

Top 10 Users Requesting Service with # of Tickets

Tickets Created Between 11/01/2004 11/30/2004

myers

OIT Infrastructure & Support

0000104952 Postcards/Labels generated
 0000104953 HPUMBC1,2 and 3 Tape Change
 0000105074 biol 302/gethman
 0000105130 Labels for Admissions/Grad School/Expired Tapes
 0000105129 HPUMBC1,2,3 Tape change
 0000105128 MVBR4025 MVA Extract File
 0000105081 socy/wmst 353 morgan
 0000105078 EHS 345/smith-cumberland
 0000105077 psyc 210/catania
 0000105076 biol 108/weber
 0000105075 chem 101/carpenter
 0000105014 Labels for Admissions/Grad School/Expired Tapes
 0000105286 Email Account Creation
 0000105239 Recreate print files for Class List
 0000105238 BIOL 100 and 100H /Sokolove
 0000105153 PSYC 100/101 Freiberg
 0000105146 biol 303/blumberg and kloetzel
 0000105144 psyc 304/freiberg
 0000105142 PSYC 100/STARR
 0000105141 psyc 200/schaeffer
 0000105140 SOCY/WMST 353 Morgan
 0000105015 Security Password/Reset
 0000105013 HPUMBC1,2,3 Tape Change
 0000106283 CHEM 102L Brothers
 0000106284 PSYC 385 McGuire
 0000106288 Labels for Adm./Grad School/Registrar
 0000106298 Recycle tapes for HPUMBC1,2 and 3
 0000106314 EHS302/101 POLK
 0000106292 Job Scheduling for OSWP/OIR
 0000106287 HPUMBC1,2,3 Tape Change
 0000106285 PSYC 304/Freiberg
 0000105763 PSYC 380 Exam 3 Parker
 0000105764 ECON 102/101 and 201 Thomas
 0000105811 Reflection Accounts: Michael Goodwyn and Keith Harmon
 0000105912 PSYC 200 Schultz
 0000105942 HPUMBC1,2,3 tape changes
 0000105926 PHYS105 Dymski
 0000105925 CHEM 102L exam 9 Brothers
 0000105924 Expired Tape Labels
 0000105916 Generate Labels for Adm/Grad School
 0000105915 Tape changed UMBC1,2,3
 0000105914 BIOL 442/101 Eisenman/Brewster
 0000105913 GEOG 102/301 Jeffrey
 0000105857 ABORT: ARBM4428
 0000106184 BIOL 301 Freeland,Ommand, Leips
 0000106000 psyc 370 provine exam 4
 0000105948 Session abort/Usr0263.SAR
 0000105947 CHEM102L Brothers
 0000105946 PHYS105 Dymski
 0000105945 PSYC 340 Blass/Rescore Exam 2
 0000105944 Labels created for Adm/Grad School
 0000105819 ANTH211/301 Frankowski
 0000105817 Updater ul.exe/Unable to locate dll keeps popping up on PC
 0000105766 Labels created for Admissions,Grad School/REGistrar
 0000106232 RP30050 and RP30061 Payroll Entries
 0000106220 Customer unable to connect to HP
 0000106219 USR0060.ORK Michael Post
 0000106041 Labels created for Adm/Grad School

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

Total No. of Tickets: **93**

OIT-BSG Operational Support
 OIT-BSG Operational Support
 OIT-BSG Faculty
 OIT-BSG Operational Support
 OIT-BSG Operational Support
 OIT-BSG Operational Support
 OIT-BSG Faculty
 OIT-BSG Faculty
 OIT-BSG Faculty
 OIT-BSG Faculty
 OIT-BSG Faculty
 OIT-BSG Operational Support
 HD: Accounts
 OIT-BSG Records and Registra
 OIT-BSG Faculty
 OIT-BSG Faculty
 OIT-BSG Faculty
 OIT-BSG Faculty
 OIT-BSG Faculty
 OIT-BSG Faculty
 OIT-BSG Faculty
 OIT-BSG Operational Support
 OIT-BSG Operational Support
 OIT-BSG Faculty
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 OIT-BSG Operational Support
 OIT-BSG Operational Support
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 OIT-BSG Faculty
 OIT-BSG Operational Support
 OIT-BSG Operational Support
 OIT-BSG Operational Support
 OIT-BSG Faculty
 OIT-BSG Faculty
 OIT-BSG Faculty
 OIT-BSG Finance Bursar
 OIT-BSG Faculty
 OIT-BSG Faculty
 OIT-BSG Operational Support
 OIT-BSG Faculty
 OIT-BSG Faculty
 OIT-BSG Faculty
 OIT-BSG Operational Support
 OIT-BSG Faculty
 PC Computer Install (Fac/Staff)
 OIT-BSG Operational Support
 OIT-BSG Operational Support
 OIT-BSG Operational Support
 OIT-BSG Operational Support
 OIT-BSG Operational Support

0000106040	PSYC 370 Provine	OIT-BSG Faculty
0000106039	PSYC 335 PRovine	OIT-BSG Faculty
0000106038	HPUMBC1,2,3 Tape Change	OIT-BSG Operational Support
0000106005	BIOL 100/100H Sokolove	OIT-BSG Faculty
0000106004	PPSYC 342 Anderson - Shady Grove Section	OIT-BSG Faculty
0000106002	Stephanie Johnson/HPUMBC3 Connection	OIT-BSG Operational Support
0000106001	User unable to connect to HP	HD: Software Config/Trblshtng
0000105765	Tape Change for HPUMBC1,2 and 3	OIT-BSG Operational Support
0000105590	ABORT: MVBM4009	OIT-BSG Operational Support
0000105591	Tape Change: HPUMBC1,2 and 3	OIT-BSG Operational Support
0000105605	TESTBOOK Edits	OIT-BSG Faculty
0000105725	RDBR2049 Patron Loader/STudent Roster	OIT-BSG Operational Support
0000105724	Reactive USR0104.UADM	OIT-BSG Operational Support
0000105723	Reactivate USR0081.UADM Dale Bittinger	OIT-BSG Operational Support
0000105722	PSYC 100/301 OBrien	OIT-BSG Faculty
0000105721	PSYC 200 Sonnenschein	OIT-BSG Faculty
0000105720	ECAD360 Cohen	OIT-BSG Faculty
0000105617	SOCY 101 Jessica Kelley-Moore	OIT-BSG Faculty
0000105616	User Signon for Admissions	OIT-BSG Operational Support
0000105592	Labels created for Adm/Grad School/Registrar	OIT-BSG Operational Support
0000104518	USR0016.UADM Menu Items to be added	OIT-BSG Admissions
0000104520	Logfile Tape for October 2004	OIT-BSG Operational Support
0000104524	IFSM310 Frank Green	OIT-BSG Faculty
0000104851	PSYC 335/ProvineP	OIT-BSG Faculty
0000104847	USR0076.FAID Reset security password	OIT-BSG Operational Support
0000104843	Geog 120 Ellis	OIT-BSG Faculty
0000104753	GEOG 120 Ellis	OIT-BSG Faculty
0000104752	psyc 210 richman	OIT-BSG Faculty
0000104751	PSYC 370 Provine	OIT-BSG Faculty
0000104698	Labels created for Admissions/Grad School	OIT-BSG Operational Support
0000104697	HPUMBC1,2 and 3 Backup Tapes	OIT-BSG Operational Support
0000104691	MVBR4024 MVA Flag Sending Tape	OIT-BSG Operational Support
0000104525	ECON 312/101 and 201 Hock Ng	OIT-BSG Faculty
0000104521	MVBR4025 Tape	OIT-BSG Operational Support
0000104519	HPUMBC1,2 and 3 Backup Tapes	OIT-BSG Operational Support

kincaid

	OIT Infrastructure & Support	Total No. of Tickets: 87
0000104503	Storch - outlook express question	HD: Software Config/Trblshtng
0000104504	easterly - can not log onto pc	PC Support Request (Fac/Staff)
0000104506	easterly - need email pw reset	OIT-BSG Faculty
0000104839	psyc370 - provine	OIT-BSG Faculty
0000104831	econ312 - carpenter	OIT-BSG Faculty
0000104829	stat121 - kegan	OIT-BSG Faculty
0000104828	chem351 - perks	OIT-BSG Faculty
0000104827	biol100/100h - sokolove	OIT-BSG Faculty
0000104826	biol100/100h - sokolove	OIT-BSG Faculty
0000104788	jmartin - increase mail for storage of work requests	HD: Quota
0000104695	psyc100 - freiberg	OIT-BSG Faculty
0000104694	biol100/100h - sokolove	OIT-BSG Faculty
0000104693	chem351 - perks	OIT-BSG Faculty
0000104692	Program aborts when an update is done for phys105	OIT-BSG Faculty
0000104543	chem102L - brothers	OIT-BSG Faculty
0000104542	ehs302 - lebowitz	OIT-BSG Faculty
0000104527	pw for mail at home not working	HD: Software Config/Trblshtng
0000104523	d sindal / in co/army - what do i need to get acct	HD: Accounts
0000104516	barbara/risk mgt - installed items from security cd....	Mac Software Install (Fac/Staff)
0000104517	barbara/risk mgt - started to install security cd....	PC Support Request (Fac/Staff)
0000104512	dpet - can not get past ctrl-alt-delet	PC Support Request (Fac/Staff)
0000104505	Webmaster / Socy dept	HD: Phonemail
0000104741	Tapes changed	HD:TapeChanges
0000104711	kelly/econ - professor wants some help with bb/course material	Online Course Misc
0000104710	freyman/ancs - can not get this dialog box to close	Mac Software Install (Fac/Staff)
0000104606	Problem with changing novell/ad password	Novell Issue (Fac/Staff)

0000104601	socy / faculty - have laptop and forgot to order word	PC Software Install (Fac/Staff)
0000104591	Phil/biol - should i keep running spyhunter	Mac Software Install (Fac/Staff)
0000104590	Student/offcampus - problem connecting to bb	Online Course Misc
0000105328	Frank/ORL - new calendar acct userid/pw not working	PC Support Request (Fac/Staff)
0000105339	nancy west usr0012.shs - needs sec pw reset	OIT-BSG Operational Support
0000105345	geog111 - miller	OIT-BSG Faculty
0000105346	psyc356 - rabin	OIT-BSG Faculty
0000105351	poli250 0101 - fletcher	OIT-BSG Faculty
0000105353	hist101 johnson	OIT-BSG Faculty
0000105356	socy101 0201 - kelly-moore	OIT-BSG Faculty
0000105727	Tape change for Thursday 11/18	HD:TapeChanges
0000105652	Student view prints out when option to reprint exam is used	OIT-BSG Faculty
0000105633	psyc200 - schultz	OIT-BSG Faculty
0000105632	biol430 - mcgraw	OIT-BSG Faculty
0000105631	biol430 - mcgraw	OIT-BSG Faculty
0000105630	psyc200 - schultz	OIT-BSG Faculty
0000105629	psyc285 - dahlquist	OIT-BSG Faculty
0000105627	phys111 - dymski	OIT-BSG Faculty
0000105618	ddixon/orl - pc just cut off	PC Support Request (Fac/Staff)
0000105527	What type do i save macafee as...	PC Support Request (Fac/Staff)
0000105514	socy101 - trela	OIT-BSG Faculty
0000105513	psyc342 - anderson	OIT-BSG Faculty
0000105715	geog110 - rabenhorst / ver b	OIT-BSG Faculty
0000105714	geog110 - rabenhorst / ver a	OIT-BSG Faculty
0000105694	Trish - how do i save addr book / netscape links	HD: Software Config/Trblshtng
0000105680	chem101 - perks	OIT-BSG Faculty
0000105679	chem101 - perks	OIT-BSG Faculty
0000105511	biol304 - miller	OIT-BSG Faculty
0000105510	ehs471 - polk	OIT-BSG Faculty
0000105509	afst 201 - robinson	OIT-BSG Faculty
0000105434	isabel,usr0262.sar	OIT-BSG Operational Support
0000105432	Word icon got renamed by accident	PC Support Request (Fac/Staff)
0000105424	Have not been able to print since thursday.	PC Support Request (Fac/Staff)
0000105421	Can not recreate spam folder	HD: Software Config/Trblshtng
0000105355	socy101 0301 - kelly-moore	OIT-BSG Faculty
0000105612	Can i still purchase sas from bookstore	HD: General Info
0000105600	cgreene,usr0088.reg needs session aborted	OIT-BSG Operational Support
0000105598	Videodriviers corrupt for windows2000	LabHardware
0000105595	Grade calculations not adding up with features used	OIT-BSG Faculty
0000105352	poli250 0101 - fletcher	OIT-BSG Faculty
0000105330	Gina/OTD - their is no newsletter format in word	HD: Software Config/Trblshtng
0000104922	new oia employee - susan hartt	HD: Accounts
0000105184	Grade corrections are not holding	OIT-BSG Faculty
0000105182	Psyc210 - catania	OIT-BSG Faculty
0000105134	eva/das - do not have novell account for das ofifce	PC Support Request (Fac/Staff)
0000105133	Trying to setup calendar to connect	PC Support Request (Fac/Staff)
0000105131	ehs345 - smith-cumberland	OIT-BSG Faculty
0000105083	Please reset passwords (testscore) for Anna, Min	OIT-BSG Oracle Database
0000105082	biol301 - omland	OIT-BSG Faculty
0000105011	geog110 - dubois	OIT-BSG Faculty
0000105010	psyc385 - mcguire	OIT-BSG Faculty
0000105009	biol304 / miller	OIT-BSG Faculty
0000104974	chem101 - carpenter	OIT-BSG Faculty
0000104951	econ102 - palmateer	OIT-BSG Faculty
0000104932	psyc205 - freiberg	OIT-BSG Faculty
0000104931	sowk470 - bembry	OIT-BSG Faculty
0000105285	tape change for thursday, November 11/11	HD:TapeChanges
0000105278	chem123 - carpenter	OIT-BSG Faculty
0000105277	psyc320 - mcrary	OIT-BSG Faculty
0000105276	Fax to reset pw for berkoff	HD: Password
0000104950	psyc200 - schultz	OIT-BSG Faculty

0000105759	labcheck 11-18-04 22.00	HD:LabCheck
0000106177	Checklist 11-29-04 7.30	HD:LabCheck
0000106137	[PC s/w] ECS020: Helpdesk Back Center Computer	PC Support Request (Fac/Staff)
0000106136	Checklist 11-28-04 12.00	HD:LabCheck
0000106031	Checklist 11-24-04 7.30	HD:LabCheck
0000106028	Labcheck 11-24-04 2.30	HD:LabCheck
0000105880	VM check 11-22-04 11.00	HD: Phonemail
0000105865	Checklist 11-22-04 7.30	HD:LabCheck
0000105859	NOC2 Showing Fine arts building network outage	Building Network Outage
0000105851	Local Area connections, cant connect to resnet	HD: Software Config/Trblshtng
0000105850	VM check 11-21-04 14.00	HD: Phonemail
0000105845	Checklist 11-21-04 12.00	HD:LabCheck
0000105760	labcheck 11-19-04 0.00	HD:LabCheck
0000104892	Checklist 11-07-04 12.00	HD:LabCheck
0000105127	Checklist 11-10-04 7.30	HD:LabCheck
0000105126	ECS 336 MAC 01 (teachers station)	LabsSoftware:Macintosh
0000105125	Labcheck 11-10-04 3.00	HD:LabCheck
0000105124	[lab] ECS122PC05: re-image	LabHardware
0000105123	[lab] ECS021MAC13: re-image	LabsSoftware:Macintosh
0000104934	VM Check 11-08-04 11.00	HD: Phonemail
0000104914	Checklist 11-08-04 7.30	HD:LabCheck
0000104902	VM Check 11-07-04 19.00	HD: Phonemail
0000105322	Labcheck 11-12-04 0.00	HD:LabCheck
0000105319	Labcheck 11-11-04	HD:LabCheck
0000104898	VM check 11-07-04 14.00	HD: Phonemail
0000104900	Labcheck 11-07-04 17.00	HD:LabCheck
0000105433	Checklist 11-15-04 7.30 (only a little late)	HD:LabCheck
0000105584	Labcheck 11-17-04 3.00	HD:LabCheck
0000105588	Checklist 11-17-04 7.30	HD:LabCheck
0000105589	[lab] ECS122PC38: PC had a dead hard drive	LabHardware
0000105585	VM check 11-17-04 3.00	HD: Phonemail
0000105458	VM check 11-15-04 11.00	HD: Phonemail
0000104582	All Macs wont log in in ECS	LabsSoftware:Macintosh
0000104712	Slater calling about dial up	HD: Software Config/Trblshtng
0000104777	Labcheck 11-04-04 22.00	HD:LabCheck
0000104585	Checklist 11-3-04 7.30	HD:LabCheck
0000104584	Labcheck 11-3-04 3.00	HD:LabCheck
0000104778	Checklist 11-05-04 0.00	HD:LabCheck
0000104867	VMcheck 11-05-04 14.00	HD: Phonemail

zicka

OIT Infrastructure & Support

Total No. of Tickets: **27**

0000105726	Install network in UMBC Stadium	Install Network Jack
0000105736	Asset Security Alert	Email Request
0000105753	Asset Security Alert	Email Request
0000105751	Asset Security Alert	Email Request
0000105733	Asset Security Alert	Security Issue (Other)
0000104484	Asset Security Alert	Email Request
0000104532	Asset Security Alert	Labs:PC Vandalism/Theft
0000106188	Asset Security Alert	Email Request
0000106208	Asset Security Alert	Email Request
0000106212	Asset Security Alert	Email Request
0000106312	move jack	Dead/Slow Network Jack
0000106340	[Fwd: FW: Case ID A19794485 - RIAA Infringement Notification (f	Security Issue (Other)
0000106338	[Fwd: FW: Case ID A18593533 - RIAA Infringement Notification (f	Security Issue (Other)
0000106339	[Fwd: FW: Case ID A18593533 - RIAA Infringement Notification (f	Security Issue (Other)
0000106341	[Fwd: FW: Case ID A12468935 - RIAA Infringement Notification (f	Security Issue (Other)
0000106343	[Fwd: FW: 2nd DMCA Notice [Notice ID: 7933397] (fwd)]	Security Issue (Other)
0000106348	[Fwd: FW: DMCA Notice [Notice ID: 8048422] (fwd)]	Security Issue (Other)
0000106347	[Fwd: FW: DMCA Notice [Notice ID: 7870019] (fwd)]	Security Issue (Other)
0000106346	[Fwd: FW: DMCA Notice [Notice ID: 7878198] (fwd)]	Security Issue (Other)
0000106344	[Fwd: FW: DMCA Notice [Notice ID: 7889073] (fwd)]	Security Issue (Other)
0000106342	[Fwd: FW: Case ID 19547839 - Notice of Claimed Infringement (fw	Security Issue (Other)
0000105046	Asset Security Alert	Email Request

0000105223 Asset Security Alert
0000105114 Asset Security Alert
0000105115 Asset Security Alert
0000105116 Asset Security Alert
0000105167 Asset Security Alert

Email Request
Labs:PC Vandalism/Theft
Labs:PC Vandalism/Theft
Labs:PC Vandalism/Theft
Email Request

dvellil

SA PeopleSoft IT Support

0000106304 Jean's laptop is not picking up the Tsunami wireless network.
0000105790 [PC s/w] AD301: Kathy Miller and Ed Hinke cannot print.
0000106216 Irby Cole needs his novell account username to be changed.
0000106069 Aunglette's HP Laserjet 4 is not printing.
0000106003 Jessica is getting error from Novell.
0000105999 Shaffer needs her Novell account mirrored after Morgan's.
0000105964 Irby's needs his Novell account mirrored after Mike Morgan's.
0000105929 Carol Pace needs her email quota increased by 50MB.
0000105893 Stefanie Shaffer needs to be added to Active Directory.
0000105892 Stefanie Shaffer needs a Corporate Time account.
0000105890 Irby Cole needs a Corporate Time account.
0000105888 Irby Cole needs an Active Directory account.
0000105821 Bobbie Jo needs access to "Travel Statements" folder.
0000105080 Isabel needs 50MB more of email space.
0000105208 Jasmine Zacharias needs the ability to log into Novell twice.
0000105102 Tina Brown needs a Corporate Time account.
0000105096 Godbolt's Novell account needs to be deleted.
0000105088 Stephanie Godbolt's H:\ drive files needed.
0000105091 Deletion of "godbolt" account.
0000105092 Godbolt corptime account needs to be deleted.
0000105095 Godbolt account needs to be deleted.
0000105093 Godbolt's HP account needs to be deleted.
0000105423 Needs AD account - has novell acct
0000105603 Tina needs Novell account to mirror "jaschwar" account.
0000105596 Cindy is getting an error when using Crystal Reports.
0000105460 Kathy cannot print to any of her printers.

Total No. of Tickets: **26**
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
Novell Client Install
HD: Quota
Account not in AD
CorpTime Calendar Account Req
CorpTime Calendar Account Req
Account not in AD
Novell Account Management
HD: Quota
Novell Account Management
CorpTime Calendar Account Req
Novell Account Management
Novell Account Management
Novell Account Management
UMBC Email Alias
CorpTime Calendar Account Req
PS Finance Security
OIT-BSG HP3000 Systems
Novell Account Management
Novell Account Management
PC Support Request (Fac/Staff)
PC Support Request (Fac/Staff)

dsylva

Applications

0000105761 Execute script in HRPRD
0000105807 Update table in HRPRD
0000105818 Delete row in PAYRUN_TBL in HRPRD
0000105809 Update CPAYRUN_TBL in HRPRD
0000106012 Authorized Debi Leal for developer access in HRCA, HRTST, HRTR
0000105806 Execute script in HRPRD
0000104913 Run scripts in HRPRD
0000104927 Execute script in HRPRD
0000105157 Restore HRTST from specified backup
0000105251 Backup HRTST
0000104528 Restore HRTST from specified backup
0000104658 Sign off on HRTST not working correctly
0000104657 Update table in HRPRD
0000104748 Run script in HRPRD
0000105357 Create a copy of 2 tables in HRTST
0000105711 Delete row in PAYRUN_TBL in HRPRD
0000105701 Update CPAYRUN_TBL in HRPRD
0000105684 Update table in HRPRD
0000105566 Backup HRCA
0000105549 Copy 2 tables and rename 2 tables in HRCA.
0000105517 Create a copy of 2 tables & rename 2 tables in HRCA

Total No. of Tickets: **21**
PS IT - Misc
PS IT - Misc
PS IT - Misc
PS IT - Misc
Email Request
PS IT - Misc
HR Human Resources
HR Human Resources
HR Human Resources
HR Human Resources
HR Human Resources
PS IT - SysAdmin
HR Human Resources
HR Human Resources
HR Human Resources
PS IT - Misc
PS IT - Misc
HR Human Resources
PS IT - Database
HR Payroll
PS IT - Database

ramosm1

OIT Infrastructure & Support

0000104580 Lab check 10/2/04 10pm
0000104868 LAN 2 is down (can't reach novell.umbc.edu)
0000104887 Phonemail 11/6/04 2pm & 7pm
0000104888 Lab check 11/6/04 5 pm
0000104886 Tape changes 11/6/04

Total No. of Tickets: **21**
HD:LabCheck
Novell Server Down
HD:LabCheck
HD:LabCheck
HD:TapeChanges

0000104581	Phonemail 11/2/04 7pm	HD:LabCheck
0000104770	Temp Lab Check 11/4/04 8 pm	HD:LabCheck
0000105390	Tape Changes 11/13/04	HD:TapeChanges
0000105394	Lab Check 11/13/04	HD:LabCheck
0000105392	Phonemail 11/13/04 7 PM	HD:LabCheck
0000105098	Phonemail 11/9/04 2pm	HD:LabCheck
0000105113	Phonemail 11/9/04 7 pm	HD:LabCheck
0000105119	Labcheck 11/9/04 10 pm	HD:LabCheck
0000105827	Phonemail 11/19/04 7 pm	HD:LabCheck
0000106123	Phonemail 11/27/04 5 pm	HD:LabCheck
0000106125	labcheck 11/27/04 7 pm	HD:LabCheck
0000106126	Labcheck 11/27/04 10 pm	HD:LabCheck
0000106124	tape changes 11/27/04	HD:TapeChanges
0000106119	lab check / phonemail 11/27/04 2 pm	HD:LabCheck
0000105839	Tape changes 11/20/04	HD:TapeChanges
0000105844	labcheck 11/20/04 10 pm	HD:LabCheck

ha2

Admissions

Total No. of Tickets: **20**

0000105854	Tape changes for 11/21/04	HD:TapeChanges
0000106170	SLATER CALL 11:50am 11/38/04	HD: General Info
0000106168	Multiple users slow or non-existent Walker connection	ResNet Down
0000105935	Lab check 12am 11/23/04	HD:LabCheck
0000106026	Lab check 12am 11/24/04	HD:LabCheck
0000105855	Lab check 11pm 11/21/04	HD:LabCheck
0000106278	Lab check 11/30/04 12am	HD:LabCheck
0000104906	Tape changes for 11/7/04	HD:TapeChanges
0000104907	Lab check 11/8/04 12am	HD:LabCheck
0000105323	Lab check 6:30am 11/12/04	HD:LabCheck
0000105005	Lab check 12am 11/9/04	HD:LabCheck
0000105413	Tape changes 11/14/04	HD:TapeChanges
0000105415	Lab check 12am 11/15/04	HD:LabCheck
0000105505	Lab check 12am 11/16/04	HD:LabCheck
0000105414	VM check 5pm 11/14/04	HD: Phonemail
0000104496	Lab check 10pm 11/1/04	HD:LabCheck
0000104497	Lab check 12am 11/2/04	HD:LabCheck
0000104781	Lab opening 11/5/04	HD:LabCheck
0000104681	Lab check 12am 11/4/04	HD:LabCheck
0000104677	Multiple buildings are dropping connection intermittently	Building Network Outage

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OIT Infrastructure & Support

Total No. of Tickets: **17**

0000104531	Please create novell accounts and add to AD two new consultants will	Novell Account Management
0000104560	All tapes changed for 11/2.	HD:TapeChanges
0000104575	2:00pm phone mail check. 8msgs.	HD: Phonemail
0000104884	7:30 am phone mail. 1 msg.	HD: Phonemail
0000104883	11/6 Lab check and opening. all 59 machines there and checked.	HD:LabCheck
0000104866	all tapes changed for 11/5	HD:TapeChanges
0000105384	[lab] ECS021PC06: monitor won't turn on.	LabHardware
0000105556	All tapes changed for 11/16.	HD:TapeChanges
0000105493	All tapes changed and successfully for 11/15	HD:TapeChanges
0000105385	7:30am labcheck. 021 opened and checked. PC 06 monitor not worki	HD:LabCheck
0000105555	2pm phone mail check done. 3msgs.	HD: Phonemail
0000105386	7:30 am phone mail check. 0 messages.	HD: Phonemail
0000105970	11am phone mail check. 4 msges. All resolved.	HD: Phonemail
0000106082	All tapes changed for 11-24. VMS drives keep saying clean but cleani	HD:TapeChanges
0000106104	11/26 all tapes changed.	HD:TapeChanges
0000104992	Security Awareness Survey	HD: General Info
0000105112	All tapes changed for 11/9, VMS had to be changed out late.	HD:TapeChanges

jglove1

DPET Marketing

Total No. of Tickets: **16**

0000105519	Corporate Calendar	CorpTime Calendar Account Req
0000105538	IP Addresses	IP Address Request
0000105540	IP Addresses	DPET Support Request
0000104640	Replace Computers	DPET Support Request

0000104649 Ghost Image
 0000104650 Monitor Inventory
 0000105160 Novell Folder Restrictions
 0000105162 Change Drum
 0000105907 Phone Line Changes & and 1 Addition
 0000105969 Add Printer & Copier to UC Staff Computers
 0000105973 Move printers in ACIV
 0000106016 Change Drum
 0000105972 Set Up ACIV-B Printer Access
 0000105965 Dispose of Copier
 0000106333 HP Reports/OSWP new printer location
 0000106335 Printer IP Addresses

DPET Support Request
 DPET Support Request
 Novell Account Management
 DPET Support Request
 DPET Support Request
 DPET Support Request
 DPET Support Request
 DPET Support Request
 DPET Support Request
 DPET Support Request
 DPET Support Request
 Email Request
 IP Address Request

Top 10 UMBC Customers Requesting Service

