

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 *10/01/2004* *10/31/2004*

myo	OIT Infrastructure & Support	Total No. of Tickets: 25
0000102364	Phone Mail Check. 9msges.	HD: Phonemail
0000102402	All tapes have been changed for 10/01	HD:TapeChanges
0000102746	All tapes changed for 10/6	HD:TapeChanges
0000102420	Sat morn 10/2 opening. PC 26 blue screens, no phonemail.	HD:LabCheck
0000102419	ECS 021 PC 26 blue screens on startup.	LabSoftware:Windows
0000103938	Please give calendar accounts to stevens3 (William Stevenson), and p	CorpTime Calendar Account Req
0000103962	5pm voicemail check. 3 msges. all resolved.	HD: Phonemail
0000104346	Phone mail check for 7:30, 11:00, and 2pm. No msges.	HD: Phonemail
0000104354	10/29 All tapes have been changed and done.	HD:TapeChanges
0000104362	8:00 AM opening. Lab 021 opened and checked. 10/30	HD:LabCheck
0000104056	5pm phone mail check 10/26 6 msges. all replied.	HD: Phonemail
0000104030	10/26 all tapes have been changed.	HD:TapeChanges
0000103443	11:00am phone mail check. 7 msges.	HD: Phonemail
0000103551	2:00 pm phone mail check. 2 msges.	HD: Phonemail
0000103619	phone mail check for 11:00am. no msges.	HD: Phonemail
0000103661	All tapes changed for 10/20	HD:TapeChanges
0000103644	Please create remedy accounts for users: stevens3 and pmcneel1 who a	Remedy Account Request
0000103851	10/23 7:30am phone mail check. 5msges	HD: Phonemail
0000103849	10/23 8AM opening labcheck.	HD:LabCheck
0000103567	All tapes changed. dept 4-2 put in and engr, next tapes put in.	HD:TapeChanges
0000102926	All tapes changed for 10/8	HD:TapeChanges
0000102943	10/9 opening labcheck (no labcheck sheet) and phone mail check (no m	HD:LabCheck
0000102945	11am phone mail check. 1 msg	HD: Phonemail
0000103124	all tapes changed successfully for 10/12	HD:TapeChanges
0000103107	Phone mail check for 10/12 7:30 and 11:00 am	HD: Phonemail
musick	Institutional Research	Total No. of Tickets: 25
0000104188	HR Changes for Faculty	HR Human Resources
0000104210	VISA Account Summary Rpt Problem	PS Payables
0000104254	HR changes for faculty	HR Human Resources
0000104261	More HR Faculty Changes	HR Human Resources
0000104303	Faculty Employees	HR Human Resources
0000104342	HR Faculty Changes	HR Human Resources
0000104338	HR Faculty Changes	HR Human Resources
0000104258	HR Faculty Changes	HR Human Resources
0000102725	Employee missing ethnic_grp in PSFT	HR Human Resources
0000102730	Faculty missing Rank in PSFT	HR Human Resources
0000102734	Faculty Rank not consistant with JOBCODE	HR Human Resources
0000102737	Faculty Rank not consistant with JOBCODE	HR Human Resources
0000102736	Faculty Rank not consistant with JOBCODE	HR Human Resources
0000102733	Faculty Rank not consistant with JOBCODE	HR Human Resources
0000103580	ABORT: IRBR3024	OIT-BSG HP3000 Systems
0000103631	Needing Ethnic Group PSFT	HR Human Resources
0000103778	Missing Gender	HR Human Resources
0000103710	Questions about SCEQs and tables.	OIT-BSG IR Reporting
0000103652	PSFT HR Missing Rank	HumanResources:PeopleSoft
0000103087	Missing ByRequest Drive	OIT-BSG Oracle Database
0000103132	PSFT - Active Employee Question	HR Human Resources
0000103199	PFST Coded Sabbaticals/Leave types	HumanResources:PeopleSoft
0000103201	PSFT HR Issue	HumanResources:PeopleSoft
0000103218	PSFT HR -Rank Missing	HumanResources:PeopleSoft
0000103363	PSFT HR Missing Rank	PS Asset Management
mcnamara	Human Resources	Total No. of Tickets: 20
0000103238	Re: QUOTA WARNING for your myUMBC account	HD: Quota
0000102385	Security Modifications	HR Security
0000102583	Leave Balances	HR Benefits Admin
0000102705	Problem with RP30061 report from USM	HR Payroll

0000102711	Enroll All Employees in Benefit Programs	HR Benefits Admin
0000102713	Enroll All Employees in Benefit Plans	HR Benefits Admin
0000102715	Adjustment to Leave Accrual for Adjusted Service Date	HR Benefits Admin
0000102732	Modify the job data page	HR Benefits Admin
0000102724	Security Revisions	HR Security
0000102722	Leave Accrual Run Control Page	HR Benefits Admin
0000102721	Leave Year End	HR Benefits Admin
0000102720	Benefit Program Participation Page	HR Benefits Admin
0000102717	Create Leave Balance Interface	HR Benefits Admin
0000102716	Leave Accrual Core Module	HR Benefits Admin
0000102714	Timetrax Leave Accrual Conv Table To PS Leave Accrual Table Loa	HR Benefits Admin
0000102712	Leave Accrual Business Rules Library	HR Benefits Admin
0000102709	UMBC Service Date Adjustment	HR Benefits Admin
0000102578	Leave Balances	HR Benefits Admin
0000104234	CRITICAL SQLs for Citizenship Records	HR Human Resources
0000104242	Security Revision	HR Security

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	Institutional Research	Total No. of Tickets: 19
0000103375	No longer visiting faculty	PS EPM - Misc
0000103907	Empty tables in EPMDEV	PS EPM - Misc
0000103831	Remove emeritus status from 2410	HR Human Resources
0000103830	Terminated Primary job, Active Secondary	HR Human Resources
0000103815	Export 3 more tables in EPMDEV	PS EPM - Misc
0000103801	Update UW_Term_Tbl	PS EPM - Misc
0000103142	No EEO6 code for 6 Jobcodes	HR Human Resources
0000103362	Missing Visting status in UM_Service	HR Human Resources
0000103290	Very high salaries in HR	HR Human Resources
0000103285	Analyze table script	PS IT - Database
0000103143	Missing Primary Jobs	HR Human Resources
0000103240	Run PER040 IPEDS report	HR Human Resources
0000102394	Updates to PS_UW_DEPT_TBL	PS EPM - Misc
0000102400	Wrong name for employee	UMBC Account Name Change
0000102818	Inconsistent values for County in HR	HR Human Resources
0000102625	Update UW_DEPT_TBL in EPMDEV	PS EPM - Misc
0000102593	Unknown Sex codes	HR Human Resources
0000102585	Gender changes in PS HR	HR Human Resources
0000103951	Missing Empl_Class for two employees	HR Human Resources

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	Ofc of Enrollment Managemen	Total No. of Tickets: 18
0000103406	request	Firewall Issues
0000103662	request-add to off-campus vpn group	Email Request
0000103832	request	Active Directory Password
0000102946	request	HD: Quota
0000103252	Novell acct / VPN acct	Novell Account Management
0000103276	HP accounts	OIT-BSG Operational Support
0000103190	Novell account setup	Novell Account Management
0000103177	myUMBC/Email Account Creation	HD: Accounts
0000103120	request	Email Request
0000103035	V-LAN error	PC Support Request (Fac/Staff)
0000103119	request	CorpTime Calendar Account Req
0000104286	Shadow SIS	OIT-BSG Financial Aid
0000104331	request	HD: Quota
0000104394	request	PC Support Request (Fac/Staff)
0000102475	request for establishing accounts	Novell Account Management
0000102727	request	CorpTime Calendar Account Req
0000102575	request	HD: Quota
0000102493	Calendar account creation (2 users)	CorpTime Calendar Account Req

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	Applications	Total No. of Tickets: 17
0000102346	Change Stat Login	PS Finance Security
0000102863	Retriever Load Failed	PS IT - Database
0000102829	HRTST2 database access	PS IT - Database
0000102819	FSPRD Issues	PS IT - Database

0000102808	Restore EPMPRD from last night	PS EPM - Misc
0000102608	FW: ADC-VPN Password Change	PS Finance Security
0000102640	Terminal and App Designer	PS IT - Database
0000102469	FW: FW: Delete FS Combo Rules from Combo Table	PS Finance Security
0000104364	Create a dharley user in STATPRD to allow Derek to run CSR report	PS IT - Database
0000102864	Retriever Update	Email Request
0000103294	Script in HRTST2 - appmsgpurgeall	HR Human Resources
0000103168	Retriever FW_DATA_LD failed	PS IT - Database
0000103286	FSTST Update	PS IT - Misc
0000103563	ps_gl_acct_cd_tbl in HRTST2	PS Grants
0000103659	truncate in HRTST2	HR Human Resources
0000103790	GL_ACCT_CD_TBL	PS IT - Database
0000103850	Terminal not working	PC Support Request (Fac/Staff)

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Applications

Total No. of Tickets: **15**

0000102877	Run scripts in HRPRD	HR Human Resources
0000103364	Update/Delete access in HRTST2	HR Human Resources
0000103244	Manipulate tables in HRCNV	HR Human Resources
0000103170	Recreate Views in HRPRD	HR Human Resources
0000103163	Rename Table in HRCA	HR Human Resources
0000102977	Grant select rights on HRTRN	HR Human Resources
0000102909	Creation of tables in HRPRD	HR Human Resources
0000102892	Copy PS_PAY_CHECK table in HRTRN	HR Human Resources
0000103414	Table manipulation in HRCA	HR Human Resources
0000103621	Grant select on PSROLEMEMBER in HRTST2	PS Grants
0000103695	Update Cpayrun table in HRPRD	HR Human Resources
0000103549	Copy selected tables from HRPRD into HRTST2	HR Human Resources
0000103466	Table manipulation in HRCA	HR Human Resources
0000102610	Copy PS_PAY_CHECK table in HRTRN	HR Human Resources
0000104333	Rename table in HRCA	HR Human Resources

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SA PeopleSoft IT Support

Total No. of Tickets: **14**

0000103426	Joyce needs Novell file restored: "CR-SAR Folder.xls".	Novell File Restore
0000103524	Brian needs full access to "State Interfaces" folder.	Novell Account Management
0000103558	Need "FinancialServices@umbc.edu" to be redirected.	UMBC Email Alias
0000103427	Joyce is receiving an error in MS Excel 97.	PC Support Request (Fac/Staff)
0000103030	Abbie is getting an Error message in HP/Reflections.	OIT-BSG HP3000 Systems
0000103066	Janice is not getting the "Vernier Page" on her laptop.	PC Support Request (Fac/Staff)
0000103237	Isabel Garrido needs her email quota increased.	HD: Quota
0000103289	ADMIN 418 : McAfee Install	PC Software Install (Fac/Staff)
0000103158	Mr. Citro needs 50MB email increase.	HD: Quota
0000102344	Shuvo & Abbie keep losing their J:\ drive.	PC Support Request (Fac/Staff)
0000102347	Ed Hinke needs his Novell account to mirror "dutta" account.	Novell Account Management
0000102376	ADC Password Problems for Dutta & Watson	PS Finance Security
0000102375	Jean Bunche needs to log into two PCs at the same time.	Novell Account Management
0000102348	HP/Reflections timing out.	PC Support Request (Fac/Staff)

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OIT Infrastructure & Support

Total No. of Tickets: **13**

0000104176	PHONEMAIL 11am 10.28.04	HD: Phonemail
0000104355	Phonemail 10.29.04 6:15pm	HD: Phonemail
0000104205	labcheck 10.28.04 3pm	HD:LabCheck
0000102403	phonemail check 8.1.04 - 5pm	HD: Phonemail
0000102414	ECS021 - pc 26 - BSOD	LabHardware
0000102523	phonemail 10.4.04 - 2pm	HD: Phonemail
0000102525	ECS021PC29: eth0 fails on boot - dead jack	Dead/Slow Network Jack
0000102602	104a - SGI machines non-responsive	UNIX Misc
0000102846	phonemail check 3pm - 10.7.04	HD: Phonemail
0000102842	CHEM 276 : Computer locks up	PC Support Request (Fac/Staff)
0000102927	phonemail check 4pm - 10.8.04	HD: Phonemail
0000103541	phonemail check 11am 10.19.04	HD: Phonemail
0000103741	labcheck 10/21/04 2pm	HD:LabCheck

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DPET Marketing

Total No. of Tickets: **13**

0000103175 Create URL on Web Server
 0000103224 Order new copiers for UC and ACIV B Wing
 0000103423 Port Activations
 0000103425 Get electrical socket installed for copier
 0000103736 Need furniture and trashed removed
 0000103635 [PC s/w] ACIV474: Machines Moved to Active Directory
 0000103590 Check Jack
 0000103428 Get whiteboards hung in offices
 0000102536 Need Machines Moved to Active Directory
 0000102594 Upload Cybergroup Database
 0000102668 Port Activations
 0000102695 Upload Cybergroup Database
 0000102543 Need Machine Moved to Active Directory

DPET Support Request
 DPET Support Request
 Dead/Slow Network Jack
 DPET Support Request
 DPET Support Request
 PC Support Request (Fac/Staff)
 Check Network Jack (Fac/Staff)
 DPET Support Request
 PC Support Request (Fac/Staff)
 DPET Support Request
 Dead/Slow Network Jack
 DPET Support Request
 PC Support Request (Fac/Staff)

Top 10 UMBC Customers Requesting Service

