

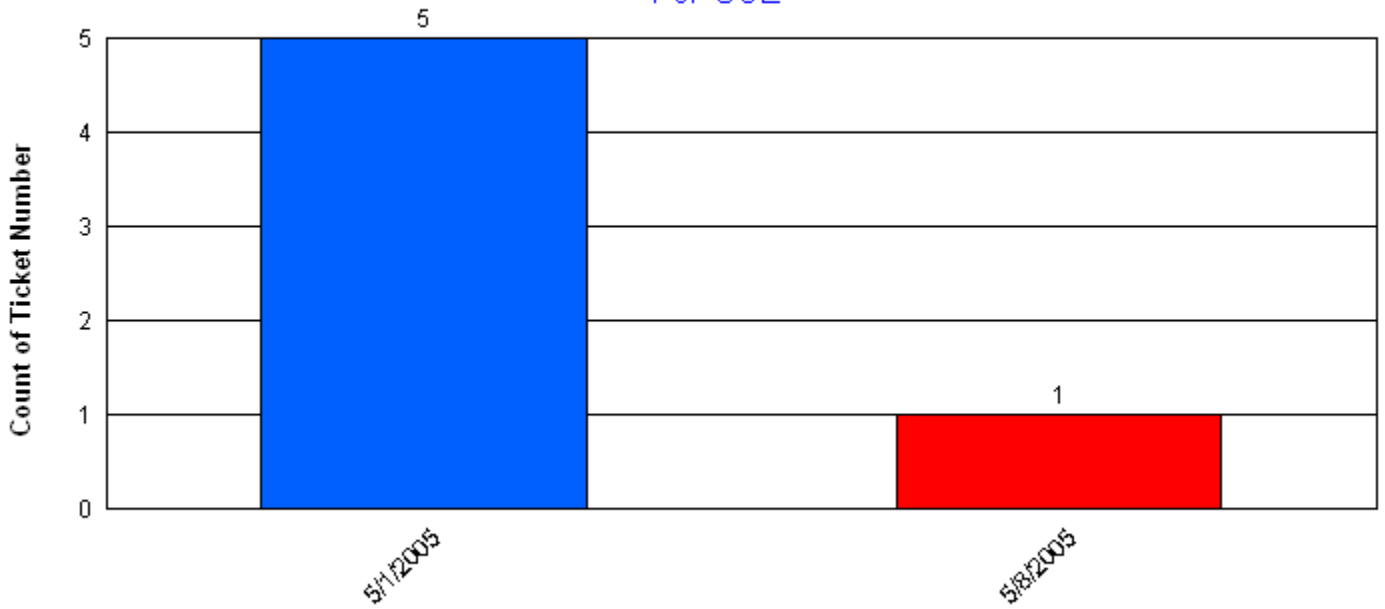
## Closed/Resolved Tickets by OIT Section

*Tickets Created Between 05/01/2005 and 05/31/2005*

| COE                       | Total:   | <u>Create<br/>Date</u> | <u>Short Description</u>                    |
|---------------------------|----------|------------------------|---|
| <b>champ</b>              | <b>6</b> |                        |   |
| <b>Closed</b>             | <b>6</b> |                        |   |
| Ticket Number: 0000115910 |          | 05/01/2005             | linux boxes                                 |
| Ticket Number: 0000115983 |          | 05/02/2005             | Adding Chuck as owner to our listproc lists |
| Ticket Number: 0000116179 |          | 05/05/2005             | AutoCAD 2004 fatal error                    |
| Ticket Number: 0000116253 |          | 05/06/2005             | projector                                   |
| Ticket Number: 0000116278 |          | 05/06/2005             | Reflections install                         |
| Ticket Number: 0000116561 |          | 05/11/2005             | projector                                   |

### Count of Ticket Number / Create Date

For COE



| <b>DPET</b>               | <b>Total:</b> | <u>Create</u><br><u>Date</u> | <u>Short Description</u>                        |
|---------------------------|---------------|------------------------------|---|
|                           | <b>57</b>     |                              |   |
| <b>gluo1</b>              |               | <u>Total:</u>                | <b>6</b>  |
| <b>Closed</b>             |               | <u>Total:</u>                | <b>6</b>  |
| Ticket Number: 0000116398 |               | 05/09/2005                   | Magenta Toner Low on Xerox Phaser 2135          |
| Ticket Number: 0000116603 |               | 05/11/2005                   | Test  |
| Ticket Number: 0000116075 |               | 05/03/2005                   | Old Fuser needs to be resent to Xerox           |
| Ticket Number: 0000116833 |               | 05/16/2005                   | POTENTIAL VIRUS                                 |
| Ticket Number: 0000117014 |               | 05/18/2005                   | Toner   |
| Ticket Number: 0000117515 |               | 05/25/2005                   | Set up computer in Room 482                     |
| <b>jllove1</b>            |               | <u>Total:</u>                | <b>17</b>                                       |
| <b>Resolved</b>           |               | <u>Total:</u>                | <b>5</b>  |
| Ticket Number: 0000117556 |               | 05/26/2005                   | REQUEST: overhead projector                     |
| Ticket Number: 0000117640 |               | 05/27/2005                   | SPSS Install                                    |
| Ticket Number: 0000117658 |               | 05/27/2005                   | Summer Course Cancellation-ART 649/6060 [7544]  |
| Ticket Number: 0000117656 |               | 05/27/2005                   | Adding Names to AP Rosters                      |
| Ticket Number: 0000117744 |               | 05/31/2005                   | Problem Copying Files From CD to PC             |
| <b>Closed</b>             |               | <u>Total:</u>                | <b>12</b>                                       |
| Ticket Number: 0000117348 |               | 05/24/2005                   | Addition to Special Sessions Faculty Website    |
| Ticket Number: 0000117415 |               | 05/25/2005                   | [Fwd: FW: Lesson Plan]                          |
| Ticket Number: 0000117660 |               | 05/27/2005                   | advice on web page                              |
| Ticket Number: 0000116745 |               | 05/13/2005                   | Longman software has arrived                    |
| Ticket Number: 0000116848 |               | 05/16/2005                   | Projector and Laptop for Wednesday              |
| Ticket Number: 0000117115 |               | 05/19/2005                   | Summer Course Cancellations - Need to be posted |
| Ticket Number: 0000117414 |               | 05/25/2005                   | Add Wording to Standard Class Time section      |
| Ticket Number: 0000115912 |               | 05/02/2005                   | ISD Survey Changes                              |
| Ticket Number: 0000116193 |               | 05/05/2005                   | Sony Digital Handycam DCR-TRV17                 |
| Ticket Number: 0000116175 |               | 05/05/2005                   | tree prob                                       |
| Ticket Number: 0000115973 |               | 05/02/2005                   | Training Forum Registration                     |
| Ticket Number: 0000116680 |               | 05/12/2005                   | Laptop, Speakers & Projector                    |

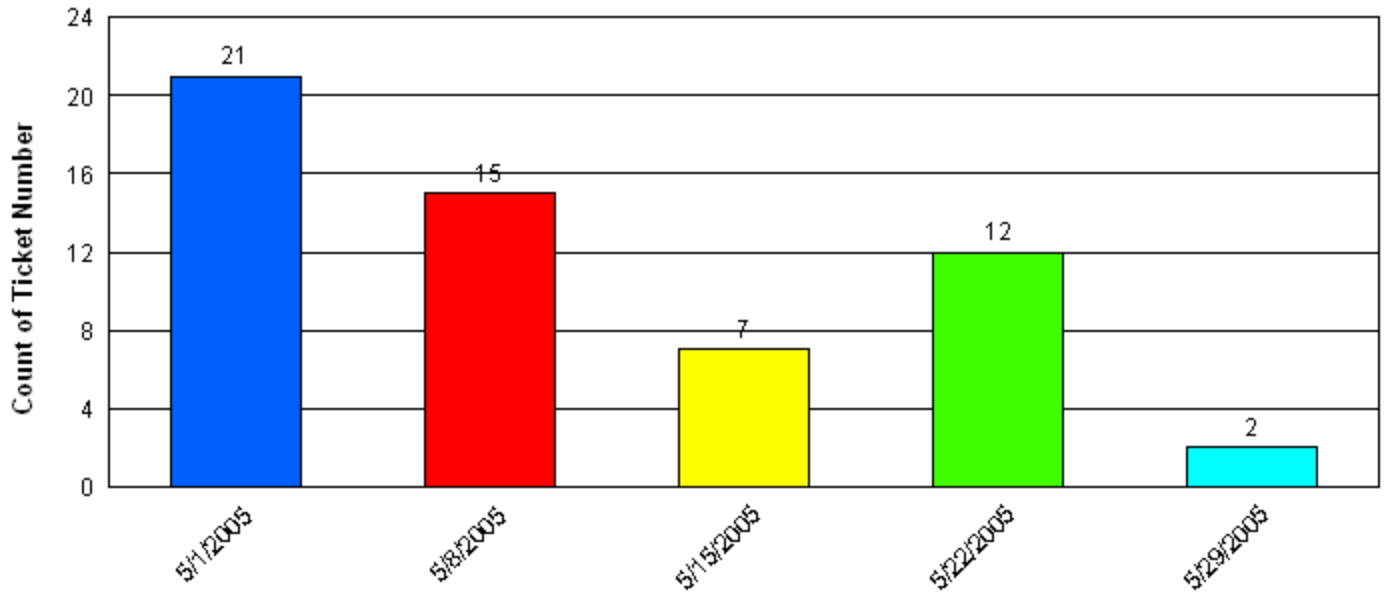
|                           | <u>Create</u>    | <u>Short Description</u>                            |
|---------------------------|------------------|---|
|                           | <u>Date</u>      |   |
| <b>stevenh1</b>           | <u>Total:</u> 24 |   |
| <b>Resolved</b>           | <u>Total:</u> 1  |   |
| Ticket Number: 0000117735 | 05/31/2005       | ACIV Xerox not printing                             |
| <b>Closed</b>             | <u>Total:</u> 23 |   |
| Ticket Number: 0000116865 | 05/16/2005       | Mouse not working on PC                             |
| Ticket Number: 0000116917 | 05/17/2005       | Kerri Smith cannot access share files               |
| Ticket Number: 0000117055 | 05/18/2005       | RosettaStone  |
| Ticket Number: 0000116274 | 05/06/2005       | New Courses Added-Summer 05                         |
| Ticket Number: 0000116524 | 05/10/2005       | DVD player  |
| Ticket Number: 0000116567 | 05/11/2005       | Access Query not reporting correct results          |
| Ticket Number: 0000116640 | 05/12/2005       | Student Evaluation Form                             |
| Ticket Number: 0000116569 | 05/11/2005       | ADD COURSE CANCELLATION TO WEB PAGE                 |
| Ticket Number: 0000116534 | 05/11/2005       | Copier  |
| Ticket Number: 0000116533 | 05/11/2005       | Copier  |
| Ticket Number: 0000116435 | 05/09/2005       | software  |
| Ticket Number: 0000116379 | 05/09/2005       | Color Printer Instructs User to Close Middle Drawer |
| Ticket Number: 0000116703 | 05/13/2005       | Printing fault error on Xerox copier                |
| Ticket Number: 0000116307 | 05/06/2005       | full drive?   |
| Ticket Number: 0000115922 | 05/02/2005       | Needs Publisher installed                           |
| Ticket Number: 0000115998 | 05/03/2005       | Cannot connect to Internet                          |
| Ticket Number: 0000116119 | 05/04/2005       | Oracle Application Changes (3)                      |
| Ticket Number: 0000116118 | 05/04/2005       | Oracle Report Name Change (2)                       |
| Ticket Number: 0000116117 | 05/04/2005       | Billing categories in Oracle Application (1)        |
| Ticket Number: 0000116074 | 05/03/2005       | Fuser Needs to be changed                           |
| Ticket Number: 0000115931 | 05/02/2005       | Website   |
| Ticket Number: 0000115932 | 05/02/2005       | UMBC Training Forum                                 |
| Ticket Number: 0000115921 | 05/02/2005       | ELC Lab   |
| <b>swapna1</b>            | <u>Total:</u> 10 |   |
| <b>Resolved</b>           | <u>Total:</u> 2  |   |
| Ticket Number: 0000117273 | 05/23/2005       | ELC Lab status                                      |
| Ticket Number: 0000117592 | 05/26/2005       | Rewire the ELC lab                                  |
| <b>Closed</b>             | <u>Total:</u> 8  |   |
| Ticket Number: 0000117241 | 05/23/2005       | disk prob   |
| Ticket Number: 0000116732 | 05/13/2005       | Laptop checkout                                     |
| Ticket Number: 0000115926 | 05/02/2005       | Invalid Configuration Error                         |
| Ticket Number: 0000115929 | 05/02/2005       | Corporate Calendar                                  |
| Ticket Number: 0000116088 | 05/04/2005       | problem with copy machine                           |
| Ticket Number: 0000116230 | 05/05/2005       | data projector request                              |
| Ticket Number: 0000116523 | 05/10/2005       | Speakers in Drop in Lab                             |
| Ticket Number: 0000116262 | 05/06/2005       | color printer                                       |

Create  
Date

Short Description

## Count of Ticket Number / Create Date

For DPET



|                        |               | <u>Create</u> |          | <u>Short Description</u>   |
|------------------------|---------------|---------------|----------|--|
|                        |               | <u>Date</u>   |          |  |
| <b>Desktop Support</b> | <b>Total:</b> | <b>191</b>    |          |  |
| <b>Desktop</b>         |               | <u>Total:</u> | <b>4</b> |  |
| <b>Closed</b>          |               | <u>Total:</u> | <b>4</b> |  |
| Ticket Number:         | 0000116360    | 05/09/2005    |          | peggy - communication services/machine won't power off           |
| Ticket Number:         | 0000116362    | 05/09/2005    |          | MIPAR - if we want mozilla, do we just go to mozilla.com         |
| Ticket Number:         | 0000116638    | 05/12/2005    |          | Putts / Psyc dept - no icons appearing on desktop                |
| Ticket Number:         | 0000116457    | 05/10/2005    |          | Cherisse - Hist dept / ctrl-alt-delete is not bringing up novell |

| <b>edortiz</b>  |            | <u>Create</u> | <u>Short Description</u>   |
|-----------------|------------|---------------|--|
| <b>Resolved</b> |            | <u>Date</u>   |  |
|                 |            | <u>Total:</u> | <b>55</b>  |
|                 |            | <u>Total:</u> | <b>9</b>   |
| Ticket Number:  | 0000116969 | 05/17/2005    | RE: YOUR EMAIL ACCOUNT ACCESS IS RESTRICTED (fwd)                      |
| Ticket Number:  | 0000117366 | 05/24/2005    | Some problems  |
| Ticket Number:  | 0000117655 | 05/27/2005    | User is disconnected to network printer; ext. 52312; Room 732 Admi     |
| Ticket Number:  | 0000117581 | 05/26/2005    | User might have a viruse on the computer 'cause Calculater will not g  |
| Ticket Number:  | 0000117579 | 05/26/2005    | Service Request  |
| Ticket Number:  | 0000117577 | 05/26/2005    | User is able to log on but cannot open any programs on desktop; ext. 5 |
| Ticket Number:  | 0000117557 | 05/26/2005    | Unwanted change of local user profile                                  |
| Ticket Number:  | 0000117406 | 05/25/2005    | Can not log into workstation   |
| Ticket Number:  | 0000117258 | 05/23/2005    | Problem in T 116134 still happening                                    |

|                           | <u>Create</u> |               | <u>Short Description</u>   |
|---------------------------|---------------|---------------|--|
|                           | <u>Date</u>   | <u>Total:</u> |  |
| <b>Closed</b>             |               | <b>46</b>     |  |
| Ticket Number: 0000117290 | 05/23/2005    |               | Oracle Calendar; daily view not displaying meetings                      |
| Ticket Number: 0000117480 | 05/25/2005    |               | User cannot log into novell after the client was installed yesterday; ex |
| Ticket Number: 0000117358 | 05/24/2005    |               | Ticket Request   |
| Ticket Number: 0000116711 | 05/13/2005    |               | RAC Varsity Training Center (main level) - Spyware removal/virus c       |
| Ticket Number: 0000116821 | 05/16/2005    |               | User cannot log onto machine, when machine boots she keeps getting a     |
| Ticket Number: 0000116809 | 05/16/2005    |               | Connect computer   |
| Ticket Number: 0000116737 | 05/13/2005    |               | Office XP installed  |
| Ticket Number: 0000116837 | 05/16/2005    |               | User is having trouble saving to h shared drive; ext. 52337; 532 Admi    |
| Ticket Number: 0000117094 | 05/19/2005    |               | Room 227; Ext. 52624   |
| Ticket Number: 0000117075 | 05/19/2005    |               | Virus alert for 3 days   |
| Ticket Number: 0000117423 | 05/25/2005    |               | PHYS 326 - Office media needed to complete install                       |
| Ticket Number: 0000116998 | 05/18/2005    |               | Infected system in Geography   |
| Ticket Number: 0000116974 | 05/18/2005    |               | UC 112: Customer needs full access to student aide machine               |
| Ticket Number: 0000116935 | 05/17/2005    |               | Work Order Request   |
| Ticket Number: 0000116925 | 05/17/2005    |               | Turn off banner page for printouts                                       |
| Ticket Number: 0000116909 | 05/17/2005    |               | Work Order Request   |
| Ticket Number: 0000117284 | 05/23/2005    |               | User cannot log into Calender; ext. 51666; Room UC 116;                  |
| Ticket Number: 0000116891 | 05/17/2005    |               | Since yesterday after Eddie's visit - Desktop blank                      |
| Ticket Number: 0000116824 | 05/16/2005    |               | ECS rm 329.User's win2k dell machine comes up with drive 0 is oper       |
| Ticket Number: 0000116273 | 05/06/2005    |               | UC 200 - Computer needs added AD   |
| Ticket Number: 0000116296 | 05/06/2005    |               | ext. 53472; User is having a failure of WIndows XP operating system;     |
| Ticket Number: 0000116853 | 05/16/2005    |               | Admin rm 407. x52617. User needs local user account on winxp to l        |
| Ticket Number: 0000116642 | 05/12/2005    |               | Error connecting to drive M - mapping could not be completed             |
| Ticket Number: 0000116627 | 05/12/2005    |               | Since upgrading MS - outlook keeps popping up                            |
| Ticket Number: 0000116572 | 05/11/2005    |               | User cannot find local hard drive files on computer after computer wa    |
| Ticket Number: 0000116545 | 05/11/2005    |               | Need mozilla/mail checked out - runs slow and not receiving all email    |
| Ticket Number: 0000116543 | 05/11/2005    |               | ADMIN 816: Customer getting blue screen                                  |
| Ticket Number: 0000116450 | 05/10/2005    |               | Tree or server could not be found  |
| Ticket Number: 0000116422 | 05/09/2005    |               | Public policy rm 220. x52342. User has machine that old employee u       |
| Ticket Number: 0000116401 | 05/09/2005    |               | Pub Policy, rm 411. x51455. User's word and wordperfect programs c       |
| Ticket Number: 0000116441 | 05/09/2005    |               | computer software failure  |
| Ticket Number: 0000116280 | 05/06/2005    |               | 2B13 2nd Floor Commons SGA; ext. 53894; User cannot log into ma          |
| Ticket Number: 0000116939 | 05/17/2005    |               | Work Order Request   |
| Ticket Number: 0000116927 | 05/17/2005    |               | Admin rm 807 x51711, user's microsft word 2002 freezes and says "n       |
| Ticket Number: 0000116143 | 05/04/2005    |               | UMBC laptop needs to have reflections, and novell client installed; e    |
| Ticket Number: 0000116134 | 05/04/2005    |               | User's browser internet explorer has been jacked and home page set to    |
| Ticket Number: 0000116122 | 05/04/2005    |               | Work Order Request-Problems reading email/screen off monitor             |
| Ticket Number: 0000116369 | 05/09/2005    |               | Errors about the spool service   |
| Ticket Number: 0000116033 | 05/03/2005    |               | Room 016 in the Commons; ext. 52723 or ext. 51504; Computer is d         |
| Ticket Number: 0000116010 | 05/03/2005    |               | ERICKSON 151 (reslife office) : Windows Fatal Error 06.                  |
| Ticket Number: 0000116429 | 05/09/2005    |               | Needs network printer hooked up.   |
| Ticket Number: 0000115936 | 05/02/2005    |               | Work Order Request   |
| Ticket Number: 0000115928 | 05/02/2005    |               | ext. 53619; Commons 309; User cannot log into machine, keeps gettin      |
| Ticket Number: 0000116585 | 05/11/2005    |               | Fine arts rm 449. x52384. User seems to have a lot of pop ups they ca    |
| Ticket Number: 0000115993 | 05/03/2005    |               | MP 325: SPSS install   |
| Ticket Number: 0000116438 | 05/09/2005    |               | Public Policy rm 315. x52916. User seems to have virus on machine. W     |

|                 |               | <u>Create</u> |                 | <u>Short Description</u>  |
|-----------------|---------------|---------------|-----------------|---|
|                 |               | <u>Date</u>   |                 |   |
| <b>josh</b>     |               |               |                 |   |
|                 | <b>Closed</b> |               | <b>Total: 9</b> |   |
| Ticket Number:  | 0000116056    | 05/03/2005    |                 | Needs help to recover information off of Zip Disks                      |
| Ticket Number:  | 0000115964    | 05/02/2005    |                 | User jessame  |
| Ticket Number:  | 0000115971    | 05/02/2005    |                 | Work Order Request  |
| Ticket Number:  | 0000116184    | 05/05/2005    |                 | Re: User jessame  |
| Ticket Number:  | 0000116196    | 05/05/2005    |                 | FW: User jessame - pls expedite   |
| Ticket Number:  | 0000116185    | 05/05/2005    |                 | Ed's PC shuts down for no reason with no error message.                 |
| Ticket Number:  | 0000116177    | 05/05/2005    |                 | AD account verification/password reset                                  |
| Ticket Number:  | 0000116306    | 05/06/2005    |                 | Admin 10th floor out front area. User's machine lost her mozilla mail p |
| Ticket Number:  | 0000116355    | 05/09/2005    |                 | Virus/Spyware infection   |
|                 |               |               | <b>Total: 2</b> |   |
| <b>kirkley1</b> |               |               |                 |   |
|                 | <b>Closed</b> |               | <b>Total: 2</b> |   |
| Ticket Number:  | 0000116332    | 05/08/2005    |                 | Jack Check Needed Wicomico 512  |
| Ticket Number:  | 0000116409    | 05/09/2005    |                 | Can not connect to resnet   |

| <u>lasuk</u>              | <u>Create Date</u> | <u>Total:</u> | <u>Short Description</u>   |
|---------------------------|--------------------|---------------|--|
| <b>Resolved</b>           |                    | <b>48</b>     |  |
|                           | <u>Total:</u>      | <b>3</b>      |  |
| Ticket Number: 0000116931 | 05/17/2005         |               | [site survey] ECS102: Install 2 data lines                         |
| Ticket Number: 0000117661 | 05/27/2005         |               | CHEM112: Computer is infected, needs full reinstall                |
| Ticket Number: 0000117644 | 05/27/2005         |               | Work Order Request-Laptop setup for Presidents Office              |
| <b>Closed</b>             |                    | <b>45</b>     |  |
|                           | <u>Total:</u>      | <b>45</b>     |  |
| Ticket Number: 0000117294 | 05/23/2005         |               | BS364: Computer crashes on boot                                    |
| Ticket Number: 0000117278 | 05/23/2005         |               | [Mac s/w] FA545: User's Mac Mail application is not working        |
| Ticket Number: 0000117481 | 05/25/2005         |               | Add print queue access to novell account                           |
| Ticket Number: 0000117378 | 05/24/2005         |               | Work Order Request   |
| Ticket Number: 0000117351 | 05/24/2005         |               | gl quota is full, requesting help in cleaning it out               |
| Ticket Number: 0000116889 | 05/17/2005         |               | [site survey] MP223: Install a new data run to jack# 223           |
| Ticket Number: 0000116896 | 05/17/2005         |               | [PC s/w] AD831: Re-install Office 2003 - App't Wed 11am            |
| Ticket Number: 0000117127 | 05/19/2005         |               | [PC s/w] MP323: SAS vs 9.1 not working properly                    |
| Ticket Number: 0000117177 | 05/20/2005         |               | [PC s/w] TRC232: office needs to be connected to Network Printer   |
| Ticket Number: 0000117148 | 05/20/2005         |               | UC 012 - Frontpage install   |
| Ticket Number: 0000116897 | 05/17/2005         |               | [PC s/w] PUP335: Old computer won't turn on                        |
| Ticket Number: 0000116953 | 05/17/2005         |               | AD902: Broken printer  |
| Ticket Number: 0000116378 | 05/09/2005         |               | [PC s/w] PUP424: User is requesting a "W" drive.                   |
| Ticket Number: 0000116092 | 05/04/2005         |               | [lab] ECS021PC04: monitor has dead pixels                          |
| Ticket Number: 0000116747 | 05/13/2005         |               | [Mac s/w] BS455: User can't delete email and can't print           |
| Ticket Number: 0000116186 | 05/05/2005         |               | Tom's new DVD/CD recorder drive is getting an error.               |
| Ticket Number: 0000116146 | 05/04/2005         |               | Social Science rm 511. x53113. Install SPSS on machines in lab     |
| Ticket Number: 0000116144 | 05/04/2005         |               | CHEM103 Printer is on the wrong vln & needs and IP                 |
| Ticket Number: 0000116141 | 05/04/2005         |               | MP301B: Printer is the wrong vln & probably needs an IP            |
| Ticket Number: 0000116060 | 05/03/2005         |               | [PC s/w] ACIV310: SAS License will not update                      |
| Ticket Number: 0000116054 | 05/03/2005         |               | UC112: configure jack# 112-8 for static client vln                 |
| Ticket Number: 0000116042 | 05/03/2005         |               | FA105: Setup jack on printer vln & assign an IP addr. to printer   |
| Ticket Number: 0000116370 | 05/09/2005         |               | [PC s/w] ITE404g: Check Outlook                                    |
| Ticket Number: 0000116028 | 05/03/2005         |               | [PC s/w] TC334: User can't print                                   |
| Ticket Number: 0000116001 | 05/03/2005         |               | [PC h/w] AD822: CD stuck in drive                                  |
| Ticket Number: 0000116016 | 05/03/2005         |               | BS 011 : Printer setup   |
| Ticket Number: 0000116163 | 05/04/2005         |               | Novell print queue setup with floater IP                           |
| Ticket Number: 0000115970 | 05/02/2005         |               | [PC s/w] DPET: Problems w/mcafee 8.0 since installing              |
| Ticket Number: 0000116215 | 05/05/2005         |               | Fw: problems between Handspring Visor and Dell desktops            |
| Ticket Number: 0000116522 | 05/10/2005         |               | CHEM476: AD grad student account is having permission problems b   |
| Ticket Number: 0000116271 | 05/06/2005         |               | ext. 52488; Room 320 MP; Xerox scanner does not scan items over t  |
| Ticket Number: 0000116720 | 05/13/2005         |               | User's remedy program breaks down                                  |
| Ticket Number: 0000116666 | 05/12/2005         |               | HP printer is jammed, user is unable to get paper out              |
| Ticket Number: 0000116662 | 05/12/2005         |               | [Mac s/w] ITE376: Matlab 7 R14 won't run properly                  |
| Ticket Number: 0000116657 | 05/12/2005         |               | [PC s/w] TEC: user has a slow PC.                                  |
| Ticket Number: 0000116654 | 05/12/2005         |               | [Mac s/w] FA464: PM G4 won't mount blank disks                     |
| Ticket Number: 0000116596 | 05/11/2005         |               | [PC s/w] MP338: Novell Printing won't work                         |
| Ticket Number: 0000116583 | 05/11/2005         |               | [PC s/w] TRC149: User computer is not getting an IP                |
| Ticket Number: 0000116578 | 05/11/2005         |               | Work Order Request   |
| Ticket Number: 0000116502 | 05/10/2005         |               | Not able to print/stand alone printer                              |
| Ticket Number: 0000116415 | 05/09/2005         |               | [PC s/w] ACIV421: User needs McAfee Reinstalled                    |
| Ticket Number: 0000116391 | 05/09/2005         |               | Net printer not working (jetdirect)                                |
| Ticket Number: 0000116372 | 05/09/2005         |               | [PC s/w] ITE452: Install ms publisher on 2 machines in ITE452      |
| Ticket Number: 0000116281 | 05/06/2005         |               | Computer error that reads "NIC failure" when computer starts up; e |
| Ticket Number: 0000116227 | 05/05/2005         |               | Novell printer is not pushed out                                   |

|                           | <u>Create</u>           | <u>Short Description</u>  |
|---------------------------|-------------------------|---|
|                           | <u>Date</u>             |   |
| <b>maboone1</b>           | <u>Total:</u> <b>10</b> |   |
| <b>Resolved</b>           | <u>Total:</u> <b>1</b>  |   |
| Ticket Number: 0000117197 | 05/20/2005              | User's files on desktop does not save, including wallpaper, everytime h |
| <b>Closed</b>             | <u>Total:</u> <b>9</b>  |   |
| Ticket Number: 0000117479 | 05/25/2005              | Customer needs software installed on IMC lab machine                    |
| Ticket Number: 0000116220 | 05/05/2005              | wierd issues with Windows profile on OIT images                         |
| Ticket Number: 0000116403 | 05/09/2005              | User is saying that students need to take SAS exam and SAS setinit is g |
| Ticket Number: 0000116467 | 05/10/2005              | Work Order Request  |
| Ticket Number: 0000115907 | 05/01/2005              | Username and Password are being reported as incorrect                   |
| Ticket Number: 0000116157 | 05/04/2005              | Phone 443-612-7834; Harbor Hall 331; ext. 527834; User cannot acc       |
| Ticket Number: 0000116003 | 05/03/2005              | SOCY698B  |
| Ticket Number: 0000116002 | 05/03/2005              | SAS Setinit   |
| Ticket Number: 0000115953 | 05/02/2005              | IE group policy issues for AOKG accounts                                |
| <b>mikec</b>              | <u>Total:</u> <b>3</b>  |   |
| <b>Closed</b>             | <u>Total:</u> <b>3</b>  |   |
| Ticket Number: 0000116133 | 05/04/2005              | Tape Change for 5-4-05  |
| Ticket Number: 0000116609 | 05/11/2005              | CS Council of Majors domain   |
| Ticket Number: 0000117486 | 05/25/2005              | Consultants Joe Hamilton, Daniel Gabriel and Patrick Zearfoss needs t   |

| <b>omarn</b>    |            | <u>Create</u>    | <u>Short Description</u>   |
|-----------------|------------|------------------|--|
| <b>Resolved</b> |            | <u>Date</u>      |  |
|                 |            | <u>Total:</u> 57 |  |
|                 |            | <u>Total:</u> 14 |  |
| Ticket Number:  | 0000117039 | 05/18/2005       | Novell error: Cannot find tree; ext. 52211; BIO 359;                 |
| Ticket Number:  | 0000117386 | 05/24/2005       | ID#0000117086  |
| Ticket Number:  | 0000117413 | 05/25/2005       | Larry's PC is shutting down on it's own.                             |
| Ticket Number:  | 0000117575 | 05/26/2005       | User needs his documents restored; ext. 53241; Room 303 RAC          |
| Ticket Number:  | 0000117573 | 05/26/2005       | Set-up of Laptop   |
| Ticket Number:  | 0000117569 | 05/26/2005       | Academic IV Wing B rm 322., 2 computers were disconnected and p      |
| Ticket Number:  | 0000117516 | 05/25/2005       | ID#0000117086] software install for asst coach's laptop              |
| Ticket Number:  | 0000117507 | 05/25/2005       | Room 312E RAC; ext. 51327; User is getting blue screen of death..... |
| Ticket Number:  | 0000117505 | 05/25/2005       | No icons or start menu after login                                   |
| Ticket Number:  | 0000117474 | 05/25/2005       | Work Order Request   |
| Ticket Number:  | 0000117410 | 05/25/2005       | [Fwd: ID#0000117086]   |
| Ticket Number:  | 0000117086 | 05/19/2005       | software install for asst coach's laptop                             |
| Ticket Number:  | 0000117645 | 05/27/2005       | BIO 359: Outlook setup   |
| Ticket Number:  | 0000117537 | 05/26/2005       | Michele Myers-Brown having problems with her desktop - can only s    |

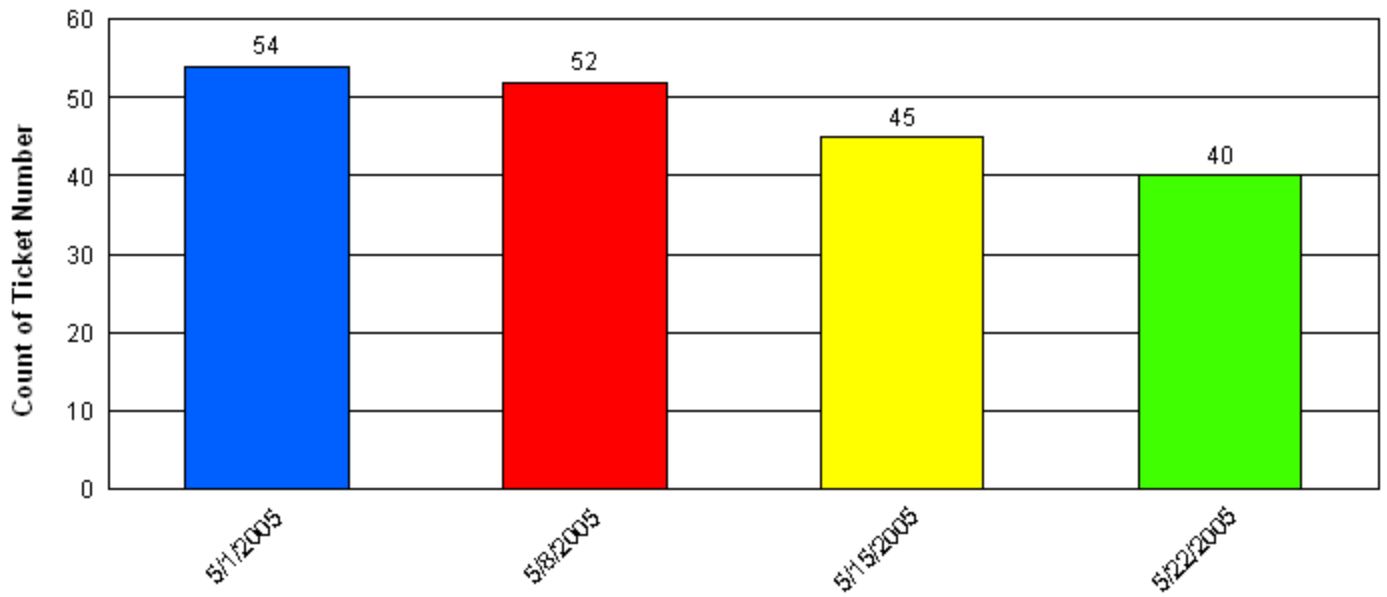
|                           | <u>Create</u> |                 | <u>Short Description</u>  |
|---------------------------|---------------|-----------------|---|
|                           | <u>Date</u>   | <u>Total:</u>   |   |
| <b>Closed</b>             |               | <b>43</b>       |   |
| Ticket Number: 0000117249 | 05/23/2005    |                 | Problem has returned from last week - T116296                           |
| Ticket Number: 0000117267 | 05/23/2005    |                 | User needs LaserJet drivers installed                                   |
| Ticket Number: 0000117259 | 05/23/2005    |                 | User logs into PC but a blank desktop appears; ext. 52176; Room 322     |
| Ticket Number: 0000117277 | 05/23/2005    |                 | Network printer is not working correctly; ext. 52714; Room 004 Comm     |
| Ticket Number: 0000117322 | 05/24/2005    |                 | ASAP - Sporadic print problem for several weeks                         |
| Ticket Number: 0000116728 | 05/13/2005    |                 | Work Order Request - Reinstall Novell Printer                           |
| Ticket Number: 0000116841 | 05/16/2005    |                 | Printing problems-Whole office can not print                            |
| Ticket Number: 0000117132 | 05/19/2005    |                 | Work Order Request chem 240   |
| Ticket Number: 0000117093 | 05/19/2005    |                 | Room 224 Admin Building; Ext. 52624; New Computers need softw           |
| Ticket Number: 0000117091 | 05/19/2005    |                 | Setup of new computer 503 ad  |
| Ticket Number: 0000117068 | 05/19/2005    |                 | ITE 325M - Novell reinstall d   |
| Ticket Number: 0000117052 | 05/18/2005    |                 | Link my palm pilot to Corporate Calendar                                |
| Ticket Number: 0000117023 | 05/18/2005    |                 | Request for Ticket  |
| Ticket Number: 0000116997 | 05/18/2005    |                 | Outlook - server not available when I try to access outlook for mail    |
| Ticket Number: 0000116992 | 05/18/2005    |                 | Admin rights on department machines ss501                               |
| Ticket Number: 0000116990 | 05/18/2005    |                 | Would like machine checked out - pc runs extremely slow                 |
| Ticket Number: 0000117011 | 05/18/2005    |                 | RAC 328: Virus infection  |
| Ticket Number: 0000116954 | 05/17/2005    |                 | User might have a viruse in email                                       |
| Ticket Number: 0000117229 | 05/22/2005    |                 | User's computer is slow.  |
| Ticket Number: 0000116749 | 05/13/2005    |                 | User needs Windows, etc. reinstalled.                                   |
| Ticket Number: 0000116895 | 05/17/2005    |                 | VISIO PROGRAM ERROR   |
| Ticket Number: 0000117146 | 05/20/2005    |                 | FA 457 - novell causing system to reboot                                |
| Ticket Number: 0000116861 | 05/16/2005    |                 | User's computer is infested   |
| Ticket Number: 0000116213 | 05/05/2005    |                 | User logs into novell and ad correctly but windows login still comes u  |
| Ticket Number: 0000116290 | 05/06/2005    |                 | RAC 312D - Software reinstalled   |
| Ticket Number: 0000116301 | 05/06/2005    |                 | Pub policy, rm 439. x53201. Windows xp machine blue screens on bo       |
| Ticket Number: 0000116487 | 05/10/2005    |                 | When user tries to log into Novell, blue screen comes up; ext. 53753; R |
| Ticket Number: 0000116554 | 05/11/2005    |                 | LIBRARY 155: Office uninstall, reinstall                                |
| Ticket Number: 0000116594 | 05/11/2005    |                 | Work Order Request  |
| Ticket Number: 0000116674 | 05/12/2005    |                 | Reinstall Tera Term Pro   |
| Ticket Number: 0000116542 | 05/11/2005    |                 | In office on Thursday-would like this to be looked at then              |
| Ticket Number: 0000116397 | 05/09/2005    |                 | User cannot log into Novell; ext. 56527; Room 421 Public Policy         |
| Ticket Number: 0000116919 | 05/17/2005    |                 | Access to networked novell printer                                      |
| Ticket Number: 0000116571 | 05/11/2005    |                 | User thinks has viruse, Dell Computer in PUP 332 (EXT: 52068)           |
| Ticket Number: 0000115919 | 05/02/2005    |                 | Do not email - contact by phone - No novell login-just a windows log    |
| Ticket Number: 0000115941 | 05/02/2005    |                 | Commons rm 2B14. 2 windows xp machines need to be reformatted.          |
| Ticket Number: 0000116214 | 05/05/2005    |                 | User logs into novell and ad correctly but windows login still comes u  |
| Ticket Number: 0000116079 | 05/03/2005    |                 | User cannot login to novell on campus                                   |
| Ticket Number: 0000116610 | 05/11/2005    |                 | Work Order Request-VLAN access needed                                   |
| Ticket Number: 0000116034 | 05/03/2005    |                 | RAC 202; Users in the room cannot print to printer; ext. 52763          |
| Ticket Number: 0000116123 | 05/04/2005    |                 | Reinstall VPN   |
| Ticket Number: 0000115974 | 05/02/2005    |                 | AD install d  |
| Ticket Number: 0000115967 | 05/02/2005    |                 | Can't log in to Novell  |
| <b>scark1</b>             |               | <b>Total: 1</b> |   |
| <b>Closed</b>             |               | <b>Total: 1</b> |   |
| Ticket Number: 0000116672 | 05/12/2005    |                 | user is unable to bring up resnet.umbc.edu                              |
| <b>talder1</b>            |               | <b>Total: 2</b> |   |
| <b>Closed</b>             |               | <b>Total: 2</b> |   |
| Ticket Number: 0000117032 | 05/18/2005    |                 | ext. 57412; Room 460A Erickson; User and his roomates cannot log o      |
| Ticket Number: 0000117042 | 05/18/2005    |                 | ext. 527535; Room 407 Erickson; User and his roomates cannot log o      |

Create  
Date

Short Description

## Count of Ticket Number / Create Date

For Desktop Support



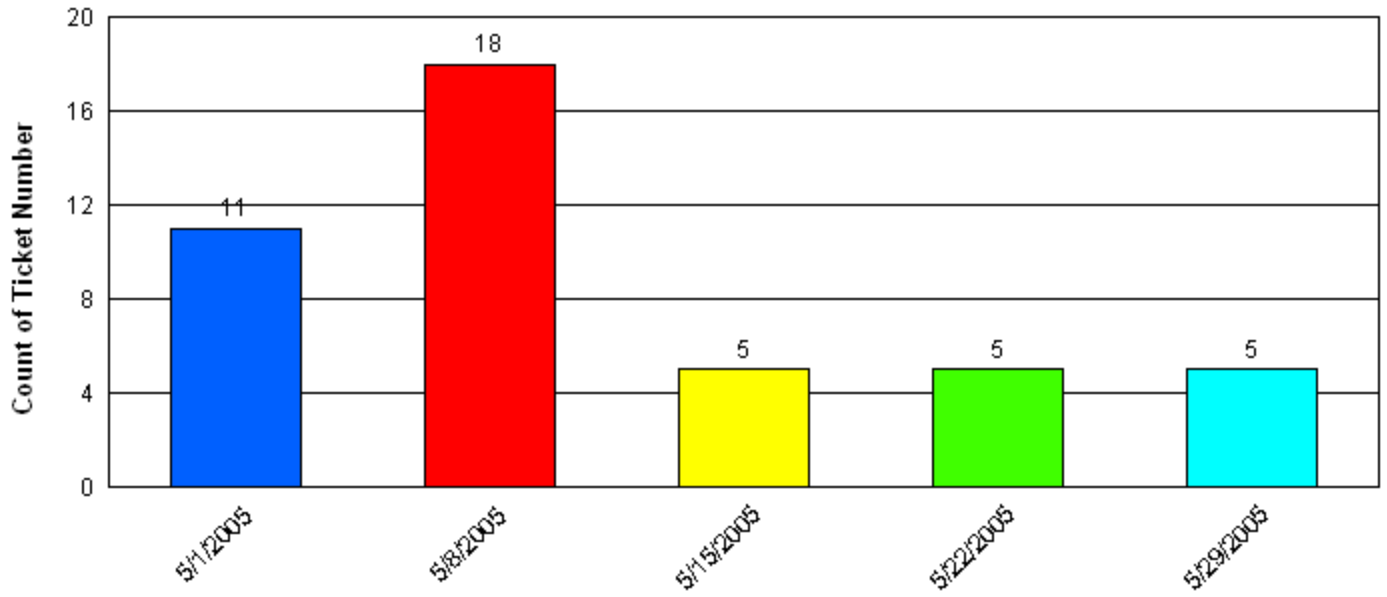
|                                |               | <u>Create</u> | <u>Short Description</u>                           |
|--------------------------------|---------------|---------------|--|
|                                |               | <u>Date</u>   |  |
| <b>Financial Services: Peo</b> | <b>Total:</b> | <b>44</b>     |  |
| <b>Financial_Services:PS</b>   | <b>Total:</b> | <b>1</b>      |  |
| <b>Closed</b>                  | <b>Total:</b> | <b>1</b>      |  |
| Ticket Number: 0000115905      |               | 05/01/2005    | remedy   |
| <b>rpreston</b>                | <b>Total:</b> | <b>7</b>      |  |
| <b>Closed</b>                  | <b>Total:</b> | <b>7</b>      |  |
| Ticket Number: 0000116153      |               | 05/04/2005    | PS Support Request                                 |
| Ticket Number: 0000116263      |               | 05/06/2005    | PS Support Request                                 |
| Ticket Number: 0000116496      |               | 05/10/2005    | Program Fin Question                               |
| Ticket Number: 0000116604      |               | 05/11/2005    | Error in Report Calculation                        |
| Ticket Number: 0000117255      |               | 05/23/2005    | Remove Grants Report UMGMR005                      |
| Ticket Number: 0000117631      |               | 05/27/2005    | HR Account codes                                   |
| Ticket Number: 0000117565      |               | 05/26/2005    | Resource Type                                      |
| <b>tkuonen</b>                 | <b>Total:</b> | <b>36</b>     |  |
| <b>Closed</b>                  | <b>Total:</b> | <b>36</b>     |  |
| Ticket Number: 0000117377      |               | 05/24/2005    | P-CARD problem running p-card report               |
| Ticket Number: 0000117778      |               | 05/31/2005    | Request Access as "Requester"                      |
| Ticket Number: 0000117791      |               | 05/31/2005    | PS Support Request                                 |
| Ticket Number: 0000117785      |               | 05/31/2005    | Report Trouble                                     |
| Ticket Number: 0000117761      |               | 05/31/2005    | Pcard report running to error                      |
| Ticket Number: 0000117533      |               | 05/26/2005    | Viewer Access                                      |
| Ticket Number: 0000117745      |               | 05/31/2005    | assistance   |
| Ticket Number: 0000116710      |               | 05/13/2005    | Process UMGMFACR                                   |
| Ticket Number: 0000117192      |               | 05/20/2005    | Access to Dept 10513                               |
| Ticket Number: 0000117038      |               | 05/18/2005    | need link to "professionals"                       |
| Ticket Number: 0000116910      |               | 05/17/2005    | Missing TREE_EFFDT in PSTST record UM_SEC_TREE_OPR |
| Ticket Number: 0000116416      |               | 05/09/2005    | [Fwd: New Financial Reports]                       |
| Ticket Number: 0000116624      |               | 05/12/2005    | Create and Approve Proposals                       |
| Ticket Number: 0000116605      |               | 05/11/2005    | Add KK Budget Conversion to S. Shaffer             |
| Ticket Number: 0000116588      |               | 05/11/2005    | Projects   |
| Ticket Number: 0000116573      |               | 05/11/2005    | PS Support Request                                 |
| Ticket Number: 0000116568      |               | 05/11/2005    | visa report  |
| Ticket Number: 0000116493      |               | 05/10/2005    | [Fwd: visa report problem]                         |
| Ticket Number: 0000116480      |               | 05/10/2005    | Regular Deposit Processing Error - URGENT          |
| Ticket Number: 0000116472      |               | 05/10/2005    | problem with PCard eport                           |
| Ticket Number: 0000116459      |               | 05/10/2005    | Missing info on report                             |
| Ticket Number: 0000116433      |               | 05/09/2005    | New Navigation for Finance Reports                 |
| Ticket Number: 0000116427      |               | 05/09/2005    | Authorization                                      |
| Ticket Number: 0000116412      |               | 05/09/2005    | duplicate charge?                                  |
| Ticket Number: 0000116406      |               | 05/09/2005    | New Reports under Retriever Menu in Production     |
| Ticket Number: 0000116286      |               | 05/06/2005    | RE: grant reports                                  |
| Ticket Number: 0000116300      |               | 05/06/2005    | Access Rights                                      |
| Ticket Number: 0000116906      |               | 05/17/2005    | P-Card Report                                      |
| Ticket Number: 0000116192      |               | 05/05/2005    | Procurement Setup                                  |
| Ticket Number: 0000116191      |               | 05/05/2005    | PURCHASE ORDER INPUT                               |
| Ticket Number: 0000116113      |               | 05/04/2005    | PS Support Request                                 |
| Ticket Number: 0000116112      |               | 05/04/2005    | PS Support Request                                 |
| Ticket Number: 0000116510      |               | 05/10/2005    | Receiving  |
| Ticket Number: 0000116023      |               | 05/03/2005    | Can I build a budget in a different currency?      |
| Ticket Number: 0000117147      |               | 05/20/2005    | Finance - new Retriever Summary Report Actuals     |
| Ticket Number: 0000115935      |               | 05/02/2005    | Adding two approvers to a requisitioner            |

Create  
Date

Short Description

## Count of Ticket Number / Create Date

For Financial Services: PeopleSoft



| <u>Helpdesk</u>           | <u>Total:</u> | <u>Create Date</u> | <u>Short Description</u>  |
|---------------------------|---------------|--------------------|---|
| <b>HD:Tape_Changes</b>    | <b>533</b>    |                    |   |
| <b>Closed</b>             | <b>Total:</b> | <b>8</b>           |   |
| Ticket Number: 0000116725 |               | 05/13/2005         | HD Tape Change 5/13/05  |
| Ticket Number: 0000116648 |               | 05/12/2005         | 5/12 - Thursday tape change   |
| Ticket Number: 0000116691 |               | 05/13/2005         | 5/13 HD Tape Change   |
| Ticket Number: 0000117088 |               | 05/19/2005         | 5/19 - tape change for thursday                                       |
| Ticket Number: 0000116765 |               | 05/14/2005         | 5/14/05 2:00pm tape change  |
| Ticket Number: 0000117214 |               | 05/21/2005         | 5/21/05 2:00pm tape change  |
| Ticket Number: 0000117242 |               | 05/23/2005         | 5/23: HD Tape Change  |
| Ticket Number: 0000117544 |               | 05/26/2005         | 5/26 tape change  |
| <b>HelpDesk</b>           | <b>Total:</b> | <b>34</b>          |   |
| <b>Closed</b>             | <b>Total:</b> | <b>34</b>          |   |
| Ticket Number: 0000117325 |               | 05/24/2005         | Faculty - have email & bb account do I have a wireless account as wel |
| Ticket Number: 0000117308 |               | 05/23/2005         | Please increase quota   |
| Ticket Number: 0000117425 |               | 05/25/2005         | Reset Password for leslie5  |
| Ticket Number: 0000117435 |               | 05/25/2005         | FAculty Accounts  |
| Ticket Number: 0000117737 |               | 05/31/2005         | Need quota increase to open mail                                      |
| Ticket Number: 0000117659 |               | 05/27/2005         | Phonemail check for 5/27 @ 2pm  |
| Ticket Number: 0000117321 |               | 05/24/2005         | Wilt - Library, several issues with netscape mail                     |
| Ticket Number: 0000116804 |               | 05/16/2005         | Login not working on computers  |
| Ticket Number: 0000117185 |               | 05/20/2005         | Password reset for bzaidi1  |
| Ticket Number: 0000117246 |               | 05/23/2005         | Quota increase for abens1   |
| Ticket Number: 0000117103 |               | 05/19/2005         | Password Reset for tle1   |
| Ticket Number: 0000117078 |               | 05/19/2005         | Working for several depts - can i have an increase in email space     |
| Ticket Number: 0000116933 |               | 05/17/2005         | Reset Password for rwatte1  |
| Ticket Number: 0000116893 |               | 05/17/2005         | D.Jordan/HR - can not delete mail                                     |
| Ticket Number: 0000116813 |               | 05/16/2005         | Increase Bridget Watson's email account by 25mb                       |
| Ticket Number: 0000116354 |               | 05/09/2005         | ejurcz1 - need quota increase to access pp demo                       |
| Ticket Number: 0000116679 |               | 05/12/2005         | Password Reset for tnelson  |
| Ticket Number: 0000116671 |               | 05/12/2005         | Quota increase  |
| Ticket Number: 0000116667 |               | 05/12/2005         | Password Reset weng2  |
| Ticket Number: 0000116592 |               | 05/11/2005         | Password reset  |
| Ticket Number: 0000116570 |               | 05/11/2005         | Password Reset for jlee35   |
| Ticket Number: 0000116494 |               | 05/10/2005         | Password reset  |
| Ticket Number: 0000116428 |               | 05/09/2005         | Quota increase CMiller  |
| Ticket Number: 0000116384 |               | 05/09/2005         | Reset password for bharrod  |
| Ticket Number: 0000116368 |               | 05/09/2005         | Having trouble accessing myUMBC                                       |
| Ticket Number: 0000116464 |               | 05/10/2005         | Student-offcampus/can not delete mail                                 |
| Ticket Number: 0000116461 |               | 05/10/2005         | Login not working for novell/ad                                       |
| Ticket Number: 0000116361 |               | 05/09/2005         | Need quota increase to finish payroll                                 |
| Ticket Number: 0000117256 |               | 05/23/2005         | Walk in - student/quota went up from 40 to 90% overnight              |
| Ticket Number: 0000116962 |               | 05/17/2005         | password Reset for bwilk1   |
| Ticket Number: 0000117304 |               | 05/23/2005         | User needed to change email password                                  |
| Ticket Number: 0000116182 |               | 05/05/2005         | Keep running over quota in squirrel mail                              |
| Ticket Number: 0000115920 |               | 05/02/2005         | Need pw reset   |
| Ticket Number: 0000116100 |               | 05/04/2005         | Need quota increase   |
| <b>anna</b>               | <b>Total:</b> | <b>2</b>           |   |
| <b>Closed</b>             | <b>Total:</b> | <b>2</b>           |   |
| Ticket Number: 0000117519 |               | 05/25/2005         | OIT webpage correction  |
| Ticket Number: 0000117545 |               | 05/26/2005         | Reset password  |
| <b>egabr1</b>             | <b>Total:</b> | <b>1</b>           |   |
| <b>Closed</b>             | <b>Total:</b> | <b>1</b>           |   |
| Ticket Number: 0000116601 |               | 05/11/2005         | User needs someone to come down and re-install the printer on the co  |

|                 |            | <u>Create</u> |           | <u>Short Description</u>  |
|-----------------|------------|---------------|-----------|---|
|                 |            | <u>Date</u>   |           |   |
| <b>ha2</b>      |            | <u>Total:</u> | <b>47</b> |   |
| <b>Resolved</b> |            | <u>Total:</u> | <b>15</b> |   |
| Ticket Number:  | 0000117697 | 05/29/2005    |           | 2:00 PM phonemail check; No new Messages;   |
| Ticket Number:  | 0000117586 | 05/26/2005    |           | SPSS version 12 1 CD, due back Friday May 27, 2006  |
| Ticket Number:  | 0000117676 | 05/27/2005    |           | labcheck 5-27-05 11 p.m.  |
| Ticket Number:  | 0000117685 | 05/28/2005    |           | Labcheck, Saturday 5/28, 2:00pm   |
| Ticket Number:  | 0000117693 | 05/29/2005    |           | Opening Phonemail Check; No new Messages; 12:00AM;  |
| Ticket Number:  | 0000117699 | 05/29/2005    |           | 2:00 pm LabCheck;   |
| Ticket Number:  | 0000117707 | 05/29/2005    |           | Lab check 8pm 5/29/05   |
| Ticket Number:  | 0000117708 | 05/29/2005    |           | Lab closing 10pm 5/29   |
| Ticket Number:  | 0000117701 | 05/29/2005    |           | Tape changes for 5/29/05  |
| Ticket Number:  | 0000117694 | 05/29/2005    |           | Opening Lab Check; 12PM;  |
| Ticket Number:  | 0000117688 | 05/28/2005    |           | 8:00 Lab Check 5/28/05  |
| Ticket Number:  | 0000117684 | 05/28/2005    |           | Phonemail, Saturday 5/28, 11:00am   |
| Ticket Number:  | 0000117675 | 05/27/2005    |           | 8 p.m. labcheck 5-27-05   |
| Ticket Number:  | 0000117087 | 05/19/2005    |           | ext. 51222; Room 017 Central Plant; User needs access to a shared dr                                      |
| Ticket Number:  | 0000117102 | 05/19/2005    |           | Work Order Request-access denied to educ719p  |
| <b>Closed</b>   |            | <u>Total:</u> | <b>32</b> |   |
| Ticket Number:  | 0000117202 | 05/20/2005    |           | Like a light switch turned on   |
| Ticket Number:  | 0000117706 | 05/29/2005    |           | 7 Hours of Photoshop Video Training   |
| Ticket Number:  | 0000117702 | 05/29/2005    |           | 5pm Phonemail check 5/29  |
| Ticket Number:  | 0000117681 | 05/28/2005    |           | =?GB2312?B?l/aIpIK1gr2Cog==?=<br>5 p.m. phonemail 5-27-05   |
| Ticket Number:  | 0000117672 | 05/27/2005    |           | Marketing Plan  |
| Ticket Number:  | 0000117670 | 05/27/2005    |           | Your email account access is restricted   |
| Ticket Number:  | 0000117613 | 05/26/2005    |           | People called in having problems accessing account, webmail, webspa                                       |
| Ticket Number:  | 0000117608 | 05/26/2005    |           | Good day  |
| Ticket Number:  | 0000117607 | 05/26/2005    |           | Unable to log on to squirrel webmail  |
| Ticket Number:  | 0000117610 | 05/26/2005    |           | PayPal - Account Access Limited   |
| Ticket Number:  | 0000117208 | 05/21/2005    |           | buy cheap pharm drugs   |
| Ticket Number:  | 0000117211 | 05/21/2005    |           | Tape changes for 5/22/05  |
| Ticket Number:  | 0000117231 | 05/22/2005    |           | CMPE310 Projects printing   |
| Ticket Number:  | 0000116735 | 05/13/2005    |           | ECS rm 305. x53437. Win xp machine got "messed up" after install  |
| Ticket Number:  | 0000116834 | 05/16/2005    |           | streaming video   |
| Ticket Number:  | 0000117178 | 05/20/2005    |           | Ticket # 0000116834   |
| Ticket Number:  | 0000116838 | 05/16/2005    |           | director of oncology, director of obstetrics, director of radiology,                                      |
| Ticket Number:  | 0000116770 | 05/14/2005    |           | Password  |
| Ticket Number:  | 0000116963 | 05/17/2005    |           | seeking help with latex files   |
| Ticket Number:  | 0000116312 | 05/06/2005    |           | User needs password Reset; User sent in a fax with Picture ID;  |
| Ticket Number:  | 0000117696 | 05/29/2005    |           | Ridiculous spam problem   |
| Ticket Number:  | 0000115898 | 05/01/2005    |           | =?iso-8859-1?B?SG93IGFyZSB5b3U/?=<br>Warnung der Banksicherheitsdienst hinsichtlich der Internet - Missta |
| Ticket Number:  | 0000115895 | 05/01/2005    |           | Important Information about Your Home Banking Profile   |
| Ticket Number:  | 0000116318 | 05/07/2005    |           | About your site   |
| Ticket Number:  | 0000116329 | 05/08/2005    |           | junk mail   |
| Ticket Number:  | 0000116768 | 05/14/2005    |           | Internet question   |
| Ticket Number:  | 0000116762 | 05/14/2005    |           | Weight Loss That Works....Sun, 08 May 2005 10:48:48 -0800.  |
| Ticket Number:  | 0000116363 | 05/09/2005    |           | Tape changes for 5/8/04   |
| Ticket Number:  | 0000116333 | 05/08/2005    |           | Important Information about Your Home Banking Profile   |
| Ticket Number:  | 0000116339 | 05/08/2005    |           | Verify Your PayPal Balances !   |
| Ticket Number:  | 0000116330 | 05/08/2005    |           |   |
| Ticket Number:  | 0000116322 | 05/07/2005    |           |   |

| <b>kherna1</b>  |            | <u>Create</u>           | <u>Short Description</u>  |
|-----------------|------------|-------------------------|---|
|                 |            | <u>Date</u>             |   |
| <b>Resolved</b> |            | <u>Total:</u> <b>19</b> |   |
| Ticket Number:  | 0000117711 | 05/30/2005              | Password Reset for Charles Manuel                                   |
| Ticket Number:  | 0000117742 | 05/31/2005              | Password Reset for Benjamin Ploskon                                 |
| Ticket Number:  | 0000117819 | 05/31/2005              | bad news  |
| <b>Closed</b>   |            | <u>Total:</u> <b>16</b> |   |
| Ticket Number:  | 0000117227 | 05/22/2005              | Quota increase request  |
| Ticket Number:  | 0000117478 | 05/25/2005              | Users cannot access myUMBC i'm sure you guys are already aware.     |
| Ticket Number:  | 0000117813 | 05/31/2005              | B A L A N C E B L O W O U T   |
| Ticket Number:  | 0000117700 | 05/29/2005              | Re: QUOTA WARNING for your myUMBC account                           |
| Ticket Number:  | 0000117337 | 05/24/2005              | afs quota increase for user ccolbert; Standard increase; ext. 52579 |
| Ticket Number:  | 0000116782 | 05/15/2005              | Possible Virus?   |
| Ticket Number:  | 0000117003 | 05/18/2005              | Borrowing SPSS CD   |
| Ticket Number:  | 0000116839 | 05/16/2005              | Work Order Request-Laptob screen is very dark                       |
| Ticket Number:  | 0000116783 | 05/16/2005              | Your email account access is restricted                             |
| Ticket Number:  | 0000116228 | 05/05/2005              | personal web space  |
| Ticket Number:  | 0000116527 | 05/11/2005              | webmail full  |
| Ticket Number:  | 0000116059 | 05/03/2005              | java help   |
| Ticket Number:  | 0000116078 | 05/03/2005              | Here is your documents.   |
| Ticket Number:  | 0000116083 | 05/03/2005              | SPSS  |
| Ticket Number:  | 0000116077 | 05/03/2005              | Hello   |
| Ticket Number:  | 0000116087 | 05/04/2005              | Just trying this out  |

| <b>kincaid</b>  |            | <u>Create</u> | <u>Short Description</u>                       |
|-----------------|------------|---------------|--|
| <b>Resolved</b> |            | <u>Date</u>   |  |
|                 |            | <u>Total:</u> |  |
| Ticket Number:  | 0000117621 | 05/27/2005    | Email quota increase                           |
| Ticket Number:  | 0000117602 | 05/26/2005    | [Fwd: Your email account access is restricted] |
| Ticket Number:  | 0000117609 | 05/26/2005    | E-mail Virus                                   |
|                 |            | <u>Total:</u> | <b>3</b>                                       |

| <u>Closed</u>             | <u>Create Date</u> | <u>Total:</u> | <u>Short Description</u>                              |
|---------------------------|--------------------|---------------|---|
|                           |                    | <b>116</b>    |   |
| Ticket Number: 0000117205 | 05/21/2005         |               | HELP  |
| Ticket Number: 0000117513 | 05/25/2005         |               | Work Order Request-How do I lower my quota            |
| Ticket Number: 0000117247 | 05/23/2005         |               | VPN, Business System Unit                             |
| Ticket Number: 0000117643 | 05/27/2005         |               | Important Notification                                |
| Ticket Number: 0000117642 | 05/27/2005         |               | *WARNING* YOUR EMAIL ACCOUNT WILL BE CLOSED           |
| Ticket Number: 0000117541 | 05/26/2005         |               | Re: QUOTA WARNING for your myUMBC account             |
| Ticket Number: 0000117530 | 05/26/2005         |               | Re: QUOTA WARNING for your myUMBC account             |
| Ticket Number: 0000117529 | 05/26/2005         |               | UPDATE YOUR ACCOUNT                                   |
| Ticket Number: 0000117528 | 05/26/2005         |               | UPDATE YOUR ACCOUNT                                   |
| Ticket Number: 0000117527 | 05/26/2005         |               | PayPal Security Measure !!!                           |
| Ticket Number: 0000117526 | 05/25/2005         |               | You've received a postcard from a family member!      |
| Ticket Number: 0000117525 | 05/25/2005         |               | UMBC Cable  |
| Ticket Number: 0000117522 | 05/25/2005         |               | E-mail Account  |
| Ticket Number: 0000117320 | 05/24/2005         |               | Protect Your Account                                  |
| Ticket Number: 0000116805 | 05/16/2005         |               | FW: Notice:***Your email account will be suspended*** |
| Ticket Number: 0000116752 | 05/13/2005         |               | quota   |
| Ticket Number: 0000116733 | 05/13/2005         |               | VPN and wire connection                               |
| Ticket Number: 0000116759 | 05/13/2005         |               | quota   |
| Ticket Number: 0000116772 | 05/15/2005         |               | Notice: **Last Warning** (fwd)                        |
| Ticket Number: 0000116778 | 05/15/2005         |               | spam'd  |
| Ticket Number: 0000116870 | 05/16/2005         |               | =?GB2312?B?gaaQ5pKFMjAwlryXbILJIUuCuJOWgr2C6YFJIQ==   |
| Ticket Number: 0000116868 | 05/16/2005         |               | Work Order Request                                    |
| Ticket Number: 0000116877 | 05/17/2005         |               | 24 hours labs closed for finals                       |
| Ticket Number: 0000116797 | 05/16/2005         |               | Your email account access is restricted               |
| Ticket Number: 0000116796 | 05/16/2005         |               | NOTICE:***YOUR EMAIL ACCOUNT WILL BE SUSPENDED**      |
| Ticket Number: 0000116795 | 05/16/2005         |               | Email Account Suspension                              |
| Ticket Number: 0000116793 | 05/16/2005         |               | EMAIL ACCOUNT SUSPENSION                              |
| Ticket Number: 0000116791 | 05/16/2005         |               | Your Email Account is Suspended For Security Reasons  |
| Ticket Number: 0000116789 | 05/16/2005         |               | Notice: **Last Warning**                              |
| Ticket Number: 0000116785 | 05/16/2005         |               | Notice:***Your email account will be suspended***     |
| Ticket Number: 0000116781 | 05/15/2005         |               | block emails?   |
| Ticket Number: 0000116780 | 05/15/2005         |               | emergency!!   |
| Ticket Number: 0000117084 | 05/19/2005         |               | email addresses                                       |
| Ticket Number: 0000117081 | 05/19/2005         |               | [Fwd: B of A cant buy enough]                         |
| Ticket Number: 0000117080 | 05/19/2005         |               | No subject  |
| Ticket Number: 0000117077 | 05/19/2005         |               | Student requests increase                             |
| Ticket Number: 0000117062 | 05/19/2005         |               | Yun Kim's invitation                                  |
| Ticket Number: 0000117061 | 05/19/2005         |               | please virus check my account                         |
| Ticket Number: 0000117059 | 05/18/2005         |               | Guest access to the wireless network???               |
| Ticket Number: 0000117057 | 05/18/2005         |               | Quota Changes   |
| Ticket Number: 0000117024 | 05/18/2005         |               | RE: QUOTA WARNING for your myUMBC account             |
| Ticket Number: 0000117238 | 05/23/2005         |               | Re: QUOTA WARNING for your myUMBC account             |
| Ticket Number: 0000117104 | 05/19/2005         |               | UMBC Account After Graduation                         |
| Ticket Number: 0000117319 | 05/24/2005         |               | Protect Your Account                                  |
| Ticket Number: 0000116827 | 05/16/2005         |               | New OIR user  |
| Ticket Number: 0000116825 | 05/16/2005         |               | request   |
| Ticket Number: 0000116823 | 05/16/2005         |               | request   |
| Ticket Number: 0000116819 | 05/16/2005         |               | request   |
| Ticket Number: 0000116818 | 05/16/2005         |               | request   |
| Ticket Number: 0000116815 | 05/16/2005         |               | Your Email Account is Suspended For Security Reasons  |
| Ticket Number: 0000116811 | 05/16/2005         |               | Re: *IMPORTANT* Your Account Has Been Locked          |
| Ticket Number: 0000116807 | 05/16/2005         |               | *IMPORTANT* Your Account Has Been Locked              |
| Ticket Number: 0000116806 | 05/16/2005         |               | Notice:***Your email account will be suspended***     |
| Ticket Number: 0000116803 | 05/16/2005         |               | Security measures                                     |

|                | <u>Create</u> | <u>Date</u> | <u>Short Description</u>   |
|----------------|---------------|-------------|--|
| Ticket Number: | 0000116802    | 05/16/2005  | Your Email Account is Suspended For Security Reasons             |
| Ticket Number: | 0000116801    | 05/16/2005  | [Fwd: EMAIL ACCOUNT SUSPENSION]                                  |
| Ticket Number: | 0000116800    | 05/16/2005  | Notice:***Your email account will be suspended*** (fwd)          |
| Ticket Number: | 0000116799    | 05/16/2005  | *IMPORTANT* Please Validate Your Email Account                   |
| Ticket Number: | 0000116798    | 05/16/2005  | [Fwd: Your Email Account is Suspended For Security Reasons]      |
| Ticket Number: | 0000116776    | 05/15/2005  | Work Order Request-Have exceeded by quota                        |
| Ticket Number: | 0000116767    | 05/14/2005  | request  |
| Ticket Number: | 0000116755    | 05/13/2005  | No subject   |
| Ticket Number: | 0000116956    | 05/17/2005  | Need email, remedy,calendar,novell accounts for new staff member |
| Ticket Number: | 0000116645    | 05/12/2005  | quota warning  |
| Ticket Number: | 0000116972    | 05/18/2005  | Net-Temps Career News  |
| Ticket Number: | 0000116164    | 05/04/2005  | No subject   |
| Ticket Number: | 0000116843    | 05/16/2005  | [Fwd: User survey documentation needed]                          |
| Ticket Number: | 0000116201    | 05/05/2005  | Work Order Request-Need quota increase                           |
| Ticket Number: | 0000116200    | 05/05/2005  | Need more space in my email account                              |
| Ticket Number: | 0000116166    | 05/04/2005  | [Fwd: Shares up 208 percent on news]                             |
| Ticket Number: | 0000116167    | 05/04/2005  | Hello!   |
| Ticket Number: | 0000116165    | 05/04/2005  | unable to delete huge email                                      |
| Ticket Number: | 0000116158    | 05/04/2005  | Net-Temps Career News  |
| Ticket Number: | 0000116082    | 05/03/2005  | Labcheck 5-3-05 20.00  |
| Ticket Number: | 0000116080    | 05/03/2005  | VM Check 5-3-05 17.00  |
| Ticket Number: | 0000116076    | 05/03/2005  | please help me   |
| Ticket Number: | 0000116611    | 05/11/2005  | Work Order Request-Can not view other websites                   |
| Ticket Number: | 0000116062    | 05/03/2005  | inability to log in  |
| Ticket Number: | 0000116058    | 05/03/2005  | Work Order Request-Problem logging into network from IMC         |
| Ticket Number: | 0000115996    | 05/03/2005  | quota increase for student                                       |
| Ticket Number: | 0000115963    | 05/02/2005  | Re: QUOTA WARNING for your myUMBC account                        |
| Ticket Number: | 0000115913    | 05/02/2005  | microsoft office   |
| Ticket Number: | 0000117237    | 05/23/2005  | director of purchasing, new 2006 hospital email directory,       |
| Ticket Number: | 0000116614    | 05/11/2005  | Forwarding   |
| Ticket Number: | 0000116108    | 05/04/2005  | No subject   |
| Ticket Number: | 0000116107    | 05/04/2005  | Sending Email on Behalf of Another Person                        |
| Ticket Number: | 0000116086    | 05/04/2005  | Labcheck 5-3-05 23.00  |
| Ticket Number: | 0000116168    | 05/05/2005  | Disk quota increase  |
| Ticket Number: | 0000116968    | 05/17/2005  | Labcheck 5-17-05 20.00   |
| Ticket Number: | 0000117568    | 05/26/2005  | SPAM Countermeasures   |
| Ticket Number: | 0000116966    | 05/17/2005  | Phone mail check 5-17-05 17.00                                   |
| Ticket Number: | 0000116794    | 05/16/2005  | Your Email Account is Suspended For Security Reasons             |
| Ticket Number: | 0000116217    | 05/05/2005  | Work Order Request-Not able to receive mail                      |
| Ticket Number: | 0000116219    | 05/05/2005  | 7 Hours of Photoshop Video Training                              |
| Ticket Number: | 0000116646    | 05/12/2005  | i emailed you earlier  |
| Ticket Number: | 0000116635    | 05/12/2005  | Mathematica on the website                                       |
| Ticket Number: | 0000116633    | 05/12/2005  | Re: New Username and Passwords (fwd)                             |
| Ticket Number: | 0000116631    | 05/12/2005  | Increase email capacity  |
| Ticket Number: | 0000116581    | 05/11/2005  | sas expiration on unix is coming                                 |
| Ticket Number: | 0000116559    | 05/11/2005  | quota increase   |
| Ticket Number: | 0000116555    | 05/11/2005  | quota increase   |
| Ticket Number: | 0000116553    | 05/11/2005  | quota increase   |
| Ticket Number: | 0000116549    | 05/11/2005  | Increase quota   |
| Ticket Number: | 0000116546    | 05/11/2005  | please up quota  |
| Ticket Number: | 0000116528    | 05/11/2005  | Net-Temps Career News  |
| Ticket Number: | 0000116525    | 05/10/2005  | Labcheck 5-10-05 23.00   |
| Ticket Number: | 0000116613    | 05/11/2005  | Work Order Request-MS powerpoint not installing correctly        |
| Ticket Number: | 0000116479    | 05/10/2005  | help with spam   |
| Ticket Number: | 0000116455    | 05/10/2005  | [Fwd: Your Email Account is Suspended For Security Reasons]      |

|                  | <u>Create</u> | <u>Date</u>      | <u>Short Description</u>  |
|------------------|---------------|------------------|---|
| Ticket Number:   | 0000116453    | 05/10/2005       | No subject  |
| Ticket Number:   | 0000116451    | 05/10/2005       | AD302; Tree or server   |
| Ticket Number:   | 0000116876    | 05/17/2005       | Work Order Request-Exceeded disk quota                                  |
| Ticket Number:   | 0000116402    | 05/09/2005       | Work Order Request-Trying to delete junk mail                           |
| Ticket Number:   | 0000116353    | 05/09/2005       | SmallCap Companies in the News  |
| Ticket Number:   | 0000116317    | 05/06/2005       | McAfee Help   |
| Ticket Number:   | 0000116521    | 05/10/2005       | Labcheck 5-10-05 20.00  |
| <b>mcs pads1</b> |               | <u>Total:</u> 2  |   |
| <b>Closed</b>    |               | <u>Total:</u> 2  |   |
| Ticket Number:   | 0000116723    | 05/13/2005       | User checked out SAS 9.1 cds  |
| Ticket Number:   | 0000115976    | 05/02/2005       | SAS v. 9 checkout   |
| <b>mnolan1</b>   |               | <u>Total:</u> 38 |   |
| <b>Closed</b>    |               | <u>Total:</u> 38 |   |
| Ticket Number:   | 0000116937    | 05/17/2005       | 5/17 all tapes changed  |
| Ticket Number:   | 0000116135    | 05/04/2005       | Need help Re: QUOTA WARNING for your myUMBC account                     |
| Ticket Number:   | 0000116126    | 05/04/2005       | Phonemail; 11:00 AM; No new messages;                                   |
| Ticket Number:   | 0000115984    | 05/02/2005       | User would like free diagnosis  |
| Ticket Number:   | 0000115925    | 05/02/2005       | novell not working off campus   |
| Ticket Number:   | 0000115897    | 05/01/2005       | Opening Madness 5-1-05 12 p.m.  |
| Ticket Number:   | 0000116279    | 05/06/2005       | 1 new message; Phonemail Check; 11:00 AM;                               |
| Ticket Number:   | 0000116091    | 05/04/2005       | opening phonemail 5.4   |
| Ticket Number:   | 0000116089    | 05/04/2005       | 5/04/2005: opening checklist  |
| Ticket Number:   | 0000115909    | 05/01/2005       | Work Order Request-Quota @ 75%  |
| Ticket Number:   | 0000116499    | 05/10/2005       | 5/10 all tapes have been changed.                                       |
| Ticket Number:   | 0000116041    | 05/03/2005       | 5/3 all tapes changed except engineering, waiting for Tim to call back. |
| Ticket Number:   | 0000117398    | 05/25/2005       | Top 10 popular pharmacy drugs   |
| Ticket Number:   | 0000116226    | 05/05/2005       | "SAS Installation Data File is not valid"                               |
| Ticket Number:   | 0000116311    | 05/06/2005       | Trouble with SAS v9 license   |
| Ticket Number:   | 0000116233    | 05/05/2005       | Work Order Request-SAS License need to be updated                       |
| Ticket Number:   | 0000116665    | 05/12/2005       | 5/12/05 SPSS v12 checkout   |
| Ticket Number:   | 0000116552    | 05/11/2005       | mail forwarding   |
| Ticket Number:   | 0000116532    | 05/11/2005       | phone mail - opening - 5.11   |
| Ticket Number:   | 0000116526    | 05/11/2005       | user is having a problem with using the command Make on Cadence         |
| Ticket Number:   | 0000116501    | 05/10/2005       | License files for SAS v9.0 are not accessible through myUMBC            |
| Ticket Number:   | 0000116399    | 05/09/2005       | SAS 9.0   |
| Ticket Number:   | 0000116392    | 05/09/2005       | statistics software   |
| Ticket Number:   | 0000116328    | 05/08/2005       | 5/11/05 8:11:00 Lab Check   |
| Ticket Number:   | 0000116316    | 05/06/2005       | Phonemail and Lab Check at 8 p.m. 5-6-05                                |
| Ticket Number:   | 0000116769    | 05/14/2005       | Fwd: [UMBC-MUG:1318] Cisco VPN for Tiger now available                  |
| Ticket Number:   | 0000116934    | 05/17/2005       | Phonemail 2:00pm; No New Mail;  |
| Ticket Number:   | 0000117311    | 05/23/2005       | Drug Store  |
| Ticket Number:   | 0000116973    | 05/18/2005       | opening phonemail 5.18.05   |
| Ticket Number:   | 0000116995    | 05/18/2005       | Re: QUOTA WARNING for your myUMBC account                               |
| Ticket Number:   | 0000117397    | 05/25/2005       | Work Order Request-Email account is full                                |
| Ticket Number:   | 0000117126    | 05/19/2005       | Blackboard Problem  |
| Ticket Number:   | 0000117006    | 05/18/2005       | email refresh   |
| Ticket Number:   | 0000116994    | 05/18/2005       | Please help me update my address book on Ringo                          |
| Ticket Number:   | 0000116971    | 05/18/2005       | 11:00 lab check 5/17  |
| Ticket Number:   | 0000117314    | 05/23/2005       | Bb user export  |
| Ticket Number:   | 0000117373    | 05/24/2005       | all tapes changed for 5/24.   |
| Ticket Number:   | 0000117401    | 05/25/2005       | opening phonemail 5.25  |
| <b>moneill1</b>  |               | <u>Total:</u> 1  |   |
| <b>Resolved</b>  |               | <u>Total:</u> 1  |   |
| Ticket Number:   | 0000117683    | 05/28/2005       | UMBC Account Password Reset for egadom1                                 |

| <u>myers</u>              | <u>Create</u>    | <u>Short Description</u>   |
|---------------------------|------------------|--|
| <u>Closed</u>             | <u>Date</u>      |  |
|                           | <u>Total:</u> 25 |  |
|                           | <u>Total:</u> 25 |  |
| Ticket Number: 0000117235 | 05/23/2005       | Amanda tape not in sunday night for DEPT, load it and page         |
| Ticket Number: 0000117288 | 05/23/2005       | OSWP Account for Rachael Wallace                                   |
| Ticket Number: 0000117469 | 05/25/2005       | Please activate Allan Guan   |
| Ticket Number: 0000117411 | 05/25/2005       | Reset security password for Kelly                                  |
| Ticket Number: 0000116869 | 05/16/2005       | deletion error   |
| Ticket Number: 0000116566 | 05/11/2005       | Work Order Request-Not able to delete mail                         |
| Ticket Number: 0000116414 | 05/09/2005       | Important Information about Your Home Banking Profile              |
| Ticket Number: 0000116439 | 05/09/2005       | Novell problem   |
| Ticket Number: 0000116649 | 05/12/2005       | User cannot access Reflections account; Room 076 Erickson Hall UHS |
| Ticket Number: 0000116629 | 05/12/2005       | HP Accounts for Joby Taylor/Susy Pincheira                         |
| Ticket Number: 0000116593 | 05/11/2005       | OIR/Create HP Account Robert Williams                              |
| Ticket Number: 0000116565 | 05/11/2005       | Re: QUOTA WARNING for your myUMBC account                          |
| Ticket Number: 0000116529 | 05/11/2005       | webmail  |
| Ticket Number: 0000116504 | 05/10/2005       | VPN  |
| Ticket Number: 0000116492 | 05/10/2005       | User needs standard quota increase for webmail; ext. 58433;        |
| Ticket Number: 0000116436 | 05/09/2005       | Faculty/Staff Computer Replacement Initiative                      |
| Ticket Number: 0000116394 | 05/09/2005       | Work Order Request-Need space for website                          |
| Ticket Number: 0000116346 | 05/09/2005       | Work Order Request - Quota Increase                                |
| Ticket Number: 0000116130 | 05/04/2005       | SAS ISO Images   |
| Ticket Number: 0000115987 | 05/02/2005       | Help--Virus's  |
| Ticket Number: 0000115908 | 05/01/2005       | Blackboard File Exchange Download Problem                          |
| Ticket Number: 0000116447 | 05/10/2005       | [Fwd: Your Email Account is Suspended For Security Reasons]        |
| Ticket Number: 0000116124 | 05/04/2005       | Reset Computer Accounts for Teachers with CHE                      |
| Ticket Number: 0000116021 | 05/03/2005       | Activate Matthias Cinyabuguma                                      |
| Ticket Number: 0000115999 | 05/03/2005       | Customer needs HP reflections account                              |

| <u>myo</u>     | <u>Resolved</u> | <u>Create</u><br><u>Date</u> | <u>Short Description</u>                                    |
|----------------|-----------------|------------------------------|---|
|                |                 | <u>Total:</u> 221            |   |
|                |                 | <u>Total:</u> 20             |   |
| Ticket Number: | 0000117783      | 05/31/2005                   | 2:00 pm phonemail; no new messages;                         |
| Ticket Number: | 0000117625      | 05/27/2005                   | opening phonemail - 5.27                                    |
| Ticket Number: | 0000117623      | 05/27/2005                   | Work Order Request-trouble logging into ssh                 |
| Ticket Number: | 0000117648      | 05/27/2005                   | 5/27 11am phonemail no msges                                |
| Ticket Number: | 0000117709      | 05/30/2005                   | 5/30/2005: opening checklist                                |
| Ticket Number: | 0000117714      | 05/30/2005                   | Work Order Request  |
| Ticket Number: | 0000117717      | 05/30/2005                   | 5/30 2pm phone mail check.                                  |
| Ticket Number: | 0000117727      | 05/31/2005                   | 5/31/2005: opening checklist                                |
| Ticket Number: | 0000117718      | 05/30/2005                   | Work Order Request-having trouble using ftp                 |
| Ticket Number: | 0000117716      | 05/30/2005                   | 5/30 all tapes changed.                                     |
| Ticket Number: | 0000117715      | 05/30/2005                   | Phonemail 11:00 AM; No new messages                         |
| Ticket Number: | 0000117686      | 05/28/2005                   | Tape Changes, Saturday 5/28                                 |
| Ticket Number: | 0000117657      | 05/27/2005                   | 5/27 tapes changed.   |
| Ticket Number: | 0000117582      | 05/26/2005                   | SAS 9.0 for Windows license file                            |
| Ticket Number: | 0000116904      | 05/17/2005                   | Listproc mail error notification                            |
| Ticket Number: | 0000117738      | 05/31/2005                   | [Fwd: Your Email Account is Suspended For Security Reasons] |
| Ticket Number: | 0000117775      | 05/31/2005                   | Work Order Request-Need quota increase for mail             |
| Ticket Number: | 0000117788      | 05/31/2005                   | 5/31 all tapes changed.                                     |
| Ticket Number: | 0000117784      | 05/31/2005                   | FTP to Web space  |
| Ticket Number: | 0000117749      | 05/31/2005                   | 11:00 AM phonemail check; No New Messages;                  |

| <u>Closed</u>             | <u>Create Date</u> | <u>Total:</u> | <u>Short Description</u>                                       |
|---------------------------|--------------------|---------------|--|
|                           |                    | <b>201</b>    |  |
| Ticket Number: 0000117206 | 05/21/2005         |               | sending mail from a local client                               |
| Ticket Number: 0000117755 | 05/31/2005         |               | Fwd: Account Alert   |
| Ticket Number: 0000117710 | 05/30/2005         |               | Editing Digital Photos   |
| Ticket Number: 0000117431 | 05/25/2005         |               | Tape Change 5-25-05  |
| Ticket Number: 0000117430 | 05/25/2005         |               | Vm Check 5-25-05 11.00   |
| Ticket Number: 0000117399 | 05/25/2005         |               | Work Order Request-Composed long email and now its gone        |
| Ticket Number: 0000117375 | 05/24/2005         |               | Checklist 5-24-05 14.00  |
| Ticket Number: 0000117374 | 05/24/2005         |               | Labcheck 5-24-05 14.00   |
| Ticket Number: 0000117385 | 05/24/2005         |               | VM check 5-24-05 17.00   |
| Ticket Number: 0000117339 | 05/24/2005         |               | labs opening 5.24  |
| Ticket Number: 0000117328 | 05/24/2005         |               | request  |
| Ticket Number: 0000117316 | 05/23/2005         |               | labcheck 5-23-05 23.00   |
| Ticket Number: 0000117264 | 05/23/2005         |               | Phonemail check at 11am on 5/23/05                             |
| Ticket Number: 0000117261 | 05/23/2005         |               | Re: QUOTA WARNING for your myUMBC account                      |
| Ticket Number: 0000117260 | 05/23/2005         |               | 5/23/2005: opening checklist                                   |
| Ticket Number: 0000117226 | 05/22/2005         |               | opening lab check 5-22 11:30 a.m.                              |
| Ticket Number: 0000117221 | 05/22/2005         |               | 8:00/11:00 lab check 5/22                                      |
| Ticket Number: 0000117210 | 05/21/2005         |               | 5/21/05 11:00am phone mail check                               |
| Ticket Number: 0000117632 | 05/27/2005         |               | re:  |
| Ticket Number: 0000117601 | 05/26/2005         |               | VM Check 5-26-05 17.00   |
| Ticket Number: 0000117596 | 05/26/2005         |               | Notice:***Your email account will be suspended***              |
| Ticket Number: 0000117584 | 05/26/2005         |               | Labcheck 5-26-05 14.00   |
| Ticket Number: 0000117583 | 05/26/2005         |               | 2:00pm phone mail check no msges.                              |
| Ticket Number: 0000117578 | 05/26/2005         |               | verify an email message - legit?                               |
| Ticket Number: 0000117564 | 05/26/2005         |               | Phonemail 11:00 AM No New Messages;                            |
| Ticket Number: 0000117563 | 05/26/2005         |               | Quota?   |
| Ticket Number: 0000117534 | 05/26/2005         |               | 5/26/2005: opening checklist                                   |
| Ticket Number: 0000117531 | 05/26/2005         |               | opening phonemail 5.26   |
| Ticket Number: 0000117518 | 05/25/2005         |               | 5:00pm phone mail check no msges.                              |
| Ticket Number: 0000117517 | 05/25/2005         |               | 2:00 pm phone mail check no msges.                             |
| Ticket Number: 0000117509 | 05/25/2005         |               | request  |
| Ticket Number: 0000117497 | 05/25/2005         |               | No new messages; Phonemail Check 2:00 PM;                      |
| Ticket Number: 0000117485 | 05/25/2005         |               | Work Order Request-Email stopped working                       |
| Ticket Number: 0000117477 | 05/25/2005         |               | Please activate Margaret Simon                                 |
| Ticket Number: 0000117345 | 05/24/2005         |               | No new messages; 11 AM Phonemail check;                        |
| Ticket Number: 0000117343 | 05/24/2005         |               | webmail account  |
| Ticket Number: 0000117341 | 05/24/2005         |               | 5/24 phone mail check, no msges.                               |
| Ticket Number: 0000117213 | 05/21/2005         |               | 5/21/05 2:00pm phone mail check                                |
| Ticket Number: 0000117217 | 05/21/2005         |               | 5/21/05 phone mail check                                       |
| Ticket Number: 0000117212 | 05/21/2005         |               | 5/21/05 2:00pm lab check                                       |
| Ticket Number: 0000116682 | 05/12/2005         |               | firewall and quicktime streaming?                              |
| Ticket Number: 0000116686 | 05/13/2005         |               | FW: Company Poised to triple                                   |
| Ticket Number: 0000116690 | 05/13/2005         |               | virus question   |
| Ticket Number: 0000116697 | 05/13/2005         |               | disk quota warning   |
| Ticket Number: 0000117140 | 05/20/2005         |               | Verify Your Account Balances !                                 |
| Ticket Number: 0000117138 | 05/20/2005         |               | Disk Usage   |
| Ticket Number: 0000117280 | 05/23/2005         |               | User needs quota increase                                      |
| Ticket Number: 0000117156 | 05/20/2005         |               | Re: QUOTA WARNING for your myUMBC account                      |
| Ticket Number: 0000117119 | 05/19/2005         |               | Checklist 5-19-05 14.00  |
| Ticket Number: 0000117118 | 05/19/2005         |               | Labcheck 5-19-05 14.00   |
| Ticket Number: 0000117113 | 05/19/2005         |               | Vm check 5-19-05 14.00   |
| Ticket Number: 0000117090 | 05/19/2005         |               | 5/19 11am. no msges.   |
| Ticket Number: 0000117089 | 05/19/2005         |               | opening tasks 5/19   |
| Ticket Number: 0000117179 | 05/20/2005         |               | User needs a standard quota increase for her mail; ext. 52442; |

|                | <u>Create</u> | <u>Date</u> | <u>Short Description</u>                              |
|----------------|---------------|-------------|---|
| Ticket Number: | 0000117175    | 05/20/2005  | 11am Phonemail check 5/20                             |
| Ticket Number: | 0000117174    | 05/20/2005  | Additional Disk Usage Space                           |
| Ticket Number: | 0000117159    | 05/20/2005  | 5/20/05: HD Tape Change                               |
| Ticket Number: | 0000117155    | 05/20/2005  | Re: QUOTA WARNING for your myUMBC account             |
| Ticket Number: | 0000117153    | 05/20/2005  | User needs quota increase                             |
| Ticket Number: | 0000117151    | 05/20/2005  | quota increase  |
| Ticket Number: | 0000117149    | 05/20/2005  | Re: QUOTA WARNING for your myUMBC account             |
| Ticket Number: | 0000117143    | 05/20/2005  | opening phonemail 5.20.05                             |
| Ticket Number: | 0000117060    | 05/19/2005  | Lab closing 5/19/05 12am                              |
| Ticket Number: | 0000117054    | 05/18/2005  | Phonemail; 5 pm; no new messages;                     |
| Ticket Number: | 0000117035    | 05/18/2005  | Labcheck Afternoon;                                   |
| Ticket Number: | 0000117029    | 05/18/2005  | No New Messages; Phonemail; 2:00pm                    |
| Ticket Number: | 0000117007    | 05/18/2005  | VM Check 5-18-05 11.00                                |
| Ticket Number: | 0000117013    | 05/18/2005  | Tape change for 5-18-05                               |
| Ticket Number: | 0000117318    | 05/24/2005  | Checklist 5-24-05 0.00                                |
| Ticket Number: | 0000117317    | 05/24/2005  | VM check 5-23-05 23.59                                |
| Ticket Number: | 0000116955    | 05/17/2005  | [Fwd: Re: NOTICE:***YOUR EMAIL ACCOUNT WILL BE SUSPEN |
| Ticket Number: | 0000116951    | 05/17/2005  | request   |
| Ticket Number: | 0000116926    | 05/17/2005  | Work Order Request-Forgot my email password           |
| Ticket Number: | 0000116922    | 05/17/2005  | Matlab installation on Windows XP Home PC             |
| Ticket Number: | 0000116914    | 05/17/2005  | Phonemail check; 11:00AM; 1 new message;              |
| Ticket Number: | 0000116913    | 05/17/2005  | Webmail Problem                                       |
| Ticket Number: | 0000116899    | 05/17/2005  | reporting spam/virus                                  |
| Ticket Number: | 0000117305    | 05/23/2005  | 2:00pm phone mail check 5/23 no msges.                |
| Ticket Number: | 0000116885    | 05/17/2005  | 05/17/2005: opening tasks - phone mail                |
| Ticket Number: | 0000116882    | 05/17/2005  | opening tasks - labs                                  |
| Ticket Number: | 0000116849    | 05/16/2005  | 2 pm Phonemail Check; No New messages;                |
| Ticket Number: | 0000116830    | 05/16/2005  | Phonemail Check 11:00AM; 1 new message;               |
| Ticket Number: | 0000116816    | 05/16/2005  | request   |
| Ticket Number: | 0000116777    | 05/15/2005  | changing e-mail address/login?                        |
| Ticket Number: | 0000116773    | 05/15/2005  | opening 5-15-05 11:30 a.m.                            |
| Ticket Number: | 0000116771    | 05/15/2005  | 8/11:00 Lab Check 5/14                                |
| Ticket Number: | 0000116766    | 05/14/2005  | 5/14/05 5:00pm phone mail check                       |
| Ticket Number: | 0000116764    | 05/14/2005  | 5/14/05 2:00pm phone mail check                       |
| Ticket Number: | 0000116763    | 05/14/2005  | 5/14/05 2:00pm lab check                              |
| Ticket Number: | 0000116758    | 05/13/2005  | Lab Check 5/13/05 8 p.m.                              |
| Ticket Number: | 0000116727    | 05/13/2005  | quota increase  |
| Ticket Number: | 0000116709    | 05/13/2005  | quota increase  |
| Ticket Number: | 0000116689    | 05/13/2005  | opening phonemail, 5.13                               |
| Ticket Number: | 0000117395    | 05/24/2005  | Labcheck 5-24-05 23.00                                |
| Ticket Number: | 0000117396    | 05/25/2005  | Checklist 5-25-05 0.00                                |
| Ticket Number: | 0000117389    | 05/24/2005  | labcheck 5-24-05 20.00                                |
| Ticket Number: | 0000117144    | 05/20/2005  | labs opened - 5.20                                    |
| Ticket Number: | 0000117286    | 05/23/2005  | disk quota  |
| Ticket Number: | 0000115955    | 05/02/2005  | Yun Kim's invitation                                  |
| Ticket Number: | 0000115954    | 05/02/2005  | Login issues in library                               |
| Ticket Number: | 0000116249    | 05/05/2005  | web page  |
| Ticket Number: | 0000115950    | 05/02/2005  | [Fwd: ] passwd change                                 |
| Ticket Number: | 0000116341    | 05/08/2005  | FW: Email Account Suspension                          |
| Ticket Number: | 0000115930    | 05/02/2005  | No New Messages; May 2nd, 2005; 11:00 AM;             |
| Ticket Number: | 0000116722    | 05/13/2005  | quota increase  |
| Ticket Number: | 0000116721    | 05/13/2005  | No new messages;Phonemail Check; 11:00AM              |
| Ticket Number: | 0000116150    | 05/04/2005  | request   |
| Ticket Number: | 0000116586    | 05/11/2005  | Phonemail 2:00 pm; 3 new messages;                    |
| Ticket Number: | 0000116410    | 05/09/2005  | Important Information about Your Home Banking Profile |

|                | <u>Create</u> | <u>Date</u> | <u>Short Description</u>   |
|----------------|---------------|-------------|--|
| Ticket Number: | 0000115916    | 05/02/2005  | Checklist 5-2-05 7.30  |
| Ticket Number: | 0000115915    | 05/02/2005  | Labcheck 5-2-05 6.30   |
| Ticket Number: | 0000116211    | 05/05/2005  | quota increase request   |
| Ticket Number: | 0000116208    | 05/05/2005  | Tape change for 5/5 - Thursday   |
| Ticket Number: | 0000116206    | 05/05/2005  | Work Order Request-In remedy do not have write access                    |
| Ticket Number: | 0000116202    | 05/05/2005  | No New Messages; 11:00 AM; Phonemail;                                    |
| Ticket Number: | 0000116178    | 05/05/2005  | ITE 238 - problem starting afs   |
| Ticket Number: | 0000116170    | 05/05/2005  | 6:30 Lab Check 5/5   |
| Ticket Number: | 0000116145    | 05/04/2005  | Another little tiny spot of coverage                                     |
| Ticket Number: | 0000116142    | 05/04/2005  | User reset his machine today and when he tried to log back into novell   |
| Ticket Number: | 0000116139    | 05/04/2005  | User needs a quota webmail increase for work faculty purposes; ext. 5    |
| Ticket Number: | 0000116136    | 05/04/2005  | No subject   |
| Ticket Number: | 0000116615    | 05/12/2005  | 6:30 Lab Check 5/12/2005   |
| Ticket Number: | 0000116516    | 05/10/2005  | Work Order Request-More quota for elan1                                  |
| Ticket Number: | 0000116111    | 05/04/2005  | Set up Outlook   |
| Ticket Number: | 0000116517    | 05/10/2005  | 5/10 - 4 voicemails for 5pm check  |
| Ticket Number: | 0000116055    | 05/03/2005  | dfuller Novell account   |
| Ticket Number: | 0000116053    | 05/03/2005  | quota increase request   |
| Ticket Number: | 0000116052    | 05/03/2005  | Work Order Request-Need larger disk quota                                |
| Ticket Number: | 0000116051    | 05/03/2005  | Username cwane needs a webmail quota increase (another faculty) te       |
| Ticket Number: | 0000116049    | 05/03/2005  | Checklist 5-3-05 14.00   |
| Ticket Number: | 0000116047    | 05/03/2005  | VM Check 5-3-05 14.00  |
| Ticket Number: | 0000116046    | 05/03/2005  | Labcheck 5-3-05 14.00  |
| Ticket Number: | 0000116029    | 05/03/2005  | Has this been resolved?  |
| Ticket Number: | 0000116025    | 05/03/2005  | Work Order Request-Increase quota - temporary                            |
| Ticket Number: | 0000116024    | 05/03/2005  | Work Order Request-  |
| Ticket Number: | 0000116020    | 05/03/2005  | disk space   |
| Ticket Number: | 0000116013    | 05/03/2005  | User needs temporary mail quota increase for faculty reasons; ext. 52    |
| Ticket Number: | 0000116011    | 05/03/2005  | User needs a standard quota increase for webmail; ext. 53857; Room U     |
| Ticket Number: | 0000116008    | 05/03/2005  | Work Order Request-Need help w/listproc process                          |
| Ticket Number: | 0000116248    | 05/05/2005  | S P R I N G I N T O S A V I N G S S A L E                                |
| Ticket Number: | 0000115990    | 05/03/2005  | 05/03/2005: Opening checklist  |
| Ticket Number: | 0000115989    | 05/03/2005  | Checklist 5-3-05 0.00  |
| Ticket Number: | 0000115988    | 05/02/2005  | Labcheck 5-2-05 23.00  |
| Ticket Number: | 0000116015    | 05/03/2005  | 2 new messages; May 03, 2005; Phonemail check;                           |
| Ticket Number: | 0000115986    | 05/02/2005  | Work Order Request-Mailbox full  |
| Ticket Number: | 0000115979    | 05/02/2005  | Office needs an email address created for scanner                        |
| Ticket Number: | 0000115977    | 05/02/2005  | Work Order Request-Not able to install vpn                               |
| Ticket Number: | 0000115969    | 05/02/2005  | Network printing problems  |
| Ticket Number: | 0000115947    | 05/02/2005  | quota  |
| Ticket Number: | 0000115918    | 05/02/2005  | cleanup account  |
| Ticket Number: | 0000115914    | 05/02/2005  | Labcheck 5-2-05 3.00   |
| Ticket Number: | 0000116152    | 05/04/2005  | ext. 51330; Room Coomons 2B15;   |
| Ticket Number: | 0000117136    | 05/19/2005  | Suspension emails  |
| Ticket Number: | 0000116938    | 05/17/2005  | Checklist 5-17-05 14.00  |
| Ticket Number: | 0000116936    | 05/17/2005  | Labcheck 5-17-05 14.00   |
| Ticket Number: | 0000116236    | 05/05/2005  | Returned mail: see transcript for details (fwd)                          |
| Ticket Number: | 0000116237    | 05/05/2005  | Returned mail: see transcript for details (fwd)                          |
| Ticket Number: | 0000116250    | 05/05/2005  | Delivery Status Notification (Delay) (fwd)                               |
| Ticket Number: | 0000116616    | 05/12/2005  | opening phone mail 5.12  |
| Ticket Number: | 0000116582    | 05/11/2005  | 5/11 all tapes changed for today. Tim will call to change his out later. |
| Ticket Number: | 0000116574    | 05/11/2005  | 1 New Message; 11:00 AM Phonemail check;                                 |
| Ticket Number: | 0000116548    | 05/11/2005  | E-mail disk usage and increased spam                                     |
| Ticket Number: | 0000116478    | 05/10/2005  | [Fwd: Authentication errors]   |
| Ticket Number: | 0000116477    | 05/10/2005  | Notice:***Your email account will be suspended***                        |

|                | <u>Create</u> | <u>Date</u> | <u>Short Description</u>                                    |
|----------------|---------------|-------------|---|
| Ticket Number: | 0000116476    | 05/10/2005  | *IMPORTANT* Your Account Has Been Locked                    |
| Ticket Number: | 0000116473    | 05/10/2005  | Blocking addresses  |
| Ticket Number: | 0000116495    | 05/10/2005  | Labcheck 5-10-05 14.00                                      |
| Ticket Number: | 0000117371    | 05/24/2005  | 2 pm Phonemail check; No new messages;                      |
| Ticket Number: | 0000116760    | 05/14/2005  | 5/14/05 11:00am phone mail check                            |
| Ticket Number: | 0000116465    | 05/10/2005  | [Fwd: NOTICE:***YOUR EMAIL ACCOUNT WILL BE SUSPENDE         |
| Ticket Number: | 0000116356    | 05/09/2005  | Email Quota Increase Request                                |
| Ticket Number: | 0000117063    | 05/19/2005  | opening phone mail 5.19                                     |
| Ticket Number: | 0000116668    | 05/12/2005  | Labcheck 5-12-05 14.00                                      |
| Ticket Number: | 0000116664    | 05/12/2005  | 5/12 2:00pm phone mail. no msges.                           |
| Ticket Number: | 0000116653    | 05/12/2005  | quota increase request for username 'speccoll'              |
| Ticket Number: | 0000116652    | 05/12/2005  | 1 New Message; Phonemail;                                   |
| Ticket Number: | 0000116500    | 05/10/2005  | Checklist 5-10-05 14.00                                     |
| Ticket Number: | 0000116497    | 05/10/2005  | VM check 5-10-05 14.00                                      |
| Ticket Number: | 0000116483    | 05/10/2005  | 6 New messages; 11:00AM Phonemail Check;                    |
| Ticket Number: | 0000116481    | 05/10/2005  | [Fwd: Your Email Account is Suspended For Security Reasons] |
| Ticket Number: | 0000116704    | 05/13/2005  | quota increase  |
| Ticket Number: | 0000116348    | 05/09/2005  | VM Check 5-9-05 3.00  |
| Ticket Number: | 0000116347    | 05/09/2005  | labcheck 5-9-05 3.00  |
| Ticket Number: | 0000116345    | 05/09/2005  | Quota Increase Request                                      |
| Ticket Number: | 0000116337    | 05/08/2005  | increase disk quota request                                 |
| Ticket Number: | 0000116335    | 05/08/2005  | Mass spam: [Fwd: Earnings-Alert]                            |
| Ticket Number: | 0000116331    | 05/08/2005  | quota   |
| Ticket Number: | 0000116327    | 05/07/2005  | A few questions   |
| Ticket Number: | 0000116386    | 05/09/2005  | spam  |
| Ticket Number: | 0000116383    | 05/09/2005  | Re: QUOTA WARNING for your myUMBC account                   |
| Ticket Number: | 0000116382    | 05/09/2005  | Mailbox full.please adjust quota                            |
| Ticket Number: | 0000116380    | 05/09/2005  | Work Order Request-Need S drive quota increased             |
| Ticket Number: | 0000116873    | 05/16/2005  | [Fwd: S.O.S. Kiez! Polizei schlaegt Alarm]                  |
| Ticket Number: | 0000116874    | 05/16/2005  | Labcheck 5-16-05 23.00                                      |
| Ticket Number: | 0000116875    | 05/17/2005  | Checklist 5-17-05 0.00                                      |
| Ticket Number: | 0000116851    | 05/16/2005  | lab check 2 p.m. 5-16-05                                    |
| Ticket Number: | 0000116852    | 05/16/2005  | Rosiland Wilkes needs her email quota increased.            |
| Ticket Number: | 0000116283    | 05/06/2005  | User needs more webspace for ENGL 391 project               |
| Ticket Number: | 0000116269    | 05/06/2005  | opening phonemail 5.6.05                                    |
| Ticket Number: | 0000116267    | 05/06/2005  | No subject  |
| Ticket Number: | 0000116251    | 05/05/2005  | Delivery Status Notification (Delay) (fwd)                  |

**pzeafol**

Total: **12**

**Resolved**

Total: **6**

|                |            |            |                |
|----------------|------------|------------|----------------|
| Ticket Number: | 0000117769 | 05/31/2005 | password reset |
| Ticket Number: | 0000117771 | 05/31/2005 | password reset |
| Ticket Number: | 0000117777 | 05/31/2005 | password reset |
| Ticket Number: | 0000117808 | 05/31/2005 | password reset |
| Ticket Number: | 0000117787 | 05/31/2005 | sas 9 loan     |
| Ticket Number: | 0000117776 | 05/31/2005 | password reset |

**Closed**

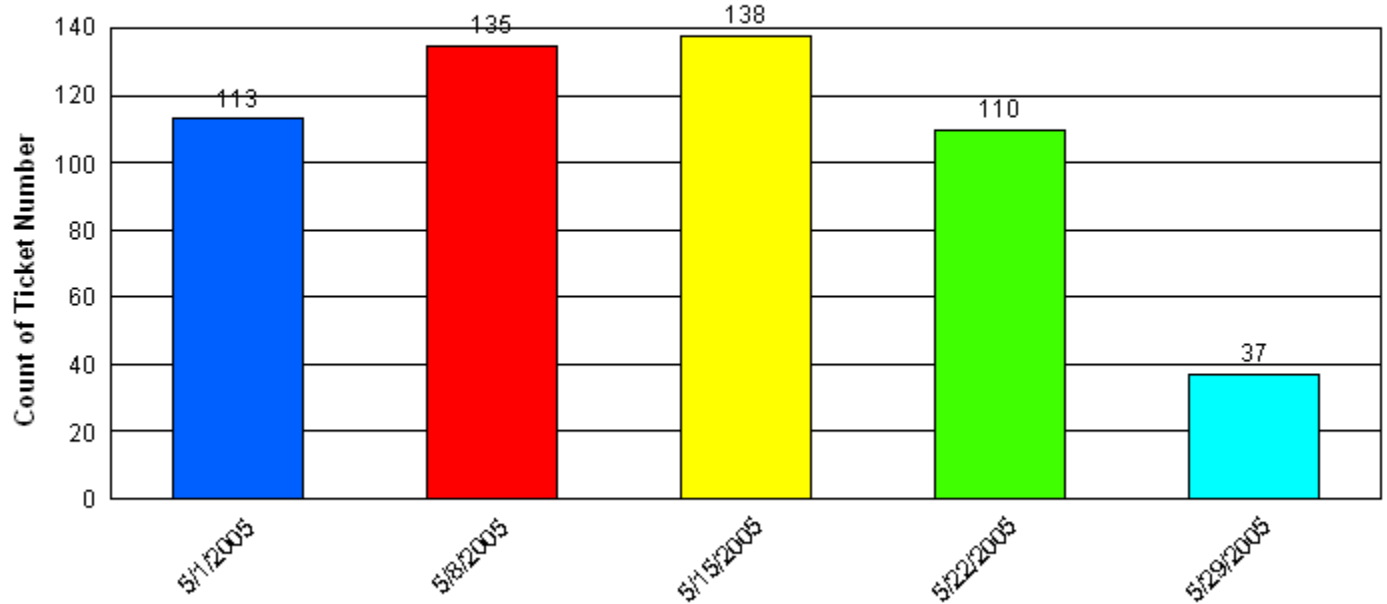
Total: **6**

|                |            |            |   |
|----------------|------------|------------|---|
| Ticket Number: | 0000117434 | 05/25/2005 | password reset                                |
| Ticket Number: | 0000117082 | 05/19/2005 | password reset                                |
| Ticket Number: | 0000116717 | 05/13/2005 | password reset                                |
| Ticket Number: | 0000116716 | 05/13/2005 | password reset                                |
| Ticket Number: | 0000116551 | 05/11/2005 | Reset Intrusion Alert for Customer            |
| Ticket Number: | 0000115937 | 05/02/2005 | 5/2 spss 12 check out. due back 5/3 sometime. |

| <b>rkhalil1</b> |            | <u>Create</u>   | <u>Short Description</u>                    |
|-----------------|------------|-----------------|---|
| <b>Closed</b>   |            | <u>Date</u>     |   |
|                 |            | <b>Total: 4</b> |   |
| Ticket Number:  | 0000116321 | 05/07/2005      | Checkout of SAS 9.1.2                       |
| Ticket Number:  | 0000116742 | 05/13/2005      | SPSS version 12 due back monday 16th        |
| Ticket Number:  | 0000117198 | 05/20/2005      | CD Checkout 5-20-05 SPSS v 12 and SAS 9.1.2 |
| Ticket Number:  | 0000116905 | 05/17/2005      | Problems printing to networked printer      |

## Count of Ticket Number / Create Date

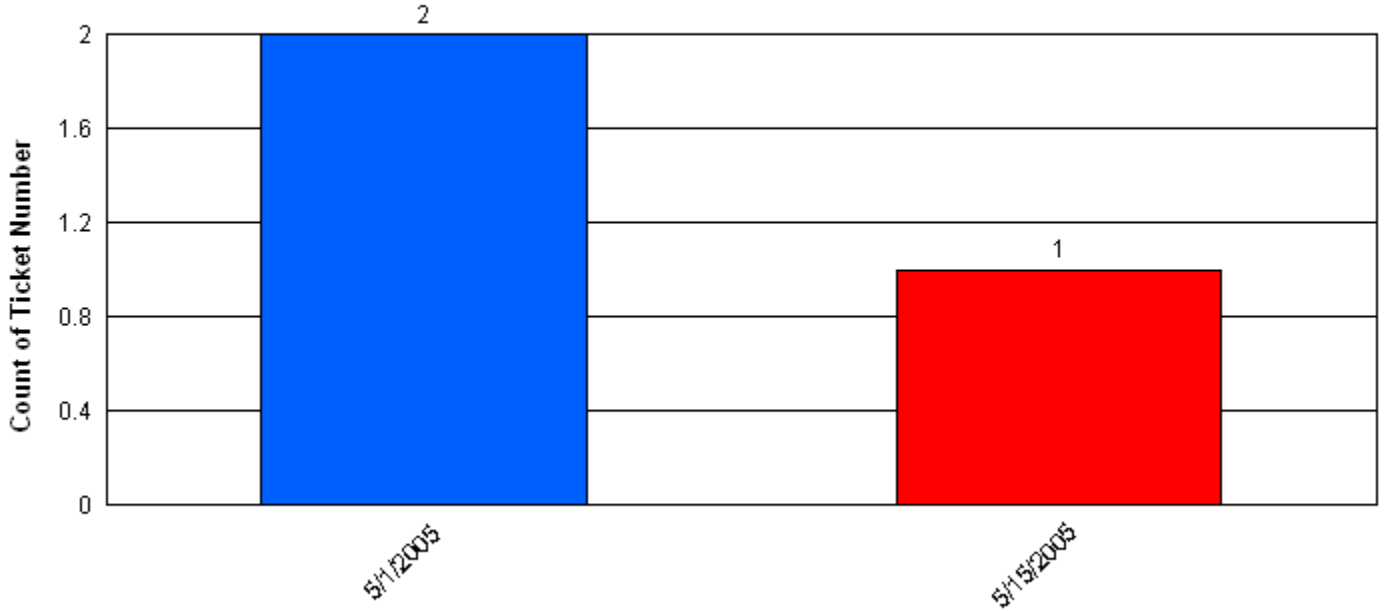
For Helpdesk



| Human Resources           | Total:          | Create Date | Short Description                                |
|---------------------------|-----------------|-------------|--|
| <b>mcnamara</b>           | <b>3</b>        |             |  |
| <b>Closed</b>             | <b>Total: 2</b> |             |  |
| Ticket Number: 0000116065 |                 | 05/03/2005  | Employees with No Active Primary Job in PSFT     |
| Ticket Number: 0000116066 |                 | 05/03/2005  | Faculty Rank not consistent with Jobcode in PSFT |
| <b>rsanders</b>           | <b>Total: 1</b> |             |  |
| <b>Closed</b>             | <b>Total: 1</b> |             |  |
| Ticket Number: 0000117000 |                 | 05/18/2005  | Summer PID Form                                  |

## Count of Ticket Number / Create Date

For Human Resources



|                 |               | <u>Create</u> | <u>Short Description</u>  |
|-----------------|---------------|---------------|---|
| <b>LAN</b>      | <b>Total:</b> | <b>Date</b>   |   |
|                 |               | <b>74</b>     |   |
| <b>jesse</b>    |               | <b>Total:</b> | <b>42</b>   |
| <b>Resolved</b> |               | <b>Total:</b> | <b>2</b>  |
| Ticket Number:  | 0000117732    | 05/31/2005    | Novell Share Increase -- please expedite.                               |
| Ticket Number:  | 0000117740    | 05/31/2005    | increase I drive quota  |
| <b>Closed</b>   |               | <b>Total:</b> | <b>40</b>   |
| Ticket Number:  | 0000117384    | 05/24/2005    | OIT P:\ Drive filled.   |
| Ticket Number:  | 0000117420    | 05/25/2005    | Remove Specified Novell Groups from Ann Byron's Novell Account          |
| Ticket Number:  | 0000117500    | 05/25/2005    | User Ehinke needs network files transferred to user Bunche; ext. 53651  |
| Ticket Number:  | 0000117499    | 05/25/2005    | Re: ion.ad, account creation  |
| Ticket Number:  | 0000117483    | 05/25/2005    | User needs a password reset on his novell client; showed picture ID; e  |
| Ticket Number:  | 0000117324    | 05/24/2005    | novell account  |
| Ticket Number:  | 0000117353    | 05/24/2005    | ext. 52991; User needs to have a Novell account set up;                 |
| Ticket Number:  | 0000117372    | 05/24/2005    | Need to have Darryl Del Pino's (username 'darryl') Novell password r    |
| Ticket Number:  | 0000117380    | 05/24/2005    | User needs novell account for english department.                       |
| Ticket Number:  | 0000116845    | 05/16/2005    | Mac user needs to access Novell   |
| Ticket Number:  | 0000116748    | 05/13/2005    | User needs his I drive size increased so he can back up files           |
| Ticket Number:  | 0000116792    | 05/16/2005    | Calendar account  |
| Ticket Number:  | 0000116855    | 05/16/2005    | request   |
| Ticket Number:  | 0000117030    | 05/18/2005    | Work Order Request-Access to I drive needed                             |
| Ticket Number:  | 0000117083    | 05/19/2005    | quota increase for novell dept. drive.                                  |
| Ticket Number:  | 0000117180    | 05/20/2005    | Novell shared drive file locked   |
| Ticket Number:  | 0000117107    | 05/19/2005    | User needs novell account for dept OIA.                                 |
| Ticket Number:  | 0000117079    | 05/19/2005    | Novell permissions  |
| Ticket Number:  | 0000117017    | 05/18/2005    | User needs novell account for dept physical plant, context shops.       |
| Ticket Number:  | 0000117394    | 05/24/2005    | Please up the quota on the P drive                                      |
| Ticket Number:  | 0000116903    | 05/17/2005    | OIA departmental drive quota  |
| Ticket Number:  | 0000117364    | 05/24/2005    | request for account a new Novell account                                |
| Ticket Number:  | 0000116736    | 05/13/2005    | User needs a Novell account to access I drive                           |
| Ticket Number:  | 0000117289    | 05/23/2005    | Username : hodnett needs to have his novell account password reset; e   |
| Ticket Number:  | 0000116162    | 05/04/2005    | novell print queue setup with floater IP address                        |
| Ticket Number:  | 0000116048    | 05/03/2005    | User reports I:/sjponumbclan_shared_pool_server/shared/dept is full     |
| Ticket Number:  | 0000116625    | 05/12/2005    | Active Directory access?  |
| Ticket Number:  | 0000115917    | 05/02/2005    | Novell Login Error Message  |
| Ticket Number:  | 0000116959    | 05/17/2005    | Novell/AD account needed for "darryl" hr tech team/bus sys group        |
| Ticket Number:  | 0000116376    | 05/09/2005    | novell.umbc.edu timing out  |
| Ticket Number:  | 0000116423    | 05/09/2005    | User is a part time fac that needs novell account under context sociolo |
| Ticket Number:  | 0000116340    | 05/08/2005    | Problem with Novell site  |
| Ticket Number:  | 0000116247    | 05/05/2005    | Novell.umbc.edu does not come up on the web                             |
| Ticket Number:  | 0000116393    | 05/09/2005    | network printer   |
| Ticket Number:  | 0000116424    | 05/09/2005    | access to global drive at Physical Plant                                |
| Ticket Number:  | 0000116676    | 05/12/2005    | Needs access to department printers                                     |
| Ticket Number:  | 0000116675    | 05/12/2005    | Customer needs novell password reset                                    |
| Ticket Number:  | 0000116643    | 05/12/2005    | Reset novell/ad passwords   |
| Ticket Number:  | 0000116511    | 05/10/2005    | Work Order Request  |
| Ticket Number:  | 0000116670    | 05/12/2005    | Work Order Request  |

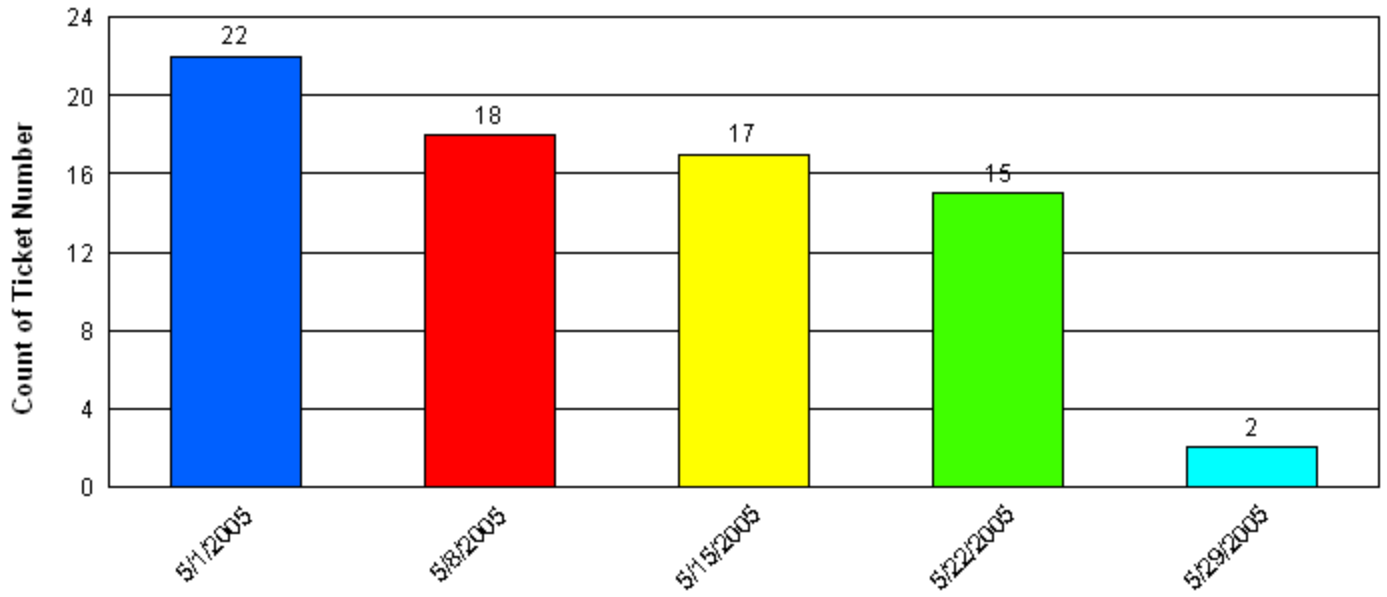
|                       |                   | <u>Create</u>     |   |
|-----------------------|-------------------|-------------------|---|
|                       |                   | <u>Date</u>       |   |
| <b>vladimir</b>       |                   | <u>Total:</u>     | <b>32</b>   |
| <b>Closed</b>         |                   | <u>Total:</u>     | <b>32</b>   |
| <u>Ticket Number:</u> | <u>0000116239</u> | <u>05/05/2005</u> | <u>Drivers for new copier do not install</u>                                    |
| <u>Ticket Number:</u> | <u>0000116245</u> | <u>05/05/2005</u> | <u>Novell Account Creation</u>  |
| <u>Ticket Number:</u> | <u>0000116266</u> | <u>05/06/2005</u> | <u>Requested access to I drive, create novell account?</u>                      |
| <u>Ticket Number:</u> | <u>0000116460</u> | <u>05/10/2005</u> | <u>help</u>   |
| <u>Ticket Number:</u> | <u>0000116590</u> | <u>05/11/2005</u> | <u>User needs novell printer psyc_1300N added to his account to be able</u>     |
| <u>Ticket Number:</u> | <u>0000116411</u> | <u>05/09/2005</u> | <u>Chem549: Set jack to printer vlan &amp; assign an IP to a printer</u>        |
| <u>Ticket Number:</u> | <u>0000116419</u> | <u>05/09/2005</u> | <u>please create a novell print queue for a new printer</u>                     |
| <u>Ticket Number:</u> | <u>0000117503</u> | <u>05/25/2005</u> | <u>ext. 53531; Room 325 ITE; User needs network H drive quota increas</u>       |
| <u>Ticket Number:</u> | <u>0000116031</u> | <u>05/03/2005</u> | <u>create a new novell print queue</u>  |
| <u>Ticket Number:</u> | <u>0000116050</u> | <u>05/03/2005</u> | <u>Novell drive has run out of space, please increase quota</u>                 |
| <u>Ticket Number:</u> | <u>0000116210</u> | <u>05/05/2005</u> | <u>Xerox - copy scanner ACIV Room 316</u>                                       |
| <u>Ticket Number:</u> | <u>0000116203</u> | <u>05/05/2005</u> | <u>User: nichols1 needs novell account for dept University Health Servic</u>    |
| <u>Ticket Number:</u> | <u>0000116198</u> | <u>05/05/2005</u> | <u>Access to I Drive</u>  |
| <u>Ticket Number:</u> | <u>0000116188</u> | <u>05/05/2005</u> | <u>AD password reset</u>  |
| <u>Ticket Number:</u> | <u>0000116103</u> | <u>05/04/2005</u> | <u>Novell account needs created</u>   |
| <u>Ticket Number:</u> | <u>0000116068</u> | <u>05/03/2005</u> | <u>FA105: Setup a new print queue for an HP LaserJet 4050N</u>                  |
| <u>Ticket Number:</u> | <u>0000116044</u> | <u>05/03/2005</u> | <u>request for creation of a Novell account</u>                                 |
| <u>Ticket Number:</u> | <u>0000116038</u> | <u>05/03/2005</u> | <u>Cancel Accounts</u>  |
| <u>Ticket Number:</u> | <u>0000116027</u> | <u>05/03/2005</u> | <u>Rachel Ward needs a Novell account.</u>                                      |
| <u>Ticket Number:</u> | <u>0000115934</u> | <u>05/02/2005</u> | <u>Additional Novell/AD login access</u>  |
| <u>Ticket Number:</u> | <u>0000115975</u> | <u>05/02/2005</u> | <u>biology network access</u>   |
| <u>Ticket Number:</u> | <u>0000115978</u> | <u>05/02/2005</u> | <u>User requests Novell password reset</u>                                      |
| <u>Ticket Number:</u> | <u>0000115938</u> | <u>05/02/2005</u> | <u>User cannot log into novell using her username and password; ext. 52</u>     |
| <u>Ticket Number:</u> | <u>0000116718</u> | <u>05/13/2005</u> | <u>User would like to recover: i://bursar/escrow/ i://bursar/allowance a</u>    |
| <u>Ticket Number:</u> | <u>0000116822</u> | <u>05/16/2005</u> | <u>Calendar account for new employee TINNEY</u>                                 |
| <u>Ticket Number:</u> | <u>0000117173</u> | <u>05/20/2005</u> | <u>New Hire in Womens Studies needs Novell account</u>                          |
| <u>Ticket Number:</u> | <u>0000117056</u> | <u>05/18/2005</u> | <u>setup network scanning</u>   |
| <u>Ticket Number:</u> | <u>0000116918</u> | <u>05/17/2005</u> | <u>user "tinney" in OIR dept, needs drive access to j:/ oir_vol on 'umbclan</u> |
| <u>Ticket Number:</u> | <u>0000116820</u> | <u>05/16/2005</u> | <u>Novell/AD account needed for new employee</u>                                |
| <u>Ticket Number:</u> | <u>0000116787</u> | <u>05/16/2005</u> | <u>ID: 0000116220</u>   |
| <u>Ticket Number:</u> | <u>0000117488</u> | <u>05/25/2005</u> | <u>Need to make sure novell accounts stay active for consultants</u>            |
| <u>Ticket Number:</u> | <u>0000117514</u> | <u>05/25/2005</u> | <u>H drives need quota increase; Needs a big increase;</u>                      |

Create  
Date

Short Description

## Count of Ticket Number / Create Date

For LAN



| <b>New Media</b>           | <u>Total:</u>    | <u>Create Date</u> | <u>Short Description</u>  |
|----------------------------|------------------|--------------------|---|
| <b>NewMedia:BlackBoard</b> | <b>99</b>        |                    |   |
| <b>Closed</b>              | <b>Total: 1</b>  |                    |   |
| Ticket Number: 0000116562  |                  | 05/11/2005         | Removed course for chem101 but it still show up..   |
| <b>darnold</b>             | <b>Total: 8</b>  |                    |   |
| <b>Resolved</b>            | <b>Total: 1</b>  |                    |   |
| Ticket Number: 0000117303  |                  | 05/23/2005         | Isabel needs new URL's created for the Bursar's Office.   |
| <b>Closed</b>              | <b>Total: 7</b>  |                    |   |
| Ticket Number: 0000117230  |                  | 05/22/2005         | .mp4 streaming file's not playing.  |
| Ticket Number: 0000117641  |                  | 05/27/2005         | Account Alert   |
| Ticket Number: 0000117310  |                  | 05/23/2005         | streaming server links  |
| Ticket Number: 0000116790  |                  | 05/16/2005         | Your email account access is restricted   |
| Ticket Number: 0000117096  |                  | 05/19/2005         | User reported that at <a href="http://scholarseek.lib.umbc.edu/search.asp">http://scholarseek.lib.umbc.edu/search.asp</a> after y |
| Ticket Number: 0000116241  |                  | 05/05/2005         | Web change needed for "departments.html" page.  |
| Ticket Number: 0000116344  |                  | 05/09/2005         | Streaming video site is not loading   |
| <b>ebenson1</b>            | <b>Total: 14</b> |                    |   |
| <b>Resolved</b>            | <b>Total: 13</b> |                    |   |
| Ticket Number: 0000117705  |                  | 05/29/2005         | User has trouble logging into blackboard  |
| Ticket Number: 0000117719  |                  | 05/30/2005         | Blackboard COPY Course: Assign to New Media: Blackboard   |
| Ticket Number: 0000117723  |                  | 05/30/2005         | Blackboard NEW Course: Assign to New Media: Blackboard  |
| Ticket Number: 0000117743  |                  | 05/31/2005         | Blackboard NEW Course: Assign to New Media: Blackboard  |
| Ticket Number: 0000117756  |                  | 05/31/2005         | Blackboard DELETE Course: Assign to New Media: Blackboard   |
| Ticket Number: 0000117789  |                  | 05/31/2005         | add a user to a course  |
| Ticket Number: 0000117814  |                  | 05/31/2005         | Blackboard NEW Course: Assign to New Media: Blackboard  |
| Ticket Number: 0000117807  |                  | 05/31/2005         | Blackboard COPY Course: Assign to New Media: Blackboard   |
| Ticket Number: 0000117804  |                  | 05/31/2005         | Blackboard NEW Course: Assign to New Media: Blackboard  |
| Ticket Number: 0000117781  |                  | 05/31/2005         | Blackboard COPY Course: Assign to New Media: Blackboard   |
| Ticket Number: 0000117780  |                  | 05/31/2005         | Blackboard COPY Course: Assign to New Media: Blackboard   |
| Ticket Number: 0000117770  |                  | 05/31/2005         | FW: Enrolling Students in ELC601  |
| Ticket Number: 0000117757  |                  | 05/31/2005         | FW: add a user?   |
| <b>Closed</b>              | <b>Total: 1</b>  |                    |   |
| Ticket Number: 0000117595  |                  | 05/26/2005         | Your email account access is restricted   |

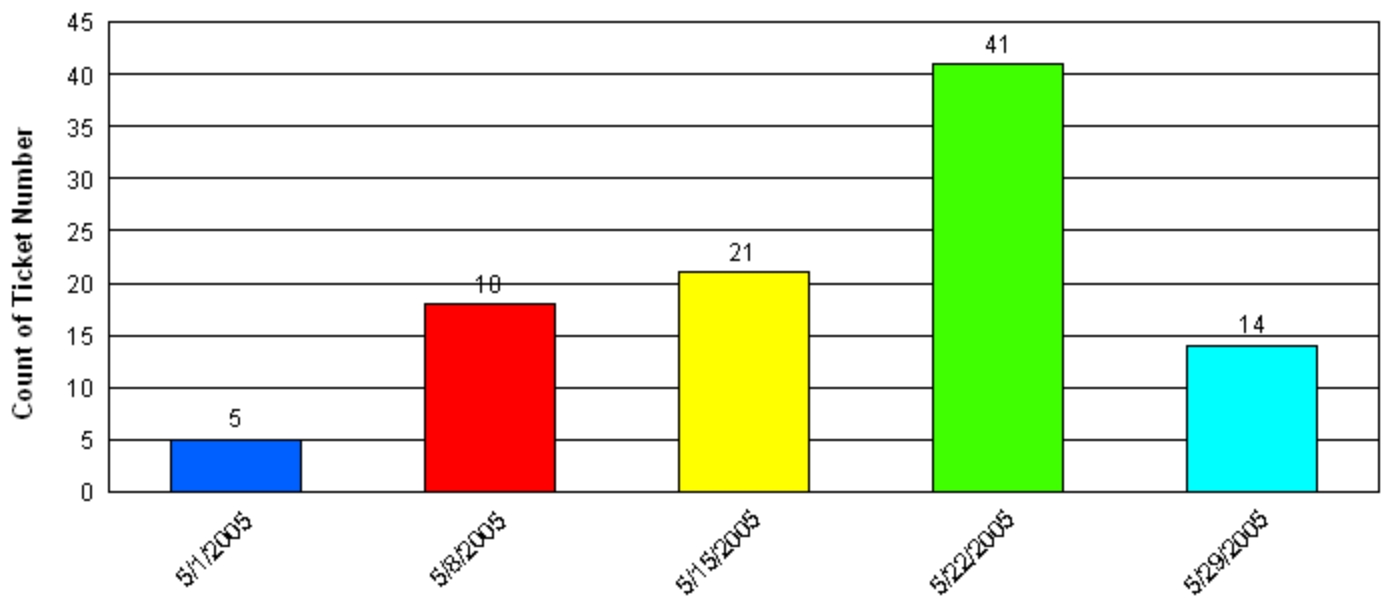
| <b>rarmstro</b> |            | <u>Create</u> | <u>Short Description</u>                                |
|-----------------|------------|---------------|---|
| <b>Resolved</b> |            | <u>Date</u>   |   |
|                 |            | <u>Total:</u> |   |
|                 |            | <u>Total:</u> |   |
| Ticket Number:  | 0000117274 | 05/23/2005    | Blackboard access denied                                |
| Ticket Number:  | 0000117682 | 05/28/2005    | No subject  |
| Ticket Number:  | 0000117690 | 05/28/2005    | Blackboard COPY Course: Assign to New Media: Blackboard |
| Ticket Number:  | 0000117704 | 05/29/2005    | Blackboard NEW Course: Assign to New Media: Blackboard  |
| Ticket Number:  | 0000117689 | 05/28/2005    | Blackboard COPY Course: Assign to New Media: Blackboard |
| Ticket Number:  | 0000117650 | 05/27/2005    | Blackboard NEW Course: Assign to New Media: Blackboard  |
|                 |            | <b>76</b>     |   |
|                 |            | <b>6</b>      |   |

| <u>Closed</u>             | <u>Create Date</u> | <u>Total:</u> | <u>Short Description</u>  |
|---------------------------|--------------------|---------------|---|
|                           |                    | 70            |   |
| Ticket Number: 0000117282 | 05/23/2005         |               | Blackboard NEW Course: Assign to New Media: Blackboard                |
| Ticket Number: 0000117388 | 05/24/2005         |               | Blackboard NEW Course: Assign to New Media: Blackboard                |
| Ticket Number: 0000117224 | 05/22/2005         |               | Blackboard NEW Course: Assign to New Media: Blackboard                |
| Ticket Number: 0000117225 | 05/22/2005         |               | Blackboard NEW Course: Assign to New Media: Blackboard                |
| Ticket Number: 0000117223 | 05/22/2005         |               | Blackboard NEW Course: Assign to New Media: Blackboard                |
| Ticket Number: 0000117222 | 05/22/2005         |               | Cannot log into Blackboard  |
| Ticket Number: 0000117218 | 05/21/2005         |               | Blackboard NEW Course: Assign to New Media: Blackboard                |
| Ticket Number: 0000117215 | 05/21/2005         |               | Blackboard NEW Course: Assign to New Media: Blackboard                |
| Ticket Number: 0000117203 | 05/20/2005         |               | Blackboard NEW Course: Assign to New Media: Blackboard                |
| Ticket Number: 0000117209 | 05/21/2005         |               | Blackboard NEW Course: Assign to New Media: Blackboard                |
| Ticket Number: 0000117426 | 05/25/2005         |               | Blackboard DELETE Course: Assign to New Media: Blackboard             |
| Ticket Number: 0000117349 | 05/24/2005         |               | Blackboard Requested Course Creation                                  |
| Ticket Number: 0000117334 | 05/24/2005         |               | Blackboard NEW Course: Assign to New Media: Blackboard                |
| Ticket Number: 0000117331 | 05/24/2005         |               | Blackboard DELETE Course: Assign to New Media: Blackboard             |
| Ticket Number: 0000117329 | 05/24/2005         |               | Blackboard NEW Course: Assign to New Media: Blackboard                |
| Ticket Number: 0000117327 | 05/24/2005         |               | Do not see enrolled course  |
| Ticket Number: 0000117309 | 05/23/2005         |               | Blackboard NEW Course: Assign to New Media: Blackboard                |
| Ticket Number: 0000117307 | 05/23/2005         |               | Blackboard NEW Course: Assign to New Media: Blackboard                |
| Ticket Number: 0000117299 | 05/23/2005         |               | left side menu in course had disappeared                              |
| Ticket Number: 0000117393 | 05/24/2005         |               | Blackboard NEW Course: Assign to New Media: Blackboard                |
| Ticket Number: 0000117585 | 05/26/2005         |               | No subject  |
| Ticket Number: 0000117561 | 05/26/2005         |               | IS 300  |
| Ticket Number: 0000117542 | 05/26/2005         |               | Blackboard NEW Course: Assign to New Media: Blackboard                |
| Ticket Number: 0000117540 | 05/26/2005         |               | Blackboard NEW Course: Assign to New Media: Blackboard                |
| Ticket Number: 0000117532 | 05/26/2005         |               | Blackboard NEW Course: Assign to New Media: Blackboard                |
| Ticket Number: 0000117506 | 05/25/2005         |               | enrollment in BB  |
| Ticket Number: 0000117551 | 05/26/2005         |               | Community   |
| Ticket Number: 0000117476 | 05/25/2005         |               | Blackboard NEW Course: Assign to New Media: Blackboard                |
| Ticket Number: 0000116685 | 05/13/2005         |               | Blackboard Community Request: Assign to New Media: Blackboard         |
| Ticket Number: 0000116989 | 05/18/2005         |               | Blackboard DELETE Course: Assign to New Media: Blackboard             |
| Ticket Number: 0000117036 | 05/18/2005         |               | Work Order Request-Not seeing summer2005 course in bb                 |
| Ticket Number: 0000117195 | 05/20/2005         |               | Blackboard NEW Course: Assign to New Media: Blackboard                |
| Ticket Number: 0000117193 | 05/20/2005         |               | Blackboard NEW Course: Assign to New Media: Blackboard                |
| Ticket Number: 0000117189 | 05/20/2005         |               | Blackboard NEW Course: Assign to New Media: Blackboard                |
| Ticket Number: 0000117186 | 05/20/2005         |               | Blackboard NEW Course: Assign to New Media: Blackboard                |
| Ticket Number: 0000117130 | 05/19/2005         |               | Issue with blackboard reported  |
| Ticket Number: 0000117129 | 05/19/2005         |               | Blackboard problems   |
| Ticket Number: 0000117050 | 05/18/2005         |               | Blackboard NEW Course: Assign to New Media: Blackboard                |
| Ticket Number: 0000117019 | 05/18/2005         |               | Blackboard NEW Course: Assign to New Media: Blackboard                |
| Ticket Number: 0000116988 | 05/18/2005         |               | Blackboard DELETE Course: Assign to New Media: Blackboard             |
| Ticket Number: 0000116724 | 05/13/2005         |               | User cannot get into grade book, says, cannot access database, unknow |
| Ticket Number: 0000116867 | 05/16/2005         |               | Work Order Request-Can not access bb                                  |
| Ticket Number: 0000116920 | 05/17/2005         |               | summer classes  |
| Ticket Number: 0000116229 | 05/05/2005         |               | Delete Blackboard courses   |
| Ticket Number: 0000116651 | 05/12/2005         |               | course entry  |
| Ticket Number: 0000116639 | 05/12/2005         |               | Blackboard DELETE Course: Assign to New Media: Blackboard             |
| Ticket Number: 0000116637 | 05/12/2005         |               | Blackboard COPY Course: Assign to New Media: Blackboard               |
| Ticket Number: 0000116632 | 05/12/2005         |               | Blackboard DELETE Course: Assign to New Media: Blackboard             |
| Ticket Number: 0000116598 | 05/11/2005         |               | Blackboard NEW Course: Assign to New Media: Blackboard                |
| Ticket Number: 0000116599 | 05/11/2005         |               | Blackboard COPY Course: Assign to New Media: Blackboard               |
| Ticket Number: 0000116471 | 05/10/2005         |               | Blackboard COPY Course: Assign to New Media: Blackboard               |
| Ticket Number: 0000116470 | 05/10/2005         |               | Blackboard NEW Course: Assign to New Media: Blackboard                |
| Ticket Number: 0000116445 | 05/09/2005         |               | Blackboard NEW Course: Assign to New Media: Blackboard                |
| Ticket Number: 0000116444 | 05/09/2005         |               | Blackboard Community Request: Assign to New Media: Blackboard         |

|                | <u>Create</u> | <u>Date</u> | <u>Short Description</u>                                      |
|----------------|---------------|-------------|---|
| Ticket Number: | 0000116443    | 05/09/2005  | Blackboard Community Request: Assign to New Media: Blackboard |
| Ticket Number: | 0000116872    | 05/16/2005  | User needs account added to Blackboard                        |
| Ticket Number: | 0000116336    | 05/08/2005  | Blackboard NEW Course: Assign to New Media: Blackboard        |
| Ticket Number: | 0000116323    | 05/07/2005  | Online Placement tests  |
| Ticket Number: | 0000117392    | 05/24/2005  | Blackboard COPY Course: Assign to New Media: Blackboard       |
| Ticket Number: | 0000116207    | 05/05/2005  | Blackboard NEW Course: Assign to New Media: Blackboard        |
| Ticket Number: | 0000116189    | 05/05/2005  | Blackboard NEW Course: Assign to New Media: Blackboard        |
| Ticket Number: | 0000117330    | 05/24/2005  | Blackboard DELETE Course: Assign to New Media: Blackboard     |
| Ticket Number: | 0000116612    | 05/11/2005  | User cannot login to Blackboard, but username and pass works  |
| Ticket Number: | 0000116389    | 05/09/2005  | Blackboard NEW Course: Assign to New Media: Blackboard        |
| Ticket Number: | 0000117363    | 05/24/2005  | Blackboard NEW Course: Assign to New Media: Blackboard        |
| Ticket Number: | 0000117137    | 05/19/2005  | Blackboard Community Request: Assign to New Media: Blackboard |
| Ticket Number: | 0000117391    | 05/24/2005  | Blackboard COPY Course: Assign to New Media: Blackboard       |
| Ticket Number: | 0000117390    | 05/24/2005  | Blackboard NEW Course: Assign to New Media: Blackboard        |
| Ticket Number: | 0000117245    | 05/23/2005  | Blackboard NEW Course: Assign to New Media: Blackboard        |
| Ticket Number: | 0000117244    | 05/23/2005  | Blackboard NEW Course: Assign to New Media: Blackboard        |

## Count of Ticket Number / Create Date

For New Media



|                                |               | <u>Create</u>    | <u>Short Description</u>                         |
|--------------------------------|---------------|------------------|--|
|                                |               | <u>Date</u>      |  |
| <b>OIT BSG Non People</b>      | <b>Total:</b> | <b>215</b>       |  |
| <b>BSG:HP3000_Systems</b>      |               |                  |  |
| <b>Closed</b>                  |               | <b>Total: 1</b>  |  |
| Ticket Number: 0000116102      |               | 05/04/2005       | Lin Mertes,usr0044.reg - need hp session aborted |
| <b>BSG:Operational_Support</b> |               |                  |  |
| <b>Closed</b>                  |               | <b>Total: 42</b> |  |
| Ticket Number: 0000116714      |               | 05/13/2005       | Recycle HPUMBC1,2,3 Tape labels                  |
| Ticket Number: 0000116558      |               | 05/11/2005       | Scheduled Jobs for REG/OIR                       |
| Ticket Number: 0000116099      |               | 05/04/2005       | Expired Tapes/Recycled                           |
| Ticket Number: 0000116097      |               | 05/04/2005       | Labels/ADM/GADM                                  |
| Ticket Number: 0000116096      |               | 05/04/2005       | HPUMBC1,2,3 tape change                          |
| Ticket Number: 0000116009      |               | 05/03/2005       | Payroll Entry Forms                              |
| Ticket Number: 0000116006      |               | 05/03/2005       | Logfile Tape SYBM4125                            |
| Ticket Number: 0000116007      |               | 05/03/2005       | ByRequest Backup April 2005                      |
| Ticket Number: 0000116004      |               | 05/03/2005       | HPUMBC1,2,3 Tape Change                          |
| Ticket Number: 0000116005      |               | 05/03/2005       | Labels for Admissions/Gadm                       |
| Ticket Number: 0000116256      |               | 05/06/2005       | HPUMBC 1,2,3 Tape Change                         |
| Ticket Number: 0000116257      |               | 05/06/2005       | Labels: UADM/GADM                                |
| Ticket Number: 0000116948      |               | 05/17/2005       | ORL Accounts/VPN Access                          |
| Ticket Number: 0000116650      |               | 05/12/2005       | LRC/AID Account Training                         |
| Ticket Number: 0000116619      |               | 05/12/2005       | Labels/GADM/UADM                                 |
| Ticket Number: 0000116618      |               | 05/12/2005       | HPUMBC1,2,3 Tape Change                          |
| Ticket Number: 0000116617      |               | 05/12/2005       | MVBR4024 Tape                                    |
| Ticket Number: 0000116595      |               | 05/11/2005       | HP/USR0019.OIR Tracy Musick                      |
| Ticket Number: 0000116556      |               | 05/11/2005       | HPUMBC1,2,3 Tape Change                          |
| Ticket Number: 0000116557      |               | 05/11/2005       | Labels: UADM/GADM                                |
| Ticket Number: 0000116261      |               | 05/06/2005       | Reset Security Password                          |
| Ticket Number: 0000116387      |               | 05/09/2005       | Abort session: bisser.emgt                       |
| Ticket Number: 0000116692      |               | 05/13/2005       | HPUMBC1,2,3 Tape change                          |
| Ticket Number: 0000116693      |               | 05/13/2005       | Labels: UADM/GADM                                |
| Ticket Number: 0000117158      |               | 05/20/2005       | Labels: UADM/GADM                                |
| Ticket Number: 0000117157      |               | 05/20/2005       | HPUMBC 1,2,3 Tapes                               |
| Ticket Number: 0000117067      |               | 05/19/2005       | Labels/UADM and GADM                             |
| Ticket Number: 0000117066      |               | 05/19/2005       | HPUMBC1,2,3 Tape Change                          |
| Ticket Number: 0000116984      |               | 05/18/2005       | RDBR2003 Grade Sheets                            |
| Ticket Number: 0000116983      |               | 05/18/2005       | Labels: UADM/GADM                                |
| Ticket Number: 0000116982      |               | 05/18/2005       | HPUMBC1,2,3 Tapes changed                        |
| Ticket Number: 0000116947      |               | 05/17/2005       | ORL Accounts                                     |
| Ticket Number: 0000116743      |               | 05/13/2005       | HP Account for Chuck Smithson                    |
| Ticket Number: 0000116713      |               | 05/13/2005       | Reset security Password                          |
| Ticket Number: 0000117412      |               | 05/25/2005       | USR0022.LIB Genie Vitak                          |
| Ticket Number: 0000117439      |               | 05/25/2005       | PSYC 210 Catania                                 |
| Ticket Number: 0000117637      |               | 05/27/2005       | Need session activated for usr0053.gadm          |
| Ticket Number: 0000117622      |               | 05/27/2005       | UADM/GADM labels for 5/27                        |
| Ticket Number: 0000117590      |               | 05/26/2005       | Daily Labels (UADM/GADM)                         |
| Ticket Number: 0000117589      |               | 05/26/2005       | HP1,2,3 tape change                              |
| Ticket Number: 0000117473      |               | 05/25/2005       | Reactivate Security Password                     |
| Ticket Number: 0000117624      |               | 05/27/2005       | 5/27 HP1,HP2,HP3 tape change                     |

**BSG:Web\_Infrastructure**

Create

Date

Total: **142**

Short Description

| <u>Closed</u>             | <u>Create Date</u> | <u>Total:</u> | <u>Short Description</u>                          |
|---------------------------|--------------------|---------------|---|
|                           |                    | <b>142</b>    |   |
| Ticket Number: 0000117240 | 05/23/2005         |               | Storch - how do i create a group in squirrel mail |
| Ticket Number: 0000117266 | 05/23/2005         |               | PSYC 332 McNary                                   |
| Ticket Number: 0000117269 | 05/23/2005         |               | boone / ehs302                                    |
| Ticket Number: 0000117335 | 05/24/2005         |               | econ101 0101 - muhammad                           |
| Ticket Number: 0000117336 | 05/24/2005         |               | econ101 0201 - muhammad                           |
| Ticket Number: 0000117437 | 05/25/2005         |               | PSYC 285 Anderson                                 |
| Ticket Number: 0000117458 | 05/25/2005         |               | BIOL 303 Nessly Craig                             |
| Ticket Number: 0000117457 | 05/25/2005         |               | CHEM 102L Brothers                                |
| Ticket Number: 0000117456 | 05/25/2005         |               | GEOG 110 DuBois                                   |
| Ticket Number: 0000117455 | 05/25/2005         |               | PSYC 370 Provine                                  |
| Ticket Number: 0000117454 | 05/25/2005         |               | PSYC 360 Rabin                                    |
| Ticket Number: 0000117453 | 05/25/2005         |               | PSYC 200/Schultz                                  |
| Ticket Number: 0000117452 | 05/25/2005         |               | PSYC 200/201 Bevans                               |
| Ticket Number: 0000117448 | 05/25/2005         |               | SOCY 352 Exam 1 Stuart                            |
| Ticket Number: 0000117447 | 05/25/2005         |               | SOCY 101 Rothstein                                |
| Ticket Number: 0000117630 | 05/27/2005         |               | psyc385 - anderson                                |
| Ticket Number: 0000117629 | 05/27/2005         |               | psyc385 - anderson                                |
| Ticket Number: 0000117628 | 05/27/2005         |               | psyc380 - anderson                                |
| Ticket Number: 0000117572 | 05/26/2005         |               | ng / econ312 0201                                 |
| Ticket Number: 0000117571 | 05/26/2005         |               | ng / econ312 0101                                 |
| Ticket Number: 0000117570 | 05/26/2005         |               | bush/chem102                                      |
| Ticket Number: 0000117492 | 05/25/2005         |               | ECON 311 Lord                                     |
| Ticket Number: 0000117471 | 05/25/2005         |               | PSYC 335 McGuire                                  |
| Ticket Number: 0000117465 | 05/25/2005         |               | BIOL 275 Burchard/Sandoz                          |
| Ticket Number: 0000117464 | 05/25/2005         |               | BIOL 100 Sokolove Rescore                         |
| Ticket Number: 0000117463 | 05/25/2005         |               | SOCY !01/Tufekci                                  |
| Ticket Number: 0000117462 | 05/25/2005         |               | SOCY 353 Final/Tufekci                            |
| Ticket Number: 0000117461 | 05/25/2005         |               | PSYC 393A RescoreProvine                          |
| Ticket Number: 0000117460 | 05/25/2005         |               | PSYC 393A Provine                                 |
| Ticket Number: 0000117459 | 05/25/2005         |               | BIOL 275 Burchard/Sandoz                          |
| Ticket Number: 0000117801 | 05/31/2005         |               | GEOG 102/301                                      |
| Ticket Number: 0000117539 | 05/26/2005         |               | psyc285 - cugini                                  |
| Ticket Number: 0000117538 | 05/26/2005         |               | chem352 - perks                                   |
| Ticket Number: 0000117446 | 05/25/2005         |               | PHYS 111 Dymski Exam 5                            |
| Ticket Number: 0000117445 | 05/25/2005         |               | PHYS111 Dymski Exam 4                             |
| Ticket Number: 0000117444 | 05/25/2005         |               | CHEM 352 Hosmane                                  |
| Ticket Number: 0000117443 | 05/25/2005         |               | BIOL 100/100H Sokolove                            |
| Ticket Number: 0000117442 | 05/25/2005         |               | EHS 200 Dean                                      |
| Ticket Number: 0000117449 | 05/25/2005         |               | SOCY 352 Exam 2 Stuart                            |
| Ticket Number: 0000117440 | 05/25/2005         |               | BIOL 301 Freeland                                 |
| Ticket Number: 0000117438 | 05/25/2005         |               | PSYC 305 Freiberg                                 |
| Ticket Number: 0000117436 | 05/25/2005         |               | BIOL 302/Bradley & Lindahl                        |
| Ticket Number: 0000117268 | 05/23/2005         |               | mcguire / psyc385                                 |
| Ticket Number: 0000117265 | 05/23/2005         |               | PSYC 230 Cheah                                    |
| Ticket Number: 0000116694 | 05/13/2005         |               | SOCY 101/201 Tufekci                              |
| Ticket Number: 0000116696 | 05/13/2005         |               | MLL 305/101                                       |
| Ticket Number: 0000116695 | 05/13/2005         |               | MLL 191/101 McCray                                |
| Ticket Number: 0000116698 | 05/13/2005         |               | SOCY 353/Group C Tufekci                          |
| Ticket Number: 0000116700 | 05/13/2005         |               | SOCY 353/Group A Tufekci                          |
| Ticket Number: 0000116701 | 05/13/2005         |               | CHEM 102L Brothers                                |
| Ticket Number: 0000116699 | 05/13/2005         |               | SOCY 353/Group B Tufekci                          |
| Ticket Number: 0000117285 | 05/23/2005         |               | econ102 - palmateer                               |
| Ticket Number: 0000117191 | 05/20/2005         |               | PSYC 100/101 Jordan-Green                         |
| Ticket Number: 0000117190 | 05/20/2005         |               | PSYC 342 Schultz                                  |

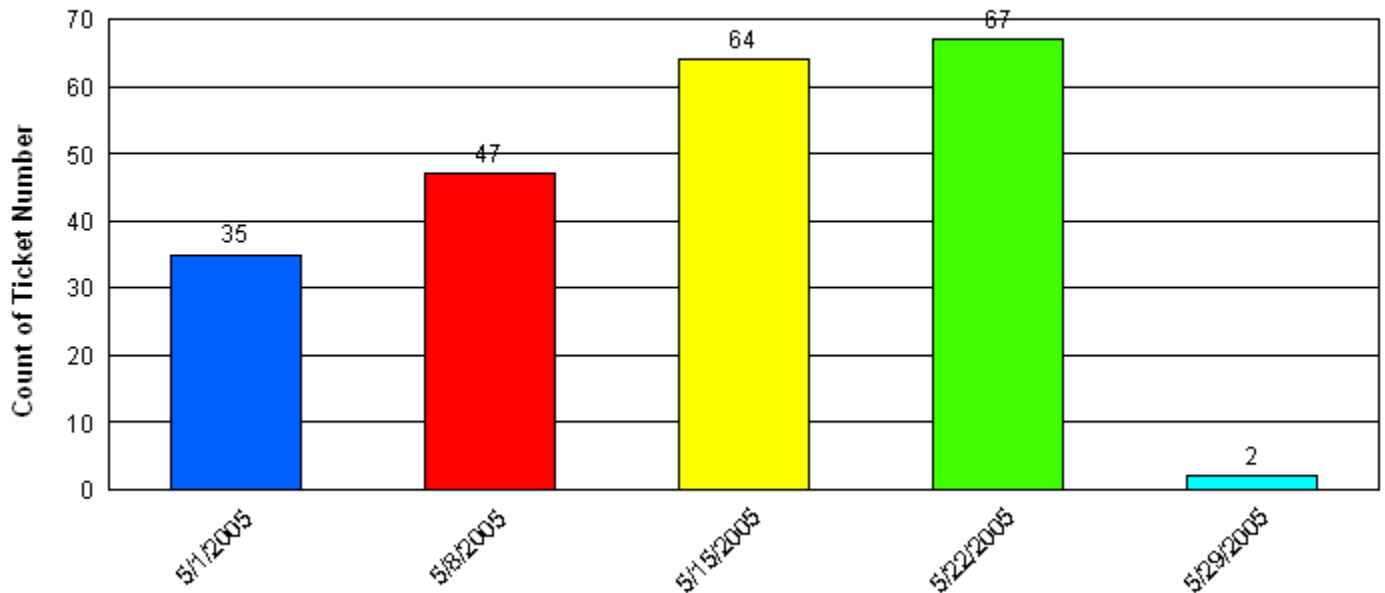
|                | <u>Create</u> | <u>Date</u> | <u>Short Description</u>   |
|----------------|---------------|-------------|----------------------------|
| Ticket Number: | 0000117101    | 05/19/2005  | socy101 - ma               |
| Ticket Number: | 0000117100    | 05/19/2005  | socy333 / lottes           |
| Ticket Number: | 0000117099    | 05/19/2005  | ehs301 - boone             |
| Ticket Number: | 0000117098    | 05/19/2005  | econ122 - davis            |
| Ticket Number: | 0000117097    | 05/19/2005  | chem101 - carpenter        |
| Ticket Number: | 0000117065    | 05/19/2005  | PSYC 285 Lisa Jordan-Green |
| Ticket Number: | 0000117064    | 05/19/2005  | BIOL 106 Hanson            |
| Ticket Number: | 0000117018    | 05/18/2005  | PSYC 332 Alonso            |
| Ticket Number: | 0000117010    | 05/18/2005  | is300 - smith              |
| Ticket Number: | 0000117009    | 05/18/2005  | psyc335 - mcguire          |
| Ticket Number: | 0000117008    | 05/18/2005  | psyc385 - mcguire          |
| Ticket Number: | 0000116981    | 05/18/2005  | BIOL 233 Nehman            |
| Ticket Number: | 0000116980    | 05/18/2005  | BIOL 302L Caruso           |
| Ticket Number: | 0000116978    | 05/18/2005  | BIOL 106/101 Hanson        |
| Ticket Number: | 0000117165    | 05/20/2005  | CHEM 124 DaSilva Exam 4    |
| Ticket Number: | 0000117164    | 05/20/2005  | PSYY 317 Alonso            |
| Ticket Number: | 0000117163    | 05/20/2005  | Stuart/SOCY 352            |
| Ticket Number: | 0000117162    | 05/20/2005  | CHEM 101 Carpenter         |
| Ticket Number: | 0000117161    | 05/20/2005  | SOCY 260 Lawrence-Webb     |
| Ticket Number: | 0000117160    | 05/20/2005  | SOCY 260 H Lawrence-Webb   |
| Ticket Number: | 0000117182    | 05/20/2005  | PSYC 331 Tenowich          |
| Ticket Number: | 0000117123    | 05/19/2005  | hist102 - tatarewicz       |
| Ticket Number: | 0000117450    | 05/25/2005  | SOCY 352 Exam 3 Stuart     |
| Ticket Number: | 0000117188    | 05/20/2005  | PHYS 112 Dymski Exam 5     |
| Ticket Number: | 0000117187    | 05/20/2005  | PHYS 112 Dymski Exam 4     |
| Ticket Number: | 0000117172    | 05/20/2005  | ECON 121 Croteau           |
| Ticket Number: | 0000117171    | 05/20/2005  | ECON 312 Carpenter         |
| Ticket Number: | 0000117170    | 05/20/2005  | ECON 122 DAY Davis         |
| Ticket Number: | 0000117169    | 05/20/2005  | FY102ASeminar Lottes       |
| Ticket Number: | 0000117168    | 05/20/2005  | GEOG 120 Ellis             |
| Ticket Number: | 0000117167    | 05/20/2005  | ANTH211 Antonio            |
| Ticket Number: | 0000117166    | 05/20/2005  | CHEM 124 Final daSilva     |
| Ticket Number: | 0000116977    | 05/18/2005  | POLI 230/101 J.Davis       |
| Ticket Number: | 0000116952    | 05/17/2005  | ECAD210 201 Armor          |
| Ticket Number: | 0000116950    | 05/17/2005  | ECAD 210 101 Armor         |
| Ticket Number: | 0000116930    | 05/17/2005  | psyc370 - provine          |
| Ticket Number: | 0000116929    | 05/17/2005  | psyc/wmst 357 - obrien     |
| Ticket Number: | 0000116928    | 05/17/2005  | psyc308 - obrien           |
| Ticket Number: | 0000116915    | 05/17/2005  | ecad360 / h.cohen          |
| Ticket Number: | 0000116946    | 05/17/2005  | Psyc 385 Anderson          |
| Ticket Number: | 0000116945    | 05/17/2005  | PSYC 382 Schaeffer         |
| Ticket Number: | 0000116884    | 05/17/2005  | afst350 - robinson         |
| Ticket Number: | 0000116883    | 05/17/2005  | psyc307 - freiberg         |
| Ticket Number: | 0000116881    | 05/17/2005  | PSYC 382 Schaeffer         |
| Ticket Number: | 0000116880    | 05/17/2005  | PSYC 332 Blass             |
| Ticket Number: | 0000116879    | 05/17/2005  | PSYC 100/401 R. Starr      |
| Ticket Number: | 0000116259    | 05/06/2005  | CHEM 124 daSilva           |
| Ticket Number: | 0000116541    | 05/11/2005  | IS295 Nooruddin            |
| Ticket Number: | 0000116540    | 05/11/2005  | CHEM 124L Tyminski         |
| Ticket Number: | 0000116537    | 05/11/2005  | PSYC 200 Schultz           |
| Ticket Number: | 0000116538    | 05/11/2005  | PSYC 317 Alonso            |
| Ticket Number: | 0000116258    | 05/06/2005  | BIOL 100/100H Sokolove     |
| Ticket Number: | 0000116656    | 05/12/2005  | ehs302 - lebowitz          |
| Ticket Number: | 0000116621    | 05/12/2005  | PSYC 385 Anderson          |
| Ticket Number: | 0000116620    | 05/12/2005  | ECON 312 Carpenter         |

|                 | <u>Create</u> | <u>Date</u>     | <u>Short Description</u>   |
|-----------------|---------------|-----------------|--|
| Ticket Number:  | 0000117472    | 05/25/2005      | PSYC 335 Makeup/McGuire  |
| Ticket Number:  | 0000116531    | 05/11/2005      | psyc380 - anderson   |
| Ticket Number:  | 0000116530    | 05/11/2005      | werner / ob-gyn final  |
| Ticket Number:  | 0000116536    | 05/11/2005      | PSYC 342 Schultz   |
| Ticket Number:  | 0000116535    | 05/11/2005      | BIOL 100 and 100H Sokolove   |
| Ticket Number:  | 0000116452    | 05/10/2005      | Brothers - Chem102L  |
| Ticket Number:  | 0000116431    | 05/09/2005      | PSYC 370 Provine/Edit Exam 4   |
| Ticket Number:  | 0000116430    | 05/09/2005      | CHEM 102 Allen Bush  |
| Ticket Number:  | 0000116373    | 05/09/2005      | BIOL 100/100H Sokolove   |
| Ticket Number:  | 0000117466    | 05/25/2005      | CHEM 352 L Perks   |
| Ticket Number:  | 0000117467    | 05/25/2005      | CHEM 352/101 Perks   |
| Ticket Number:  | 0000116292    | 05/06/2005      | PSYC 331   |
| Ticket Number:  | 0000117468    | 05/25/2005      | CHEM 100 Carpenter   |
| Ticket Number:  | 0000116976    | 05/18/2005      | POLI 230/201 J. Davis  |
| Ticket Number:  | 0000116943    | 05/17/2005      | PSYC 210 Starr   |
| Ticket Number:  | 0000116944    | 05/17/2005      | PSYC 332 Final Blass   |
| Ticket Number:  | 0000116942    | 05/17/2005      | PSYC 332 Final   |
| Ticket Number:  | 0000116941    | 05/17/2005      | PSYC 210 Richman   |
| Ticket Number:  | 0000116173    | 05/05/2005      | chem102L - brothers  |
| Ticket Number:  | 0000116172    | 05/05/2005      | poli230 0201 - jeffrey davis   |
| Ticket Number:  | 0000116171    | 05/05/2005      | poli230 0101 - jeffrey davis   |
| Ticket Number:  | 0000116132    | 05/04/2005      | EHS Walz   |
| Ticket Number:  | 0000116131    | 05/04/2005      | EHS Waltz  |
| Ticket Number:  | 0000116019    | 05/03/2005      | Gradebook corrections - biol303 / craig                              |
| Ticket Number:  | 0000116000    | 05/03/2005      | biol301 - leips  |
| Ticket Number:  | 0000115997    | 05/03/2005      | PSYC 385 Exam 3  |
| Ticket Number:  | 0000115959    | 05/02/2005      | cmssc100 - katz  |
| Ticket Number:  | 0000115958    | 05/02/2005      | sowk389 - okyndaye   |
| Ticket Number:  | 0000116090    | 05/04/2005      | psyc370 - provine  |
| Ticket Number:  | 0000117627    | 05/27/2005      | biol106 / hanson   |
| Ticket Number:  | 0000116940    | 05/17/2005      | Vera Roquemore/Psychology  |
| Ticket Number:  | 0000116095    | 05/04/2005      | BIOL 100/100H Sokolove   |
| Ticket Number:  | 0000116094    | 05/04/2005      | PSYC 100 RStarr  |
| <b>blanchet</b> |               | <u>Total:</u> 9 |  |
| <b>Closed</b>   |               | <u>Total:</u> 9 |  |
| Ticket Number:  | 0000117379    | 05/24/2005      | Sallie Mae transmitted the lock box payments twice today             |
| Ticket Number:  | 0000115965    | 05/02/2005      | Research into the FAID portion of the crossover for PS               |
| Ticket Number:  | 0000116012    | 05/03/2005      | Misc user issues 5/2-5/6   |
| Ticket Number:  | 0000116630    | 05/12/2005      | Research into a student that has 2 sequence number 23's in ar-detail |
| Ticket Number:  | 0000116705    | 05/13/2005      | Meeting on SAP program 5/23  |
| Ticket Number:  | 0000117359    | 05/24/2005      | Need to profile usr0077.ori for ori main processor use               |
| Ticket Number:  | 0000117620    | 05/27/2005      | 6384 GABM1808 ABORT 8/5 CS IR #J85 4007 FRI 12:05                    |
| Ticket Number:  | 0000117404    | 05/25/2005      | TCBR2203 - Aborts - 2 of them - communications errors                |
| Ticket Number:  | 0000117441    | 05/25/2005      | Need to alter A04 schedule jobs and schedule others                  |
| <b>dina</b>     |               | <u>Total:</u> 4 |  |
| <b>Closed</b>   |               | <u>Total:</u> 4 |  |
| Ticket Number:  | 0000117729    | 05/31/2005      | ABORT: IRBR3030  |
| Ticket Number:  | 0000117109    | 05/19/2005      | Problem with R25 final exam room assignments                         |
| Ticket Number:  | 0000116628    | 05/12/2005      | Profile setups for users   |
| Ticket Number:  | 0000115992    | 05/03/2005      | Research courses not appearing on web                                |

|                           | <u>Create Date</u> | <u>Short Description</u>                                      |
|---------------------------|--------------------|---|
| <b>jason12</b>            |                    |   |
| <b>Closed</b>             |                    |   |
| Ticket Number: 0000116129 | 05/04/2005         | R25 Missing Room Report                                       |
| Ticket Number: 0000116155 | 05/04/2005         | R25 AV training   |
| Ticket Number: 0000116488 | 05/10/2005         | r25/webveiwier display pictures                               |
| Ticket Number: 0000116489 | 05/10/2005         | r25 last day scheduling problems                              |
| Ticket Number: 0000117027 | 05/18/2005         | Add AI and Teresa to the test machine and allow access to R25 |
| Ticket Number: 0000117368 | 05/24/2005         | webviewer serach  |
| Ticket Number: 0000117253 | 05/23/2005         | webviewer room display  |
| Ticket Number: 0000117254 | 05/23/2005         | VPN, business system unit                                     |
| <b>Total: 8</b>           |                    |   |
| <b>paulr</b>              |                    |   |
| <b>Closed</b>             |                    |   |
| Ticket Number: 0000117228 | 05/22/2005         | Blank Register Page For Summer 2005                           |
| <b>Total: 1</b>           |                    |   |
| <b>putro</b>              |                    |   |
| <b>Closed</b>             |                    |   |
| Ticket Number: 0000116539 | 05/11/2005         | Problems uploadind sis info into FS-Atlas                     |
| Ticket Number: 0000116681 | 05/12/2005         | Approved course not allowing vicki to change course           |
| Ticket Number: 0000116350 | 05/09/2005         | ABORT: NABM2800   |
| Ticket Number: 0000116349 | 05/09/2005         | ABORT: WHBLRC/WHORL/WHBSARS                                   |
| Ticket Number: 0000116509 | 05/10/2005         | Nancy wants to discuss relating major to the cip codes        |
| Ticket Number: 0000116507 | 05/10/2005         | Dave needs to know when an approved course rec was changed    |
| Ticket Number: 0000116127 | 05/04/2005         | Blank Addresses coming from SIS to fsaAtlas                   |
| Ticket Number: 0000116138 | 05/04/2005         | 1098T questions regarding the year 2002                       |
| <b>Total: 8</b>           |                    |   |

## Count of Ticket Number / Create Date

For OIT BSG Non PeopleSoft



|                                |               | <u>Create</u> | <u>Short Description</u>  |
|--------------------------------|---------------|---------------|---|
|                                |               | <u>Date</u>   |   |
| <b>OIT Business Systems: P</b> | <b>Total:</b> | <b>205</b>    |   |
| <b>afinn</b>                   |               | <u>Total:</u> | <b>7</b>  |
| <b>Closed</b>                  |               | <u>Total:</u> | <b>7</b>  |
| Ticket Number:                 | 0000116293    | 05/06/2005    | Grant Report Modification - UMGMR007                              |
| Ticket Number:                 | 0000116303    | 05/06/2005    | FW: SUCCESSFUL GRE DATA TRANSFER 5835                             |
| Ticket Number:                 | 0000116364    | 05/09/2005    | 1. Error at Billing Worksheet                                     |
| Ticket Number:                 | 0000116454    | 05/10/2005    | Instance 213607 erred out due to system shut down                 |
| Ticket Number:                 | 0000117402    | 05/25/2005    | FW: Question/Problem with Project Financial Summary by Activity I |
| Ticket Number:                 | 0000117110    | 05/19/2005    | Proj Financial Summary by Activity ID                             |
| Ticket Number:                 | 0000117116    | 05/19/2005    | P.I. not valid value in Grant Projects                            |
| <b>byron</b>                   |               | <u>Total:</u> | <b>3</b>  |
| <b>Closed</b>                  |               | <u>Total:</u> | <b>3</b>  |
| Ticket Number:                 | 0000117150    | 05/20/2005    | PS****:Security problems in DB3 for test ees                      |
| Ticket Number:                 | 0000116285    | 05/06/2005    | R0000A:Create UMBC pay cal creation sqr                           |
| Ticket Number:                 | 0000116298    | 05/06/2005    | P0021A:Chg Loadback(umpyi026) ignore ok_to_pay                    |

| <b>chriss</b>   |            | <u>Create</u>    | <u>Short Description</u>   |
|-----------------|------------|------------------|--|
| <b>Resolved</b> |            | <u>Date</u>      |  |
|                 |            | <u>Total:</u> 54 |  |
|                 |            | <u>Total:</u> 17 |  |
| Ticket Number:  | 0000116313 | 05/06/2005       | Oracle DB access   |
| Ticket Number:  | 0000117493 | 05/25/2005       | OID not replicating properly                                       |
| Ticket Number:  | 0000117633 | 05/27/2005       | Script for FSDEV   |
| Ticket Number:  | 0000117536 | 05/26/2005       | Refresh FSTST  |
| Ticket Number:  | 0000117636 | 05/27/2005       | Script for FSPRD   |
| Ticket Number:  | 0000117678 | 05/27/2005       | Set aside backup of HRDB3 instance from evening of Friday, 5/27/05 |
| Ticket Number:  | 0000117667 | 05/27/2005       | run script   |
| Ticket Number:  | 0000117665 | 05/27/2005       | run script   |
| Ticket Number:  | 0000117654 | 05/27/2005       | Script for FSPRD - Payroll 21 Budget Check Fix                     |
| Ticket Number:  | 0000117646 | 05/27/2005       | run script   |
| Ticket Number:  | 0000117739 | 05/31/2005       | Script for FSTST - Drop and Re-Create 2 Tables                     |
| Ticket Number:  | 0000117747 | 05/31/2005       | please run attached SQL updates in FSPRD                           |
| Ticket Number:  | 0000117763 | 05/31/2005       | Approve HR-109 for production                                      |
| Ticket Number:  | 0000117754 | 05/31/2005       | SQL for FSPRD - More Billing Header 'Fixes'                        |
| Ticket Number:  | 0000117752 | 05/31/2005       | Please run attached in FSDEV                                       |
| Ticket Number:  | 0000117746 | 05/31/2005       | PSTEMP   |
| Ticket Number:  | 0000117741 | 05/31/2005       | please run attached SQL updates in FSTST                           |

|                           | <u>Create</u> |                 | <u>Short Description</u>  |
|---------------------------|---------------|-----------------|---|
|                           | <u>Date</u>   | <u>Total:</u>   |   |
| <b>Closed</b>             |               | <b>37</b>       |   |
| Ticket Number: 0000117342 | 05/24/2005    |                 | Restore reports from byRequest                                      |
| Ticket Number: 0000117352 | 05/24/2005    |                 | move dpet_sis to devl   |
| Ticket Number: 0000117562 | 05/26/2005    |                 | Please run attached in FSPRD  |
| Ticket Number: 0000117546 | 05/26/2005    |                 | Disable Accounts  |
| Ticket Number: 0000116688 | 05/13/2005    |                 | Execute scripts in HRUAT  |
| Ticket Number: 0000116828 | 05/16/2005    |                 | Recreate table in FSUAT   |
| Ticket Number: 0000116730 | 05/13/2005    |                 | Revision: Need this script to be run in FSDEV (building view for    |
| Ticket Number: 0000116729 | 05/13/2005    |                 | Need this script to be run in FSDEV (building view for CSR #304 &   |
| Ticket Number: 0000116887 | 05/17/2005    |                 | Refresh HRTRN Instance on morning of 5/18/05 using backup of HRP    |
| Ticket Number: 0000117021 | 05/18/2005    |                 | Create View in FSTST  |
| Ticket Number: 0000117034 | 05/18/2005    |                 | run script  |
| Ticket Number: 0000117051 | 05/18/2005    |                 | pls run atchd sql against HRPRD                                     |
| Ticket Number: 0000117196 | 05/20/2005    |                 | Need this script to be run in FSTST (building view for CSR #304 &   |
| Ticket Number: 0000117141 | 05/20/2005    |                 | buffer error 1000003549 life add ben - pls exe in HRPRD             |
| Ticket Number: 0000117046 | 05/18/2005    |                 | Need this script to be run in FSTST (build for CSR #293)            |
| Ticket Number: 0000117022 | 05/18/2005    |                 | FSTST - Data Load   |
| Ticket Number: 0000117016 | 05/18/2005    |                 | please run script (fspd)  |
| Ticket Number: 0000116784 | 05/16/2005    |                 | Execute script in HRUAT to update table                             |
| Ticket Number: 0000116408 | 05/09/2005    |                 | Referesh r25 devl with production                                   |
| Ticket Number: 0000116417 | 05/09/2005    |                 | Oracle Access   |
| Ticket Number: 0000116708 | 05/13/2005    |                 | please run script (FSPRD)   |
| Ticket Number: 0000116661 | 05/12/2005    |                 | Execute scripts in HRTST  |
| Ticket Number: 0000116449 | 05/10/2005    |                 | Another Script for FSPRD  |
| Ticket Number: 0000116448 | 05/10/2005    |                 | Script for FSPRD  |
| Ticket Number: 0000117365 | 05/24/2005    |                 | Access to Shadow Database   |
| Ticket Number: 0000115943 | 05/02/2005    |                 | Adjust Database Backup Schedule                                     |
| Ticket Number: 0000115952 | 05/02/2005    |                 | please run 2 delete statements and 7 inserts for FSTST              |
| Ticket Number: 0000116104 | 05/04/2005    |                 | Rebuild PYRAMED DB  |
| Ticket Number: 0000116040 | 05/03/2005    |                 | pls refresh HRDB2 with backup of HRPRD at noon today                |
| Ticket Number: 0000116036 | 05/03/2005    |                 | Disable access for username 'dkumar' in HRDEV, HRTST, and HRUA      |
| Ticket Number: 0000116026 | 05/03/2005    |                 | Backup the HRPRD database as soon as possible on Tuesday, 5/03/05   |
| Ticket Number: 0000115968 | 05/02/2005    |                 | please run 2 delete statements and 7 inserts for FSPRD              |
| Ticket Number: 0000115961 | 05/02/2005    |                 | Reset FSDEV SYSADM password.  |
| Ticket Number: 0000115951 | 05/02/2005    |                 | Pls run attached script in HRPRD to fix pay_run_tbl                 |
| Ticket Number: 0000117559 | 05/26/2005    |                 | Please run 2 SQL update statements in FSPRD (temp workaround for R  |
| Ticket Number: 0000117576 | 05/26/2005    |                 | Need this script to be run in FSDEV (building run control table)    |
| Ticket Number: 0000115945 | 05/02/2005    |                 | Generate spreadsheet that lists DB info                             |
| <b>dharely</b>            |               | <b>Total: 1</b> |   |
| <b>Closed</b>             |               | <b>Total: 1</b> |   |
| Ticket Number: 0000116264 | 05/06/2005    |                 | 2 Rumba password expired  |
| <b>dsylva</b>             |               | <b>Total: 3</b> |   |
| <b>Closed</b>             |               | <b>Total: 3</b> |   |
| Ticket Number: 0000116149 | 05/04/2005    |                 | Step 2 orphans and potential GL problem must be removed from HRPR   |
| Ticket Number: 0000116993 | 05/18/2005    |                 | Grant Retro Roll DBE Proration in HRPRD                             |
| Ticket Number: 0000116999 | 05/18/2005    |                 | Grant Bob Preston access to Retro Processing Role                   |
| <b>haddaway</b>           |               | <b>Total: 4</b> |   |
| <b>Resolved</b>           |               | <b>Total: 2</b> |   |
| Ticket Number: 0000117649 | 05/27/2005    |                 | new UMBC user   |
| Ticket Number: 0000117652 | 05/27/2005    |                 | Change OID documentation to reflect the config set change           |
| <b>Closed</b>             |               | <b>Total: 2</b> |   |
| Ticket Number: 0000116719 | 05/13/2005    |                 | HR_ACCT_LN  |
| Ticket Number: 0000117133 | 05/19/2005    |                 | Please add DESC order to invoice field in following tables in FSPRD |

| <b>jeremy</b>   |            | <u>Create</u>           | <u>Short Description</u>  |
|-----------------|------------|-------------------------|---|
| <b>Resolved</b> |            | <u>Date</u>             |   |
|                 |            | <u>Total:</u> <b>70</b> |   |
|                 |            | <u>Total:</u> <b>11</b> |   |
| Ticket Number:  | 0000117772 | 05/31/2005              | Need this script to be run in FSTST (building run control table)      |
| Ticket Number:  | 0000117726 | 05/31/2005              | Script for FSTST- New Retriever                                       |
| Ticket Number:  | 0000117549 | 05/26/2005              | Please grant Darryl Del Pino (username 'darryl') STAT access to the S |
| Ticket Number:  | 0000117733 | 05/31/2005              | Please run attached in FSTST  |
| Ticket Number:  | 0000117748 | 05/31/2005              | Assign STAT csr HR-109 back to me (Stephen)                           |
| Ticket Number:  | 0000117800 | 05/31/2005              | Please run 2 SQL update statements in FSPRD (temp workaround for R    |
| Ticket Number:  | 0000117816 | 05/31/2005              | Need this script to be run in FSTST (build for CSR #293)              |
| Ticket Number:  | 0000117815 | 05/31/2005              | Need this script to be run in FSTST (CSR #305)                        |
| Ticket Number:  | 0000117811 | 05/31/2005              | Need this script to be run in FSTST (CSR #304)                        |
| Ticket Number:  | 0000117766 | 05/31/2005              | pls backup HRPRD for payroll  |
| Ticket Number:  | 0000117809 | 05/31/2005              | Need this script to be run in FSTST (build for CSR #293)              |

|                           | <u>Create</u> |               | <u>Short Description</u>   |
|---------------------------|---------------|---------------|--|
| <u>Closed</u>             | <u>Date</u>   | <u>Total:</u> |  |
| Ticket Number: 0000117287 | 05/23/2005    | 59            | Please run attached in FSDEV   |
| Ticket Number: 0000117606 | 05/26/2005    |               | Need these UPDATE statements to be run in FSDEV                        |
| Ticket Number: 0000117597 | 05/26/2005    |               | Pls Run attachd in HRPRD (ps_flgsa_cal_period)                         |
| Ticket Number: 0000117346 | 05/24/2005    |               | Please run attached in FSTST   |
| Ticket Number: 0000117347 | 05/24/2005    |               | Script for FSSBX   |
| Ticket Number: 0000117594 | 05/26/2005    |               | Please run script in FSPRD   |
| Ticket Number: 0000117548 | 05/26/2005    |               | Please grant Darryl Del Pino (username 'darryl') Oracle access to Peop |
| Ticket Number: 0000116832 | 05/16/2005    |               | run script   |
| Ticket Number: 0000116858 | 05/16/2005    |               | please run script (fsprd)  |
| Ticket Number: 0000117181 | 05/20/2005    |               | Please add DESC order to invoice field in following tables in FSTST    |
| Ticket Number: 0000117154 | 05/20/2005    |               | Can you check to see if there is an index on ACCOUNT for table ps_     |
| Ticket Number: 0000117272 | 05/23/2005    |               | UAT - AR_UPDATE App Engine queued                                      |
| Ticket Number: 0000117092 | 05/19/2005    |               | verify indexes   |
| Ticket Number: 0000117076 | 05/19/2005    |               | Please run attached script in FSTST                                    |
| Ticket Number: 0000117005 | 05/18/2005    |               | Please run attached in FSDEV   |
| Ticket Number: 0000117001 | 05/18/2005    |               | New view in FSDEV  |
| Ticket Number: 0000117323 | 05/24/2005    |               | Debug SQL Statement (Retriever)  |
| Ticket Number: 0000116960 | 05/17/2005    |               | Please run attached in FSDEV   |
| Ticket Number: 0000116949 | 05/17/2005    |               | pls run attcd script against HRPRD                                     |
| Ticket Number: 0000116901 | 05/17/2005    |               | Please run 6 SQL update statements in FSPRD (temp workaround for R     |
| Ticket Number: 0000116886 | 05/17/2005    |               | Reporting instance   |
| Ticket Number: 0000116810 | 05/16/2005    |               | Table Build in FSUAT   |
| Ticket Number: 0000116836 | 05/16/2005    |               | Please run attached in FSTST   |
| Ticket Number: 0000117020 | 05/18/2005    |               | Execute scripts in HRPRD to remove retros and reset GL Interface       |
| Ticket Number: 0000117015 | 05/18/2005    |               | Cannot run Informatica Workflow Monitor                                |
| Ticket Number: 0000116817 | 05/16/2005    |               | please run script (fsprd)  |
| Ticket Number: 0000116856 | 05/16/2005    |               | Please run attached in FSDEV   |
| Ticket Number: 0000116371 | 05/09/2005    |               | please run script (FSPRD)  |
| Ticket Number: 0000116669 | 05/12/2005    |               | Please run attached in FSDEV   |
| Ticket Number: 0000116923 | 05/17/2005    |               | Please run attached SQL updates in FSPRD                               |
| Ticket Number: 0000116212 | 05/05/2005    |               | Please run 2 SQL update statements in FSPRD (temp workaround for R     |
| Ticket Number: 0000116195 | 05/05/2005    |               | Execute scripts in HRPRD to remove retros and reset GL Interface       |
| Ticket Number: 0000116181 | 05/05/2005    |               | please run script (FSPRD)  |
| Ticket Number: 0000116180 | 05/05/2005    |               | Please refresh HRCAs with HRDB2's Monday night back-up(May 2nd         |
| Ticket Number: 0000116156 | 05/04/2005    |               | CSR 384 hanging during processing                                      |
| Ticket Number: 0000116154 | 05/04/2005    |               | Execute script in HRPRD to delete retro data                           |
| Ticket Number: 0000116125 | 05/04/2005    |               | Remove DKUMAR access to STAT in DEV, TST, UAT                          |
| Ticket Number: 0000116115 | 05/04/2005    |               | Alter PS_JOB in FSPRD  |
| Ticket Number: 0000116106 | 05/04/2005    |               | Alter a Table in FSTST   |
| Ticket Number: 0000116017 | 05/03/2005    |               | Please execute SQL in FSTST - 6 deletes, 12 inserts                    |
| Ticket Number: 0000116678 | 05/12/2005    |               | pls run attached sql in HRPRD  |
| Ticket Number: 0000116147 | 05/04/2005    |               | Execute scripts in HRPRD to delete retro data                          |
| Ticket Number: 0000117184 | 05/20/2005    |               | Please run attached in FSDEV   |
| Ticket Number: 0000116235 | 05/05/2005    |               | Grants report slow for RBROOKS   |
| Ticket Number: 0000116260 | 05/06/2005    |               | Run Script in FSDEV  |
| Ticket Number: 0000116265 | 05/06/2005    |               | Please approve CSR 383 for Stacy                                       |
| Ticket Number: 0000116277 | 05/06/2005    |               | please run script (FSPRD)  |
| Ticket Number: 0000116659 | 05/12/2005    |               | Please run attached in FSDEV   |
| Ticket Number: 0000116644 | 05/12/2005    |               | pls run attached sql in hrprd  |
| Ticket Number: 0000116587 | 05/11/2005    |               | Please run attached to modify view in FSPRD                            |
| Ticket Number: 0000116579 | 05/11/2005    |               | pls create attachd SQL in HRUAT  |
| Ticket Number: 0000116544 | 05/11/2005    |               | Please backup following tables in FSPRD                                |
| Ticket Number: 0000116490 | 05/10/2005    |               | OLT query super slow   |
| Ticket Number: 0000116474 | 05/10/2005    |               | PS_UW_DEPT_TBL   |

|                           | <u>Create</u>   | <u>Short Description</u>   |
|---------------------------|-----------------|--|
|                           | <u>Date</u>     |  |
| Ticket Number: 0000116426 | 05/09/2005      | FSTST - Recreate a view and alter 2 records                            |
| Ticket Number: 0000116975 | 05/18/2005      | Recreate a View in FSDEV   |
| Ticket Number: 0000116357 | 05/09/2005      | Script for FSTST   |
| Ticket Number: 0000116305 | 05/06/2005      | pls run attached in HRDEV  |
| Ticket Number: 0000116268 | 05/06/2005      | More FSDEV Clean UP  |
| <b>jgood</b>              | <u>Total:</u> 3 |  |
| <b>Closed</b>             | <u>Total:</u> 3 |  |
| Ticket Number: 0000116641 | 05/12/2005      | adds   |
| Ticket Number: 0000117428 | 05/25/2005      | UNIX permissions   |
| Ticket Number: 0000117550 | 05/26/2005      | Please grant Darryl Del Pino (username 'darryl') UNIX server access t  |
| <b>kblank</b>             | <u>Total:</u> 5 |  |
| <b>Resolved</b>           | <u>Total:</u> 3 |  |
| Ticket Number: 0000117653 | 05/27/2005      | 3 Nightly KK Budget Processor runs to Error Status                     |
| Ticket Number: 0000117555 | 05/26/2005      | 1 - Problem with Budget Checking a Deposit Batch                       |
| Ticket Number: 0000117731 | 05/31/2005      | FW: The Process Instance ( 222731 - Process: (UM_FW_LOAD) f            |
| <b>Closed</b>             | <u>Total:</u> 2 |  |
| Ticket Number: 0000116908 | 05/17/2005      | 2 Missing TREE_EFFDT in PSTST record UM_SEC_TREE_OPR                   |
| Ticket Number: 0000117199 | 05/20/2005      | 1 SAR to GL Interface Ran to No Success                                |
| <b>kirby</b>              | <u>Total:</u> 1 |  |
| <b>Closed</b>             | <u>Total:</u> 1 |  |
| Ticket Number: 0000115896 | 05/01/2005      | HP logging issue prevented Backups from taking off affecting myUMB     |
| <b>lrاند</b>              | <u>Total:</u> 6 |  |
| <b>Closed</b>             | <u>Total:</u> 6 |  |
| Ticket Number: 0000116190 | 05/05/2005      | R0002:Retros causing out-of-balance errors in GL Interface             |
| Ticket Number: 0000116194 | 05/05/2005      | Test Ticket  |
| Ticket Number: 0000116878 | 05/17/2005      | REFRESH OF TRN   |
| Ticket Number: 0000116900 | 05/17/2005      | PS***:Security Setup   |
| Ticket Number: 0000117558 | 05/26/2005      | PS****:Produce list of current 'Z' users                               |
| Ticket Number: 0000117566 | 05/26/2005      | PS****:Grant Maria Zhang (username 'qzhang') PS access to Inquiry m    |
| <b>narayan</b>            | <u>Total:</u> 1 |  |
| <b>Closed</b>             | <u>Total:</u> 1 |  |
| Ticket Number: 0000116854 | 05/16/2005      | Regular hours are being mis-calculated in pay_earnings rows            |
| <b>ostrove</b>            | <u>Total:</u> 9 |  |
| <b>Resolved</b>           | <u>Total:</u> 1 |  |
| Ticket Number: 0000117802 | 05/31/2005      | fs-ntps disk error   |
| <b>Closed</b>             | <u>Total:</u> 8 |  |
| Ticket Number: 0000117239 | 05/23/2005      | 1 add to nagios, 3 removes   |
| Ticket Number: 0000117598 | 05/26/2005      | fix errors on Seven reported by diagela                                |
| Ticket Number: 0000117553 | 05/26/2005      | Please grant Darryl Del Pino (username 'darryl') terminal services acc |
| Ticket Number: 0000117552 | 05/26/2005      | Please grant Darryl Del Pino (username 'darryl') NT server access to t |
| Ticket Number: 0000117354 | 05/24/2005      | Please grant Darryl Del Pino (username 'darryl') the same Novell acce  |
| Ticket Number: 0000116746 | 05/13/2005      | Cleared attention light on the 671 (FS)                                |
| Ticket Number: 0000117350 | 05/24/2005      | alterations of hfs10,hfs11,hfs12                                       |
| Ticket Number: 0000116623 | 05/12/2005      | Add new system to netsaint/ nagios pls..                               |
| <b>psimon</b>             | <u>Total:</u> 6 |  |
| <b>Closed</b>             | <u>Total:</u> 6 |  |
| Ticket Number: 0000116365 | 05/09/2005      | 1 No Success   |
| Ticket Number: 0000116469 | 05/10/2005      | 1 UMBC1 Vouchers   |
| Ticket Number: 0000116174 | 05/05/2005      | No Success   |
| Ticket Number: 0000116702 | 05/13/2005      | No Success   |
| Ticket Number: 0000116985 | 05/18/2005      | No Success   |
| Ticket Number: 0000116788 | 05/16/2005      | No Success   |

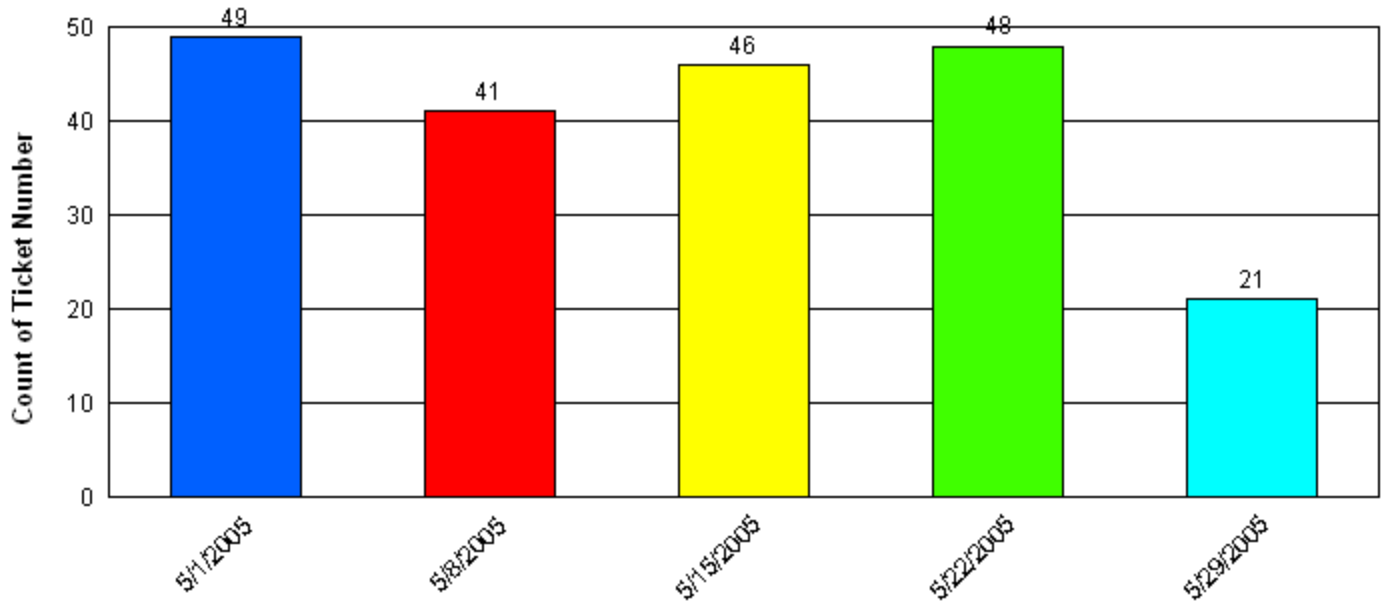
|                           | <u>Create</u>    | <u>Short Description</u>   |
|---------------------------|------------------|--|
|                           | <u>Date</u>      |  |
| <b>slong</b>              | <u>Total:</u> 8  |  |
| <b>Resolved</b>           | <u>Total:</u> 2  |  |
| Ticket Number: 0000117724 | 05/31/2005       | FW: The Process Instance ( 219223 - Process: (UM_FW_LOAD) f            |
| Ticket Number: 0000117765 | 05/31/2005       | 1 Control Group Register Runs to Error Status                          |
| <b>Closed</b>             | <u>Total:</u> 6  |  |
| Ticket Number: 0000116128 | 05/04/2005       | RUMBA  |
| Ticket Number: 0000116291 | 05/06/2005       | ADC VPN Access   |
| Ticket Number: 0000116390 | 05/09/2005       | Build Combo Data Process is in Error                                   |
| Ticket Number: 0000116560 | 05/11/2005       | GM_GMFACS is stuck on 2nd process                                      |
| Ticket Number: 0000116463 | 05/10/2005       | Error in Connecting to ADV VPN   |
| Ticket Number: 0000116404 | 05/09/2005       | Errored Effort Report  |
| <b>stephen</b>            | <u>Total:</u> 24 |  |
| <b>Closed</b>             | <u>Total:</u> 24 |  |
| Ticket Number: 0000116289 | 05/06/2005       | PS***** Security Revisions   |
| Ticket Number: 0000116634 | 05/12/2005       | PS***** Security Revisions   |
| Ticket Number: 0000116626 | 05/12/2005       | PS*****;Security Revision  |
| Ticket Number: 0000116485 | 05/10/2005       | PS***** Security Establishment   |
| Ticket Number: 0000116388 | 05/09/2005       | Security Revisions   |
| Ticket Number: 0000116302 | 05/06/2005       | PS***** Carol needs access to the loadback report and DOE 24 repo      |
| Ticket Number: 0000117367 | 05/24/2005       | PS***** PS Username Change   |
| Ticket Number: 0000116093 | 05/04/2005       | Establish Security   |
| Ticket Number: 0000116159 | 05/04/2005       | Timesheet: Include sold_ytd in Ad.Sick.Repay.Payback                   |
| Ticket Number: 0000116037 | 05/03/2005       | Disable access for username 'dkumar' in HRDEV, HRTST, and HRUA         |
| Ticket Number: 0000115991 | 05/03/2005       | Security Establishment   |
| Ticket Number: 0000115982 | 05/02/2005       | Grant Pat Jarkowski DBE Maintenance capability equivalent to Dave J    |
| Ticket Number: 0000115981 | 05/02/2005       | Grant Bobbie Jo Peach (username 'bpeach') Query access to procedur     |
| Ticket Number: 0000115980 | 05/02/2005       | Grant Michelle Smith (username 'voltz') query security to access two s |
| Ticket Number: 0000117276 | 05/23/2005       | PS***** Access to run Statement of Payroll Charges                     |
| Ticket Number: 0000117295 | 05/23/2005       | R0001A:Gross Pay Report showing wrong DBE codes                        |
| Ticket Number: 0000117361 | 05/24/2005       | PS***** Security Revisions   |
| Ticket Number: 0000117567 | 05/26/2005       | Write SQR summarizing leave liabilities for end-of-fiscal-year         |
| Ticket Number: 0000117487 | 05/25/2005       | PS***** Grant Darryl Del Pino (username 'darryl') PeopleSoft secur     |
| Ticket Number: 0000117360 | 05/24/2005       | PS***** Security Setup   |
| Ticket Number: 0000116726 | 05/13/2005       | PS***** Carol Pace and staff need access to the retro validation panel |
| Ticket Number: 0000116744 | 05/13/2005       | PS***** Establish Security   |
| Ticket Number: 0000116754 | 05/13/2005       | PS***** Cancel PS access and Z account                                 |
| Ticket Number: 0000117040 | 05/18/2005       | R0001A:Incorrect paycheck number on Gross Pay Report                   |

Create  
Date

Short Description

## Count of Ticket Number / Create Date

For OIT Business Systems: PeopleSoft



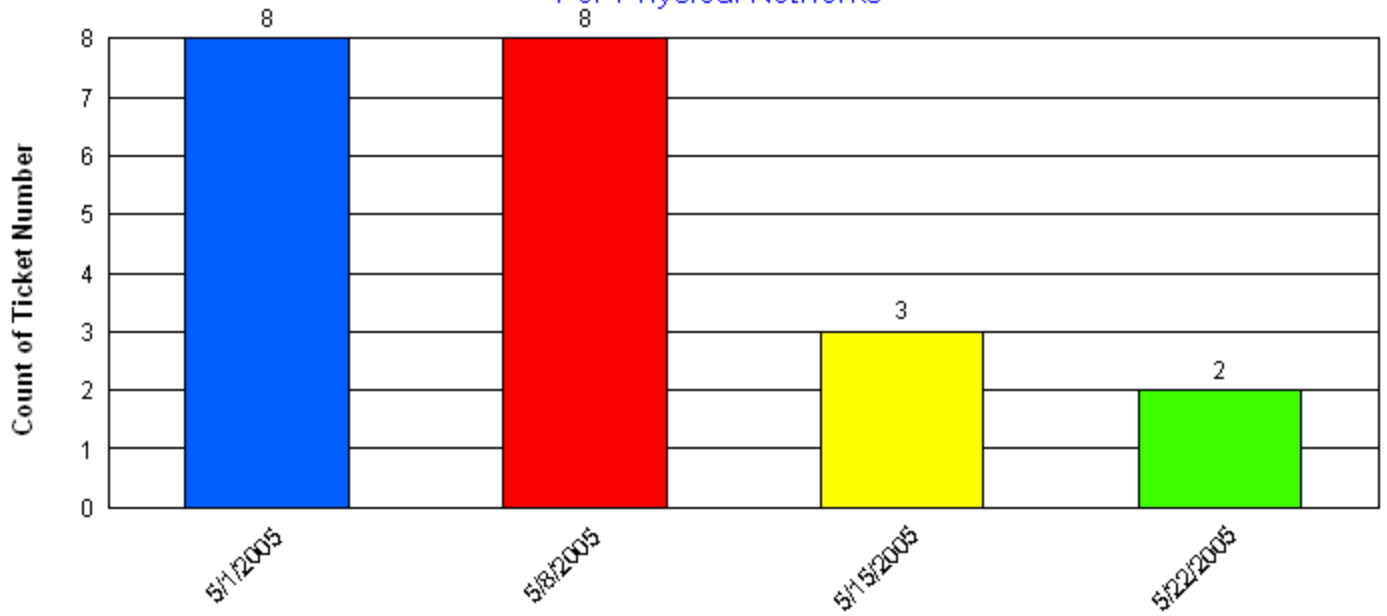
|                           |               | <u>Create</u> |          | <u>Short Description</u>   |
|---------------------------|---------------|---------------|----------|--|
|                           |               | <u>Date</u>   |          |  |
| <b>Physical Networks</b>  | <b>Total:</b> | <b>21</b>     |          |  |
| <b>beakja1</b>            |               | <u>Total:</u> | <b>3</b> |  |
| <b>Resolved</b>           |               | <u>Total:</u> | <b>1</b> |  |
| Ticket Number: 0000117635 |               | 05/27/2005    |          | CHEM 112 - jack check  |
| <b>Closed</b>             |               | <u>Total:</u> | <b>2</b> |  |
| Ticket Number: 0000116911 |               | 05/17/2005    |          | DNS for new Mac  |
| Ticket Number: 0000117106 |               | 05/19/2005    |          | ext. 535413; Stephanie; Network in Tech center seems to be down; |
| <b>bushong1</b>           |               | <u>Total:</u> | <b>2</b> |  |
| <b>Closed</b>             |               | <u>Total:</u> | <b>2</b> |  |
| Ticket Number: 0000115933 |               | 05/02/2005    |          | Jack Check: ADMIN209   |
| Ticket Number: 0000116070 |               | 05/03/2005    |          | jack activation request  |
| <b>cmckin1</b>            |               | <u>Total:</u> | <b>3</b> |  |
| <b>Closed</b>             |               | <u>Total:</u> | <b>3</b> |  |
| Ticket Number: 0000116197 |               | 05/05/2005    |          | Domain Controller Connectivity Issue                             |
| Ticket Number: 0000116205 |               | 05/05/2005    |          | Request to Open File Sharing Ports between UC and ACIV B Wing    |
| Ticket Number: 0000116907 |               | 05/17/2005    |          | Net connectivity problems  |
| <b>damian</b>             |               | <u>Total:</u> | <b>4</b> |  |
| <b>Closed</b>             |               | <u>Total:</u> | <b>4</b> |  |
| Ticket Number: 0000117535 |               | 05/26/2005    |          | TRC: building network outage                                     |
| Ticket Number: 0000116081 |               | 05/03/2005    |          | Dial-Up issue on resnet.   |
| Ticket Number: 0000116121 |               | 05/04/2005    |          | User wesley  |
| Ticket Number: 0000116446 |               | 05/10/2005    |          | Fine Arts building: all routers down                             |
| <b>natb1</b>              |               | <u>Total:</u> | <b>1</b> |  |
| <b>Closed</b>             |               | <u>Total:</u> | <b>1</b> |  |
| Ticket Number: 0000116420 |               | 05/09/2005    |          | Chem549: Activate jack# 549-1-T5N                                |
| <b>rays1</b>              |               | <u>Total:</u> | <b>3</b> |  |
| <b>Closed</b>             |               | <u>Total:</u> | <b>3</b> |  |
| Ticket Number: 0000116385 |               | 05/09/2005    |          | Connect HPLJ1500Q  |
| Ticket Number: 0000116663 |               | 05/12/2005    |          | Wireless issues in ITE108  |
| Ticket Number: 0000116647 |               | 05/12/2005    |          | Need two computer room lines                                     |
| <b>zicka</b>              |               | <u>Total:</u> | <b>5</b> |  |
| <b>Closed</b>             |               | <u>Total:</u> | <b>5</b> |  |
| Ticket Number: 0000116606 |               | 05/11/2005    |          | change dhcp printer entry  |
| Ticket Number: 0000115942 |               | 05/02/2005    |          | change MAC address in DHCP server                                |
| Ticket Number: 0000116045 |               | 05/03/2005    |          | Assign DNS names   |
| Ticket Number: 0000116740 |               | 05/13/2005    |          | domain gone  |
| Ticket Number: 0000116756 |               | 05/13/2005    |          | URGENT DNS needing changing                                      |

Create  
Date

Short Description

## Count of Ticket Number / Create Date

For Physical Networks



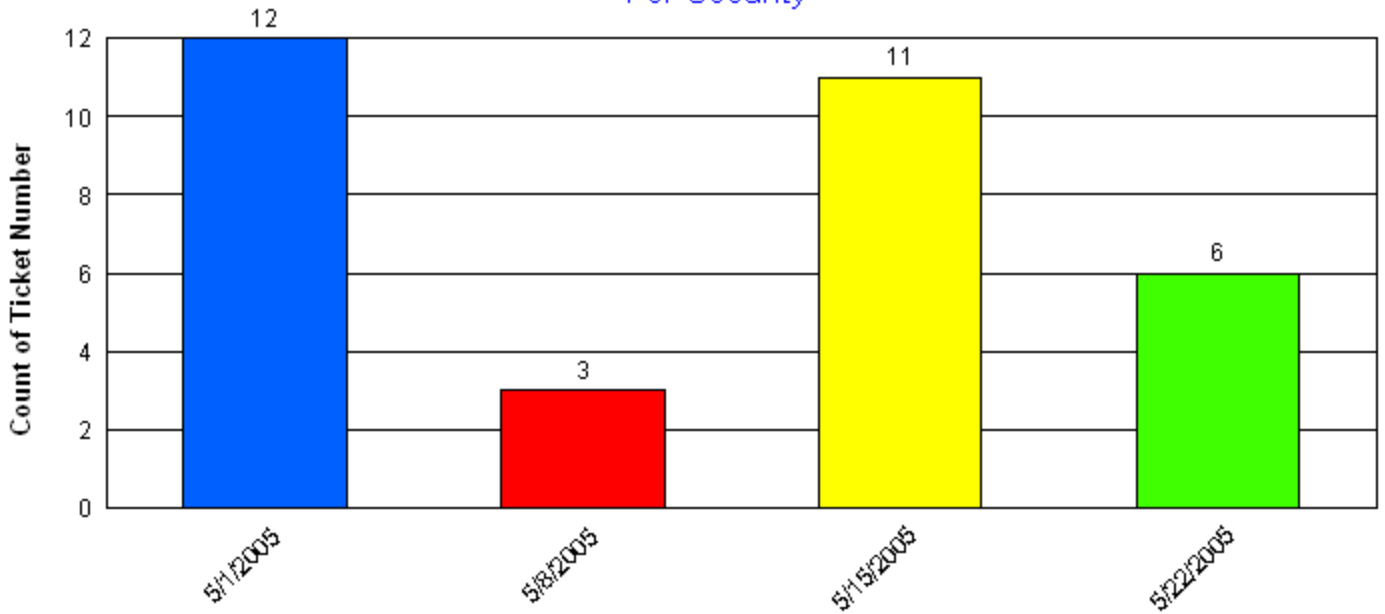
|                           |               | <u>Create</u> |           | <u>Short Description</u>   |
|---------------------------|---------------|---------------|-----------|--|
| <b>Security</b>           | <u>Total:</u> | <u>Date</u>   |           |  |
| <b>akhant1</b>            |               |               | <b>32</b> |  |
|                           | <u>Total:</u> |               | <b>31</b> |  |
| <b>Resolved</b>           |               |               |           |  |
|                           | <u>Total:</u> |               | <b>4</b>  |  |
| Ticket Number: 0000116961 |               | 05/17/2005    |           | YOUR EMAIL ACCOUNT ACCESS IS RESTRICTED (fwd)                    |
| Ticket Number: 0000117251 |               | 05/23/2005    |           | FW: Case ID 64055067 - Notice of Claimed Infringement reb11      |
| Ticket Number: 0000117252 |               | 05/23/2005    |           | FW: 2nd Copyright Infringement Notice ID: 9-306784 king2         |
| Ticket Number: 0000117599 |               | 05/26/2005    |           | chem-87-119.pooled.umbc.edu spewing spam                         |
| <b>Closed</b>             |               |               |           |  |
|                           | <u>Total:</u> |               | <b>27</b> |  |
| Ticket Number: 0000117207 |               | 05/21/2005    |           | BankofAmerica - Update your account                              |
| Ticket Number: 0000117605 |               | 05/26/2005    |           | Re: Your details   |
| Ticket Number: 0000117588 |               | 05/26/2005    |           | Need a nmap scan of a system                                     |
| Ticket Number: 0000117408 |               | 05/25/2005    |           | [Fwd: A virus email received from your network]                  |
| Ticket Number: 0000117204 |               | 05/21/2005    |           | The CERT Advisory mailing list is an announcement only list      |
| Ticket Number: 0000116808 |               | 05/16/2005    |           | Library Video for 05/15/05 ???                                   |
| Ticket Number: 0000117072 |               | 05/19/2005    |           | FW: Notice ID: 22-830964 Notice of Unauthorized Use of Paramount |
| Ticket Number: 0000117120 |               | 05/19/2005    |           | FW: Case ID A63646196 - RIAA Infringement Notification jamie3    |
| Ticket Number: 0000117139 |               | 05/20/2005    |           | Verify Your Account Balances !                                   |
| Ticket Number: 0000117200 |               | 05/20/2005    |           | Ebay Inc. Yearly Update Your Records                             |
| Ticket Number: 0000117074 |               | 05/19/2005    |           | FW: Case ID 63079517 - Notice of Claimed Infringement kwu1       |
| Ticket Number: 0000117071 |               | 05/19/2005    |           | FW: Notice ID: 22-826179 Notice of Unauthorized Use of Paramount |
| Ticket Number: 0000117069 |               | 05/19/2005    |           | FW: DMCA Notice Unauthorized Use of Columbia Pictures Indus      |
| Ticket Number: 0000116057 |               | 05/03/2005    |           | compromised system?  |
| Ticket Number: 0000116160 |               | 05/04/2005    |           | ssh probing from inside campus                                   |
| Ticket Number: 0000115899 |               | 05/01/2005    |           | I recieved the attached email todat and it seems fishy.          |
| Ticket Number: 0000116221 |               | 05/05/2005    |           | illegal attack from jill-desktop.meng.UMBC.EDU [130.85.171.163]  |
| Ticket Number: 0000116272 |               | 05/06/2005    |           | No subject   |
| Ticket Number: 0000116242 |               | 05/05/2005    |           | [Fwd: Abuse -- Phishing attempt by one of your users]            |
| Ticket Number: 0000116243 |               | 05/05/2005    |           | ATTENTION: Phishing Message Originating from UMBC Student        |
| Ticket Number: 0000116244 |               | 05/05/2005    |           | ATTENTION: Phishing Message Originating from UMBC Student        |
| Ticket Number: 0000116761 |               | 05/14/2005    |           | Fwd: phishing spam - "Your Email Account is Suspended For Securi |
| Ticket Number: 0000116343 |               | 05/08/2005    |           | Fwd: VIRUS (HTML.Phishing.Bank-200) FROM [218.79.248.106] <      |
| Ticket Number: 0000116326 |               | 05/07/2005    |           | Verify Your PayPal Balances !                                    |
| Ticket Number: 0000116297 |               | 05/06/2005    |           | Brute force SSH attack (fwd)                                     |
| Ticket Number: 0000116288 |               | 05/06/2005    |           | psi.hhmi.umbc.edu possible intruder IRC activity (Case 809870)   |
| Ticket Number: 0000116275 |               | 05/06/2005    |           | No subject   |
| <b>andy</b>               |               |               |           |  |
|                           | <u>Total:</u> |               | <b>1</b>  |  |
| <b>Closed</b>             |               |               |           |  |
|                           | <u>Total:</u> |               | <b>1</b>  |  |
| Ticket Number: 0000116655 |               | 05/12/2005    |           | [Fwd: FW: Virus Detected]  |

Create  
Date

Short Description

## Count of Ticket Number / Create Date

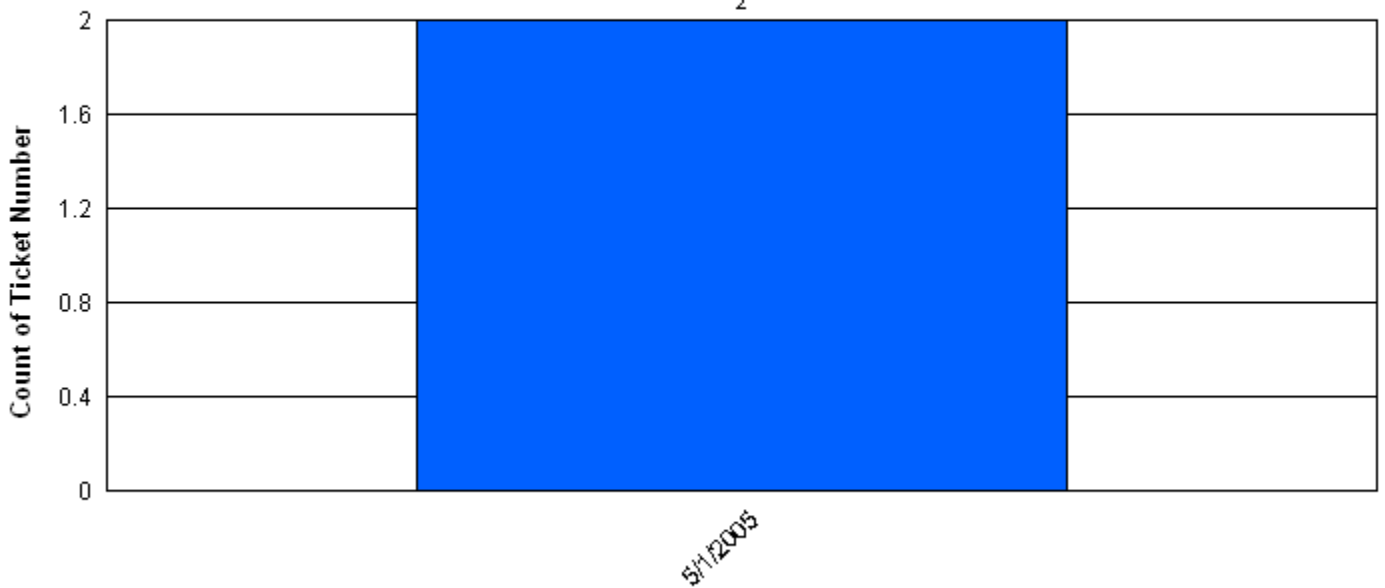
For Security



| Shriver Center |            | Total:     | 2                                      |
|----------------|------------|------------|--|
| pscott         |            | Total:     | 2                                      |
| Closed         |            | Total:     | 2                                      |
| Ticket Number: | 0000116314 | 05/06/2005 | Upgrade Router firmware                |
| Ticket Number: | 0000116315 | 05/06/2005 | Troubleshoot DSL connectivity problems |

## Count of Ticket Number / Create Date

For Shriver Center



| <u>SysCore</u>            | <u>Total:</u>    | <u>Create Date</u> | <u>Short Description</u>   |
|---------------------------|------------------|--------------------|--|
| <b>SysCore</b>            | <b>126</b>       |                    |  |
| <b>SysCore</b>            | <b>Total: 2</b>  |                    |  |
| <b>Closed</b>             | <b>Total: 2</b>  |                    |  |
| Ticket Number: 0000117248 | 05/23/2005       |                    | can't access files on account  |
| Ticket Number: 0000117250 | 05/23/2005       |                    | can't login to email   |
| <b>SysCore:Listproc</b>   | <b>Total: 1</b>  |                    |  |
| <b>Closed</b>             | <b>Total: 1</b>  |                    |  |
| Ticket Number: 0000116564 | 05/11/2005       |                    | Sponsored Programs - trying to add a document to his listproc        |
| <b>banz</b>               | <b>Total: 9</b>  |                    |  |
| <b>Closed</b>             | <b>Total: 9</b>  |                    |  |
| Ticket Number: 0000116458 | 05/10/2005       |                    | website updating problem   |
| Ticket Number: 0000116673 | 05/12/2005       |                    | initial myUMBC page is giving an internal server error               |
| Ticket Number: 0000116547 | 05/11/2005       |                    | OIT website Search Bar is not working                                |
| Ticket Number: 0000116660 | 05/12/2005       |                    | Name change  |
| Ticket Number: 0000117300 | 05/23/2005       |                    | Mail spool problems  |
| Ticket Number: 0000117232 | 05/22/2005       |                    | Certain users having account access issues (hfs11)                   |
| Ticket Number: 0000117416 | 05/25/2005       |                    | User is not receiving or receiving mail late for user dellisa1       |
| Ticket Number: 0000117405 | 05/25/2005       |                    | FTP Service slow/non-functional (GL)                                 |
| Ticket Number: 0000117122 | 05/19/2005       |                    | Blackboard site is not loading                                       |
| <b>daleg</b>              | <b>Total: 26</b> |                    |  |
| <b>Resolved</b>           | <b>Total: 2</b>  |                    |  |
| Ticket Number: 0000117674 | 05/27/2005       |                    | Terraterm connection refused problem.                                |
| Ticket Number: 0000117774 | 05/31/2005       |                    | information needed on email account                                  |
| <b>Closed</b>             | <b>Total: 24</b> |                    |  |
| Ticket Number: 0000117720 | 05/30/2005       |                    | Re: Problem Solved   |
| Ticket Number: 0000117730 | 05/31/2005       |                    | shohatnick@aol.com has a new email address                           |
| Ticket Number: 0000117669 | 05/27/2005       |                    | 2006 introductory price, launch of a new hospital product hospital e |
| Ticket Number: 0000117721 | 05/30/2005       |                    | DONATION CAN BE OF NEW BOOKS IT IS USED                              |
| Ticket Number: 0000116687 | 05/13/2005       |                    | =?iso-8859-1?Q?Re:_CI=C1LISS_V=E0LLIUM_V=EDAGRA?=-                   |
| Ticket Number: 0000117176 | 05/20/2005       |                    | Rec site request   |
| Ticket Number: 0000117145 | 05/20/2005       |                    | Customer requests email restore                                      |
| Ticket Number: 0000117049 | 05/18/2005       |                    | educ771@umbc.edu email alias wanted and sent to oliva@umbc.edu       |
| Ticket Number: 0000116734 | 05/13/2005       |                    | User Suspects Account is Compromised; Quota = 100%                   |
| Ticket Number: 0000116859 | 05/16/2005       |                    | MySQL Account  |
| Ticket Number: 0000116774 | 05/15/2005       |                    | What to do about reporting unwanted/possible dangerous e-mail?       |
| Ticket Number: 0000116358 | 05/09/2005       |                    | passwordless ssh?  |
| Ticket Number: 0000116658 | 05/12/2005       |                    | FPA NOTICE: eBay Registration Suspension - Breach of User Agree      |
| Ticket Number: 0000116580 | 05/11/2005       |                    | Work Order Request   |
| Ticket Number: 0000116520 | 05/10/2005       |                    | =?iso-8859-1?Q?C=EDALLIS_V=E0LIUM_Vi=E0GGRA?=-                       |
| Ticket Number: 0000116395 | 05/09/2005       |                    | User needs forward from ddenen1@umbc.edu removed; ext. 53526; R      |
| Ticket Number: 0000116338 | 05/08/2005       |                    | Computers in Lab 104A very slow                                      |
| Ticket Number: 0000116319 | 05/07/2005       |                    | Joseph   |
| Ticket Number: 0000116304 | 05/06/2005       |                    | MySQL table space request  |
| Ticket Number: 0000116342 | 05/08/2005       |                    | =?iso-8859-1?Q?VA11=ECUM_CI=C0LIS_VI=C1GRA?=-                        |
| Ticket Number: 0000117134 | 05/19/2005       |                    | User needs "Sent Mail" folder restored                               |
| Ticket Number: 0000116519 | 05/10/2005       |                    | print queue for mac use in the labs                                  |
| Ticket Number: 0000115939 | 05/02/2005       |                    | ext. 2342; Sociology Department 220; Email is not being sent succesf |
| Ticket Number: 0000116085 | 05/03/2005       |                    | alumni Pine mail configuration issue                                 |
| <b>jgriego</b>            | <b>Total: 5</b>  |                    |  |
| <b>Closed</b>             | <b>Total: 5</b>  |                    |  |
| Ticket Number: 0000115948 | 05/02/2005       |                    | Remedy will not allow 2 tickets to be closed                         |
| Ticket Number: 0000116039 | 05/03/2005       |                    | Disable accounts for consultant who has ended his engagement at UMB  |
| Ticket Number: 0000116084 | 05/03/2005       |                    | Oracle Account Password Reset  |
| Ticket Number: 0000116140 | 05/04/2005       |                    | Reset password for resource  |
| Ticket Number: 0000116456 | 05/10/2005       |                    | Potential Virus being sent Via GIF Format                            |

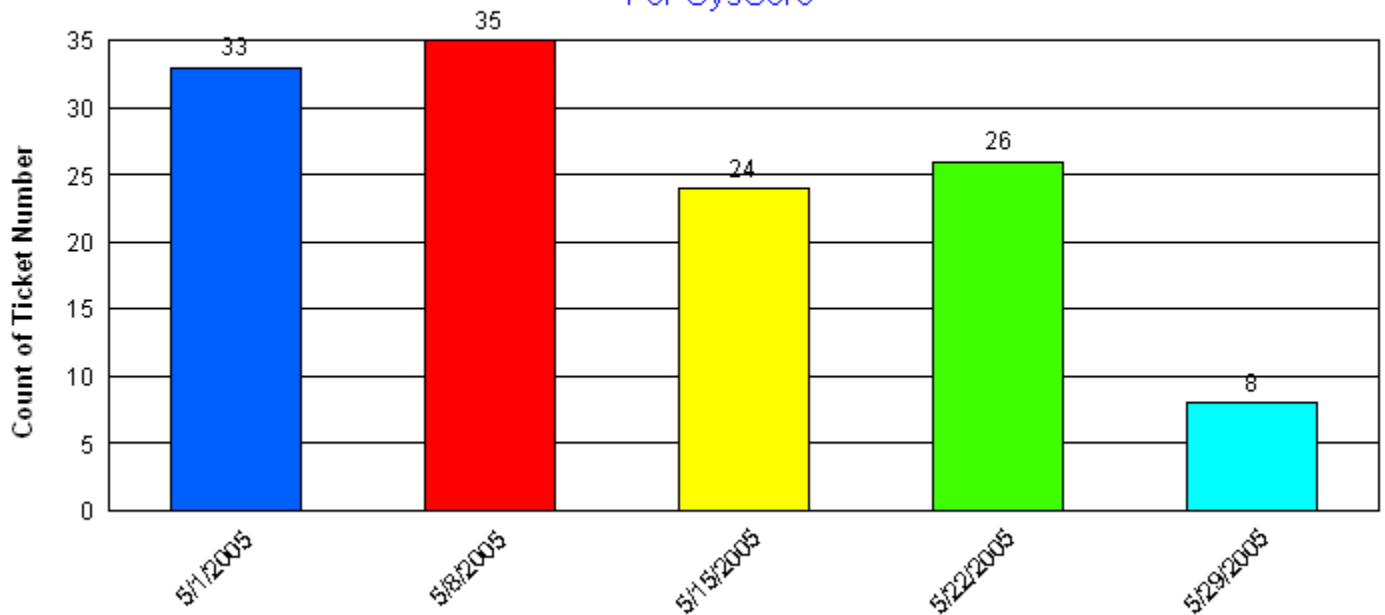
|                |                 | <u>Create</u> |                  | <u>Short Description</u>                         |
|----------------|-----------------|---------------|------------------|--|
|                |                 | <u>Date</u>   |                  |  |
| <b>sbrown7</b> |                 |               | <u>Total:</u> 82 |  |
|                | <b>Resolved</b> |               | <u>Total:</u> 5  |  |
| Ticket Number: | 0000117612      | 05/26/2005    |                  | No subject                                       |
| Ticket Number: | 0000117618      | 05/27/2005    |                  | Request list                                     |
| Ticket Number: | 0000117666      | 05/27/2005    |                  | Please add me to the mail list                   |
| Ticket Number: | 0000117803      | 05/31/2005    |                  | Calendar Account Creation                        |
| Ticket Number: | 0000117759      | 05/31/2005    |                  | Please delete Ed Hinke's Corporate Time account. |

|                           | <u>Create</u> |               | <u>Short Description</u>  |
|---------------------------|---------------|---------------|---|
| <u>Closed</u>             | <u>Date</u>   | <u>Total:</u> |   |
| Ticket Number: 0000116741 | 05/13/2005    | 77            | User deleted folders "forkeeps" and "spam" and would like folders re account on hercules: Gregurick Group |
| Ticket Number: 0000117451 | 05/25/2005    |               | Cancel Accounts   |
| Ticket Number: 0000117002 | 05/18/2005    |               | User lost his PINE address book and would like it restored. He logs in t                                  |
| Ticket Number: 0000117053 | 05/18/2005    |               | User needs arbitrary lab login for summer camp  |
| Ticket Number: 0000117183 | 05/20/2005    |               | User: mlurie, Michael Lurie needs calendar account as he is a new em                                      |
| Ticket Number: 0000117108 | 05/19/2005    |               | (teamadvisoryboard)Web List Request   |
| Ticket Number: 0000117105 | 05/19/2005    |               | New user Darryl Del Pino is in calendar as Darryl Del_pino  |
| Ticket Number: 0000117085 | 05/19/2005    |               | (edcom)Web List Request   |
| Ticket Number: 0000117058 | 05/18/2005    |               | please disregard my last inquiry  |
| Ticket Number: 0000117043 | 05/18/2005    |               | list problems   |
| Ticket Number: 0000117041 | 05/18/2005    |               | Payroll-Approver@listproc.umbc.edu  |
| Ticket Number: 0000116996 | 05/18/2005    |               | Discontinue UMBC account/webpage  |
| Ticket Number: 0000116844 | 05/16/2005    |               | New Employee-Novell/AD accounts needed  |
| Ticket Number: 0000116786 | 05/16/2005    |               | Putting It To the Test  |
| Ticket Number: 0000117301 | 05/23/2005    |               | Quota increase for VPA410 website   |
| Ticket Number: 0000117418 | 05/25/2005    |               | account   |
| Ticket Number: 0000117523 | 05/25/2005    |               | No subject  |
| Ticket Number: 0000117521 | 05/25/2005    |               | New account for staff member  |
| Ticket Number: 0000117495 | 05/25/2005    |               | Ext. 52997; Room 148E ACIV ; User is not receiving any mail messag  |
| Ticket Number: 0000117490 | 05/25/2005    |               | User mnolan1, mike nolan will not be working as consultant for us an                                      |
| Ticket Number: 0000117489 | 05/25/2005    |               | Jean Bunche would like "ehinke" email redeircted to hers.   |
| Ticket Number: 0000117470 | 05/25/2005    |               | Peggy is not getting her email and her quota is not full.   |
| Ticket Number: 0000117407 | 05/25/2005    |               | Please change the password on isl-esol account  |
| Ticket Number: 0000117297 | 05/23/2005    |               | (vpa301)Web List Request  |
| Ticket Number: 0000117768 | 05/31/2005    |               | (ancs202)Web List Request   |
| Ticket Number: 0000117712 | 05/30/2005    |               | Inbox?  |
| Ticket Number: 0000117233 | 05/22/2005    |               | Work Order Request (Mailing List Ownership Change)  |
| Ticket Number: 0000117220 | 05/21/2005    |               | User says he has a titan account but does not remember how to access i                                    |
| Ticket Number: 0000116216 | 05/05/2005    |               | Calendar account for user id darryl   |
| Ticket Number: 0000116958 | 05/17/2005    |               | Faculty Member name's changed and also has student username and w   |
| Ticket Number: 0000116246 | 05/05/2005    |               | User is not getting ssh prompt  |
| Ticket Number: 0000116440 | 05/09/2005    |               | help with new DPET Alternate Delivery listproc request  |
| Ticket Number: 0000116434 | 05/09/2005    |               | FW: Returned Mail: RE: Returned Mail: RE: Work Order Request  |
| Ticket Number: 0000116437 | 05/09/2005    |               | (dpetalternatedelivery)Web List Request   |
| Ticket Number: 0000116432 | 05/09/2005    |               | Work Order Request  |
| Ticket Number: 0000116425 | 05/09/2005    |               | Org space is giving errors for disk quota exceeded  |
| Ticket Number: 0000116407 | 05/09/2005    |               | Work Order Request  |
| Ticket Number: 0000116400 | 05/09/2005    |               | (llc600-8)Web List Request  |
| Ticket Number: 0000116381 | 05/09/2005    |               | User did not recieve email from 5-5-05 until today 5-9-05 and would l                                     |
| Ticket Number: 0000116375 | 05/09/2005    |               | (newpeaceworkers)Web List Request   |
| Ticket Number: 0000116366 | 05/09/2005    |               | File restore request  |
| Ticket Number: 0000116334 | 05/08/2005    |               | No subject  |
| Ticket Number: 0000116325 | 05/07/2005    |               | User accidently deleted all his Emails  |
| Ticket Number: 0000116324 | 05/07/2005    |               | users e-mail being automatically forwarded with forwarding enabled  |
| Ticket Number: 0000116310 | 05/06/2005    |               | Email will not stop forwarding from users account to custom address; e                                    |
| Ticket Number: 0000116287 | 05/06/2005    |               | (bcps_math05)Web List Request   |
| Ticket Number: 0000116636 | 05/12/2005    |               | User needs calendar account, tried to login and says does not have ac                                     |
| Ticket Number: 0000117370 | 05/24/2005    |               | User accidentally deleted emails from account and would like it resto                                     |
| Ticket Number: 0000116608 | 05/11/2005    |               | User's account has been deactivated, would like it deleted, including w                                   |
| Ticket Number: 0000116577 | 05/11/2005    |               | (fmla)Web List Request  |
| Ticket Number: 0000116486 | 05/10/2005    |               | Work Order Request  |
| Ticket Number: 0000116240 | 05/05/2005    |               | ownership   |
| Ticket Number: 0000116924 | 05/17/2005    |               | Calendar Account Creation   |
| Ticket Number: 0000116550 | 05/11/2005    |               |   |

|                | <u>Create</u> | <u>Date</u>     | <u>Short Description</u>   |
|----------------|---------------|-----------------|--|
| Ticket Number: | 0000116032    | 05/03/2005      | Rachel Ward needs a Corp Time account.                                 |
| Ticket Number: | 0000116014    | 05/03/2005      | FW: list PEOPLESOFT: List Message Rejected                             |
| Ticket Number: | 0000116043    | 05/03/2005      | (nami)Web List Request   |
| Ticket Number: | 0000115957    | 05/02/2005      | OSPA List Serve  |
| Ticket Number: | 0000115956    | 05/02/2005      | Prospect List  |
| Ticket Number: | 0000115906    | 05/01/2005      | Graduates account has been deactivated                                 |
| Ticket Number: | 0000116308    | 05/06/2005      | User would like her account cleared.                                   |
| Ticket Number: | 0000116518    | 05/10/2005      | User: "helms" needs corporate calendar account. Full name Sally Helm   |
| Ticket Number: | 0000115911    | 05/01/2005      | Work Order Request-Not a valid command in linux                        |
| Ticket Number: | 0000116072    | 05/03/2005      | User accidentally deleted all mail in inbox and wants it restored.     |
| Ticket Number: | 0000116508    | 05/10/2005      | RE: Oracle Calendar Account - Tolj                                     |
| Ticket Number: | 0000116204    | 05/05/2005      | Re: list GEST_JCET_STAFF: Mail Error Notification                      |
| Ticket Number: | 0000116199    | 05/05/2005      | User is an alumni that is recieving forwards from umbc accounts even t |
| Ticket Number: | 0000116187    | 05/05/2005      | Email restore  |
| Ticket Number: | 0000116232    | 05/05/2005      | (asaactive)Web List Request  |
| Ticket Number: | 0000116116    | 05/04/2005      | Need calendar account  |
| Ticket Number: | 0000116114    | 05/04/2005      | up quota for generic account   |
| Ticket Number: | 0000116071    | 05/03/2005      | Work Order Request-Shut down acct completely                           |
| Ticket Number: | 0000116069    | 05/03/2005      | User needs a quota increase to a web space on /afs/umbc.edu/public/ww  |
| Ticket Number: | 0000116061    | 05/03/2005      | (rfl)Web List Request  |
| Ticket Number: | 0000117135    | 05/19/2005      | PS Support Request   |
| Ticket Number: | 0000117243    | 05/23/2005      | Ismail Ahmed is not getting his email.                                 |
| Ticket Number: | 0000116967    | 05/17/2005      | (gp)Web List Request   |
| <b>tim</b>     |               | <u>Total:</u> 1 |  |
| <b>Closed</b>  |               | <u>Total:</u> 1 |  |
| Ticket Number: | 0000117383    | 05/24/2005      | Betawa passwd change page not working                                  |

## Count of Ticket Number / Create Date

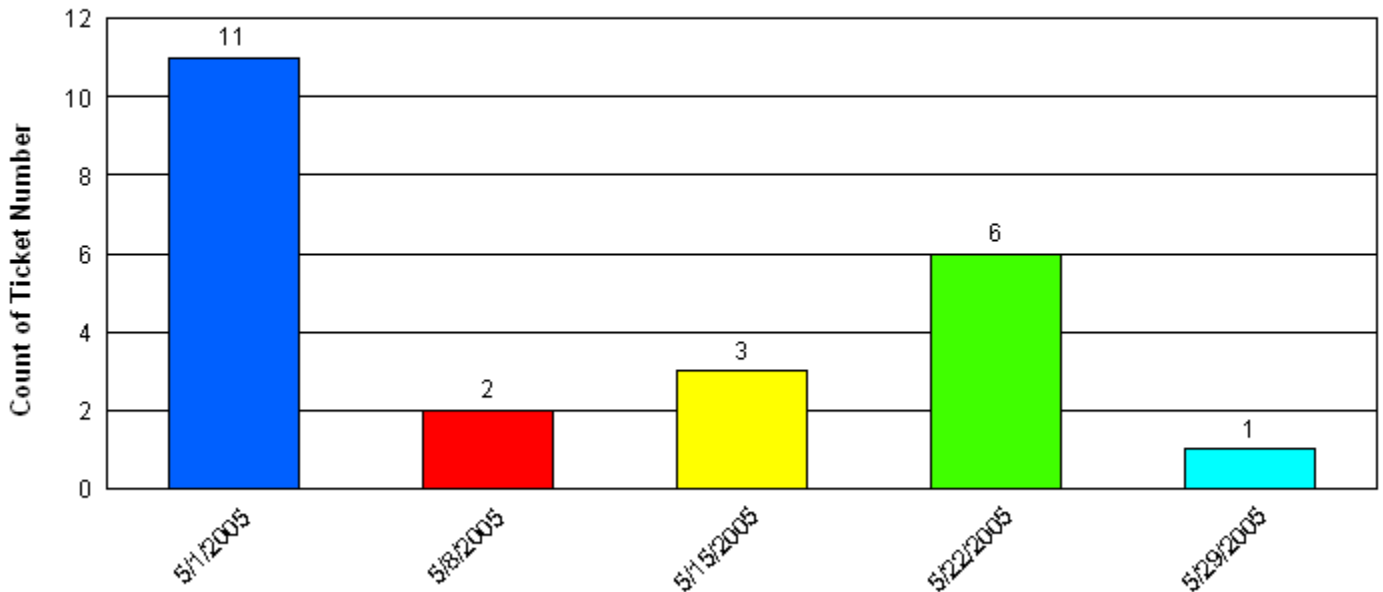
For SysCore



| SysDept                   | Total:           | Create Date | Short Description  |
|---------------------------|------------------|-------------|--|
| <b>laura</b>              | <b>23</b>        |             |  |
| <b>Closed</b>             | <b>Total: 17</b> |             |  |
| Ticket Number: 0000117270 | 05/23/2005       |             | Fixing Amanda backups  |
| Ticket Number: 0000117651 | 05/27/2005       |             | New Student for groupG in chem                                       |
| Ticket Number: 0000117574 | 05/26/2005       |             | PPlant Linux Server... (non oit installed or supported)              |
| Ticket Number: 0000117626 | 05/27/2005       |             | Please check, jack, line, port, switch for Omega500.chem (chem 006)  |
| Ticket Number: 0000115923 | 05/02/2005       |             | Dept Amanda dumps failed sat/sun                                     |
| Ticket Number: 0000116351 | 05/09/2005       |             | Amanda tape not in saturday night, flush out.                        |
| Ticket Number: 0000116022 | 05/03/2005       |             | Group G local software, MOE, need info                               |
| Ticket Number: 0000115924 | 05/02/2005       |             | reboot several linux boxes after saturday dhcp out                   |
| Ticket Number: 0000116183 | 05/05/2005       |             | lprng questions about single siding jobs                             |
| Ticket Number: 0000116252 | 05/06/2005       |             | New account on Cerebro.chem  |
| Ticket Number: 0000116276 | 05/06/2005       |             | cerebro.chem offline?  |
| Ticket Number: 0000117291 | 05/23/2005       |             | Re: [Fwd: Returned mail: see transcript for details]-Shutdown ALE.ch |
| Ticket Number: 0000116871 | 05/16/2005       |             | ID#0000115856[Fwd: Re: SR320546 Info requested for Order             |
| Ticket Number: 0000116352 | 05/09/2005       |             | hostaccess file details on kali.math                                 |
| Ticket Number: 0000116254 | 05/06/2005       |             | HD Tape Change   |
| Ticket Number: 0000116991 | 05/18/2005       |             | chemistry klssgi1 login extension time + open for her                |
| Ticket Number: 0000117142 | 05/20/2005       |             | model.chem (main chem server) hung                                   |
| <b>randy</b>              | <b>Total: 6</b>  |             |  |
| <b>Resolved</b>           | <b>Total: 1</b>  |             |  |
| Ticket Number: 0000117725 | 05/31/2005       |             | Burn Chris RHEL3u5 media please + rhn group key, acct                |
| <b>Closed</b>             | <b>Total: 5</b>  |             |  |
| Ticket Number: 0000117271 | 05/23/2005       |             | Kali node 21 problem.  |
| Ticket Number: 0000116073 | 05/03/2005       |             | question about UMBC RedHat 3.0 (fwd)                                 |
| Ticket Number: 0000115966 | 05/02/2005       |             | Need to add ssh access to phenotype.biosci.umbc                      |
| Ticket Number: 0000116161 | 05/04/2005       |             | raid disks (fwd)   |
| Ticket Number: 0000116234 | 05/05/2005       |             | hostaccess file details (fwd)  |

## Count of Ticket Number / Create Date

For SysDept



Create

Date

Short Description

Total Remedy Tickets Closed or Resolved between

05/01/2005 and 05/31/2005 : 1631

## Count of Ticket Number / Create Date & HD Department Section

