
0000090301	Take image of laptop	DPET Support Request
0000090061	Upload database to cybergroup secure site	DPET Support Request
0000090031	Scan ELC Lab for sasser virus	DPET Support Request
0000090028	Finish Scanning TWE Labs 1 and 2 for sasser virus	DPET Support Request

**dvellil**

FS PeopleSoft IT Support

Total No. of Tickets: **15**

0000091156	Reflections / HP 8000 (SAR) Printer Problem	OIT-BSG HP3000 Systems
0000091475	Corporate Time Account Needed For New Employee.	CorpTime Calendar Account Req
0000090126	Printer Needs to Print to Tray# 4.	PC Support Request (Fac/Staff)
0000090130	More Space Is Needed For Financial Services I:\ Drive.	Novell Quotas
0000090255	Employee Needs Novell Password Reset.	Novell Account Management
0000091782	Needs Email Quota Increased.	HD: Quota
0000092045	New employee needs email password changed.	HD: Password
0000091840	Email Change Requested.	UMBC Account Name Change
0000090495	[Site Survey] ACCT: AD/302B. New run to jack #37	Install Network Jack
0000090923	Another PC is sending Financial Services virus email.	Infected System
0000090888	Financial Services is getting virus email.	Infected System
0000090732	Larry Evans needs access to a Novell Printer.	Novell Printing
0000090685	Employee received virus email.	PC Support Request (Fac/Staff)
0000090686	HP/Reflections is crashing.	PC Support Request (Fac/Staff)
0000090648	Bursar Office needs "bursar@umbc.edu" alias switched.	Remedy Email Alias Redirect

**kjoseph**

**Applications**

**Total No. of Tickets: 15**

0000090439 process scheduler down for PS SADMO  
0000090477 Create data extract for Nancy Young  
0000091000 reload descriptions in shadow for brecc.dtrms\_enr\_sum  
0000091252 problem with user akala login  
0000091298 problem using vpn  
0000091461 Misc support for week of 5/10 to 5/16  
0000091464 Misc support for week of 5/24 to 5/30  
0000091463 Misc support for week of 5/17 to 5/23  
0000091286 new user setup for Corporate Time Calendar  
0000089872 R25 Web Viewer is down  
0000090388 Please setup ByRequest for Kevin Joseph  
0000090104 R25 additional indexes  
0000089913 PS SADMO Instance down  
0000089895 Misc Support for 5/3 to 5/7  
0000089894 Misc Support for 4/26 to 4/30

PS IT - Misc  
OIT-BSG HP3000 Systems  
OIT-BSG Oracle Database  
Novell Account Management  
PC Support Request (Fac/Staff)  
OIT-BSG HP3000 Systems  
OIT-BSG HP3000 Systems  
OIT-BSG HP3000 Systems  
CorpTime Calendar Account Req  
UNIX Misc  
OIT-BSG Oracle Database  
OIT-BSG Oracle Database  
PS IT - Database  
OIT-BSG HP3000 Systems  
OIT-BSG HP3000 Systems

## Top 10 UMBC Customers Requesting Service

