

Top 10 Departments Requesting Service with # of Tickets

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

<i>Tickets Created Between</i>	<i>10/01/2003</i>	<i>10/31/2003</i>	87
Admissions			Total Number of Tickets:
0000074134	Lab Check 10/7/03 12:00am		HD:LabCheck
0000074010	Tape Changes for 10/5/2003		HD:TapeChanges
0000074122	Lab Check 10/6/2003 6pm		HD:LabCheck
0000074003	Lab Check 10/5/2003 12pm		HD:LabCheck
0000074690	Lab Check 10/13/2003: 9pm		HD:LabCheck
0000074691	Lab Check ECS 005 8pm		HD:LabCheck
0000074695	SGI machine boot problems		LabHardware
0000074694	Lab Check 12am 10/14/03		HD:LabCheck
0000074692	ECS 005 Lab Check 11pm		HD:LabCheck
0000074335	Lab Check 10/9/2003 12am		HD:LabCheck
0000074901	ECS 005 Lab Check 11pm		HD:LabCheck
0000074902	Lab Check 10/16/2003 12 midnight		HD:LabCheck
0000074900	ECS 005 10pm lab check		HD:LabCheck
0000074888	ECS 005 Lab Check 8pm		HD:LabCheck
0000073761	Lab Check 10-2-2003 12am		HD:LabCheck
0000073776	Kelly Gosnell to have access to the Oracle shadow		OIT-BSG Oracle Database
0000073988	Lab Check 10/4/03 6pm		HD:LabCheck
0000074831	DataLink Errors for duplicate CampusIds.		OIT-BSG Admissions
0000073934	Tape Changes for 10/3		HD:TapeChanges
0000073987	Lab Check 10/4/2003: 4pm		HD:LabCheck
0000074886	7pm ECS 005 Lab Check		HD:LabCheck
0000073878	Error 34 - Burning a CD not available		LabsSoftware:Macintosh
0000074870	Why isn't Min Na coming over in the fsaAtlas DataLink		OIT-BSG Admissions
0000073746	Lab Check 10/01/03 6pm		HD:LabCheck
0000074559	005 Check 8:18pm 10/11/03		HD:LabCheck
0000074565	Lab Check 12noon 10/12/2003		HD:LabCheck
0000074557	005 Check 7:08pm 10/11/03		HD:LabCheck
0000074556	Lab 021 PC-09 boot problems		LabHardware
0000074574	ECS 005 Lab Check		HD:LabCheck
0000074571	Lab Check 1pm ECS 005		HD:LabCheck
0000074582	Lab Check 6pm 10/12/03		HD:LabCheck
0000074538	JECS 005 Lab Check 8am		HD:LabCheck
0000074546	ECS 005 Lab Check		HD:LabCheck
0000074555	Lab Check 10/11/03 6pm		HD:LabCheck
0000074548	ECS 005 Lab Check		HD:LabCheck
0000074547	Tape Changes for 10/11		HD:TapeChanges
0000074689	Lab Check 10pm		HD:LabCheck
0000074684	Problems in Lab 122 mice		LabHardware
0000074685	ECS122PC15: Floppy disk Drive not working		LabHardware
0000074677	ECS 005 Lab Check		HD:LabCheck
0000074688	Account Quota increase request		HD:Accounts
0000074686	Lab 122A projector bulb change		LabHardware
0000074513	Customer cannot log onto network		Resnet Setup
0000074584	005 Check 7pm 10/12/03		HD:LabCheck
0000074488	Tape Changes for 10/10		HD:TapeChanges
0000074419	Lab 021 Linux problems		LabSoftware:Windows
0000074424	Lab check 10/09/2003		HD:LabCheck
0000074466	Change blank UG Grad Objectives to BA		OIT-BSG Admissions
0000074545	Lab Check 10/11 12 noon		HD:LabCheck
0000074971	Lab Check 6:00pm 10/16/2003		HD:LabCheck
0000074979	005 check 8:45pm 10/16/2003		HD:LabCheck
0000074974	005 check 7:15 pm		HD:LabCheck
0000074958	access to retriever		PS Asset Management
0000075211	Lab Check 10/21/03 12am		HD:LabCheck
0000075512	Tape Changes for 10/24		HD:TapeChanges
0000075213	Lab Check ECS 005 10pm		HD:LabCheck

0000075212	Lab Check 9pm 10/20/2003	HD:LabCheck
0000075572	Lab Check 10/26/2003 12pm	HD:LabCheck
0000075466	005 Check 7:45pm 10/23/03	HD:LabCheck
0000075467	ECS021PCs are not booting into Linux properly due to improper sh	LabHardware
0000075260	UABR1655 Abort	OIT-BSG Admissions
0000075573	Lab Check 6pm 10/26/03	HD:LabCheck
0000075463	Lab Check 10/23/03 6pm	HD:LabCheck
0000075560	Lab Check 6pm 10/25/03	HD:LabCheck
0000075561	005 check 7:04pm 10/25/03	HD:LabCheck
0000075557	Resnet connection unavailable	ResNet Down
0000075665	Lab Check 10/28/03 12am	HD:LabCheck
0000075214	11pm ECS 005 Lab Check	HD:LabCheck
0000075666	ECS104PC08 will not boot into linux.	LabHardware
0000075350	UABR1655 is blowing it's table sizes	OIT-BSG Admissions
0000075555	Lab Check 12 noon	HD:LabCheck
0000075961	Lab Check 6pm 10/30/03	HD:LabCheck
0000075882	Lab Check 12 midnight 10/30/2003	HD:LabCheck
0000075395	Failed Off Campus Internet Access; campuswide; Intranet access is f	Building Network Outage
0000075115	Lab Check 6pm 10/19/2003	HD:LabCheck
0000075330	Abort uabr1655	OIT-BSG Admissions
0000075281	SEVIS link issues	OIT-BSG Admissions
0000075101	005 Check 7:20pm 10/18/2003	HD:LabCheck
0000075406	Lab Check 10/23/2003 12am	HD:LabCheck
0000075574	Re-imaging for Lab 021	LabHardware
0000075460	disk quota	HD: Quota
0000075119	005 check 10/19/2003 8:40pm	HD:LabCheck
0000076019	Mark this staff member as active staff	UMBC Account Activation
0000075117	005 check 10/19/2003 7:27pm	HD:LabCheck
0000076023	Tape Changes for 10/31/2003	HD:TapeChanges
0000075100	Lab Check 10/18/2003 6pm	HD:LabCheck
0000075667	Lab Check 9pm 10/27/2003	HD:LabCheck

CSEE - Instruction

0000074636	RE: CMSC 461 - Oracle Account for Student	Email Request
0000074636	RE: CMSC 461 - Oracle Account for Student	Email Request
0000074181	Work Order Request	LabSoftware:Windows
0000074184	Chartfield	Email Request
0000074819	PS Position Report	PS Asset Management
0000074160	Print POs	Email Request
0000074782	GL account quota	Email Request
0000074136	Activity ID question	Email Request
0000074781	Help with list configuration	Mailing Lists
0000074757	Payroll Discrepancies	Email Request
0000074205	page message change	Email Request
0000074427	kerberos keytabs established, still not working	UNIX Misc
0000074427	kerberos keytabs established, still not working	UNIX Misc
0000074384	Matlab Windows version cd borrowed	HD: CD Checkout
0000074112	Oracle Account Requests	Email Request
0000074112	Oracle Account Requests	Email Request
0000074105	who is oit.useraccess	AFS File Space Requests
0000074801	Reallocation	PS Asset Management - Misc
0000074033	Name change	Novell Account Management
0000074155	Print PO	Email Request
0000073898	please increase my quota	Email Request
0000073897	submit and quota problems?	Project Submission System
0000074681	Partition Warning for hfs3 user	Alumni Server Problems
0000074277	Borrowed Matlab Windows 12.1 2cds.	HD: CD Checkout
0000073863	Had requested quota increase But change not effected	AFS File Space Requests
0000073947	Re: Re: quota increase request for CMSC681 students	Email Request
0000073947	Re: Re: quota increase request for CMSC681 students	Email Request
0000074721	New Researcher with Grant	Email Request
0000074367	Request to change userid	PS Asset Management - Misc

Total Number of Tickets:

60

0000073949	SUBMIT SYSTEM	Email Request
0000073656	DHCP/DNS problems	DHCP Request
0000073762	Lost Ring	HD: Software Config/Trblshntg
0000073728	Submit For CMSC691J	Project Submission System
0000073813	Cert Cards for PPE 9/20	PS Asset Management - Misc
0000074580	Resnet not available	ResNet Down
0000073657	space for 681 kids	Email Request
0000073789	Quota increase request for oates	HD: Quota
0000074822	Use of a JV	PS Asset Management
0000074747	Issues with .cshrc	OIT-BSG Operational Support
0000074459	username change due to marriage	UMBC Account Name Change
0000073968	Work Order Request	Email Request
0000074739	Payroll Statements 1-5	Email Request
0000074665	Submit Problem.	Email Request
0000075619	cadence.gl.umbc.edu seems to be down	UMBC Central Server Down
0000075299	SPSS Prodduction Facility Error	LabSoftware:Windows
0000075455	Quota increase for kschoe2	HD: Quota
0000075790	JVs	PS Purchasing
0000075420	cadence1 mods	Netsaint Requests
0000075040	URGENT MX/DNS record	DNS Entry Modification
0000075177	gl.umbc.edu needs new version of Java	UNIX Misc
0000075333	Visio License.	HD: General Info
0000075201	DNS alias entry needed	DNS Entry Modification
0000075021	Add new printer, HP4MV amst/ancs	Novell Printing
0000075645	cadence.gl.umbc.edu is off the network again	UMBC Central Server Down
0000075658	visual studio install	PC Software Install (Fac/Staff)
0000075273	Blackboard Demo: Assign to New Media: Blackboard	Online Course Misc
0000075670	Re: gl.umbc.edu needs new version of Java	UNIX Misc
0000075138	Printer access not working	Macintosh Support Request (Fac/Staff)
0000075255	Combo edits	PS Grants - Misc
0000075906	need retriever	PS EPM - Misc

Chemistry BioChem - Academic

0000074908	HP950C local printer sometimes prints pages of jibberish chem106
0000074962	Moving data4 to data2
0000074511	Office XP start up problems
0000073835	novell password reset
0000074453	Mouse Errors; Chemistry 129A
0000074235	My computer crashes
0000074330	No subject
0000074126	Quota Assistance
0000074303	Dead Jack.
0000073791	New Computer, can't login to Novell uc201
0000074992	printing documents chem129a
0000074842	Disk Quota
0000073908	/afs and novell install
0000074834	Getting 169 IP
0000074705	Printer access over novell chem204e
0000074853	New disk/sled for Dna.chem
0000074629	Format/ Install Win 98, chem 202b
0000074087	Modifications to computer logon authorization chem106
0000074219	System cannot detect the Mouse chem129a
0000074505	Computer needs to be configured for networked printing
0000073672	use of TITAN
0000074186	student cannot view info in myUMBC
0000074189	ATTN: Steve Ostrove RE: ION
0000074286	Expiration
0000074811	Re: Account Deactivation Notification
0000075353	Re: [Fwd: /afs/umbc.edu/users/h/o/hosmane/Mail///.forward.OLD]
0000075432	Chem 303: virus which corrupted files
0000075065	Biosym and Quanta commands do not work!
0000075816	myUMBC account

Total Number of Tickets:

PC Support Request (Fac/Staff)
Chemistry Dept Unix Issues
PC Support Request (Fac/Staff)
Novell Account Password
PC Support Request (Fac/Staff)
Email Request
HD: Quota
HD: Quota
Check Network Jack (Fac/Staff)
Novell Issue (Fac/Staff)
PC Support Request (Fac/Staff)
HD: Quota
Novell Client Install
Check Network Jack (Fac/Staff)
Email Request
Email Request
PC Computer Install (Fac/Staff)
PC Support Request (Fac/Staff)
PC Support Request (Fac/Staff)
PC Support Request (Fac/Staff)
Titan
Individual myUMBC Errors
Email Request
UMBC Account Deletion
Email Request
UNIX Misc
PC Support Request (Fac/Staff)
Email Request
HD: Software Config/Trblshntg

0000075338	Cannot use Word/Excel XP	PC Support Request (Fac/Staff)
0000075143	Unable to upload files in Netscape 7, chem 130	Macintosh Support Request (Fac/Staff)
0000075620	Customer experiences dropped connection from webmail	Webmail Problem
0000075314	[Fwd: RE: hosmane@gl.umbc.edu]	UNIX Misc
0000075708	Install XP on machine	PC Computer Install (Fac/Staff)
0000075430	Borrowed Office XP 2CDs	HD: CD Checkout
0000075610	ATTN: Steve Ostrove RE: ION	HD: Software Config/Trblshng
0000075889	PC WinXP MS Office problem. chem202b	PC Support Request (Fac/Staff)
0000075292	user name remove (cerebro)	Chemistry Dept Unix Issues
0000075834	No subject	HD: Quota
0000075835	had 3 messages @5Mb each	HD: Quota
0000075826	password reset for 'edavis4'	HD: Password
0000075289	To: Steve Ostrove	Novell Account Management

FS Administration

0000073692	New Employee Needs Calendar Account.
0000074178	Customer needs "Spam" folder restored for email.
0000074778	Fw: Payroll in People Soft
0000074436	NEW PRINTER ADDRESS
0000074436	NEW PRINTER ADDRESS
0000074623	Employee needs access to FS (I:) drive and folder.
0000073826	Employee Ade ("Addy") Jagun needs access to Grants folder.
0000074209	Connecting to Blackboard site
0000073818	finweb access
0000074439	ARBR3958 Abort - Credit Card Distribution Report
0000073688	New Employee Needs Novell Account
0000074768	MS Outlook Express "Find" Feature Not Working.
0000074632	network printer access - lan group
0000074833	Bursar's auto response
0000073979	dail-up problems from 410 number
0000074769	Bobbie Jo needs MS Access 97 installed.
0000074843	Retriever report error
0000074656	Peoplesoft - A/R problem
0000073809	Joy Qian nees to access Novell printer.
0000074826	add to remedy group
0000074305	Mary Boguslaw needs access to an Accounting Printer.
0000074365	Accounting printer needs to be reset
0000074828	need userid on retriever instance
0000075132	Payroll
0000075033	Payroll Manual
0000075598	Mary is randomly getting a BSOD.
0000075437	reset novell password
0000075595	ByRequest program not reading information.
0000075684	Ade Jagun needs more space for email.
0000075370	Employee needs HP/Reflections account.
0000075376	Provide Access for Payroll Clean-Up in Finance
0000075803	retriever access NEEDED
0000075980	Inbox needs restore
0000075066	Customer needs access to Color LaserJet Printer.
0000075450	HR Question
0000075153	need retriever access
0000075646	Bobbie Jo needs MS Access 97 and MS Office XP installed.
0000075251	3ps fin - Retriever setup
0000075183	Payroll Question

Total Number of Tickets:

CorpTime Calendar Account Requests
AFS File Restore Request
PS HR - Misc
Email Request
Email Request
Novell Account Management
Novell Account Management
PC Support Request (Fac/Staff)
OIT-BSG Finance GA
OIT-BSG Finance Bursar
Novell Account Management
PC Support Request (Fac/Staff)
Novell Account Management
UMBC Arbitrary Account
HD: Quota
PC Software Install (Fac/Staff)
PS Asset Management
Email Request
PC Support Request (Fac/Staff)
Remedy Account Request
Novell Printing
Novell Printing
PS IT - Database
PS Payroll - Misc
PS Asset Management - Misc
PC Support Request (Fac/Staff)
Novell Account Management
PC Support Request (Fac/Staff)
HD: Quota
OIT-BSG Operational Support
PS HR - Misc
PS EPM - Misc
AFS File Restore Request
Novell Printing
PS HR - Misc
PS User Support
PC Software Install (Fac/Staff)
PS IT - Misc
PS Payroll - Misc

39

Psychology

0000073857	Ticket 73743
0000073857	Ticket 73743
0000074190	Cannot delete item in mailbox through webmail
0000073866	Internet Connections needed
0000073861	Computer Down
0000074830	Re: FYI: "Hybrid" Course Brown Bag & Hands-on Workshop (10/2

Total Number of Tickets:

AFS File Restore Request
AFS File Restore Request
HD: Quota
Network Survey
Email Request
Email Request

39

0000074285	Need Assistance mp306 301b	PC Support Request (Fac/Staff)
0000074960	Work Order Request	Email Request
0000073743	Missing Email Folders	AFS File Restore Request
0000074647	trash folder	Email Request
0000074104	error messages: follow-up to phone call	PC Support Request (Fac/Staff)
0000074400	Email Problems Refer to ticket number 73699	HD: Software Config/Trblshtng
0000074812	Re: Account Deactivation Notification	Email Request
0000074198	needs emails in inbox saved onto a cd-rom	HD: Software Config/Trblshtng
0000074200	connecting to umbc2	UMBC Web Servers
0000074577	Unable to print to Psychology computer	PC Support Request (Fac/Staff)
0000074169	Dont know if need a ORACLE or grade book account	Oracle.gl Account Requests
0000073699	please check his webmail	Webmail Problem
0000073708	Cadence account request.	HD: Accounts
0000074239	account renewal	UMBC Account Deletion
0000074738	SPSS CD loan	HD: CD Checkout
0000075737	MP329: machine keeps freezing mp329	PC Support Request (Fac/Staff)
0000075363	Increase capacity of H:\Finkelston 'User/User/Home/Artscien' (H)	Novell Quotas
0000075925	New Computer	PC Computer Install (Fac/Staff)
0000075931	New Computer Problems	Check Network Jack (Fac/Staff)
0000075736	SS403 5 comps need Novell Client	Novell Client Install
0000075740	SS413a; install MS Office and SPSS	PC Software Install (Fac/Staff)
0000075924	Problems..... mp301b	Novell Issue (Fac/Staff)
0000075381	Squirrel Mail problem	Webmail Problem
0000075727	spss loan	HD: CD Checkout
0000075588	Quota Increase Request	Online Course Acct Modification
0000075246	Work Order Request ss501	PC Support Request (Fac/Staff)
0000075415	Can't see messages outside of Webmail	Webmail Problem
0000075424	quota increase request	HD: Quota
0000075158	User Login	Novell Account Management
0000075372	Need new Novell acct for my lab	Novell Account Management
0000075545	No subject	Online Course Misc
0000075875	Where are my email folders?	HD: Software Config/Trblshtng
0000075963	new email account	HD: Accounts

Mechanical Engineering

0000074202	No subject	Email Request
0000074407	E-mail problem	Email Request
0000074150	password for website	Email Request
0000073794	my notebook computer	Email Request
0000073795	Matlab times	Email Request
0000074408	[Fwd: Subscription approval request]	Email Request
0000074302	Quota increase request for wzhu	HD: Quota
0000074278	[Fwd: Re: Matlab]	Email Request
0000074386	ITE243	Email Request
0000074220	Urgent-need new e-projector in ECS302 at 8:45 a.m.	Email Request
0000074377	connection problems	Check Network Jack (Fac/Staff)
0000074487	No active link on the jack.	Dead/Slow Network Jack
0000073921	RE: Course 'ENME301_0101_FA2003' quota exceeded	Online Course Misc
0000074502	new UBMC account for Avraham Beltzer	HD: Accounts
0000074030	Re: Account Deactivation Notification	Email Request
0000074031	Re: Account Deactivation Notification	Email Request
0000074500	From Anjanappa	Email Request
0000073715	Matlab	Email Request
0000074790	720 error	HD: Software Config/Trblshtng
0000074578	Continuing problems with webmail	Email Request
0000074421	Remote login problems	Email Request
0000075702	we try again (fwd)	COE Unix issues
0000075893	projector	COE Unix issues
0000075386	virus definition file in my laptop computer	COE Unix issues
0000075448	[Fwd: mail list]	COE Unix issues
0000075749	office laptop	COE Unix issues
0000075504	Organization for Mechanical Engineering	Online Course Misc

Total Number of Tickets:

30

0000076004 ECS 113 DELL Computer
 0000075416 Check jack in ECS 234a
 0000075853 the engr webmail broken again

COE Unix issues
 Check Network Jack (Fac/Staff)
 COE Unix issues

Ofc of Enrollment Management

Total Number of Tickets:

29

0000074954 Creation of UMBC accounts
 0000073679 New account
 0000074661 quota increase request
 0000074055 Applications via nt1 server, password not working
 0000074191 Tom taylor cannot access Oracle on rsumbc2.mis.umbc.edu
 0000074351 RE: Corporate Time accounts
 0000074350 Corporate Time
 0000074289 Questions about FABR3226 File Layouts
 0000074349 Corporate Time accounts
 0000074702 No subject
 0000075006 corporate time
 0000076038 DN - Student's courses not coming through to course sort
 0000076030 DN - Missing Courses
 0000076029 DN - Courses listed too many times
 0000076028 DN - Major Not shown in UPR
 0000076031 DN - Bad Transcript Text
 0000075029 E-mail address maintenance for NON campus e-mail
 0000075461 Need to survey for site for placing dataport for network printer.
 0000076039 DN - Name search broken in DN
 0000075379 request
 0000076040 DN - Please add users to list
 0000076032 DN - Create a user link to point to Mathematics Placement pdf file
 0000076033 DN - Move DN 3.0 into production to replace DN 2.0
 0000075223 quota increase request
 0000075380 request
 0000075409 new Novell account
 0000075418 request
 0000076041 DN - fix comment section
 0000075897 finaid email account

UMBC Account Activation
 CorpTime Calendar Account Requests
 Email Request
 PC Support Request (Fac/Staff)
 Wireless Issues on campus
 CorpTime Calendar Account Requests
 CorpTime Calendar Account Requests
 OIT-BSG Records and Registration
 CorpTime Calendar Account Requests
 Email Request
 CorpTime Calendar Account Requests
 OIT-BSG Advisement
 OIT-BSG Advisement
 OIT-BSG Advisement
 OIT-BSG Advisement
 OIT-BSG Advisement
 OIT-BSG Graduate School
 Network Survey
 OIT-BSG Advisement
 CorpTime Calendar Account Requests
 OIT-BSG Advisement
 OIT-BSG Advisement
 OIT-BSG Advisement
 HD: Quota
 Novell Account Management
 Novell Account Management
 CorpTime Calendar Account Requests
 OIT-BSG Advisement
 UMBC Email Alias

Biology - Academic

Total Number of Tickets:

27

0000074731 Re: FYI: "Hybrid" Course Brown Bag & Hands-on Workshop (10/2
 0000074733 Blackboard Error
 0000073923 BS 106; has IP but no connection
 0000074600 Virus Detected In Mail Sent To You! (fwd)
 0000074923 Increase quota
 0000074348 Re: QUOTA WARNING for your myUMBC account
 0000074260 Ticket #0000072713
 0000074937 Re: UMBC email accounts (fwd)
 0000074640 About Novell account
 0000074523 VPN Client--OS9H
 0000074123 how do I remove files from Desktop?
 0000075929 name wrong in myUMBC
 0000075393 Profile Difficulties
 0000075932 Change to WWW domain
 0000075313 Teacher E-mail Accounts for the TQB Program at UMBC (fwd)
 0000075290 Re: QUOTA WARNING for your myUMBC account
 0000075864 quota shows as 0% used
 0000075453 Not able to obatin address - please check jack
 0000075478 Re: QUOTA WARNING for your myUMBC account
 0000075579 Ticket # 0000075478 - problem saving on S drive
 0000075959 Re: Course 'BIOL303_0101_FA2003' quota exceeded
 0000075994 Rename Site
 0000075028 Linux problems! neanderthal.biosci.umbc.edu
 0000075493 question about deleting messages
 0000075174 Configure Netscape to use IMAP instead POP3
 0000075622 Help with Adobe Acrobat install (BS 160, BS 165)

Email Request
 Email Request
 PC Support Request (Fac/Staff)
 Email Request
 HD: Quota
 Email Request
 Email Request
 HD: Accounts
 Email Request
 PC Support Request (Fac/Staff)
 HD: Software Config/Trblshtng
 UMBC Account Name Change
 Windows Profile Issues
 UMBC Web Redirect
 HD: Accounts
 HD: Quota
 HD: Quota
 IP Address Request
 HD: Quota
 HD: Quota
 Online Course Misc
 UMBC Web Redirect
 Email Request
 HD: Software Config/Trblshtng
 Macintosh Support Request (Fac/Staff)
 PC Software Install (Fac/Staff)

English

0000074417	Local Printer isnt working?	PC Support Request (Fac/Staff)
0000073952	Work Order Request	Novell Account Password
0000073871	Novell account needs to be reactivated.	Novell Account Management
0000074298	Novell password change for kirkpatr	Novell Account Password
0000073814	Novell Account Request	Novell Account Management
0000074180	Windows Workstation Problem fa446	Novell Account Management
0000074718	Powerbook G4 verify settings.	PPP Setup
0000073822	Workstation account creation fa437	PC Support Request (Fac/Staff)
0000074476	Work Order Request	Email Request
0000074785	(multicultural_ladies)Web List Request	Email Request
0000074071	Novell Password Reset	Novell Account Password
0000073729	FA rm. 446: needs new pc setup in her office	PC Computer Install (Fac/Staff)
0000074643	FA 446;Can't login to computer after logging into Novell	Novell Issue (Fac/Staff)
0000074046	Local Workstation Account creation fa446	PC Support Request (Fac/Staff)
0000073978	Customer unable to dial up from 301 number	PPP Setup
0000074949	multicultural_ladies list problems	Email Request
0000074250	New PC log in issue. fa448	PC Support Request (Fac/Staff)
0000074374	Need Windows workstation password acad 52138	PC Support Request (Fac/Staff)
0000073956	Novell Account Password Reset	Novell Account Password
0000075772	Problems in FA001 and FA002	LabSoftware:Windows
0000075601	FA001PC08: re-image	HD:LabCheck
0000075731	Gets 169. IP, DHCP error on renew	Check Network Jack (Fac/Staff)
0000075778	Problems with etherlock in FA002 ?	Check Network Jack (Fac/Staff)
0000075233	Cannot print page	Financial_Services:PeopleSoft
0000075169	squirrelmail question	HD: Software Config/Trblshtng
0000075167	squirrelmail question	HD: Software Config/Trblshtng
0000075168	squirrelmail question	HD: Software Config/Trblshtng

Total Number of Tickets:

27

Shriver Center

0000074969	Restore lost files	PC Support Request (Fac/Staff)
0000073681	increase quota	HD: Quota
0000074210	PC Rebuild & Install - Choice WC	PC Computer Install (Fac/Staff)
0000074507	Program Database SQL Queries	PC Software Install (Fac/Staff)
0000074232	Blackboard	Email Request
0000073801	(supportstaff)Web List Request	Email Request
0000073802	(databasepilot)Web List Request	Email Request
0000074403	(mcccoordinators)Web List Request	Email Request
0000074509	Printer problems - Choice AA	PC Support Request (Fac/Staff)
0000074510	Email Problems - Cherry Hill	Webmail Problem
0000074397	PC Setup	PC Computer Install (Fac/Staff)
0000074942	No subject	Email Request
0000074514	Create UMBC Account - Choice WC	UMBC Arbitrary Account
0000074981	Create UMBC Account	HD: Accounts
0000074857	List Deletion Request: TEAMSWC	Email Request
0000075978	Request for inress	HD: Quota
0000075863	Build E-4200 P-II server	PC Computer Install (Fac/Staff)
0000075773	Install latest security update - All Choice sites	PC Software Install (Fac/Staff)
0000075287	Need to Create a Novell account	Novell Account Management
0000075829	Oracle account password reset.	Oracle DB Issue (oracle.gl)
0000075261	Campus wireless network	HD: Software Config/Trblshtng
0000075771	MS office problems - Choice WC	PC Software Install (Fac/Staff)
0000075489	select all messages in Trash	HD: Software Config/Trblshtng
0000075694	Jack pushed into wall, unstable connection	Resnet Network Jack
0000075099	Lost Files - Choice NE	PC Support Request (Fac/Staff)
0000075113	No subject	Email Request
0000075488	need quota increase	HD: Quota

Total Number of Tickets:

27

Top 10 UMBC Departments Requesting Service

