

## 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

11/01/2003

11/30/2003

Applications

Total Number of Tickets:

170

0000076766	Important/Urgent Process Scheduler is not functioning in FSPRD	PS IT - SysAdmin
0000076760	biol301 / omland	OIT-BSG Faculty
0000076759	chem102L 0 Q9 / Brothers	OIT-BSG Faculty
0000076796	psyc320 / martinkowski	OIT-BSG Faculty
0000076676	Process in FSFIX	PS IT - Database
0000076768	Define user prefs in fsdev & fstst for dharley	HelpDesk:PeopleSoft
0000077431	[Fwd: Misc Bundle Steps - FSFIX]	Email Request
0000076696	run script in FSPRD	PS IT - Database
0000077421	ECON 102/701 and 801	OIT-BSG Faculty
0000077426	run script again	Email Request
0000076755	ehs473/polk	OIT-BSG Faculty
0000076706	new tables requested	PS IT - Misc
0000076692	socy101 / trela	OIT-BSG Faculty
0000076758	chem102L 0 Q8 / Brothers	OIT-BSG Faculty
0000076690	chem101 / lacourse	OIT-BSG Faculty
0000076757	psyc285/freiberg	OIT-BSG Faculty
0000076756	ifsm310 / green	OIT-BSG Faculty
0000076691	ges311 / tokay	OIT-BSG Faculty
0000076797	psyc200 / sonnenschein	OIT-BSG Faculty
0000076481	service account in FSDEV, TST, PRD	PS IT - SysAdmin
0000077505	Slow System Now	Email Request
0000076471	psyc340 / blass	OIT-BSG Faculty
0000076451	Degree Verify program modifications	OIT-BSG Records and Registration
0000077503	Update FSPRD	Email Request
0000076488	Fwd: RE: follow-up	PS IT - Database
0000076490	Build script for hrtst2	PS IT - SysAdmin
0000076495	Increase quota	HD: Quota
0000076350	fsfix - web	PS IT - SysAdmin
0000076362	Need a script run	PS IT - SysAdmin
0000076349	run scripts in FSFIX for PO MARCH 2003 Bundle	PS IT - Database
0000077516	Build script for hrca, hrtst2, hrprd	Email Request
0000076430	FSFIX Oracle Access	PS IT - SysAdmin
0000076378	sysadm access in fsfix?	PS IT - SysAdmin
0000076427	Process Scheduler - Queued Status	PS IT - SysAdmin
0000077441	Delete GADM Accounts	OIT-BSG Operational Support
0000076580	Build script for hrprd	PS IT - Misc
0000076582	Slow Load of BTRM warehouse data	OIT-BSG Oracle Database
0000076566	psyc335/provine	OIT-BSG Faculty
0000076564	psyc205 / freiberg	OIT-BSG Faculty
0000077444	PHYSICS 105/Exam 4 Dr. Dymski	OIT-BSG Faculty
0000076595	? Forms Setup	PS IT - SysAdmin
0000077459	Reseach email PeopleCode for Keith	PS Finance Technical Issues
0000076505	remove student account krosti1	UMBC Account Deletion
0000076529	Bounce app server hrprd	PS IT - Misc
0000076533	Biol302 / Gethmann	OIT-BSG Faculty
0000077500	Build script for hrca, hrprd	Email Request
0000076560	FSFIX - Web Error	PS IT - SysAdmin
0000077491	Build script for hrdev	Email Request
0000076534	Psyc100 / Jordan-Green	OIT-BSG Faculty
0000077543	Security issue with timeout page	OIT-BSG Human Resources
0000077151	UNIX Server Access for Stephen Mubita	PS IT - SysAdmin
0000077079	Backup HRCNV and the clone HRFIX over the top of HRCNV.	PS IT - Database
0000077154	can not mail to delta-sys	Remedy System Issue
0000077068	afst201 / robinson	OIT-BSG Faculty
0000077063	alter script for hrdev	PS IT - Misc
0000077167	test - ignore	Email Request

0000077156	chem102 / weglein	OIT-BSG Faculty
0000077162	copy crystal and nvision to FS-NTPS	PS IT - SysAdmin
0000077325	Bounce app server (hrdev)	Email Request
0000077041	anth 211/201 and 203	OIT-BSG Faculty
0000077040	psyc 380/101 exam 4	OIT-BSG Faculty
0000077046	BP2_PO extra values in PO_LINE page	PS Finance Technical Issues
0000077035	econ 301 / knickerbok	OIT-BSG Faculty
0000077347	FSUAT	Email Request
0000077348	FW: SQL	Email Request
0000077047	BP2_PO Left link "Multi-Speed Charts" in page	PS Finance Technical Issues
0000077048	BP2_PO Left edit Field ITEM_SETID in Page REQ_HDR_DEFAULT	PS Finance Technical Issues
0000077034	econ 501 / knickerbok	OIT-BSG Faculty
0000077292	updated script for hrdev	Email Request
0000077285	build script for hrdev	Email Request
0000077294	econ 101/1001,1101	OIT-BSG Faculty
0000077279	App Messaging in FSDEV	PS Finance Technical Issues
0000077267	App Msg Error - GL_SETUP channel	PS Finance Technical Issues
0000077307	PSNT SERVER DOWN	PS IT - SysAdmin
0000077295	geog 102/301 keith harries	OIT-BSG Faculty
0000077296	psyc200 / hussey-gardner	OIT-BSG Faculty
0000077172	Testing 2	Email Request
0000077194	psyc100 / shimoff	OIT-BSG Faculty
0000077319	chem351L / perks	OIT-BSG Faculty
0000077183	new tables, please	PS IT - Database
0000077257	psyc200 / schultz	OIT-BSG Faculty
0000077256	chem102L - brothers	OIT-BSG Faculty
0000077318	chem351/perks	OIT-BSG Faculty
0000077255	Scan sheets / create 2 files - sandoz	OIT-BSG Faculty
0000076798	psyc210 / catania,shimoff	OIT-BSG Faculty
0000076868	Grad school report not produced as scheduled	OIT-BSG Graduate School
0000077382	Make changes to ARBM4438 so all references to the BVP database a	OIT-BSG Finance Bursar
0000076880	payrun tables requested	PS Payroll - Misc
0000076848	sowk260 / mcclellan	OIT-BSG Faculty
0000076847	Need PC setup in Delta Room	PC Computer Install (Fac/Staff)
0000077378	OFF HOURS: clone HRPRD to HRTST2	PS IT - Database
0000076883	chem123 / whalen	OIT-BSG Faculty
0000076885	phys111 / dymski	OIT-BSG Faculty
0000076926	socy452/hoyer	OIT-BSG Faculty
0000076800	psyc100 / obrien	OIT-BSG Faculty
0000076802	Notifications	PS IT - Misc
0000076799	psyc100 / obrien	OIT-BSG Faculty
0000076843	APPLJ1 in TRC network jack suspect	Check Network Jack (Fac/Staff)
0000076832	VPN login failing	Wireless Issues on campus
0000076818	reload DEVL database with current shadow HP data	OIT-BSG Oracle Database
0000076828	Add additional PS email request options	Remedy Enhancement
0000077033	econ 401 / knickerbok	OIT-BSG Faculty
0000077356	Build script for hrtst2	Email Request
0000077357	ARBR3952 and ARBM4438 Aborted	OIT-BSG Finance Bursar
0000077002	BP2_PO retrofit page tree object	PS Finance Technical Issues
0000077358	Another build script for hrtst2	Email Request
0000076977	maximum # of process exceeded error in FSDEV	PS IT - Database
0000077032	biol303/ blumberg	OIT-BSG Faculty
0000077005	Change to the GL HX file transfer process	PS IT - Misc
0000077027	ABORT: USR0014.ORK ARBR3969	OIT-BSG Residential Life
0000076927	polk / ehs475	OIT-BSG Faculty
0000076941	ehs302 / lebowitz	OIT-BSG Faculty
0000076942	ecad360 / cohen	OIT-BSG Faculty
0000076938	New password help	PS Finance Technical Issues
0000076974	psyc285 / parker	OIT-BSG Faculty
0000076973	Psyc285 / arnhem	OIT-BSG Faculty
0000077368	Last script for hrtst2	Email Request
0000077361	Re: FW: SQL	Email Request

0000077304	geog100 / rabenhorst	OIT-BSG Faculty
0000077588	Pcard user in system, has Emplid ID of '0'	PS Purchasing
0000076255	Monitor Edit Chartfield Process in FSPRD	PS IT - Database
0000076247	geog 110/jeffrey	OIT-BSG Faculty
0000076260	FW: File Changes w/ Tools 84309	PS Finance Technical Issues
0000077585	psyc380 / anderson	OIT-BSG Faculty
0000076223	Remedy password reset	Remedy Account Request
0000076246	psyc 370/provine	OIT-BSG Faculty
0000076235	UC116; cannot toggle from crt monitor to laptop lcd	PC Support Request (Fac/Staff)
0000076219	biol 107/101 weber	OIT-BSG Faculty
0000076318	cmsc 200/katz	OIT-BSG Faculty
0000076317	psyc 100/lisa jordan	OIT-BSG Faculty
0000076319	psyc 360/rabin exam 2	OIT-BSG Faculty
0000077583	rebuild tables	Email Request
0000076282	FW: Sorry Bob, use this one instead	PS Finance Technical Issues
0000076304	poli 250/101 fletcher	OIT-BSG Faculty
0000076287	Updates for FSPRD	PS IT - Database
0000076326	ehs 471/101	OIT-BSG Faculty
0000076142	HR App Messaging Question	PS IT - SysAdmin
0000077630	Customer unable to log onto Novell.	Novell Issue (Fac/Staff)
0000077640	RE: Projects Bundle - App Message Node Issue	Email Request
0000076162	FW: F&A Calculation	PS IT - Misc
0000076171	FW: F&A Issue	PS Finance Technical Issues
0000076101	Time Out Errors while using email	HD: Software Config/Trblshtng
0000076116	SQL update to FSPRD	PS IT - Database
0000076102	FW: SQL ERROR ON SEARCH BUTTON FOR BUDGET DEFINI	PS Finance Technical Issues
0000076218	psyc 304/101 freiberg	OIT-BSG Faculty
0000076216	socy 101/201 kleinberg	OIT-BSG Faculty
0000076215	PSYC200/401 Dr. Schultz	OIT-BSG Faculty
0000076217	psyc 200/301 schaeffer	OIT-BSG Faculty
0000076194	MVBR4025	OIT-BSG Operational Support
0000077599	psyc100 / jordan-green	OIT-BSG Faculty
0000076214	ehs302/101	OIT-BSG Faculty
0000076213	SOWK 388 Exam	OIT-BSG Faculty
0000076342	Change FSFIX backup schedule	PS IT - SysAdmin
0000077548	Receiver Summary by Date (Bundle delivered report)	Email Request
0000077897	psyc 304/101 exam 4	OIT-BSG Faculty
0000077898	geog 110/101 exam 3	OIT-BSG Faculty
0000077896	psyc 200/401 exam 10	OIT-BSG Faculty
0000077793	SOWK 388 Exam 2 Dr. Okundaye	OIT-BSG Faculty
0000077980	run script in TST now	Email Request
0000077706	PHYSICS 112	OIT-BSG Faculty
0000077777	socy332/wmst 332 exam 3	OIT-BSG Faculty
0000077887	Bounce hrtst app server	Email Request
0000077738	new table run, please	Email Request
0000077895	poli 300 exam Dr. Miller	OIT-BSG Faculty
0000077790	build script for hrtst	Email Request
0000077784	Can the maximum number of rows from a search and viewable in th	PS IT - SysAdmin
0000078003	PSYC 370	OIT-BSG Faculty
0000078005	psyc 335	OIT-BSG Faculty
0000078004	ECON 101 Mark Th omas	OIT-BSG Faculty
0000078006	EHS 302 Dr. Lebowitz	OIT-BSG Faculty

CSEE - Instruction

0000076558	Why wasn't this charged directly to the grant
0000076569	IP for CADIP lab
0000076910	Failed Execution of CGI script
0000077649	Matlab installation in ITE 317
0000077315	strange gdb behavior
0000077602	Unable to change maildrop and advertised email
0000076548	Previous Requests
0000077404	Extra disk space for CMPE majors

Total Number of Tickets:

PS General Ledger
IP Address Request
UMBC Account Activation
PC Software Install (Fac/Staff)
UNIX Misc
UMBC Arbitrary Account
PS Payables
AFS File Space Requests

0000077086	MS XP CD loan	HD: CD Checkout
0000076707	New Person in PeopleSoft	HumanResources:PeopleSoft
0000076259	[Fwd: Re: [Fwd: Re: Extra disk space for CMPE majors]]	AFS File Space Requests
0000076122	Office XP CD loan	HD: CD Checkout
0000077057	PCard Trace Request	PS Purchasing
0000076679	Returned mail: see transcript for details (fwd)	HD: Software Config/Trblshtng
0000076729	Degree Navigator	OIT-BSG Advisement
0000076747	Apache Ant?	UNIX Misc
0000077598	Borrowed Office XP 2cds.	HD: CD Checkout
0000076105	Office XP CD Loan	HD: CD Checkout
0000077221	Payroll	HumanResources:PeopleSoft
0000077631	MATLAB on Linux	HD: Software Config/Trblshtng
0000076645	Installing Cadence PSD package	UNIX Misc
0000077449	MS office 2004?	Email Request
0000077321	Request quota increase	Email Request
0000077052	Problem with webmail folder list	HD: Quota
0000076657	[Fwd: Returned Mail: Re: Re: gl.umbc.edu needs new version of	Email Request
0000076658	[Fwd: Returned Mail: Re: Re: gl.umbc.edu needs new version of	Email Spam Complaint
0000076221	PAR change	PS Asset Management
0000076987	is lug.umbc.edu down again?	UMBC Web Servers
0000076976	quota increase request	HD: Quota
0000077518	Office XP CDs Loan	HD: CD Checkout
0000076312	Re: Account Deactivation Notification]	UMBC Account Deletion
0000076983	Retriever Drilldown not working	PS Budgets
0000076136	Receiving	PS Purchasing
0000077686	CMPE extra disk space	AFS File Space Requests
0000077759	XP CD loan	HD: CD Checkout
0000078010	dns names	DNS Entry Modification
0000077773	XP CD loan	HD: CD Checkout
0000078055	CD loan for apoorval	HD: CD Checkout
0000077998	TITAN account	Titan
0000077972	access to jackconfig for csee for radtkal	IP Address Request
0000078020	Office XP checkout	HD: CD Checkout
0000077999	myUMBC server error	HD: Software Config/Trblshtng
0000077991	C++ STL question	UNIX Misc
0000077827	jack activations	Email Request
0000077689	Work Order Request	Email Request

Admissions

0000076919	Lab Check 11/13 12am	HD:LabCheck
0000077604	Please Mark this Student as Active Student	UMBC Account Activation
0000076547	Tape Changes for 11/7	HD:TapeChanges
0000077331	Help with loading school codes	OIT-BSG Admissions
0000077241	Lab Check 12am 11/18/2003	HD:LabCheck
0000077013	Lab Check 11/13/03 6pm	HD:LabCheck
0000077476	Lab Check 11/20/2003 12am	HD:LabCheck
0000077242	ECS021PC08: Linux won't boot; needs root p/w to fsck /dev/hda1	LabHardware
0000077099	Lab Check 11/15/2003 12am	HD:LabCheck
0000077070	Tape Changes for 11/14	HD:TapeChanges
0000076126	Being Spammed By Virus Messages	Infected System
0000077571	Lab Check 6pm 11/20/2003	HD:LabCheck
0000076897	Chester Apt 213D; cannot connect to resnet	Resnet Setup
0000076748	Lab Check 11/11/03 12am	HD:LabCheck
0000077119	Lab check 6pm 11/15/03	HD:LabCheck
0000077134	Tape Changes for 11/16	HD:TapeChanges
0000076515	Lab Check 6pm 11/06/03	HD:LabCheck
0000076088	Lab Check 6pm 11/2/03	HD:LabCheck
0000076406	ECS 021 Machines not Capturing IP Addresses; noc not showing ou	Localized Network Outage
0000076626	Lab Check 6pm 11/08/03	HD:LabCheck
0000076407	Lab Check 12am 11/6/2003	HD:LabCheck
0000076177	Lab Check 12am 11/4/03	HD:LabCheck
0000076063	Lab Check 11/1/2003 12pm	HD:LabCheck

Total Number of Tickets:

33

0000077589	Please mark this student as an active student	UMBC Account Activation
0000076067	Lab Check 6pm 11/01/03	HD:LabCheck
0000077243	Lab Check 11/17/2003 9pm	HD:LabCheck
0000077244	ECS104PC03: Linux won't boot; asking for root p/w to fsck /dev/h	LabHardware
0000076689	Need help with how to generate floor passes	OIT-BSG Records and Registration
0000076176	Lab Check 9pm 11/3/2003	HD:LabCheck
0000077670	Lab Check 11/22/03 6pm	HD:LabCheck
0000077880	Lab Check 11/25/03 12am	HD:LabCheck
0000077881	Lab Check 11/25 9pm	HD:LabCheck
0000077811	Work Order Request	OIT-BSG Operational Support

**Mechanical Engineering**

0000076598	Dell from 116	COE Unix issues
0000076666	Quota increase for Work	HD: Quota
0000076590	Need a vacation setup for an incapacitated staff member	UNIX Misc
0000076708	Plotter in ITE 243	COE Unix issues
0000076955	RE: Course 'ENME301_0101_FA2003' quota exceeded	Online Course Misc
0000077286	Email alias needs to be redirected	UMBC Email Alias
0000076257	Fluent?	COE Unix issues
0000076599	Mini Baja PC	COE Unix issues
0000076682	Re: Add my name to the megradstudents listproc	Mailing Lists
0000077517	From Anjanappa	Email Request
0000076960	ideas license server apparantly down (again)	COE Unix issues
0000077176	Staff and Research Associate listpro.umbc.edu lists	Mailing Lists
0000077613	ABAQUS on windows 2000	Email Request
0000076643	can't delete E-mail	HD: Quota
0000076552	SAS CD loan	HD: CD Checkout
0000077482	email virus?	Email Request
0000076238	Solution to FSI_INVALID_CACHE error	COE Unix issues
0000077110	Increase E-mail memory Size	HD: Quota
0000077381	Hard to find you Tim	Email Request
0000076147	Problems solving I-Deas models	COE Unix issues
0000077535	Spam filter not working...	Email Spam Complaint
0000076232	Printer hardware check as106	PC Support Request (Fac/Staff)
0000076860	my laptop computer	COE Unix issues
0000077633	printing	Email Request
0000076727	my office computers	COE Unix issues
0000076584	Can you help?	COE Unix issues
0000076125	Ideas on astraea...	COE Unix issues
0000076673	linuxboxes	COE Unix issues
0000077953	network	Email Request
0000077997	Reminder regarding the PRO E Translator tool !	Email Request
0000077945	[Fwd: LK:38UMBC2 - ABAQUS V6.4 License File]	Email Request
0000077940	I can't login hermes	Email Request

Total Number of Tickets: **32**

**Shriver Center**

0000076602	Deliver Laptop Battery - Choice NC	PC Support Request (Fac/Staff)
0000076543	(edcouncil)Web List Request	Mailing Lists
0000076577	Network connection not working - Choice NC	Email Request
0000077458	Faulty Network connection - Choice NC	Email Request
0000076152	Move out old PCs - Choice WC	Email Request
0000076140	moving Office location - Choice WC	Email Request
0000077620	Work Order Request	Email Request
0000076172	Re: UMBC7 Account Migration Notice	HD: Personal Web Sites from Userpages
0000076103	[Fwd: Virus Detected In Mail Sent To You!]	HD: Software Config/Trblshtng
0000076137	Calendar Account Creation	CorpTime Calendar Account Requests
0000076130	Printers and monitors - Choice MC	Email Request
0000076512	Listproc mangement request	Mailing Lists
0000076333	customer called for quota increase	HD: Quota
0000077550	Retriever Access	PS Finance Technical Issues
0000077528	personal drive needs add'l space	Novell Quotas
0000076190	Dial-up Networking problems - Choice PG	Email Request

Total Number of Tickets: **30**

0000076225 PC freezing frequently - Choice PG  
 0000077557 Install Gateway E4200 - Choice WC  
 0000077306 Filemaker Pro installation - All Choice Offices  
 0000077216 Retriever access  
 0000076688 Inbox takes far too long to load  
 0000076875 No subject  
 0000076968 Computer freeze - Cherry Hill  
 0000076971 Email for Katie Bromwell - Choice BC  
 0000077192 Create email Erika Seth - Cherry Hill  
 0000077188 Install & configure Erika Seth's computer - Cherry Hill  
 0000077677 Config scheduled, automated tasks for LAN - Choice WC  
 0000077676 Relocate PC and Documents - Cherry Hill  
 0000078007 RETRIEVER  
 0000077801 Unable to access mailing list management

PC Support Request (Fac/Staff)  
 PC Computer Install (Fac/Staff)  
 Email Request  
 PS Finance Technical Issues  
 Webmail Problem  
 COE Unix issues  
 HD: Software Config/Trblshtng  
 HD: Software Config/Trblshtng  
 Email Request  
 Email Request  
 PC Support Request (Fac/Staff)  
 PC Computer Install (Fac/Staff)  
 PS General Ledger  
 Email Request

Biology - Academic

0000076480 needs updated Matlab on gl systems  
 0000077372 Quota  
 0000076785 Degree Navigator pop up menu does not appear  
 0000076212 Intermittent network connectivity problem Biology 310 E-2  
 0000076988 web page  
 0000077502 sas cd loan  
 0000077309 increase quota  
 0000076953 SAS software installation  
 0000076127 Computer not booting, bio 303  
 0000077379 error message  
 0000076352 Work Order Request  
 0000076275 Printing problems  
 0000077625 umbc7 access request  
 0000077529 Ticket for BS 106; has IP but no connection  
 0000076530 retriever access  
 0000077490 PC with virus. (BS 407)  
 0000077174 Retriever access account  
 0000076784 Re: QUOTA WARNING for your myUMBC account  
 0000076579 BS011MAC-01: Reformat and install OS X,  
 0000077392 Matlab for Windows  
 0000076805 Work Order Request  
 0000076528 Check Lab Jack; Bio Sci 310  
 0000076164 Cannot view student's academic record  
 0000076932 unable to delete large message  
 0000077768 RGENT: Unable to authorize student  
 0000078071 HotSync  
 0000078064 Work Order Request  
 0000077836 internal error or misconfiguration  
 0000077944 faculty member mac powerbook stolen

Total Number of Tickets:

LabSoftware:Windows  
 HD: Quota  
 OIT-BSG Advisement  
 Check Network Jack (Fac/Staff)  
 HD: Personal Web Sites from Userpages  
 HD: CD Checkout  
 HD: Quota  
 PC Software Install (Fac/Staff)  
 PC Support Request (Fac/Staff)  
 Email Request  
 Dead/Slow Network Jack  
 LabHardware  
 UMBC Account Activation  
 Email Request  
 PS EPM - Misc  
 PC Support Request (Fac/Staff)  
 PS Finance Technical Issues  
 HD: Quota  
 Macintosh Install (Fac/Staff)  
 PC Software Install (Fac/Staff)  
 PC Support Request (Fac/Staff)  
 Check Network Jack (Fac/Staff)  
 Individual myUMBC Errors  
 HD: Quota  
 HD: Software Config/Trblshtng  
 Email Request  
 Email Request  
 HD: Software Config/Trblshtng  
 HD: CD Checkout

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Human Resources

0000077547 ROW LEVEL SECURITY FOR POSITION REPORTS  
 0000076193 Workorder  
 0000076323 AD504; service awards coming up, needs color printer  
 0000076429 Work Order Request ad502  
 0000077220 PAYROLL TRAINING ROOM  
 0000077224 Time Entry & UMHR089 Query  
 0000076998 PS Security Setup  
 0000076472 TimeTrax Annual Leave Rpt  
 0000077289 Correct History  
 0000076972 Network Survery  
 0000077189 Can't see ebd load process in hruat  
 0000076476 Timetrax Deletions  
 0000077060 Computer/User Setup - Special Situation  
 0000076465 Unable to log on to Novell, MP 006  
 0000076890 Run adhoc queries to help with pp08 confirm

Total Number of Tickets:

Email Request  
 PC Support Request (Fac/Staff)  
 PC Support Request (Fac/Staff)  
 PC Support Request (Fac/Staff)  
 PS Payroll - Misc  
 PS IT - Misc  
 HumanResources:PeopleSoft  
 OIT-BSG Human Resources  
 PS HR - Misc  
 Network Survey  
 PS HR - Misc  
 OIT-BSG Human Resources  
 PC Computer Install (Fac/Staff)  
 PC Support Request (Fac/Staff)  
 PS Payroll - Misc

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0000077253	AD504: Timetrax 'no dbms found' error	OIT-BSG Human Resources
0000077252	TimeTrax Correction	OIT-BSG Human Resources
0000077039	Novell Context Addition	Novell Account Management
0000077316	Timetrax Installation	HumanResources:PeopleSoft
0000076871	PS Calculation for Unpaid Leave	PS Payroll - Misc
0000076294	Load the payrun file for pp09	PS Payroll - Misc
0000077038	Novell Context Addtion	Novell Account Management
0000077031	Win XP, wireless mouse not responding	PC Support Request (Fac/Staff)
0000077225	User Access	PS Payroll - Misc
0000077273	Netscape Messenger problem.	PC Support Request (Fac/Staff)
0000077271	New machines installed Fri for Peoplesoft, cannot log in	PC Support Request (Fac/Staff)
0000077891	recipients getting bounced back message	HD: Quota
0000077720	popups keeps coming up when he looks at UMBC page	PC Support Request (Fac/Staff)
0000077704	Wireless Keyboard and Mouse not responding	PC Support Request (Fac/Staff)

FS Administration

0000077636	remove me from remedy group "Desktop"
0000076308	Fw: P drive access
0000077276	[Fwd: SAR to GL Interface]
0000076948	Copying to sent folder takes long time in netscape
0000076100	Joanna is getting Excel 97 error message when saving on Novell
0000077487	Mr. Citro needs 30MB increase in email quota.
0000076417	MyUMBC Failure & Webmail not working
0000076327	LAN - directory access
0000077549	Mae Golden is not able to change her Rumba password.
0000076428	Email forwarding
0000076807	Printer needs to work in Novell.
0000076597	Bob Preston needs access printer "ACCT_HPCLJ5"
0000076359	Cheryl Johnson needs her Novell password reset.
0000076593	I need Dell Dimension 2350 PC enabled to surf internet.
0000077150	Email deactivation
0000077330	Log-In Problems
0000076295	Novell Account
0000076207	LAN
0000076877	Change PAR revision
0000077934	Mr. Citro's email is running very slow.
0000078046	SAR to GL Interface Journals
0000077908	Excluding UTE folks from Crossover
0000078043	[Fwd: Cash Reference Deposit Journal]
0000078044	SAR to GL Interface
0000077817	Mr. Citro would like to have access to another Novell printer.
0000078025	[Fwd: Returned mail: see transcript for details]
0000077712	Outlook Express is running slow and not always deleting email.
0000078023	SAR to GL Interface

Total Number of Tickets:

28

Remedy Account Request
Novell Account Management
PS Asset Management
PC Computer Install (Fac/Staff)
PC Support Request (Fac/Staff)
HD: Quota
Webmail Problem
Novell Account Management
PS Finance Technical Issues
UMBC Email Alias
DHCP Request
Novell Printing
Novell Account Password
Localized Network Outage
HD: Accounts
PS Asset Management
Novell Account Management
Novell Account Management
HumanResources:PeopleSoft
PC Support Request (Fac/Staff)
OIT-BSG Oracle Database
OIT-BSG Finance Bursar
Email Request
Email Request
Novell Printing
Email Request
PC Support Request (Fac/Staff)
Email Request

Chemistry BioChem - Academic

0000076844	octane for groupG (ipa.chem)
0000076668	Defragment hard drive, chem 475c
0000076607	myumbc
0000077362	klssgi1.chem grad account issue
0000076997	FW: Returned mail: see transcript for details
0000076695	Dr. Art Lepley's Account
0000076959	slow machine chem420
0000076660	Oban system disk failure
0000077049	No network connection, chem 135
0000077170	Quota increase
0000076618	Quota Usage Reduction Request
0000076857	ale,amber,wheat down this morning hub?
0000076526	sans.chem.umbc.edu , groupG server down, memory?
0000077614	Mac setup.CHEM 390
0000076096	Degree Navigation tool
0000077484	Re: Mail quota

Total Number of Tickets:

23

Chemistry Dept Unix Issues
PC Support Request (Fac/Staff)
HD: Software Config/Trblshtng
Email Request
HD: Software Config/Trblshtng
UMBC Account Deletion
PC Support Request (Fac/Staff)
Chemistry Dept Unix Issues
PC Support Request (Fac/Staff)
HD: Quota
HD: Quota
Chemistry Dept Unix Issues
Chemistry Dept Unix Issues
Macintosh Install (Fac/Staff)
OIT-BSG Advisement
HD: Quota

0000076357 chem bld rm 016/132; cannot run excel, graphing software, other pr  
 0000076231 runtime errors chem101  
 0000076929 Disk usage  
 0000078011 requesting new dhcp & dns entry for eMac  
 0000078008 SGI installs  
 0000077928 request quota increase  
 0000078028 Re: QUOTA WARNING for your myUMBC account

PC Support Request (Fac/Staff)  
 PC Support Request (Fac/Staff)  
 HD: Quota  
 DHCP Request  
 Email Request  
 HD: Quota  
 Email Request

Ofc of Enrollment Management

0000076493 Resequent of schedule numbers  
 0000076469 Problem with stripping dashes out of SSN on DN  
 0000076979 request  
 0000076862 M drive  
 0000077592 Printer needs IP.  
 0000077624 Account 'finaid' unable to create vacation message  
 0000076878 request  
 0000076770 quota request  
 0000076787 Reset profile for official transcripts printer  
 0000077337 Ethernet Port Not working  
 0000076250 AcServ 106: printing transcripts but always jams  
 0000076949 transcripts not sending to printer  
 0000077644 Unable to get into corporate time online  
 0000076986 Support for Registrar's Office  
 0000076113 DN - Research issue with English 100T  
 0000076884 request  
 0000077619 Password Reset for finaid  
 0000077833 Needs to have access to second Novell context lib025a  
 0000077675 Corp. Time account  
 0000077952 Stan having problems with REGLP3  
 0000077792 Transcript Printers not working properly  
 0000077951 Change all profiles on rdor9258 for 106 to reglp3.  
 0000077903 R25 - Training for R25 / Associated

Total Number of Tickets:

23

OIT-BSG Records and Registration  
 OIT-BSG Admissions  
 HD: Quota  
 Novell Account Management  
 IP Address Request  
 UMBC Arbitrary Account  
 Novell Account Management  
 HD: Quota  
 OIT-BSG Records and Registration  
 Check Network Jack (Fac/Staff)  
 PC Support Request (Fac/Staff)  
 PC Support Request (Fac/Staff)  
 PC Support Request (Fac/Staff)  
 OIT-BSG Records and Registration  
 OIT-BSG Advisement  
 CorpTime Calendar Account Requests  
 HD: Password  
 Novell Account Management  
 Email Request  
 OIT-BSG Records and Registration  
 OIT-BSG Records and Registration  
 OIT-BSG Records and Registration  
 OIT-BSG Records and Registration

**Top 10 UMBC Departments Requesting Service**

