

## 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 10/01/2004 10/31/2004

### Institutional Research

0000102394 Updates to PS\_UW\_DEPT\_TBL  
 0000103778 Missing Gender  
 0000103143 Missing Primary Jobs  
 0000103142 No EEO6 code for 6 Jobcodes  
 0000102400 Wrong name for employee  
 0000103907 Empty tables in EPMDEV  
 0000103831 Remove emeritus status from 2410  
 0000103951 Missing Empl\_Class for two employees  
 0000103801 Update UW\_Term\_Tbl  
 0000103815 Export 3 more tables in EPMDEV  
 0000103132 PSFT - Active Employee Question  
 0000103830 Terminated Primary job, Active Secondary  
 0000103285 Analyze table script  
 0000103240 Run PER040 IPEDS report  
 0000103363 PSFT HR Missing Rank  
 0000103375 No longer visiting faculty  
 0000103561 Graduate Assistants with no degree information  
 0000103259 Rebuild convert table  
 0000103362 Missing Visting status in UM\_Service  
 0000103290 Very high salaries in HR  
 0000103710 Questions about SCEQs and tables.  
 0000103199 PFST Coded Sabbaticals/Leave types  
 0000102685 Investigate use of HEGIS-INTENDED-MAJOR tables  
 0000103652 PSFT HR Missing Rank  
 0000103580 ABORT: IRBR3024  
 0000103218 PSFT HR -Rank Missing  
 0000103631 Needing Ethnic Group PSFT  
 0000103201 PSFT HR Issue  
 0000102736 Faculty Rank not consistant with JOBCODE  
 0000102737 Faculty Rank not consistant with JOBCODE  
 0000102625 Update UW\_DEPT\_TBL in EPMDEV  
 0000102734 Faculty Rank not consistant with JOBCODE  
 0000102818 Inconsistent values for County in HR  
 0000103087 Missing ByRequest Drive  
 0000102730 Faculty missing Rank in PSFT  
 0000102593 Unknown Sex codes  
 0000102585 Gender changes in PS HR  
 0000102725 Employee missing ethnic\_grp in PSFT  
 0000102733 Faculty Rank not consistant with JOBCODE  
 0000104303 Faculty Employees  
 0000104210 VISA Account Summary Rpt Problem  
 0000104342 HR Faculty Changes  
 0000104261 More HR Faculty Changes  
 0000104254 HR changes for faculty  
 0000104258 HR Faculty Changes  
 0000104188 HR Changes for Faculty  
 0000104338 HR Faculty Changes

### Total Number of Tickets:

47

PS EPM - Misc  
 HR Human Resources  
 HR Human Resources  
 HR Human Resources  
 UMBC Account Name Change  
 PS EPM - Misc  
 HR Human Resources  
 HR Human Resources  
 PS EPM - Misc  
 PS EPM - Misc  
 HR Human Resources  
 HR Human Resources  
 PS IT - Database  
 HR Human Resources  
 PS Asset Management  
 PS EPM - Misc  
 HR Human Resources  
 OIT-BSG IR Reporting  
 HR Human Resources  
 HR Human Resources  
 OIT-BSG IR Reporting  
 HumanResources:PeopleSoft  
 OIT-BSG IR Reporting  
 HumanResources:PeopleSoft  
 OIT-BSG HP3000 Systems  
 HumanResources:PeopleSoft  
 HR Human Resources  
 HumanResources:PeopleSoft  
 HR Human Resources  
 HR Human Resources  
 PS EPM - Misc  
 HR Human Resources  
 HR Human Resources  
 OIT-BSG Oracle Database  
 HR Human Resources  
 HR Human Resources  
 HR Human Resources  
 HR Human Resources  
 HR Human Resources  
 HR Human Resources  
 HR Human Resources  
 HR Human Resources  
 PS Payables  
 HR Human Resources  
 HR Human Resources  
 HR Human Resources  
 HR Human Resources  
 HR Human Resources  
 HR Human Resources  
 HR Human Resources

### Chemistry BioChem - Academic

0000103136 UMBC RH 3.0 registration number  
 0000102990 Blackboard NEW Course: Assign to New Media: Blackboard  
 0000103076 CP 135: Novell Client and other software install  
 0000103012 [net] CHEM107: Jack #125-2-T1S stopped working.  
 0000103225 Listproc setup  
 0000103139 User has adware tool bar that pops up and also has homepage that loa  
 0000103948 [Mac s/w] Chem108: Mac won't boot  
 0000103913 System(s) attached to CHEM 247A-1-T2N off network  
 0000103172 New accounts groupG

### Total Number of Tickets:

46

HD: Software Config/Trblshtng  
 Online Course Course Creation  
 Novell Client Install  
 Dead/Slow Network Jack  
 Mailing Lists  
 PC Support Request (Fac/Staff)  
 Macintosh Support Request (Fac/Staff)  
 Check Network Jack (Fac/Staff)  
 Chemistry Dept Unix Issues

0000103022	Novell Password Reset	Novell Account Password
0000102983	Problems with model.chem	Chemistry Dept Unix Issues
0000103961	Blackboard Community Request: Assign to New Media: Blackboard	Online Course Course Creation
0000103002	Problem sending emails	HD: Software Config/Trblshtng
0000102783	Attn: jesse, Re: ion.ad	Novell Account Management
0000102814	cannot connect to hercules.rs.umbc.edu again	UNIX Misc
0000103698	CHEM 145 : Fatal error	PC Support Request (Fac/Staff)
0000104019	Needs Microsoft ofiiice 2003 reinstalled	PC Software Install (Fac/Staff)
0000103496	need 8mm to restore data on model	Chemistry Dept Unix Issues
0000103570	Faculty Needs A Quota Increase	HD: Quota
0000103494	dvd writer on Abequose.chem	Chemistry Dept Unix Issues
0000102393	CHEM 546 : Jack Activations	Dead/Slow Network Jack
0000103750	Chem 102 Please activate jack# 102-1-T1S	PC Support Request (Fac/Staff)
0000103767	felix 980 on model.chem	Email Request
0000103715	firewall to room 553 computers	Firewall Issues
0000103738	To: Jesse, Re: ion.ad, program missing	Novell Issue (Fac/Staff)
0000103739	disk partition and linux	PC Support Request (Fac/Staff)
0000103241	Printer needs added	PC Support Request (Fac/Staff)
0000102637	Why cannot visit blackboard?	HD:Online Course Issues
0000102541	User submits quizzes that are not received by teacher	Online Course Misc
0000103371	e-mail question 1	HD: Software Config/Trblshtng
0000103902	Request for Quota Increase	HD: Quota
0000103257	Request for Website Quota Increase	AFS File Space Requests
0000102981	Disk down on model	Chemistry Dept Unix Issues
0000103485	(megsa)Web List Request	Mailing Lists
0000103455	(chemistrytutors)Web List Request	Email Request
0000103865	No subject	HD: Software Config/Trblshtng
0000103372	E-mail Question	HD: Software Config/Trblshtng
0000102851	Linux CD Loan	HD: CD Checkout
0000104101	Remove Novell	PC Software Install (Fac/Staff)
0000104241	Operating system upgrade	PC Support Request (Fac/Staff)
0000104103	Virus Detected	PC Support Request (Fac/Staff)
0000104389	User needs ZIP drive drivers	PC Support Request (Fac/Staff)
0000104177	Printer installation in cp 246, jack change, dhcp entry,ip,dns, printhost	Chemistry Dept Unix Issues
0000104081	Import from outlook express/win98 to winxp prof/outlook	PC Support Request (Fac/Staff)
0000104072	model ssh from outside issue	Email Request
0000104095	Windows Update glitches with on campus PC	PC Support Request (Fac/Staff)

Computer Sci Elec Engineering

0000103836	[Fwd: UB Daily for 10/22/04]
0000103834	Work Order Request
0000103820	3 Retriever Missing AP Voucher Data for Travel FY05 Lin
0000103852	Personal Webpage
0000102831	Customer is reallocating visa - locking up
0000103646	RE: blackboard community request
0000103450	create new print queue for lab image
0000103753	Blackboard Community Request: Assign to New Media: Blackboard
0000102693	.bashrc and .[t]cshrc files
0000103762	Work Order Request
0000103818	3 Retriever Missing AP Voucher Data for Travel FY05 Tehranipoor
0000103699	3 Retriever missing data for PCard Dept 10463 (KK source is AP)
0000104041	User needs printer setup on their machine, win xp. Its a CSEE_Xerox c
0000103086	Duplicate entry
0000103264	Work Order Request
0000103263	connection problem
0000103292	Work Order Request
0000102931	fixed IP request!!
0000103935	New domain name, IP addresses, jack activation in TRC
0000103904	Retriever/Grant Detail Report
0000103918	Retriever/Grant Detail Report
0000103440	[lab] Printer needs to be installed to a lab ITE 242
0000103421	Retriever
0000103359	Submit For CMSC484

Total Number of Tickets:

HD: Software Config/Trblshtng
Online Course Misc
PS General Ledger
UMBC Campus Web Pages
PS Finance Other
Online Course Course Creation
Labs:PC Software Install
Online Course Course Creation
HD: Software Config/Trblshtng
Oracle DB Issue (oracle.gl)
PS General Ledger
PS Purchasing
PC Support Request (Fac/Staff)
PS Purchasing
PC Support Request (Fac/Staff)
IP Address Request
PC Support Request (Fac/Staff)
IP Address Request
IP Address Request
PS Projects
PS Projects
IP Address Request
PS General Ledger
Project Submission System

0000103436	Work Order Request	PC Support Request (Fac/Staff)
0000102901	Quota Increase Request	HD: Quota
0000103332	MS Office 2001 Word menus missing.	Macintosh Support Request (Fac/Staff)
0000103340	Re: QUOTA WARNING for your myUMBC account	HD: Quota
0000102310	Request for larger quota	AFS File Space Requests
0000102406	[Mac s/w] TRC255: PowerMac G5 has arrived	PC Support Request (Fac/Staff)
0000102580	Contact by email - 2 lib machines not allowing me access to profile	Windows Profile Issues
0000102450	install java 1.5 jdk?	UNIX Misc
0000102540	[PC s/w] ITE315: Netscape mail will not purge deleted msges	PC Support Request (Fac/Staff)
0000102324	Blackboard server problems	HD: Software Config/Trblshtng
0000104127	MANPATH: Undefined Variable error	GL Login Problems
0000104214	cmsgrad@csee.umbc.edu times out when trying to connect to it thro	Computer Science Support
0000104165	Quota Increase For Tarr	HD: Quota
0000104154	CS 104 submit command not working properly	Project Submission System
0000104332	Receipt problem	Email Request
0000104313	Receipt problem	PS Payables
0000104350	Issue with Blackboard - CMPE415 Fall 2004	Online Course Misc
0000104243	CMSC 486 FGreen	OIT-BSG Operational Support
0000104281	Report or Query to show Grad Health Benefits/Tuition Remission	PS General Ledger
0000104277	failure notice (fwd)	Webmail Problem

Admissions

0000103888	Lab check 10pm 10/24/04	HD:LabCheck
0000103409	Lab check 12am 10/18/04	HD:LabCheck
0000103401	Tape changes for 10/17/04	HD:TapeChanges
0000103877	Tape changes for 10/24/04	HD:TapeChanges
0000103489	VM check 9pm 10/18/04	HD: Phonemail
0000103233	Lab check 10/14/04 12am	HD:LabCheck
0000102547	Lab check 10pm 10/4/04	HD:LabCheck
0000102548	Lab check 12am 10/5/04	HD:LabCheck
0000103232	Lab check 10/13/04 10pm	HD:LabCheck
0000102444	Tape changes for 10/3/04	HD:TapeChanges
0000103819	UMBC Security CD	HD: Software Config/Trblshtng
0000103672	Lab check 12am 12/21/04	HD:LabCheck
0000103684	ECS 122 - No network connection	Localized Network Outage
0000103490	Lab check 10pm 10/18/04	HD:LabCheck
0000103491	Lab check 12am 10/19/04	HD:LabCheck
0000103665	Campus wide DNS problems.	Building Network Outage
0000103544	byRequest Install	OIT-BSG Oracle Database
0000103769	Lab check and opening activities	HD:LabCheck
0000103977	Lab check 10/26/04 12am	HD:LabCheck
0000103976	Lab check 10pm 10/24/04	HD:LabCheck
0000102312	[lab] ECS021PC26: Crashing on Boot	LabHardware
0000103975	VM check 10/25/04 7pm	HD: Phonemail
0000102968	Tape changes 10/10/04	HD:TapeChanges
0000102318	Lab opening 6:30am 10/1/04	HD:LabCheck
0000102757	Lab check 12am 10/7/04	HD:LabCheck
0000102755	VM check 10pm 10/6/04	HD: Phonemail
0000102840	Please Allow Mac Address to Bypass the Vernier	Firewall Issues
0000102756	Lab check 10pm 10/6/04	HD:LabCheck
0000103055	Lab check 10pm 10/11/04	HD:LabCheck
0000103054	Phonemail check 7pm 10/11/04	HD: Phonemail
0000103056	Lab check 12am 10/12/04	HD:LabCheck
0000102970	Lab check 10/10/04 10pm	HD:LabCheck
0000103971	Linux servers are CRITICAL (hfs9 is now down)	UMBC Central Server Down
0000104067	Lab check 10pm 10/26/04	HD:LabCheck
0000104068	Lab check 12am 10/27/04	HD:LabCheck
0000104063	VM check 7pm 10/26/04	HD: Phonemail
0000104230	Re: Thank you!	Spam sent to Help Desk queue
0000104228	Card system displaying Invalid Card for all users	OIT-BSG Food Services
0000104232	Lab check 6:30am 10/29/04	HD:LabCheck
0000104395	Lpr not sending to Helpdesk print queue	UNIX Misc
0000104062	Blackboard unavailable	Online Course Server Down

Total Number of Tickets:

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## Residential Life - Gen Admin

0000102355 HAVing problems connecting to HP via VPN  
 0000103835 computer\_acct\_setup\_caldwell  
 0000102654 Copy Inbox and Related Folders  
 0000102424 Miss Directed E-mails  
 0000102412 help  
 0000102850 Restore request for folder on H:/ drive  
 0000103798 Please Add Jack to VLAN ASAP  
 0000102653 Please copy H: Drive Data  
 0000102806 Internet explorer keeps crashing. erickson rm 184. x52591  
 0000103545 Erickson Hall rm 151. x53767. User gets error msg about a missing fi  
 0000103394 Work Order Request-Profile issue  
 0000103064 ERICKSON 178 : Printer Install  
 0000103937 ID#0000102424  
 0000102510 Potomac 103 Hall staff area  
 0000102679 Please setup a novell account for user: cabrown under dept residential  
 0000103931 User wants name in system changed from Cheryn Brown, which she d  
 0000102544 Reporting incidents  
 0000103950 Novell files need restored  
 0000102984 computer account set-up  
 0000102997 [lab] Sus: Re-Image 3 PCs  
 0000103483 User reports connection drops every few hours  
 0000102618 FW: Approval of Computer Account  
 0000103472 Calendar Accounts  
 0000103155 (prc)Web List Request  
 0000102661 Need USER ID changed - do not want CHERYNE  
 0000102918 RL Share Drive  
 0000103122 Requisition approval  
 0000103649 Suspected Virus  
 0000103185 Machine crashing every 2-3 days  
 0000102533 Novell Printers  
 0000103015 (rsaexecboard)Web List Request  
 0000102921 Restore request for folder on H: drive  
 0000103978 User would like Calendar display name changed  
 0000104060 (umbcnrh)Web List Request  
 0000104168 Corrupt files for VPN client  
 0000104172 Security Awareness Survey  
 0000104170 Security Awareness Survey  
 0000104171 Security Awareness Survey  
 0000104259 User is having issues with group chat in blackboard.  
 0000104169 Security Awareness Survey

## Total Number of Tickets:

PC Computer Install (Fac/Staff)  
 HD: Software Config/Trblshng  
 IMAP Server Problem  
 UMBC Email Alias  
 HD: Quota  
 Novell File Restore  
 PC Software Install (Fac/Staff)  
 Novell Account Management  
 PC Support Request (Fac/Staff)  
 PC Support Request (Fac/Staff)  
 HD: Windows Profile Issues  
 PC Support Request (Fac/Staff)  
 HD: Software Config/Trblshng  
 PC Support Request (Fac/Staff)  
 Novell Account Management  
 UMBC Account Name Change  
 Pen-testing  
 Novell File Restore  
 HD: Accounts  
 Labs:PC Computer Install  
 Resnet Setup  
 UMBC Account Name Change  
 CorpTime Calendar Account Requests  
 Mailing Lists  
 HD: Accounts  
 Novell Quotas  
 PS Purchasing  
 HD: Software Config/Trblshng  
 PC Support Request (Fac/Staff)  
 Novell Issue (Fac/Staff)  
 Email Request  
 Novell File Restore  
 CorpTime Calendar Account Requests  
 Mailing Lists  
 PC Software Install (Fac/Staff)  
 HD: General Info  
 HD: General Info  
 HD: General Info  
 Online Course Misc  
 HD: General Info

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## Human Resources

0000102711 Enroll All Employees in Benefit Programs  
 0000102712 Leave Accrual Business Rules Library  
 0000103061 Messages not going out through payroll-preparers  
 0000102724 Security Revisions  
 0000103354 Approval of Requisitions  
 0000102705 Problem with RP30061 report from USM  
 0000103260 Machine that was used by eva valentine needs a local account passwo  
 0000102714 Timetrax Leave Accrual Conv Table To PS Leave Accrual Table Loa  
 0000102709 UMBC Service Date Adjustment  
 0000102713 Enroll All Employees in Benefit Plans  
 0000102720 Benefit Program Participation Page  
 0000103823 User needs VPN installed on her laptop. Can drop it off monday or st  
 0000102583 Leave Balances  
 0000103893 EXPAND DISK SPACE  
 0000103781 User Quota Increase  
 0000102578 Leave Balances  
 0000102732 Modify the job data page  
 0000104007 Increase quoa size  
 0000103991 Investigate 2 ee's with weird dates in visa data

## Total Number of Tickets:

HR Benefits Admin  
 HR Benefits Admin  
 Mailing Lists  
 HR Security  
 PS Finance Security  
 HR Payroll  
 PC Support Request (Fac/Staff)  
 HR Benefits Admin  
 HR Benefits Admin  
 HR Benefits Admin  
 HR Benefits Admin  
 PC Support Request (Fac/Staff)  
 HR Benefits Admin  
 Email Request  
 HD: Quota  
 HR Benefits Admin  
 HR Benefits Admin  
 HD: Quota  
 HR Human Resources

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0000102721	Leave Year End	HR Benefits Admin
0000103908	Problem with Running PAYCALC in Production	HR Payroll
0000102787	ADMIN 505: Win98 errors on startup	PC Support Request (Fac/Staff)
0000103238	Re: QUOTA WARNING for your myUMBC account	HD: Quota
0000102458	win98 - c:/windows/temp/zxx.exe file is corrupted	PC Support Request (Fac/Staff)
0000102716	Leave Accrual Core Module	HR Benefits Admin
0000102722	Leave Accrual Run Control Page	HR Benefits Admin
0000102715	Adjustment to Leave Accrual for Adjusted Service Date	HR Benefits Admin
0000102385	Security Modifications	HR Security
0000103755	Work Order Request-Not able to log into resnet	HD: Software Config/Trblshtng
0000102719	V35 & R22 Std Hours To FTE Percent	HR Benefits Admin
0000102717	Create Leave Balance Interface	HR Benefits Admin
0000102718	D25, U34, M14 & S31 Temp PT Std Hrs FTE	HR Benefits Admin
0000104352	User is suppose to have static IP 130.85.162.112 for machine gasper.u	Dead/Slow Network Jack
0000104308	Re: [Fwd: PeopleSoft Audits]	HR Human Resources
0000104077	Would like an increase in space for H drive	Novell Quotas
0000104242	Security Revision	HR Security
0000104234	CRITICAL SQLs for Citizenship Records	HR Human Resources

Psychology Admin

0000103194	Problems with Xerox Scanning	PC Support Request (Fac/Staff)
0000102370	While user was in pine typing a msg. A notice came up saying "unexp	AFS File Restore Request
0000102666	Spyware/Cookie issue	PC Support Request (Fac/Staff)
0000102810	Sound is not playing on computer. Physics rm 329. x 53712.	PC Support Request (Fac/Staff)
0000103925	Blackboard NEW Course: Assign to New Media: Blackboard	Online Course Course Creation
0000102914	Quota issue on email	HD: Software Config/Trblshtng
0000103102	Reserve a laptop for 10/27/04	HD: Software Config/Trblshtng
0000103014	Software Install: "My Psych Lab"	LabSoftware:Windows
0000103125	McAfee has detected a virus on customers machine	Infected System
0000104022	Work Order Request-Quota increase	HD: Quota
0000102799	Windows Reinstall	PC Support Request (Fac/Staff)
0000103277	After copying a file to the psyc I:/ drive and retrieving it back again, t	PC Support Request (Fac/Staff)
0000102639	Not receiving some emails	HD: Software Config/Trblshtng
0000102483	CD-RW is not working	PC Support Request (Fac/Staff)
0000102467	SPSS License	HD: Software Config/Trblshtng
0000102546	Work Order Request-3 laptop have startup errors	PC Support Request (Fac/Staff)
0000103947	SAS 8 Loan	HD: CD Checkout
0000102993	[PC s/w] MP301B: Install SPSS on 4 PCs	PC Support Request (Fac/Staff)
0000102797	new computer that needs hooked up	PC Computer Install (Fac/Staff)
0000103441	add printer to novell	PC Support Request (Fac/Staff)
0000103910	Work Order Request-Outlook problem	HD: Software Config/Trblshtng
0000103429	Difficulty deleting a file from Desktop	PC Computer Install (Fac/Staff)
0000103345	UMBC2	UNIX Misc
0000103535	question	PC Support Request (Fac/Staff)
0000102791	Psych Xerox 470 Not Printing	PC Support Request (Fac/Staff)
0000103536	PS Support Request	HR Human Resources
0000103202	Re: PFST Coded Sabbaticals/Leave types	HR Human Resources
0000103960	DBE Not Being Reflected Properly	HR Commitment Accounting
0000103546	Math/Psyc rm 312. x52567 Internet explorer will not load for user. J	PC Support Request (Fac/Staff)
0000103537	Problems with the Xerox 470	PC Support Request (Fac/Staff)
0000104337	User with a new harddrive needs software on the computer	PC Software Install (Fac/Staff)
0000104175	Word for Windows not working	PC Support Request (Fac/Staff)
0000104159	Dual monitor setup - Right monitor is not working-black screen	PC Support Request (Fac/Staff)
0000104112	checking out SAS 9.0 disk	HD: CD Checkout
0000104393	2nd request for assistance	AFS File Space Requests

Total Number of Tickets:

35

SA PeopleSoft IT Support

0000102498	3 KK Report runs to Error (SQL) GLS8010	PS Commitment Control
0000103427	Joyce is receiving an error in MS Excel 97.	PC Support Request (Fac/Staff)
0000103096	3 Voucher not deleted on Ticket 101997	PS Payables
0000102347	Ed Hinke needs his Novell account to mirror "dutta" account.	Novell Account Management
0000102992	Security change request - Dept Security Value to add	Email Request
0000103426	Joyce needs Novell file restored: "CR-SAR Folder.xls".	Novell File Restore

Total Number of Tickets:

29

0000102344 Shuvo & Abbie keep losing their J:\ drive.  
 0000103018 1 SQL update to vendor record value needed  
 0000103289 ADMIN 418 : McAfee Install  
 0000103030 Abbie is getting an Error message in HP/Reflections.  
 0000103133 Error in directions on OIT web page  
 0000102348 HP/Reflections timing out.  
 0000103158 Mr. Citro needs 50MB email increase.  
 0000102703 2 Mod to select statement in SQR GM Report  
 0000103814 2 Reserve PO function produces SQL error  
 0000103558 Need "FinancialServices@umbc.edu" to be redirected.  
 0000103066 Janice is not getting the "Vernier Page" on her laptop.  
 0000103524 Brian needs full access to "State Interfaces" folder.  
 0000103237 Isabel Garrido needs her email quota increased.  
 0000103643 Grants Cost Sharing Report  
 0000103822 2 Need to test SQL update to SAREF Vouchers  
 0000102376 ADC Password Problems for Dutta & Watson  
 0000102375 Jean Bunche needs to log into two PCs at the same time.  
 0000103275 Query Access Needed for HRPRD  
 0000102484 3 KK Report runs to Error (Crystal)  
 0000103806 2 Need field added to PO pages  
 0000102769 #2 unix server - peoplesoft  
 0000104102 Peoplesoft Overnight Report Scheduling  
 0000104339 1 Code in FSAPI002-V07 causing problem on State Checks

PC Support Request (Fac/Staff)  
 PS Payables  
 PC Software Install (Fac/Staff)  
 OIT-BSG HP3000 Systems  
 PS Finance Security  
 PC Support Request (Fac/Staff)  
 HD: Quota  
 PS Grants  
 PS Purchasing  
 UMBC Email Alias  
 PC Support Request (Fac/Staff)  
 Novell Account Management  
 HD: Quota  
 PS Grants  
 PS Payables  
 PS Finance Security  
 Novell Account Management  
 HumanResources:PeopleSoft  
 PS Commitment Control  
 PS Purchasing  
 PS IT - Database  
 PS Grants  
 PS Payables

Ofc of Enrollment Management

0000103406 request  
 0000103119 request  
 0000103092 Term Course aborting when new sections added  
 0000103525 Problem with new account  
 0000103190 Novell account setup  
 0000104040 Novell accounts for cedar consultants  
 0000102937 Work Order Request  
 0000102475 request for establishing accounts  
 0000103990 Need Email, Novell, VPN for Cedar Consultants  
 0000103177 myUMBC/Email Account Creation  
 0000102727 request  
 0000102946 request  
 0000103288 Approver for Requisition  
 0000102493 Calendar account creation (2 users)  
 0000103120 request  
 0000104039 calendar accounts needed  
 0000103832 request  
 0000102575 request  
 0000103252 Novell acct / VPN acct  
 0000103276 HP accounts  
 0000103035 V-LAN error  
 0000103662 request-add to off-campus vpn group  
 0000104359 Summary value for course totals incorrect in Degree Navigation  
 0000104394 request  
 0000104108 Can't do anything that requires a PIN  
 0000104331 request  
 0000104286 Shadow SIS

Total Number of Tickets:

27

Firewall Issues  
 CorpTime Calendar Account Requests  
 OIT-BSG Records and Registration  
 PS Finance Security  
 Novell Account Management  
 Novell Account Management  
 HD: Quota  
 Novell Account Management  
 OIT-BSG Operational Support  
 HD: Accounts  
 CorpTime Calendar Account Requests  
 HD: Quota  
 PS IT - Misc  
 CorpTime Calendar Account Requests  
 Email Request  
 CorpTime Calendar Account Requests  
 Active Directory Password  
 HD: Quota  
 Novell Account Management  
 OIT-BSG Operational Support  
 PC Support Request (Fac/Staff)  
 Email Request  
 OIT-BSG Advisement  
 PC Support Request (Fac/Staff)  
 OIT-BSG Records and Registration  
 HD: Quota  
 OIT-BSG Financial Aid

Biology - Academic

0000103482 restore users  
 0000103451 PC configuration  
 0000102849 Help - Service Pack 2  
 0000103088 No network  
 0000103135 [Fwd: Re: Mein Bowl introduces General Tso's Chicken]  
 0000103099 list no longer accessible  
 0000103837 info on how to use TurnItIn in Blackboard  
 0000102885 User account not  
 0000103219 (no subject)

Total Number of Tickets:

25

Online Course Misc  
 PC Computer Install (Fac/Staff)  
 PC Support Request (Fac/Staff)  
 PC Support Request (Fac/Staff)  
 HD: Software Config/Trblshtng  
 Mailing Lists  
 Online Course Misc  
 Novell Issue (Fac/Staff)  
 HD: Quota

0000103335	[PC s/w] BS250: Installation of computer	PC Support Request (Fac/Staff)
0000103909	[Site Survey] BS369: Install 1 new data line on existing jack# 369	Network Survey
0000102641	Mistaken ID	Online Course Misc
0000103417	[Fwd: Installation of computer]	PC Support Request (Fac/Staff)
0000103369	Work Order Request	IP Conflict
0000103160	Hard disk failure upon bootup - New pc less than 2 months old	PC Support Request (Fac/Staff)
0000103911	[PC s/w] BS369: Needs SAS installed on comptuer	PC Software Install (Fac/Staff)
0000103696	BIO 405 : unable to login to novell	PC Computer Install (Fac/Staff)
0000103082	[Mac s/w] 4 MACs not seeing network printer	Macintosh Support Request (Fac/Staff)
0000103714	whitelist	HD: Software Config/Trblshtng
0000102382	[net] BS325: Network printer problem	PC Support Request (Fac/Staff)
0000102691	Novell Account Creation	Novell Account Management
0000104045	SAS CD loan	HD: CD Checkout
0000103957	cgi.umbc.edu	UNIX Misc
0000104116	[PC s/w] BS165: Update 30 student laptop w/virus protection on Frid	PC Support Request (Fac/Staff)
0000104390	Can't pull up any sites	PPP Setup

## Top 10 UMBC Departments Requesting Service

