

Top 10 Departments Requesting Service with # of Tickets

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

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

Human Resources

0000116887 Refresh HRTRN Instance on morning of 5/18/05 using backup of HRP
 0000116996 Payroll-Approver@listproc.umbc.edu
 0000116644 pls run attached sql in hrprd
 0000117128 P0021A:Modify Payroll Loadback (UMPYI026.SQR) to prevent bei
 0000116011 User needs a standard quota increase for webmail; ext. 53857; Room U
 0000116878 REFRESH OF TRN
 0000117421 UC 116 (delta, all the way in the back) - Windows error message
 0000116895 VISIO PROGRAM ERROR
 0000115981 Grant Bobbie Jo Peach (username 'bpeach') Query access to procedur
 0000116707 P0004A:Payroll Conversion 2005/2006
 0000117150 PS****:Security problems in DB3 for test ees
 0000117141 buffer error 1000003549 life add ben - pls exe in HRPRD
 0000115982 Grant Pat Jarkowski DBE Maintenance capability equivalent to Dave J
 0000117295 R0001A:Gross Pay Report showing wrong DBE codes
 0000117051 pls run atchd sql against HRPRD
 0000116382 Mailbox full.please adjust quota
 0000116388 Security Revisions
 0000117040 R0001A:Incorrect paycheck number on Gross Pay Report
 0000117597 Pls Run atchd in HRPRD (ps_flsa_cal_period)
 0000117766 pls backup HRPRD for payroll
 0000116159 Timesheet: Include sold_ytd in Ad.Sick.Repay.Payback
 0000117740 increase I drive quota
 0000116285 R0000A:Create UMBC pay cal creation sqr
 0000116837 User is having trouble saving to h shared drive; ext. 52337; 532 Admi
 0000116026 Backup the HRPRD database as soon as possible on Tuesday, 5/03/05
 0000115951 Pls run attached script in HRPRD to fix pay_run_tbl
 0000117508 R0001A Remaining Gross Pay Report issues
 0000116949 pls run atcd script against HRPRD
 0000116576 R0003A:Union Field
 0000116857 P0002A:Time Entry needs to show multiple lines for hourly employe
 0000117573 Set-up of Laptop
 0000116218 P0049A:Removal of ASP code so that it will not reflect in the next ti
 0000117091 Setup of new computer 503 ad
 0000116854 Regular hours are being mis-calculated in pay_earnings rows
 0000116622 R0003A:Create a Query Identifying All Active Positions with Blank U
 0000116289 PS***** Security Revisions
 0000116298 P0021A:Chg Loadback(umpyi026) ignore ok_to_pay
 0000117577 User is able to log on but cannot open any programs on desktop; ext. 5
 0000117790 CPAYRUN Load

Total Number of Tickets:

39

PS IT - Database
 Mailing Lists
 PS IT - Database
 HR Payroll
 HD: Quota
 HR Human Resources
 PC Computer Install (Fac/Staff)
 PC Support Request (Fac/Staff)
 HR Security
 HR Payroll
 HR Payroll
 PS IT - Database
 HR Security
 HR Human Resources
 PS IT - Database
 HD: Software Config/Trblshtng
 HR Security
 HR Payroll
 PS IT - Database
 PS IT - Database
 HR Benefits Admin
 Novell Quotas
 HR Payroll
 Novell Issue (Fac/Staff)
 PS IT - Database
 PS IT - Database
 HR Payroll
 PS IT - Database
 HR Human Resources
 HR Time and Labor
 PC Computer Install (Fac/Staff)
 HR Time and Labor
 PC Support Request (Fac/Staff)
 HR Time and Labor
 HR Human Resources
 HR Security
 HR Payroll
 PC Support Request (Fac/Staff)
 HR Payroll

Chemistry BioChem - Academic

0000116553 quota increase
 0000116835 3 Retriever Transaction Detail Report
 0000115969 Network printing problems
 0000117764 Networking the New Color Laser Printer to print to from printhost (v
 0000116578 Work Order Request
 0000117651 New Student for groupG in chem
 0000117053 User lost his PINE address book and would like it restored. He logins t
 0000117499 Re: ion.ad, account creation
 0000117291 Re: [Fwd: Returned mail: see transcript for details]-Shutdown ALE.ch
 0000117145 Customer requests email restore
 0000116871 ID#0000115856[Fwd: Re: SR320546 Info requested for Order
 0000116420 Chem549: Activate jack# 549-1-T5N
 0000116183 lprng questions about single siding jobs
 0000116022 Group G local software, MOE, need info
 0000116139 User needs a quota webmail increase for work faculty purposes; ext. 5
 0000116522 CHEM476: AD grad student account is having permission problems b
 0000116252 New account on Cerebro.chem

Total Number of Tickets:

36

HD: Quota
 PS Projects
 PC Support Request (Fac/Staff)
 Chemistry Dept Unix Issues
 Macintosh Support Request (Fac/Staff)
 Chemistry Dept Unix Issues
 AFS File Restore Request
 Active Directory Password
 Email Request
 AFS File Restore Request
 Email Request
 Dead/Slow Network Jack
 Chemistry Dept Unix Issues
 Chemistry Dept Unix Issues
 HD: Quota
 PC Support Request (Fac/Staff)
 Chemistry Dept Unix Issues

0000117245	Blackboard NEW Course: Assign to New Media: Blackboard	Online Course Course Creation
0000117132	Work Order Request chem 240	PC Support Request (Fac/Staff)
0000116276	cerebro.chem offline?	DHCP Request
0000117635	CHEM 112 - jack check	Check Network Jack (Fac/Staff)
0000116829	printhead entry for CHEM_SharpARM455N	Chemistry Dept Unix Issues
0000117645	BIO 359: Outlook setup	PC Support Request (Fac/Staff)
0000116076	please help me	HD: Software Config/Trblstng
0000117626	Please check, jack, line, port, switch for Omega500.chem (chem 006)	Dead/Slow Network Jack
0000117451	account on hercules: Gregurick Group	UNIX Misc
0000117661	CHEM112: Computer is infected, needs full reinstall	PC Support Request (Fac/Staff)
0000117236	Omega500 timing out of backups	Chemistry Dept Unix Issues
0000116991	chemistry klssgil login extension time + open for her	Chemistry Dept Unix Issues
0000117366	Some problems	PC Support Request (Fac/Staff)
0000117557	Unwanted change of local user profile	PC Support Request (Fac/Staff)
0000116690	virus question	HD: Software Config/Trblstng
0000117279	Work Order Request	HD: Software Config/Trblstng
0000117244	Blackboard NEW Course: Assign to New Media: Blackboard	Online Course Course Creation
0000117039	Novell error: Cannot find tree; ext. 52211; BIO 359;	Novell Issue (Fac/Staff)
0000117775	Work Order Request-Need quota increase for mail	HD: Quota

Computer Sci Elec Engineering

0000116251	Delivery Status Notification (Delay) (fwd)	HD: Software Config/Trblstng
0000116237	Returned mail: see transcript for details (fwd)	HD: Software Config/Trblstng
0000116236	Returned mail: see transcript for details (fwd)	HD: Software Config/Trblstng
0000117623	Work Order Request-trouble logging into ssh	HD: Software Config/Trblstng
0000117186	Blackboard NEW Course: Assign to New Media: Blackboard	Online Course Course Creation
0000115991	Security Establishment	HR Security
0000117227	Quota increase request	HD: Quota
0000117631	HR Account codes	HR Human Resources
0000117614	Work Order Request	AFS File Restore Request
0000117663	Software Installation Request	Unix Software Install/Upgrade
0000117650	Blackboard NEW Course: Assign to New Media: Blackboard	Online Course Course Creation
0000116412	duplicate charge?	PS General Ledger
0000116250	Delivery Status Notification (Delay) (fwd)	HD: Software Config/Trblstng
0000116756	URGENT DNS needing changing	DNS Entry Modification
0000116751	Work Order Request	Dead/Slow Network Jack
0000116757	submit ticket to install arpack++	UNIX Misc
0000116995	Re: QUOTA WARNING for your myUMBC account	HD: Quota
0000116735	CMPE310 Projects printing	HD: General Info
0000116750	Work Order Request	Remedy Account Request
0000117000	Summer PID Form	HR Human Resources
0000116704	quota increase	HD: Quota
0000117331	Blackboard DELETE Course: Assign to New Media: Blackboard	Online Course Misc
0000117330	Blackboard DELETE Course: Assign to New Media: Blackboard	Online Course Misc
0000117503	ext. 53531; Room 325 ITE; User needs network H drive quota increas	Novell Quotas
0000116979	Clearing Out Mail Folders	HD: Software Config/Trblstng
0000116035	Install AQSIS	GL Login Problems
0000117329	Blackboard NEW Course: Assign to New Media: Blackboard	Online Course Course Creation
0000117426	Blackboard DELETE Course: Assign to New Media: Blackboard	Online Course Misc
0000117565	Resource Type	Email Request
0000115942	change MAC address in DHCP server	DNS Entry Modification
0000117068	ITE 325M - Novell reinstall d	PC Software Install (Fac/Staff)
0000117714	Work Order Request	HD: Software Config/Trblstng
0000117110	Proj Financial Summary by Activity ID	PS Projects
0000116662	[Mac s/w] ITE376: Matlab 7 R14 won't run properly	Mac Software Install (Fac/Staff)
0000116459	Missing info on report	PS Purchasing

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35

General Accounting

0000116100	Need quota increase	HD: Quota
0000117567	Write SQR summarizing leave liabilities for end-of-fiscal-year	HR Benefits Admin
0000117533	Viewer Access	PS Finance Security
0000117555	1 - Problem with Budget Checking a Deposit Batch	PS Budgets
0000115980	Grant Michelle Smith (username 'voltz') query security to access two s	HR Security

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34

0000116149	Step 2 orphans and potential GL problem must be removed from HRPR	HR Commitment Accounting
0000117125	P0013A:Distribution program processes deductions and taxes when n	HR Commitment Accounting
0000117558	PS****:Produce list of current 'Z' users	HR Security
0000116886	Reporting instance	PS Finance Technical Issues
0000116463	Error in Connecting to ADV VPN	HD: Software Config/Trblshtng
0000116631	Increase email capacity	HD: Quota
0000117566	PS****:Grant Maria Zhang (username 'qzhang') PS access to Inquiry m	HR Security
0000116377	R0012A:Fringe Retros cannot be selected for pay periods where earn	HR Commitment Accounting
0000117199	1 SAR to GL Interface Ran to No Success	PS Finance Technical Issues
0000116291	ADC VPN Access	HD: Software Config/Trblshtng
0000117731	FW: The Process Instance (222731 - Process: (UM_FW_LOAD) f	PS Finance Technical Issues
0000116190	R0002:Retros causing out-of-balance errors in GL Interface	HR Commitment Accounting
0000116286	RE: grant reports	Email Request
0000116390	Build Combo Data Process is in Error	PS Finance Technical Issues
0000116404	Errored Effort Report	HR Time and Labor
0000116993	Grant Retro Roll DBE Proration in HRPRD	HR Commitment Accounting
0000116295	R0006A:Inspect and BUD006 to properly roll DBEs forward	HR Commitment Accounting
0000116299	P0007A:Deleting retro processed through FSCAM011 does not remo	HR Commitment Accounting
0000117422	Can you discount the cost of this Query	PS Finance Technical Issues
0000117621	Email quota increase	HD: Quota
0000116999	Grant Bob Preston access to Retro Processing Role	HR Commitment Accounting
0000116294	P0007A:FSCAM011 is not correctly calculating retro paygroup	HR Commitment Accounting
0000116302	PS***** Carol needs access to the loadback report and DOE 24 repo	HR Commitment Accounting
0000117283	R0002A:Research reformatting ee history report to fit on letter-size p	HR Commitment Accounting
0000116719	HR_ACCT_LN	PS Finance Technical Issues
0000117724	FW: The Process Instance (219223 - Process: (UM_FW_LOAD) f	PS Finance Technical Issues
0000116726	PS***** Carol Pace and staff need access to the retro validation panel	HR Commitment Accounting
0000116014	FW: list PEOPLESOFT: List Message Rejected	Mailing Lists
0000116864	R0004A:Modify UMPYI013.SQR (Payroll Distribution) to address C	HR Commitment Accounting

Biology - Academic

0000117220	Work Order Request (Mailing List Ownership Change)	Mailing Lists
0000116340	Problem with Novell site	Novell Issue (Fac/Staff)
0000116801	[Fwd: EMAIL ACCOUNT SUSPENSION]	HD: Software Config/Trblshtng
0000116392	statistics software	PC Support Request (Fac/Staff)
0000116752	quota	HD: Quota
0000116429	Needs network printer hooked up.	PC Support Request (Fac/Staff)
0000116016	BS 011 : Printer setup	PC Support Request (Fac/Staff)
0000117294	BS364: Computer crashes on boot	PC Support Request (Fac/Staff)
0000117406	Can not log into workstation	PC Support Request (Fac/Staff)
0000117691	Blackboard announcements for BIOL 495	HD:Online Course Issues
0000117692	Re: QUOTA WARNING for your myUMBC account	HD: Quota
0000117542	Blackboard NEW Course: Assign to New Media: Blackboard	Online Course Course Creation
0000116598	Blackboard NEW Course: Assign to New Media: Blackboard	Online Course Course Creation
0000116606	change dhcp printer entry	DHCP Request
0000116597	[site survey] BS368: Install 1 additional data line to jack#368 for a pri	Install Network Jack
0000116639	Blackboard DELETE Course: Assign to New Media: Blackboard	Online Course Misc
0000116637	Blackboard COPY Course: Assign to New Media: Blackboard	Online Course Misc
0000116439	Novell problem	Novell Issue (Fac/Staff)
0000116747	[Mac s/w] BS455: User can't delete email and can't print	Macintosh Support Request (Fac/Staff)
0000116742	SPSS version 12 due back monday 16th	HD: CD Checkout
0000117540	Blackboard NEW Course: Assign to New Media: Blackboard	Online Course Course Creation
0000117586	SPSS version 12 1 CD, due back Friday May 27, 2006	HD: CD Checkout
0000116498	user wants an estimate on setting up a wireless network for a lab	Computer Room Network Line
0000116905	Problems printing to networked printer	Macintosh Support Request (Fac/Staff)
0000115966	Need to add ssh access to phenotype.biosci.umbc	UNIX Misc
0000117818	Blackboard NEW Course: Assign to New Media: Blackboard	Online Course Course Creation
0000117826	Blackboard NEW Course: Assign to New Media: Blackboard	Online Course Course Creation

Total Number of Tickets:

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IS Department

0000117391	Blackboard COPY Course: Assign to New Media: Blackboard	Online Course Misc
0000117314	Bb user export	Online Course Misc
0000117603	Adding MS students to GO IS site	Online Course Misc

Total Number of Tickets:

25

0000116447	[Fwd: Your Email Account is Suspended For Security Reasons]	HD: Software Config/Trblshntg
0000116370	[PC s/w] ITE404g: Check Outlook	Novell Client Install
0000117315	Bb courses	Online Course Misc
0000117532	Blackboard NEW Course: Assign to New Media: Blackboard	Online Course Course Creation
0000117687	Blackboard advanced question, need expert help!	HD:Online Course Issues
0000117215	Blackboard NEW Course: Assign to New Media: Blackboard	Online Course Course Creation
0000117392	Blackboard COPY Course: Assign to New Media: Blackboard	Online Course Misc
0000116395	User needs forward from ddenen1@umbc.edu removed; ext. 53526; R	Webmail Problem
0000117015	Cannot run Informatica Workflow Monitor	PC Support Request (Fac/Staff)
0000117476	Blackboard NEW Course: Assign to New Media: Blackboard	Online Course Course Creation
0000117218	Blackboard NEW Course: Assign to New Media: Blackboard	Online Course Course Creation
0000116321	Checkout of SAS 9.1.2	HD: CD Checkout
0000117719	Blackboard COPY Course: Assign to New Media: Blackboard	Online Course Misc
0000116634	PS***** Security Revisions	HR Security
0000117300	Mail spool problems	HD: Software Config/Trblshntg
0000115947	quota	HD: Quota
0000116471	Blackboard COPY Course: Assign to New Media: Blackboard	Online Course Misc
0000117095	VPN on Linux	Firewall Issues
0000117561	IS 300	Online Course Misc
0000116455	[Fwd: Your Email Account is Suspended For Security Reasons]	HD: Software Config/Trblshntg
0000117390	Blackboard NEW Course: Assign to New Media: Blackboard	Online Course Course Creation
0000117821	Blackboard NEW Course: Assign to New Media: Blackboard	Online Course Course Creation

Library

0000117312	[lab] ECS005: After effects license expired
0000117424	blocking
0000117079	Novell permissions
0000115953	IE group policy issues for AOKG accounts
0000116184	Re: User jessame
0000116121	User wesley
0000117578	verify an email message - legit?
0000117732	Novell Share Increase -- please expedite.
0000116413	AD question
0000116051	Username cwane needs a webmail quota increase (another faculty) te
0000117604	MySQL User
0000116437	FW: Returned Mail: RE: Returned Mail: RE: Work Order Request
0000116196	FW: User jessame - pls expedite
0000116320	Work Order Request
0000116442	[site survey] Library 2nd Floor: install 19 data lines
0000116418	RE: 0000115221
0000115964	User jessame
0000116653	quota increase request for username 'speccoll'
0000116727	quota increase
0000116859	MySQL Account
0000115974	AD install d
0000116554	LIBRARY 155: Office uninstall, reinstall
0000115954	Login issues in library
0000117803	Calendar Account Creation

Total Number of Tickets:

24

LabHardware
HD: Software Config/Trblshntg
Novell Account Management
UMBC Arbitrary Account
PC Support Request (Fac/Staff)
LCS Support Request
Spam sent to Help Desk queue
Novell Quotas
PC Support Request (Fac/Staff)
HD: Quota
Oracle DB Issue (oracle.gl)
UMBC Account Deletion
Email Request
UMBC Account Deletion
Network Survey
AFS File Space Requests
PC Software Install (Fac/Staff)
HD: Quota
HD: Quota
Oracle DB Issue (oracle.gl)
PC Support Request (Fac/Staff)
PC Software Install (Fac/Staff)
UMBC Arbitrary Account
CorpTime Calendar Account Requests

SA PeopleSoft IT Support

0000117759	Please delete Ed Hinke's Corporate Time account.
0000117762	Linda is not able to open a PDF file from her browser correctly.
0000116027	Rachel Ward needs a Novell account.
0000117243	Ismail Ahmed is not getting his email.
0000117303	Isabel needs new URL's created for the Bursar's Office.
0000116241	Web change needed for "departments.html" page.
0000116852	Rosiland Wilkes needs her email quota increased.
0000116720	User's remedy program breaks down
0000117760	Please delete Ed Hinke's HP/Reflections account
0000117758	Please delete Ed Hinke's Novell account.
0000117470	Jean Bunche would like "ehinke" email reindircted to hers.
0000116032	Rachel Ward needs a Corp Time account.
0000116185	Ed's PC shuts down for no reason with no error message.

Total Number of Tickets:

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CorpTime Calendar Account Requests
PC Support Request (Fac/Staff)
Novell Account Management
Email Spam Complaint
UMBC Campus Web Pages
UMBC Campus Web Pages
HD: Quota
PC Support Request (Fac/Staff)
OIT-BSG Operational Support
Novell Account Management
UMBC Email Alias
CorpTime Calendar Account Requests
PC Support Request (Fac/Staff)

0000116908 2 Missing TREE_EFFDT in PSTST record UM_SEC_TREE_OPR
 0000117653 3 Nightly KK Budget Processor runs to Error Status
 0000117302 UMGMR005 Documentation Request
 0000116186 Tom's new DVD/CD recorder drive is getting an error.
 0000116910 Missing TREE_EFFDT in PSTST record UM_SEC_TREE_OPR
 0000117413 Larry's PC is shutting down on it's own.
 0000117255 Remove Grants Report UMGMR005
 0000116355 Virus/Spyware infection
 0000117407 Peggy is not getting her email and her quota is not full.
 0000115972 psfinanceusers

PS Finance Technical Issues
 PS Finance Technical Issues
 PS Grants
 PC Support Request (Fac/Staff)
 Email Request
 PC Support Request (Fac/Staff)
 PS Grants
 PC Support Request (Fac/Staff)
 AFS File Space Requests
 Mailing Lists

Psychology Admin

0000115993 MP 325: SPSS install
 0000116389 Blackboard NEW Course: Assign to New Media: Blackboard
 0000116942 PSYC 332 Final
 0000116311 Trouble with SAS v9 license
 0000117388 Blackboard NEW Course: Assign to New Media: Blackboard
 0000116925 Turn off banner page for printouts
 0000116211 quota increase request
 0000117003 Borrowing SPSS CD
 0000117127 [PC s/w] MP323: SAS vs 9.1 not working properly
 0000117122 Blackboard site is not loading
 0000116992 Admin rights on department machines ss501
 0000116596 [PC s/w] MP338: Novell Printing won't work
 0000116271 ext. 52488; Room 320 MP; Xerox scanner does not scan items over t
 0000116162 novell print queue setup with floater IP address
 0000117203 Blackboard NEW Course: Assign to New Media: Blackboard
 0000116590 User needs novell printer psyc_1300N added to his account to be able
 0000116168 Disk quota increase
 0000116141 MP301B: Printer is the wrong vlan & probably needs an IP
 0000116146 Social Science rm 511. x53113. Install SPSS on machines in lab
 0000116546 please up quota
 0000116548 E-mail disk usage and increased spam
 0000117810 creating a webpage

Total Number of Tickets:

22

PC Software Install (Fac/Staff)
 Online Course Misc
 OIT-BSG Faculty
 HD: Software Config/Trblshntg
 Online Course Course Creation
 PC Support Request (Fac/Staff)
 HD: Quota
 HD: CD Checkout
 PC Computer Install (Fac/Staff)
 Online Course Server Down
 PC Support Request (Fac/Staff)
 PC Support Request (Fac/Staff)
 PC Support Request (Fac/Staff)
 Novell Printing
 Online Course Course Creation
 Novell Printing
 HD: Quota
 Dead/Slow Network Jack
 PC Support Request (Fac/Staff)
 HD: Quota
 HD: Software Config/Trblshntg
 HD: Software Config/Trblshntg

Education - Academic

0000116381 (llc600-8)Web List Request
 0000116481 [Fwd: Your Email Account is Suspended For Security Reasons]
 0000116588 Projects
 0000117134 User needs "Sent Mail" folder restored
 0000117689 Blackboard COPY Course: Assign to New Media: Blackboard
 0000117690 Blackboard COPY Course: Assign to New Media: Blackboard
 0000116493 [Fwd: visa report problem]
 0000116391 Net printer not working (jetdirect)
 0000116575 secure folder setup and novell access request
 0000117563 Quota?
 0000116676 Needs access to department printers
 0000117049 educ771@umbc.edu email alias wanted and sent to oliva@umbc.edu
 0000117367 PS***** PS Username Change
 0000116675 Customer needs novell password reset
 0000116331 quota
 0000116415 [PC s/w] ACIV421: User needs McAfee Reinstalled
 0000116029 Has this been resolved?
 0000117804 Blackboard NEW Course: Assign to New Media: Blackboard
 0000117807 Blackboard COPY Course: Assign to New Media: Blackboard

Total Number of Tickets:

19

Mailing Lists
 Email Request
 PS Projects
 AFS File Restore Request
 Online Course Misc
 Online Course Misc
 PS Purchasing
 PC Support Request (Fac/Staff)
 Novell Account Management
 HD: Quota
 Novell Printing
 UMBC Email Alias
 HR Human Resources
 Novell Account Password
 HD: Quota
 PC Support Request (Fac/Staff)
 HD: General Info
 Online Course Course Creation
 Online Course Misc

Top 10 UMBC Departments Requesting Service

