

Top 10 Users Requesting Service with # of Tickets

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

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

myo	OIT Infrastructure & Support	Total No. of Tickets: 25
0000116937	5/17 all tapes changed	HD:TapeChanges
0000117373	all tapes changed for 5/24.	HD:TapeChanges
0000117305	2:00pm phone mail check 5/23 no msges.	HD: Phonemail
0000117341	5/24 phone mail check, no msges.	HD: Phonemail
0000117096	User reported that at http://scholareseek.lib.umbc.edu/search.asp after y	UMBC Campus Web Pages
0000117090	5/19 11am. no msges.	HD: Phonemail
0000117478	Users cannot access myUMBC i'm sure you guys are already aware.	MyUMBC Server Down
0000117486	Consultants Joe Hamilton, Daniel Gabriel and Patrick Zearfoss needs t	HD: General Info
0000117488	Need to make sure novell accounts stay active for consultants	Novell Account Management
0000117788	5/31 all tapes changed.	HD:TapeChanges
0000117717	5/30 2pm phone mail check.	HD: Phonemail
0000117716	5/30 all tapes changed.	HD:TapeChanges
0000117657	5/27 tapes changed.	HD:TapeChanges
0000117648	5/27 11am phonemail no msges	HD: Phonemail
0000117608	People called in having problems accessing account, webmail, webspa	UMBC Central Server Down
0000117583	2:00pm phone mail check no msges.	HD: Phonemail
0000117518	5:00pm phone mail check no msges.	HD: Phonemail
0000117517	2:00 pm phone mail check no msges.	HD: Phonemail
0000117489	User mnolan1, mike nolan will not be working as consultant for us an	Webadmin/Webauth Service
0000116499	5/10 all tapes have been changed.	HD:TapeChanges
0000116517	5/10 - 4 voicemails for 5pm check	HD: Phonemail
0000116582	5/11 all tapes changed for today. Tim will call to change his out later.	HD:TapeChanges
0000116664	5/12 2:00pm phone mail. no msges.	HD: Phonemail
0000115950	[Fwd:] passwd change	HD: Password
0000116041	5/3 all tapes changed except engineering, waiting for Tim to call back.	HD:TapeChanges

kblank	Applications	Total No. of Tickets: 23
0000116106	Alter a Table in FSTST	PS Finance Technical Issues
0000116115	Alter PS_JOB in FSPRD	PS Finance Technical Issues
0000116260	Run Script in FSDEV	PS Finance Technical Issues
0000116268	More FSDEV Clean UP	PS Finance Technical Issues
0000116357	Script for FSTST	PS Finance Technical Issues
0000116426	FSTST - Recreate a view and alter 2 records	PS Finance Technical Issues
0000116449	Another Script for FSPRD	PS Finance Technical Issues
0000116828	Recreate table in FSUAT	PS Finance Technical Issues
0000116810	Table Build in FSUAT	PS Finance Technical Issues
0000116448	Script for FSPRD	PS Finance Technical Issues
0000117633	Script for FSDEV	PS Finance Technical Issues
0000117654	Script for FSPRD - Payroll 21 Budget Check Fix	PS Finance Technical Issues
0000117636	Script for FSPRD	PS Finance Technical Issues
0000117754	SQL for FSPRD - More Billing Header 'Fixes'	PS Finance Technical Issues
0000117739	Script for FSTST - Drop and Re-Create 2 Tables	PS Finance Technical Issues
0000117726	Script for FSTST- New Retriever	PS Finance Technical Issues
0000116975	Recreate a View in FSDEV	PS Finance Technical Issues
0000117001	New view in FSDEV	PS Finance Technical Issues
0000117428	UNIX permissions	UNIX Misc
0000117403	Purge Message Queues in FSPRD and HRPRD	PS Finance Technical Issues
0000117347	Script for FSSBX	PS Finance Technical Issues
0000117323	Debug SQL Statement (Retriever)	PS Finance Technical Issues
0000117021	Create View in FSTST	PS Finance Technical Issues

rpreston	General Accounting	Total No. of Tickets: 22
0000116993	Grant Retro Roll DBE Proration in HRPRD	HR Commitment Accounting
0000117422	Can you discount the cost of this Query	PS Finance Technical Issues
0000117283	R0002A:Research reformatting ee history report to fit on letter-size p	HR Commitment Accounting
0000117125	P0013A:Distribution program processes deductions and taxes when n	HR Commitment Accounting
0000116999	Grant Bob Preston access to Retro Processing Role	HR Commitment Accounting
0000117567	Write SQR summarizing leave liabilities for end-of-fiscal-year	HR Benefits Admin

0000117621	Email quota increase	HD: Quota
0000117731	FW: The Process Instance (222731 - Process: (UM_FW_LOAD) f	PS Finance Technical Issues
0000117724	FW: The Process Instance (219223 - Process: (UM_FW_LOAD) f	PS Finance Technical Issues
0000116631	Increase email capacity	HD: Quota
0000116719	HR_ACCT_LN	PS Finance Technical Issues
0000116726	PS***** Carol Pace and staff need access to the retro validation panel	HR Commitment Accounting
0000116886	Reporting instance	PS Finance Technical Issues
0000116014	FW: list PEOPLESOFT: List Message Rejected	Mailing Lists
0000116377	R0012A:Fringe Retros cannot be selected for pay periods where earn	HR Commitment Accounting
0000116302	PS***** Carol needs access to the loadback report and DOE 24 repo	HR Commitment Accounting
0000116299	P0007A:Deleting retro processed through FSCAM011 does not remo	HR Commitment Accounting
0000116295	R0006A:Inspect and BUD006 to properly roll DBEs forward	HR Commitment Accounting
0000116294	P0007A:FSCAM011 is not correctly calculating retro paygroup	HR Commitment Accounting
0000116286	RE: grant reports	Email Request
0000116190	R0002:Retros causing out-of-balance errors in GL Interface	HR Commitment Accounting
0000116149	Step 2 orphans and potential GL problem must be removed from HRPR	HR Commitment Accounting

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Human Resources

Total No. of Tickets: **17**

0000116644	pls run attached sql in hrprd	PS IT - Database
0000116707	P0004A:Payroll Conversion 2005/2006	HR Payroll
0000116854	Regular hours are being mis-calculated in pay_earnings rows	HR Time and Labor
0000116857	P0002A:Time Entry needs to show multiple lines for hourly employe	HR Time and Labor
0000115951	Pls run attached script in HRPRD to fix pay_run_tbl	PS IT - Database
0000116285	R0000A:Create UMBC pay cal creation sqr	HR Payroll
0000116298	P0021A:Chg Loadback(umpyi026) ignore ok_to_pay	HR Payroll
0000116026	Backup the HRPRD database as soon as possible on Tuesday, 5/03/05	PS IT - Database
0000116949	pls run attcd script against HRPRD	PS IT - Database
0000117128	P0021A:Modify Payroll Loadback (UMPYI026.SQR) to prevent bei	HR Payroll
0000117051	pls run attchd sql against HRPRD	PS IT - Database
0000117040	R0001A:Incorrect paycheck number on Gross Pay Report	HR Payroll
0000117141	buffer error 1000003549 life add ben - pls exe in HRPRD	PS IT - Database
0000117508	R0001A Remaining Gross Pay Report issues	HR Payroll
0000117766	pls backup HRPRD for payroll	PS IT - Database
0000117790	CPAYRUN Load	HR Payroll
0000117597	Pls Run attchd in HRPRD (ps_flsa_cal_period)	PS IT - Database

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OIT Infrastructure & Support

Total No. of Tickets: **16**

0000117531	opening phonemail 5.26	HD: Phonemail
0000117625	opening phonemail - 5.27	HD: Phonemail
0000116973	opening phonemail 5.18.05	HD: Phonemail
0000117063	opening phone mail 5.19	HD: Software Config/Trblshtng
0000117401	opening phonemail 5.25	HD: Phonemail
0000117339	labs opening 5.24	HD:LabCheck
0000117144	labs opened - 5.20	HD:LabCheck
0000117143	opening phonemail 5.20.05	HD: Phonemail
0000117089	opening tasks 5/19	HD:LabCheck
0000116091	opening phonemail 5.4	HD: Phonemail
0000116269	opening phonemail 5.6.05	HD: Phonemail
0000116092	[lab] ECS021PC04: monitor has dead pixels	LabHardware
0000116532	phone mail - opening - 5.11	HD: Phonemail
0000116616	opening phone mail 5.12	HD: Phonemail
0000116882	opening tasks - labs	HD:LabCheck
0000116689	opening phonemail, 5.13	HD: Phonemail

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SA PeopleSoft IT Support

Total No. of Tickets: **15**

0000117470	Jean Bunche would like "ehinke" email redeircted to hers.	UMBC Email Alias
0000117758	Please delete Ed Hinke's Novell account.	Novell Account Management
0000117759	Please delete Ed Hinke's Corporate Time account.	CorpTime Calendar Account Req
0000117760	Please delete Ed Hinke's HP/Reflections account	OIT-BSG Operational Support
0000117762	Linda is not able to open a PDF file from her browser correctly.	PC Support Request (Fac/Staff)
0000117243	Ismail Ahmed is not getting his email.	Email Spam Complaint
0000117303	Isabel needs new URL's created for the Bursar's Office.	UMBC Campus Web Pages
0000117413	Larry's PC is shutting down on it's own.	PC Support Request (Fac/Staff)

0000117407 Peggy is not getting her email and her quota is not full.
0000116027 Rachel Ward needs a Novell account.
0000116241 Web change needed for "departments.html" page.
0000116186 Tom's new DVD/CD recorder drive is getting an error.
0000116032 Rachel Ward needs a Corp Time account.
0000116185 Ed's PC shuts down for no reason with no error message.
0000116852 Rosiland Wilkes needs her email quota increased.

AFS File Space Requests
Novell Account Management
UMBC Campus Web Pages
PC Support Request (Fac/Staff)
CorpTime Calendar Account Req
PC Support Request (Fac/Staff)
HD: Quota

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Ofc of Enrollment Managemen

Total No. of Tickets: **15**

0000117509 request
0000116951 request
0000117114 request
0000117262 question
0000117328 request
0000116731 request re: ticket # 115728
0000116813 Increase Bridget Watson's email account by 25mb
0000116767 request
0000116819 request
0000116825 request
0000116855 request
0000116823 request
0000116818 request
0000116816 request
0000116150 request

HD: Quota
HD: Quota
UMBC Email Alias
Mailing Lists
HD: Quota
AFS File Space Requests
HD: Quota
HD: Quota
HD: Quota
HD: Quota
Novell Quotas
HD: Quota
HD: Quota
HD: Quota
HD: Quota

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Applications

Total No. of Tickets: **15**

0000115943 Adjust Database Backup Schedule
0000115945 Generate spreadsheet that lists DB info
0000115961 Reset FSDEV SYSADM password.
0000116105 Investigate why the update script took 2.5 days to run
0000116104 Rebuild PYRAMED DB
0000116563 research moving of public queries for clone
0000116842 Research 10g backup enhancements
0000116840 Single sign on
0000117484 research using streams to replicate user creation from FSPRD to FSRP
0000117649 new UMBC user
0000117652 Change OID documentation to reflect the config set change
0000117493 OID not replicating properly
0000117352 move dpet_sis to dev1
0000117365 Access to Shadow Database
0000117400 Upgrade HR instances to 9.2.0.6

PS IT - SysAdmin
PS IT - Database
PS IT - Database
PS IT - Database
OIT-BSG Oracle Database
PS IT - Database
OIT-BSG Oracle Database
PS IT - Database
PS IT - Database
PS Finance Security
PS IT - Database
PS IT - Database
OIT-BSG Oracle Database
PS IT - Database
PS IT - Database

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Legal Affairs

Total No. of Tickets: **13**

0000117069 FW: DMCA Notice Unauthorized Use of Columbia Pictures Indus
0000117074 FW: Case ID 63079517 - Notice of Claimed Infringement kwu1
0000117131 FW: Case ID 62540002 - Notice of Claimed Infringement
0000117252 FW: 2nd Copyright Infringement Notice ID: 9-306784 king2
0000117251 FW: Case ID 64055067 - Notice of Claimed Infringement reb11
0000117194 FW: Case ID A60091966 - RIAA Infringement Notification
0000117120 FW: Case ID A63646196 - RIAA Infringement Notification jamie3
0000117073 FW: Case ID 63617633 - Notice of Claimed Infringement
0000117070 FW: Case ID A63268969 - RIAA Infringement Notification
0000117071 FW: Notice ID: 22-826179 Notice of Unauthorized Use of Paramount
0000117072 FW: Notice ID: 22-830964 Notice of Unauthorized Use of Paramount
0000115971 Work Order Request
0000115994 FW: Case ID 59837083 - Notice of Claimed Infringement

Copyright Violation
Copyright Violation
Copyright Violation
Copyright Violation
Copyright Violation
Copyright Violation
Copyright Violation
Copyright Violation
Copyright Violation
Copyright Violation
Copyright Violation
Copyright Violation
PC Support Request (Fac/Staff)
Copyright Violation

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Applications

Total No. of Tickets: **13**

0000116235 Grants report slow for RBROOKS
0000116367 PRJ12 Retriever Mods
0000116374 4 Jun 30 Audit Reports
0000116417 Oracle Access
0000117022 FSTST - Data Load

PS IT - Database
PS General Ledger
PS Finance Security
PS Finance Technical Issues
PS Finance Technical Issues

0000117433 3 PeopleSoft error report - Journal Drill-Down
 0000117402 FW: Question/Problem with Project Financial Summary by Activity I
 0000117536 Refresh FSTST
 0000117746 PSTEMP
 0000117560 EPMPRD Retriever is missing Project information
 0000117543 Inactivate Access
 0000117547 Disable Accounts
 0000117546 Disable Accounts

PS Finance Technical Issues
 PS Finance Technical Issues
 PS Finance Technical Issues
 PS Finance Technical Issues
 PS IT - Database
 UMBC Account Deletion
 UMBC Account Deletion
 HD: Accounts

Top 10 UMBC Customers Requesting Service

