

Top 10 Users Requesting Service with # of Tickets

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

Tickets Created Between 10/01/2003 10/31/2003

slong

Applications

0000075691 FW: LOCKED JOURNAL
 0000075712 FW: SQL to Back-out Payroll/App messenge
 0000075714 FW: SQL to Back-out Payroll/App messenge
 0000075728 P Drive Access
 0000075930 FW: [Fwd: SAR items]
 0000075820 Update FSPRD
 0000075818 FW: Correction Needed to UMPCI001
 0000075234 FW: AR20001.SQR and AR30003.SQR
 0000075593 Chris Minton, CVS
 0000075456 Remedy user error
 0000075434 FW: Rstars Access Problem Urgent
 0000075343 FW: Returned mail: see transcript for details
 0000075254 query security needs to be looked at because users can delete queries
 0000075337 FW: SQL update request
 0000074259 FW: SQL to Back out Payroll
 0000074308 FW: Refresh FSUAT with FSPRD
 0000074271 Help, Please execute in FSPRD now
 0000073655 3148 ARBM4461 +ABORT 8 DS A04 #J6330 203 WED 5
 0000073695 ar2d4438 not copied over?
 0000074042 Refresh FSDEV from FSPRD
 0000074043 Refresh FSTST from FSPRD
 0000074172 FW: UMPCI001 Modification
 0000074171 FW: Error in GM Billing Program
 0000074110 FW: Cannot Dispatch any POs
 0000074078 FSCNV
 0000073732 FSPRD delete
 0000074729 FW: Conversion data fix
 0000074750 FW: Performance Issue in FSUAT
 0000074732 FW: Project/Budget Grant Report
 0000075140 Clear Cache - FSUAT
 0000075139 FW: long running FSUAT process
 0000075063 FW: [Fwd: Combo Edit Explode in PRO]
 0000075015 FW: Chris Minton Access
 0000075013 FW: SQR Update
 0000074959 Chris Minton Access
 0000074868 FW: Unique Constrain Error
 0000074854 Need Monday's files to re-send to the state

Total No. of Tickets: **37**
 PS IT - Misc
 PS HR - Misc
 OIT-BSG Human Resources
 PS IT - Misc
 PS Finance Technical Issues
 PS IT - Database
 PS Finance Technical Issues
 PS IT - SysAdmin
 PS IT - Database
 Remedy Account Request
 PS Finance Technical Issues
 Remedy Email Alias Redirect
 PS EPM - Misc
 PS IT - Database
 Email Request
 Email Request
 Email Request
 OIT-BSG Finance GA
 Email Request
 PS IT - Database
 PS IT - Database
 Email Request
 Email Request
 Email Request
 Email Request
 Email Request
 Email Request
 Email Request
 Email Request
 Email Request
 Email Request
 PS IT - Misc
 PS IT - Misc
 Email Request
 Email Request
 Email Request
 Email Request
 Email Request

pdavis

DPET Admin Affairs

0000075600 url redirect
 0000075616 jduru1
 0000075699 josh glover
 0000076001 FW: Email addresses
 0000074637 quota
 0000074638 jduru1
 0000074755 Fw: Website planning mtg
 0000075154 FW: Corporate Calendar (ELC Staff & ELC)-classrooms
 0000074866 email account creation
 0000074864 need Josh
 0000073709 create remedy account
 0000073710 remedy client install and demo sc4th
 0000073957 corporate time acct
 0000074051 printer near Josie
 0000073933 Fwd: SSL Certificates
 0000073931 dns add
 0000073711 lab configuration

Total No. of Tickets: **17**
 UMBC Web Redirect
 Novell Account Management
 AFS File Space Requests
 UMBC Email Alias
 Email Request
 HD: Quota
 CorpTime Calendar Account Req
 CorpTime Calendar Account Req
 HD: Accounts
 PC Computer Install (Fac/Staff)
 Remedy Account Request
 PC Support Request (Fac/Staff)
 Email Request
 Email Request
 Email Request
 DNS Entry Modification
 LabSoftware:Windows

dvelli1	FS Administration	Total No. of Tickets: 16
0000075684	Ade Jagun needs more space for email.	HD: Quota
0000075370	Employee needs HP/Reflections account.	OIT-BSG Operational Support
0000075598	Mary is randomly getting a BSOD.	PC Support Request (Fac/Staff)
0000075646	Bobbie Jo needs MS Access 97 and MS Office XP installed.	PC Software Install (Fac/Staff)
0000075595	ByRequest program not reading information.	PC Support Request (Fac/Staff)
0000074305	Mary Boguslaw needs access to an Accounting Printer.	Novell Printing
0000074365	Accounting printer needs to be reset	Novell Printing
0000074623	Employee needs access to FS (I:) drive and folder.	Novell Account Management
0000074768	MS Outlook Express "Find" Feature Not Working.	PC Support Request (Fac/Staff)
0000075066	Customer needs access to Color LaserJet Printer.	Novell Printing
0000074769	Bobbie Jo needs MS Access 97 installed.	PC Software Install (Fac/Staff)
0000073688	New Employee Needs Novell Account	Novell Account Management
0000074178	Customer needs "Spam" folder restored for email.	AFS File Restore Request
0000073809	Joy Qian needs to access Novell printer.	PC Support Request (Fac/Staff)
0000073826	Employee Ade ("Addy") Jagun needs access to Grants folder.	Novell Account Management
0000073692	New Employee Needs Calendar Account.	CorpTime Calendar Account Req
siemer	FS Administration	Total No. of Tickets: 12
0000075251	3ps fin - Retriever setup	PS IT - Misc
0000075437	reset novell password	Novell Account Management
0000075803	retriever access NEEDED	PS EPM - Misc
0000074436	NEW PRINTER ADDRESS	Email Request
0000074632	network printer access - lan group	Novell Account Management
0000074656	Peoplesoft - A/R problem	Email Request
0000073818	finweb access	OIT-BSG Finance GA
0000074826	add to remedy group	Remedy Account Request
0000074833	Bursar's auto response	UMBC Arbitrary Account
0000074828	need userid on retriever instance	PS IT - Database
0000074843	Retriever report error	PS Asset Management
0000075153	need retriever access	PS User Support
dholla2	Ofc of Enrollment Managemen	Total No. of Tickets: 11
0000076028	DN - Major Not shown in UPR	OIT-BSG Advisement
0000076041	DN - fix comment section	OIT-BSG Advisement
0000076040	DN - Please add users to list	OIT-BSG Advisement
0000076039	DN - Name search broken in DN	OIT-BSG Advisement
0000076038	DN - Student's courses not coming through to course sort	OIT-BSG Advisement
0000076033	DN - Move DN 3.0 into production to replace DN 2.0	OIT-BSG Advisement
0000076032	DN - Create a user link to point to Mathematics Placement pdf file	OIT-BSG Advisement
0000076029	DN - Courses listed too many times	OIT-BSG Advisement
0000076031	DN - Bad Transcript Text	OIT-BSG Advisement
0000076030	DN - Missing Courses	OIT-BSG Advisement
0000075029	E-mail address maintenance for NON campus e-mail	OIT-BSG Graduate School
weller	FS Operations	Total No. of Tickets: 10
0000074787	Retriever unable to isolate two budgets	PS Asset Management
0000074788	Cannot print from Retriever	PS Asset Management
0000074056	Add groups to account	Remedy Account Request
0000074185	Segmented error on transfer	PS Finance Technical Issues
0000075419	PCARD Mod not working 100%	PS Purchasing - Misc
0000075510	Error Messages in remedy, unable to do anything	Remedy System Issue
0000075753	AP PS-to-RSTARS Payment Recon process	PS Finance Technical Issues
0000075755	Link not functioning	PS Payables
0000074256	Resend Vendor file	PS IT - SysAdmin
0000074311	New problem in PO module	Financial_Services:PeopleSoft
kahn	Ofc of Enrollment Managemen	Total No. of Tickets: 10
0000075223	quota increase request	HD: Quota
0000075409	new Novell account	Novell Account Management
0000075461	Need to survey for site for placing dataport for network printer.	Network Survey

0000075418	request	CorpTime Calendar Account Req
0000075379	request	CorpTime Calendar Account Req
0000075380	request	Novell Account Management
0000074661	quota increase request	Email Request
0000074954	Creation of UMBC accounts	UMBC Account Activation
0000073679	New account	CorpTime Calendar Account Req
0000074055	Applications via nt1 server, password not working	PC Support Request (Fac/Staff)

mbogus1

Delta

0000073670	PS Tree Manager problem
0000073955	Novell quota increase for mbogus1
0000074752	Retriever user
0000074780	Retriever access
0000075955	Retriever access
0000076006	Retriever Access
0000075611	Jack Check
0000074262	New machine needs all files/folders copied from old machine
0000074399	PCard access

Total No. of Tickets: **9**

PS Asset Management - Misc
 Novell Quotas
 Email Request
 Email Request
 PS Finance Technical Issues
 PS General Ledger
 Check Network Jack (Fac/Staff)
 PC Computer Install (Fac/Staff)
 Email Request

cnewton

Office of Budget

0000075995	Retriever error
0000076005	Finalize Project cv520492
0000075449	having a problem with a PI
0000074666	Pre-Award Spending
0000074667	Proposal CV525941
0000073716	Build Combo Data Program
0000073740	UMBC Proposal Print Report
0000073724	Retriever

Total No. of Tickets: **8**

PS General Ledger
 PS IT - Misc
 PS Finance Technical Issues
 Email Request
 Email Request
 Email Request
 Email Request
 Email Request

oheir

Psychology

0000075924	Problems..... mp301b
0000075931	New Computer Problems
0000075925	New Computer
0000074285	Need Assistance mp306 301b
0000075158	User Login
0000073861	Computer Down
0000073866	Internet Connections needed

Total No. of Tickets: **7**

Novell Issue (Fac/Staff)
 Check Network Jack (Fac/Staff)
 PC Computer Install (Fac/Staff)
 PC Support Request (Fac/Staff)
 Novell Account Management
 Email Request
 Network Survey

Top 10 UMBC Customers Requesting Service

