

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 11/01/2004 11/30/2004

Computer Sci Elec Engineering

0000105318 Work Order Request
 0000105955 peoplesoft queue non responsive
 0000105172 1 Retro Data not Showing in Finance
 0000104872 Work Order Request
 0000104833 corrupt files in office 2003
 0000105228 Work Order Request-Can a linux group be setup
 0000105173 Work Order Request-ip request
 0000105282 Work Order Request-Quota increase for anandp1
 0000104846 Requesting IP
 0000105504 Request for Oracle Accounts
 0000105521 Query Report Error Msg
 0000104594 Work Order Request
 0000105756 e-mail notification of discussion messages
 0000106276 Access denied
 0000104565 Blackboard NEW Course: Assign to New Media: Blackboard
 0000104933 Employees not in PS
 0000105476 java1.5 and bluej for Windows
 0000105497 lab reservation
 0000104602 problems with the .submitrc program
 0000104627 yp problems in ITE 375 & 210
 0000106316 RE: reset by oracle GL password
 0000105661 Needs pager added to remedy
 0000105021 Red Hat acct changes/creation, etc
 0000104982 Printing requisitions
 0000106046 Work Order Request
 0000105039 URGENT -- ticket 1399
 0000105735 Customer needs VS6 discs
 0000105703 Ticket #0000105173
 0000105599 Auth priviledges for jackconfig.umbc.edu
 0000105109 cmsc411 Quota Increase request
 0000105409 Work Order Request-Can you setup a linux group in gl
 0000106231 grades missing from blackboard course?!?!
 0000105401 Re: epistolatory dazzle (fwd)
 0000106009 Reports cannot be run
 0000105833 Work Order Request
 0000104675 blackboard interface different under IE and Mozilla
 0000104746 PO Change Order Question
 0000105378 Trouble in e-mail settings
 0000105108 Quota Increase for CMSC 411 student
 0000106227 Work Order Request
 0000104923 [Fwd: Re: pc info]
 0000105453 BlackBoard questions
 0000106015 Blackboard DELETE Course: Assign to New Media: Blackboard
 0000106014 Blackboard DELETE Course: Assign to New Media: Blackboard
 0000104646 Security Access
 0000105822 Scheduling ECS 333, Who?
 0000105816 Request: Add systems/services to Monitoring
 0000104665 Work Order Request-educ accounts for wireless access
 0000106013 Blackboard DELETE Course: Assign to New Media: Blackboard
 0000105812 Work Order Request

Total Number of Tickets:

50

Oracle.gl Account Requests
 PS General Ledger
 PS General Ledger
 Computer Science Support
 PC Support Request (Fac/Staff)
 UNIX Misc
 IP Address Request
 HD: Quota
 IP Address Request
 Oracle.gl Account Requests
 PS Payables
 Project Submission System
 Online Course Misc
 Online Course Misc
 Online Course Course Creation
 HR Human Resources
 Labs:PC Software Install
 Email Request
 Project Submission System
 LabSoftware:Windows
 Oracle DB Issue (oracle.gl)
 Remedy Account Request
 Other Dept Unix Issues
 PS Purchasing
 UNIX Misc
 HD: Software Config/Trblshtng
 PC Software Install (Fac/Staff)
 Email Request
 Check Network Jack (Fac/Staff)
 HD: Quota
 HD: Software Config/Trblshtng
 Online Course Misc
 HD: Software Config/Trblshtng
 PS Finance Security
 IP Address Request
 Online Course Misc
 PS Purchasing
 Webmail Problem
 HD: Quota
 Dead/Slow Network Jack
 Novell Printing
 Online Course Acct Modification
 Online Course Account Creation
 Online Course Account Creation
 HR Security
 LabHardware
 Netsaint Requests
 UMBC Arbitrary Account
 Online Course Account Creation
 AFS File Space Requests

DPET Marketing

0000104676 Active Directory Account
 0000104650 Monitor Inventory
 0000104706 Upload Database and Question
 0000104705 Computer cannot access network
 0000105422 Apply updates on Loaner Laptop
 0000104700 Remove items in room 467

Total Number of Tickets:

35

Novell Account Management
 DPET Support Request
 DPET Support Request
 DPET Support Request
 DPET Support Request
 DPET Support Request

0000104999	Test Data Ports	DPET Support Request
0000105519	Corporate Calendar	CorpTime Calendar Account Requests
0000105030	Move Furniture Out of Room 448	DPET Support Request
0000105538	IP Addresses	IP Address Request
0000104649	Ghost Image	DPET Support Request
0000104640	Replace Computers	DPET Support Request
0000106246	Upload Database	DPET Support Request
0000106016	Change Drum	DPET Support Request
0000105540	IP Addresses	DPET Support Request
0000105294	Get Tide Point Copier Repaired	DPET Support Request
0000105918	Label computers in ISD Lab	DPET Support Request
0000105969	Add Printer & Copier to UC Staff Computers	DPET Support Request
0000105973	Move printers in ACIV	DPET Support Request
0000105972	Set Up ACIV-B Printer Access	DPET Support Request
0000105907	Phone Line Changes & and 1 Addition	DPET Support Request
0000105207	Submit Computer Disposal Request	DPET Support Request
0000104483	Replace student workstation computer.	DPET Support Request
0000105922	Xerox Meter Reads Are Now Due	DPET Support Request
0000105936	Can't access Novell (web-based)	HD: General Info
0000105965	Dispose of Copier	DPET Support Request
0000104997	Check into status of Bev's old hard drive	DPET Support Request
0000105982	SQL Plus	HD: Software Config/Trblshtng
0000105160	Novell Folder Restrictions	Novell Account Management
0000104502	Flat Panel Monitor	DPET Support Request
0000105162	Change Drum	DPET Support Request
0000105334	Donate equipment to Education Dept	DPET Support Request
0000105905	Port Activations	Dead/Slow Network Jack
0000106335	Printer IP Addresses	IP Address Request
0000106333	HP Reports/OSWP new printer location	Email Request

Human Resources

0000105017	Re: QUOTA WARNING for your myUMBC account	HD: Software Config/Trblshtng
0000105593	Re: QUOTA WARNING for your myUMBC account	HD: Quota
0000105610	Rerun Threshold Report on Friday (11/17)	HR Benefits Admin
0000104724	Production Problem with Pay_calendar	HR Payroll
0000104793	Restore HRCA from HRCA nightly bkup on 11/3	PS IT - Database
0000105272	please run attached script against HRPRD	PS IT - Database
0000105706	Security Setup	HR Security
0000104756	Timesheet changes required	HR Payroll
0000106175	"user intervention required" HP4si AD511	PC Support Request (Fac/Staff)
0000105620	Pls run attached SQL script on HRPRD for user buffer error	PS IT - Database
0000104784	Human Resources Printing Issue	Novell Printing
0000105604	Workorder	PC Support Request (Fac/Staff)
0000104764	Backup HRPRD instance and Execute Attached Script	PS IT - Database
0000104754	Pls Restore HRCA from last night's HRPRD backup for work on Prod	PS IT - Database
0000105863	[PC s/w] AD513: PC infected with Bagle Virus.	PC Support Request (Fac/Staff)
0000105305	Security Revisions	HR Security
0000105656	Pls Backup HRPRD - payroll has been completed	PS IT - Database
0000104929	HRPRD BUFFER ERROR - RUN ATTACHED SCRIPT	PS IT - Database
0000104928	Zip Disk Drive	PC Support Request (Fac/Staff)
0000105646	Security Access	HR Human Resources
0000104501	Re: QUOTA WARNING for your myUMBC account	Email Request
0000104576	[PC s/w] AD531: Please re-install Windows XP on PC - done	PC Computer Install (Fac/Staff)
0000104678	Work Order Request-Not able to login to resnet	HD: Software Config/Trblshtng
0000105638	Can't save to the R: drive	Novell Account Management
0000105687	Add Gross Pay to Business Manager Role	HR Security
0000104823	Detailed Leave Report	HR Payroll
0000104574	Zip drive not working on customers machine	PC Support Request (Fac/Staff)
0000105260	Report detailing leave used since Timetrax conversion	HR Payroll
0000104857	Gross Pay Report - Johnson	HR Payroll
0000106052	Human Resources/I: Drive - File Recovered	Novell File Restore
0000106309	user can not not save on department drive	Novell Issue (Fac/Staff)
0000106317	Problems with peoplesoft account interface	OIT-BSG Operational Support

Total Number of Tickets:

34

0000105789 BDE/Time sheet issue - Commons/Student Affairs
0000106332 Query on Leave Usage in Time Detail

HR Time and Labor
HR Benefits Admin

Psychology Admin

0000105297 SAS 9.0 checkout 11/11
0000105177 Configure pc for network printer
0000105179 Problems using SPSS
0000105295 SAS Loan
0000105296 SAS CD Loan
0000105909 Computer in 3rd floor math/psych computer lab not logging in
0000105291 Deleting Large Email
0000105254 Ticket Needed
0000105787 SS402; edited movies saved on I: drive gets corrupted
0000104859 blackboard problem
0000105478 SPSS 12 cd loan
0000104837 Security Awareness Survey
0000106151 Difficulty with new system..
0000105466 SS 511 : Computer not booting to desktop
0000104508 Quota increase for faculty
0000104475 [Mac S/W] SS507A: Mac Question / Virtual PC
0000104626 Fw: Want to enlarge your penis up to 5 inches? 3T94
0000105529 SPSS
0000105258 WinSCP
0000104636 [Site Survey] MP 232: install new network jack
0000105886 Hacked pc in psyc grad lab
0000105365 create a new printer queue
0000105255 [PC s/w] MP301b: Install SAS on 4 PCs
0000105376 Security Awareness Survey
0000105094 SAS CD loan
0000105448 SAS cd loan
0000104965 Dual monitors do not display any images
0000105440 requesting ip for a printer
0000105388 SAS cd loan
0000105051 3rd floor math/psyc, grad student computer GENPSYC2 in rm 301B c
0000106327 MS 308 : Blue Screen of Death
0000106322 Wrong HR Acct Code linked to a Position
0000106357 Dr. Rabin needs UMBC Software installed on Dell Laptop/Windows X

Total Number of Tickets: 33
HD: CD Checkout
PC Support Request (Fac/Staff)
PC Support Request (Fac/Staff)
HD: CD Checkout
HD: CD Checkout
HD: Software Config/Trblshng
HD: Software Config/Trblshng
PC Support Request (Fac/Staff)
PC Support Request (Fac/Staff)
Online Course Misc
HD: CD Checkout
HD: General Info
OIT-BSG Faculty
PC Computer Install (Fac/Staff)
HD: Quota
Macintosh Support Request (Fac/Staff)
Email Scams/Spam TO UMBC address
PC Support Request (Fac/Staff)
HD: Software Config/Trblshng
Network Survey
Hacked System
Novell Printing
PC Software Install (Fac/Staff)
HD: General Info
HD: CD Checkout
HD: CD Checkout
PC Support Request (Fac/Staff)
DHCP Request
HD: CD Checkout
PC Support Request (Fac/Staff)
PC Support Request (Fac/Staff)
HR Payroll
PC Computer Install (Fac/Staff)

SA PeopleSoft IT Support

0000105208 Jasmine Zacharias needs the ability to log into Novell twice.
0000105550 2 Report MOD needed FIN2001
0000105964 Irby's needs his Novell account mirrored after Mike Morgan's.
0000106216 Irby Cole needs his novell account username to be changed.
0000105080 Isabel needs 50MB more of email space.
0000105088 Stephanie Godbolt's H:\ drive files needed.
0000105614 Installed adobe writer 6.0 and now having problems w/opening MS pr
0000106304 Jean's laptop is not picking up the Tsunami wireless network.
0000105460 Kathy cannot print to any of her printers.
0000105423 Needs AD account - has novell acct
0000105790 [PC s/w] AD301: Kathy Miller and Ed Hinke cannot print.
0000105049 Issues with Active Directory and Installing Software
0000105603 Tina needs Novell account to mirror "jaschwar" account.
0000105551 2 Report MOD Requested GLS7012
0000105596 Cindy is getting an error when using Crystal Reports.
0000105888 Irby Cole needs an Active Directory account.
0000105102 Tina Brown needs a Corporate Time account.
0000105929 Carol Pace needs her email quota increased by 50MB.
0000104820 Install Mercury Interactive tool for Dot Weller
0000105821 Bobbie Jo needs access to "Travel Statements" folder.
0000106069 Aunglette's HP Laserjet 4 is not printing.
0000105893 Stefanie Shaffer needs to be added to Active Directory.
0000105530 3 Report MOD needed. UMGLR001, 002
0000105890 Irby Cole needs a Corporate Time account.

Total Number of Tickets: 33
Novell Account Management
PS General Ledger
Novell Client Install
Novell Account Management
HD: Quota
Novell Account Management
Mac Software Install (Fac/Staff)
PC Support Request (Fac/Staff)
PC Support Request (Fac/Staff)
Novell Account Management
PC Support Request (Fac/Staff)
PC Support Request (Fac/Staff)
Novell Account Management
PS General Ledger
PC Support Request (Fac/Staff)
Account not in AD
CorpTime Calendar Account Requests
HD: Quota
PS Finance Other
Novell Account Management
PC Support Request (Fac/Staff)
Account not in AD
PS Projects
CorpTime Calendar Account Requests

0000105892 Stefanie Shaffer needs a Corporate Time account.
 0000105091 Deletion of "godbolt" account.
 0000105092 Godbolt corptime account needs to be deleted.
 0000106003 Jessica is getting error from Novell.
 0000105093 Godbolt's HP account needs to be deleted.
 0000105095 Godbolt account needs to be deleted.
 0000105096 Godbolt's Novell account needs to be deleted.
 0000105999 Shaffer needs her Novell account mirrored after Morgan's.
 0000105333 3 Mod Request - GM Proposal Header Page

CorpTime Calendar Account Requests
 UMBC Email Alias
 CorpTime Calendar Account Requests
 PC Support Request (Fac/Staff)
 OIT-BSG HP3000 Systems
 PS Finance Security
 Novell Account Management
 Novell Account Management
 PS Grants

Library

0000106074 [site survey] LIB: Install 6 new runs Library 2nd floor
 0000106174 FW: Updated Your Account Information
 0000105968 outside users have access to library I drive
 0000104540 Permissions addition: afs\aoak2
 0000105214 User gstarr
 0000105975 novell share library/admin
 0000106301 Admin not able to send to list
 0000105216 Library AD admin accounts
 0000104550 FW: Your old Computer
 0000106235 DHCP entries
 0000105279 Account amandam
 0000105921 Work Order Request
 0000106200 Work Order Request
 0000105040 UMBC Account Password Reset for stjones
 0000105026 Add Z user for Corey Green
 0000104790 spam
 0000106225 FW: nwadmin
 0000105920 Work Order Request
 0000105647 Work Order Request-problems with custom filters
 0000105370 User mdagol1
 0000105840 customer deleted email that was not suppose to be
 0000104476 user and password
 0000105243 Work Order Request
 0000105242 Lost access to LIMS Info & Guest Account Creation
 0000106211 Work Order Request
 0000104652 Question
 0000105348 FW: files
 0000105456 Speccoll account needs a quota increase.
 0000106311 Jack activation
 0000105248 Customer's VPN Client is asking for Group Name for Authentication

Total Number of Tickets:

30

Network Survey
 HD: Software Config/Trblshtng
 Novell Issue (Fac/Staff)
 AFS File Space Requests
 Novell Account Management
 Novell Account Management
 Mailing Lists
 Novell Account Management
 Email Request
 DHCP Request
 UMBC Account Deletion
 LCS Support Request
 CorpTime Calendar Account Requests
 HD: Password
 HR Commitment Accounting
 Email Scams/Spam TO UMBC address
 Novell Account Management
 LCS Support Request
 Webmail Problem
 HD: Quota
 AFS File Restore Request
 PC Support Request (Fac/Staff)
 UMBC Campus Web Pages
 AFS File Space Requests
 LabSoftware:Windows
 HD: General Info
 AFS File Restore Request
 HD: Quota
 Dead/Slow Network Jack
 PC Support Request (Fac/Staff)

Biology - Academic

0000105891 needs permissions to shared department drive.
 0000105774 Check out of SAS version 9
 0000104901 Work Order Request-mcafee error about common updater subsystem
 0000104811 Security Awareness Survey
 0000104533 can not access shared drive for Novell
 0000104895 Hacker?
 0000105690 No subject
 0000105624 User had omar over to setup new machine and to transfer info from o
 0000105310 Dial-up problem
 0000105987 Printer to be added to network
 0000105473 EMBOSS
 0000106226 User had requested creation of novell account. T#105874
 0000106248 [Mac s/w] BS202 :Mac not printing
 0000106244 Work Order Request
 0000104809 Bio Sci rm 405. x53482. Reformat PC with windows XP.
 0000104631 Computer Erroring at Login
 0000105957 [Mac h/w] BS011: Verify if MAC is dead
 0000105364 New PC needs to be installed
 0000106234 printer needs added to novell account
 0000104962 [Mac s/w] BS455: Setup for New Mac

Total Number of Tickets:

29

Novell Issue (Fac/Staff)
 HD: CD Checkout
 PC Support Request (Fac/Staff)
 HD: General Info
 Novell Account Management
 Email Scams/Spam TO UMBC address
 HD: Quota
 PC Support Request (Fac/Staff)
 HD: Software Config/Trblshtng
 Novell Printing
 Labs:PC Software Install
 Novell Account Password
 PC Support Request (Fac/Staff)
 HD: Software Config/Trblshtng
 PC Support Request (Fac/Staff)
 PC Software Install (Fac/Staff)
 Macintosh Support Request (Fac/Staff)
 PC Computer Install (Fac/Staff)
 Novell Printing
 Macintosh Install (Fac/Staff)

0000105899	Please close account	UMBC Account Deletion
0000105874	add novell account	Novell Client Install
0000104561	SPSS cd loan	HD: CD Checkout
0000104709	Security Awareness Survey	HD: General Info
0000105967	Re: QUOTA WARNING for your myUMBC account	HD: Quota
0000105369	Security Awareness Survey	HD: General Info
0000105564	User got a machine from old user and wants it reformatted with regul	PC Support Request (Fac/Staff)
0000106306	BS011: Printer is saying there is something in que	Novell Printing
0000106354	Request more space on novell shared drive for bio department. I:/	Novell Quotas

Mechanical Engineering

0000106049	ABAQUS on gaia	COE Unix issues
0000105557	Meeting	COE Unix issues
0000106023	Newly Released Mathematica 5.1	HD: Software Config/Trblshtng
0000105067	grade book	Online Course Misc
0000105050	[Fwd: list MEGRADSTUDENTS: Mail Error Notification]	Email Request
0000104948	[Fwd: Design electives]	Email Request
0000106051	Applying for installation of Abuqus.	COE Unix issues
0000105138	Re: I-DEAS Software	Email Request
0000104529	AutoCad in ENG110	COE Unix issues
0000104993	office printer	COE Unix issues
0000105326	ecs230linux05	Email Request
0000105877	Request for Abaqus	COE Unix issues
0000105220	Installation of emachineshop software	COE Unix issues
0000105479	Installation of emachineshop software	COE Unix issues
0000105215	printer cartridge	COE Unix issues
0000105210	ECS rm 237. x58109. User is trying to install SAS 9.1 but not acctep	PC Support Request (Fac/Staff)
0000105343	Can you fill this in???	Email Request
0000105824	upgrade hermes	COE Unix issues
0000104644	Matlab	COE Unix issues
0000105275	change username to karim	UMBC Account Name Change
0000106190	projector	COE Unix issues
0000105268	Graduate file tree for the shared administrative files	COE Unix issues
0000105187	Quota Increase	HD: Quota
0000105180	SAS 9 loan	HD: CD Checkout
0000105196	user unable to login to the library computers	LCS Support Request
0000105755	Newly Released Mathematica 5.1	PC Support Request (Fac/Staff)
0000105894	Certificate Programs	Email Request
0000105683	help on our lab's computer	COE Unix issues
0000106352	color printer	Email Request

Total Number of Tickets:

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Chemistry BioChem - Academic

0000104715	User needs software installed	PC Software Install (Fac/Staff)
0000106221	Jesse, ion.ad.umbc.edu	Novell Account Management
0000104740	Need Jack 272-06-T2N switched to 140 networkin chem	DNS Entry Modification
0000105405	Re: Windows XP Service Pack 2 with Advanced Security Technolog	PC Support Request (Fac/Staff)
0000105406	Temporary Internet Files	HD: Software Config/Trblshtng
0000105858	klssgi1.chem move, power issues	Chemistry Dept Unix Issues
0000105324	Re: new user for klssgi1.chem	Chemistry Dept Unix Issues
0000106290	file size limits in linux	Chemistry Dept Unix Issues
0000106191	Machine does not boot	PC Support Request (Fac/Staff)
0000105574	[security] Chem479: Re-install hacked PC running Windows 2000	PC Computer Install (Fac/Staff)
0000104620	TITAN authorization	Titan
0000106242	(meyerhoff_psych)Web List Request	Email Request
0000106243	(meyerhoff_eng)Web List Request	Email Request
0000106241	(meyerhoff_chembiochem)Web List Request	Email Request
0000104597	[PC s/w] CHEM558: Upgrade to Windows 2000	PC Support Request (Fac/Staff)
0000104598	[PC s/w] CHEM549B: Windows keeps prompting for Office XP cd	PC Support Request (Fac/Staff)
0000104600	Need pc checked out Runs real slow	PC Support Request (Fac/Staff)
0000105717	Dell Dimension 8200 w/ 2 probs.	PC Support Request (Fac/Staff)
0000106258	MS Office reinstall	PC Support Request (Fac/Staff)
0000105953	TCode Question	PS General Ledger
0000104526	SGI compiler license error	Chemistry Dept Unix Issues

Total Number of Tickets:

28

0000106238	(meyerhoff_grads)Web List Request	Email Request
0000106240	(meyerhoff_bio)Web List Request	Email Request
0000105547	Jesse, Re:ion.ad permissions	Novell Account Management
0000104686	Re: RHEL packages/ UMBC distribution questions	Chemistry Dept Unix Issues
0000105300	[Mac s/w] Chem366: computer dosent complete boot process	Macintosh Support Request (Fac/Staff)
0000104507	[PC s/w] CHEM549A: 2nd time pc shut down - would like checked o	PC Support Request (Fac/Staff)
0000106318	Unable to Log in - List proc	Mailing Lists

Admissions

0000104681	Lab check 12am 11/4/04	HD:LabCheck
0000105415	Lab check 12am 11/15/04	HD:LabCheck
0000104906	Tape changes for 11/7/04	HD:TapeChanges
0000104677	Multiple buildings are dropping connection intermittenly	Building Network Outage
0000104497	Lab check 12am 11/2/04	HD:LabCheck
0000105935	Lab check 12am 11/23/04	HD:LabCheck
0000104496	Lab check 10pm 11/1/04	HD:LabCheck
0000106168	Multiple users slow or non-existent Walker connection	ResNet Down
0000105027	approval rights for Yvette Mozie-Ross	PS Finance Security
0000104907	Lab check 11/8/04 12am	HD:LabCheck
0000105439	Need pw reset for my account - needs offline calendar removed	CorpTime Calendar Account Requests
0000105470	Tungsten Palm Pilot not sending Emails	Wireless Issues on campus
0000106170	SLATER CALL 11:50am 11/38/04	HD: General Info
0000105855	Lab check 11pm 11/21/04	HD:LabCheck
0000106026	Lab check 12am 11/24/04	HD:LabCheck
0000105323	Lab check 6:30am 11/12/04	HD:LabCheck
0000106278	Lab check 11/30/04 12am	HD:LabCheck
0000105954	Modifications to UABR1662	OIT-BSG Admissions
0000105414	VM check 5pm 11/14/04	HD: Phonemail
0000105413	Tape changes 11/14/04	HD:TapeChanges
0000104781	Lab opening 11/5/04	HD:LabCheck
0000105854	Tape changes for 11/21/04	HD:TapeChanges
0000105505	Lab check 12am 11/16/04	HD:LabCheck
0000105005	Lab check 12am 11/9/04	HD:LabCheck

Total Number of Tickets:

24

Top 10 UMBC Departments Requesting Service

