

Top 10 Users 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>09/01/2003</i>	<i>09/30/2003</i>
knouse	Admissions	Total No. of Tickets: 46
0000070470	Re: That movie	Email Request
0000070480	Re: Re: My details	Email Request
0000070490	Re: Re: My details	Email Request
0000070491	Re: That movie	Email Request
0000070495	Re: Details	Email Request
0000070717	Thank you!	Email Request
0000070712	Your details	Email Request
0000070702	Re: That movie	Email Request
0000070698	Thank you!	Email Request
0000070669	Re: Wicked screensaver	Email Request
0000070606	Re: Approved	Email Request
0000070598	Re: Details	Email Request
0000070597	Re: Wicked screensaver	Email Request
0000070594	Re: That movie	Email Request
0000070592	Re: Details	Email Request
0000070588	Re: Your application	Email Request
0000070577	Re: Re: My details	Email Request
0000070570	Your details	Email Request
0000070556	Re: Re: My details	Email Request
0000070799	Re: Your application	Email Request
0000070774	Re: Thank you!	Email Request
0000070773	Re: Approved	Email Request
0000070769	Re: Re: My details	Email Request
0000070728	Re: Thank you!	Email Request
0000070726	Re: Wicked screensaver	Email Request
0000070638	Re: That movie	Email Request
0000070617	Re: Thank you!	Email Request
0000070610	Re: Your application	Email Request
0000070855	Re: That movie	Email Request
0000070840	Re: That movie	Email Request
0000070837	Re: Approved	Email Request
0000070831	Re: Details	Email Request
0000070825	Re: Thank you!	Email Request
0000070804	Re: Details	Email Request
0000070548	Re: Wicked screensaver	Email Request
0000070545	Your details	Email Request
0000070544	Re: That movie	Email Request
0000070540	Re: Approved	Email Request
0000070537	Your details	Email Request
0000070533	Your details	Email Request
0000070531	Thank you!	Email Request
0000070529	Re: Thank you!	Email Request
0000070523	Re: That movie	Email Request
0000070506	Your details	Email Request
0000070497	Re: Your application	Email Request
0000073624	Novell Password Change: admguest general purpose account	Novell Account Password
kincaid	Applications	Total No. of Tickets: 42
0000073527	GEOG110 exam / Dubois	OIT-BSG Faculty
0000073528	ECON101 1701 / ng	OIT-BSG Faculty
0000073529	ECON101 1801 - ng	OIT-BSG Faculty
0000073531	BIOL304 exam / Miller	OIT-BSG Faculty
0000073538	EHS302 / Lebowitz	OIT-BSG Faculty
0000073532	SOCY101 / Kleinberg	OIT-BSG Faculty
0000073530	psyc285 / freiberg	OIT-BSG Faculty
0000073574	Psyc285 - parker	OIT-BSG Faculty

0000073572	Psyc200 - schultz	OIT-BSG Faculty
0000073571	Biol100/Biol100H / Sokolove	OIT-BSG Faculty
0000070948	Create PS/FS accounts	Financial_Services:PeopleSoft
0000070952	Create PS/FS accounts	HelpDesk:PeopleSoft
0000072784	Create 2 oracle/Gradebook accounts	OIT-BSG Oracle Database
0000072856	Only have 3 items on HP menu	OIT-BSG Operational Support
0000072858	Need to have access to part of payroll reports	OIT-BSG Operational Support
0000072857	In online app - I have nothing on menu	OIT-BSG Operational Support
0000072859	Exam - Biology442	OIT-BSG Faculty
0000072993	Biol301 - Omland/corrections	OIT-BSG Faculty
0000072990	Setup users in the Data Warehouse	PS IT - Misc
0000072967	Biology exam for Fleischmann	OIT-BSG Faculty
0000072966	Biology exam for Blumberg	OIT-BSG Faculty
0000072915	Correction for psyc335	OIT-BSG Faculty
0000072914	Exam corrections for Psyc370	OIT-BSG Faculty
0000072908	Exam for O'Brien	OIT-BSG Faculty
0000072907	chem123 exam	OIT-BSG Faculty
0000072906	Exam for KaiKai	OIT-BSG Faculty
0000072905	Psyc exam for Sonnenschein	OIT-BSG Faculty
0000073526	CHEM102L exam / Brothers	OIT-BSG Faculty
0000073380	PHYS111 - Dymski	OIT-BSG Faculty
0000073379	PSYC200 0101 - Hussey-Gardner	OIT-BSG Faculty
0000073378	SOCY/WMST 332 exam - Lottes	OIT-BSG Faculty
0000073377	CHEM351 exam / Perks	OIT-BSG Faculty
0000072904	Econ exam for Cohen	OIT-BSG Faculty
0000072903	Biol302 exam	OIT-BSG Faculty
0000072861	Biol302 exam	OIT-BSG Faculty
0000072860	Psyc200 exam	OIT-BSG Faculty
0000071256	Create PS/FS accounts	HelpDesk:PeopleSoft
0000071598	Create PS/FS accounts	HelpDesk:PeopleSoft
0000071524	Gradebook account for WEGLEIN	OIT-BSG Oracle Database
0000072592	Create PS/FS accounts	HelpDesk:PeopleSoft
0000072593	Following User ID's need to be setup in Data Warehouse	PS IT - Misc
0000072602	Install Gradebook on Dr Rabin's pc	OIT-BSG Faculty

brinkley	Financial Aid	Total No. of Tickets: 35
0000070455	Re: Approved	Email Request
0000070456	Re: Approved	Email Request
0000070466	Re: That movie	Email Request
0000070465	Re: That movie	Email Request
0000070476	Re: Re: My details	Email Request
0000070472	Re: Wicked screensaver	Email Request
0000070481	Re: Your application	Email Request
0000070693	Re: Details	Email Request
0000070673	Re: That movie	Email Request
0000070667	Re: Wicked screensaver	Email Request
0000070627	Re: Thank you!	Email Request
0000070557	Thank you!	Email Request
0000070554	Re: Your application	Email Request
0000070553	Your details	Email Request
0000070547	Re: Approved	Email Request
0000070522	Your details	Email Request
0000070521	Re: That movie	Email Request
0000070507	Re: Your application	Email Request
0000070502	Re: Approved	Email Request
0000070498	Re: Thank you!	Email Request
0000070653	Email account getting a lot of virus.	UNIX Misc
0000070637	Re: Approved	Email Request
0000070633	Re: Re: My details	Email Request
0000070612	Re: That movie	Email Request
0000070607	Your details	Email Request
0000070604	Your details	Email Request

0000070587	Thank you!	Email Request
0000070559	Re: Details	Email Request
0000070489	Your details	Email Request
0000070836	Re: Approved	Email Request
0000070829	Re: Wicked screensaver	Email Request
0000070793	Re: Approved	Email Request
0000070760	Thank you!	Email Request
0000070484	Re: Thank you!	Email Request
0000070483	Thank you!	Email Request

goltser

Financial Aid

Total No. of Tickets: **34**

0000070460	Re: That movie	Email Request
0000070482	Re: Re: My details	Email Request
0000070478	Re: Your application	Email Request
0000070499	Thank you!	Email Request
0000070832	Re: That movie	Email Request
0000070811	Re: Approved	Email Request
0000070808	Re: Re: My details	Email Request
0000070800	Re: Details	Email Request
0000070796	Re: That movie	Email Request
0000070783	Re: Details	Email Request
0000070768	Thank you!	Email Request
0000070654	Re: Wicked screensaver	Email Request
0000070630	Re: Wicked screensaver	Email Request
0000070857	Re: Wicked screensaver	Email Request
0000070851	Re: Details	Email Request
0000070599	Re: Re: My details	Email Request
0000070590	Re: Your application	Email Request
0000070580	Re: That movie	Email Request
0000070569	Re: Details	Email Request
0000070565	Re: That movie	Email Request
0000070562	Your details	Email Request
0000070550	Re: Approved	Email Request
0000070532	Re: Re: My details	Email Request
0000070751	Re: Re: My details	Email Request
0000070695	Re: Wicked screensaver	Email Request
0000070682	Re: Wicked screensaver	Email Request
0000070677	Re: Thank you!	Email Request
0000070527	Re: Thank you!	Email Request
0000070509	Your details	Email Request
0000070500	Re: Wicked screensaver	Email Request
0000070496	Re: Approved	Email Request
0000070492	Re: That movie	Email Request
0000070474	Your details	Email Request
0000070468	Thank you!	Email Request

slong

Applications

Total No. of Tickets: **33**

0000071791	Modify STAT user security	PS IT - Database
0000071885	App Messg Problem	Email Request
0000072043	FW: Retriever Access needed	Email Request
0000071818	FW: Here are the traces .. thanks stacy	Email Request
0000072394	Update Default Values in FSPRD - Dept Tbl	Email Request
0000072512	FW: The Process Instance (16116 - Process: (UM_TO_PC) failed t	Email Request
0000072650	Clone FSPRO	PS IT - Database
0000072708	FW: SQL Update to CA_DETAIL_UAR in FSPRD	Email Request
0000072727	FW: Refresh FSUAT from FSPRD	Email Request
0000072726	FW: Issue with Requester Setup	Email Request
0000072645	FW: add user to peoplesoft	Email Request
0000072493	Stacy's FSPRD Access	Email Request
0000072490	FW: Budget to Actual Reports.	Email Request
0000071389	HR Access	Email Request
0000071528	Vendor Reconciliation Report	Email Request

0000072794	Table Update	Email Request
0000072883	Chris Minton FSUAT update access	Email Request
0000072902	FW: Receiver & PO Update	Email Request
0000073461	FW: Cobol error	Email Request
0000073352	FW: SQL to Back out Payroll 1.doc - FSUAT	Email Request
0000073088	FW: SL conversion	Email Request
0000073005	FW: unmatched items 9/25/03	Email Request
0000072965	FW: Retriever Access	Email Request
0000072901	Update FSPRD hr_acctg_line table	Email Request
0000072887	Remove Reports	Email Request
0000072881	FW: Need another value changed on PRD Table	Email Request
0000072850	FW: Request for Oracle DB account access to FSPRD	Email Request
0000072862	FW: Need PRD table values modified	Email Request
0000070651	FW: [Fwd: SUCCESS - PSXFER: ar2d4438.200308272137]	Email Request
0000071085	FW: Pverlay UAT with PRD	Email Request
0000070787	Copy files into FSSBX	Email Request
0000073576	FW: FSPRD Change Request	Email Request
0000073649	FW: Request to clear PRD HR_ACCT_LINE file	Email Request

ha2

Admissions

Total No. of Tickets: **21**

0000073640	Mouse problem in ECS 021	LabHardware
0000071189	Lab Computer down	LabHardware
0000071570	Lab Check	HD:LabCheck
0000071566	Macintosh printing problem in Lab 021	LabsSoftware:Macintosh
0000072925	Lab Check 09/25/2003 6pm	HD:LabCheck
0000073276	labcheck 9-27-03 6:00 pm	HD:LabCheck
0000073334	Lab Check 6:00pm 9/28/03	HD:LabCheck
0000073517	Lab Check 9/30/03 12am	HD:LabCheck
0000073277	ECS021PC09: Linux boot problems	LabHardware
0000071962	Lab check	HD:LabCheck
0000072205	Lab Check 9/16/03 12:00am	HD:LabCheck
0000072089	Lab 333 PC-12 not booting/operating	LabHardware
0000072088	Lab Check 9/14/03 6:00pm	HD:LabCheck
0000072067	Lab Check	HD:LabCheck
0000072005	Lab computer has floppy disk stuck in it	LabHardware
0000072446	Lab Check 9/20/03 - 7:30p	HD:LabCheck
0000072733	Lab Check 9/24/03 12:00am	HD:LabCheck
0000072584	Lab Check 9/23/03 12:00am	HD:LabCheck
0000072585	Lab 333 PC 12 not able to boot	LabHardware
0000072578	Lab 021 mouse not responding	LabHardware
0000072468	Lab Check 9/21/03 6:00 pm	HD:LabCheck

myers

Applications

Total No. of Tickets: **15**

0000072312	ARBM3919 ABORTED JMS#1688/job#4854	OIT-BSG Operational Support
0000072313	FABM3224 ABORTED JMS#1679/JOB#4878	OIT-BSG Operational Support
0000072350	PSYC370 Exam	OIT-BSG Operational Support
0000072352	psyc 210/201 exam	OIT-BSG Operational Support
0000072353	psyc 320/101 exam	OIT-BSG Operational Support
0000072351	psyc 200/401	OIT-BSG Operational Support
0000072319	MVBM4009 Tape Load	OIT-BSG Operational Support
0000071788	Security Password/Implemented for LRC	OIT-BSG Operational Support
0000071974	JMS#1105 IRBR3019 Aborted	OIT-BSG Operational Support
0000071927	CREATE FREEZE TAPE/IRBM3056 2003/09	OIT-BSG Operational Support
0000072031	Please activate user so that email can be created	UMBC Account Activation
0000072209	GABM1816 Aborts	OIT-BSG Operational Support
0000072021	Psyc 100/Exam for Lisa Jordan	OIT-BSG Operational Support
0000070687	ECS 019 HP8000 printer	HD:Print Dispatch Issues
0000071666	MVBR4024 Tape	OIT-BSG Admissions

akhant1

OIT Infrastructure & Support

Total No. of Tickets: **13**

0000072846	Southcampus reporting network connection problems.	Localized Network Outage
0000073184	09/26 Labcheck.	HD:LabCheck

0000073390	09/29 Tape Change.	HD:TapeChanges
0000070648	Corporatetime install on helpdesk emac.	Mac Software Install (Fac/Staff)
0000070973	Work Order Request	Email Request
0000070969	Work Order Request	Email Request
0000072441	Lab Linux xpdf question.	UNIX Misc
0000072503	09/22 Tape Change.	HD:TapeChanges
0000072452	09/20 lab check.	HD:LabCheck
0000071804	WebAdmin Internal server error	Webadmin/Webauth Service
0000072054	Labcheck 09/12	HD:LabCheck
0000072124	09/15 Tape Change.	HD:TapeChanges
0000072237	09/16 Tape change.	HD:TapeChanges

brianb

CSEE - Instruction

Total No. of Tickets: **13**

0000073536	jack problem in ITE	Dead/Slow Network Jack
0000072839	CNAME please	DNS Entry Modification
0000072893	for Networks	Dead/Slow Network Jack
0000072988	please change ethernet address	Email Request
0000071194	ITE 222	Email Request
0000071298	DNS change	Email Request
0000071350	CMSC tapes	Email Request
0000071754	IPs	IP Address Request
0000071794	DNS chagne	DNS Entry Modification
0000071817	manual DNS change/dhcp change	DNS Entry Modification
0000071941	whhops	Email Request
0000071943	CMSC tapes	Email Request
0000071778	DNS name change	DNS Entry Modification

ramosm1

OIT Infrastructure & Support

Total No. of Tickets: **13**

0000070941	Online Remedy work order submittal problems	Remedy System Issue
0000070961	Tape changes 9/3/03	HD:TapeChanges
0000072792	Tape Changes 9/24/03	HD:TapeChanges
0000073248	Lab Check 9/27/03 12 PM	HD:LabCheck
0000071289	Virus hits reported by Admin in Univ. of Maryland medical system	Account Security/Privacy Issue
0000071296	Alumni account password reset	UMBC Arbitrary Account
0000071531	Tape changes for 9/8/03	HD:TapeChanges
0000071811	tape changes 9/10/03	HD:TapeChanges
0000072015	Novell account creation for bduinni	Novell Account Management
0000072068	Lab Check 9/13/03 9 PM	HD:LabCheck
0000072062	lab check 9/13/03 12 noon	HD:LabCheck
0000072379	Tape change 9/17/03	HD:TapeChanges
0000072518	Help Desk needs Blaster worm virus CD's	PC Support Request (Fac/Staff)

Top 10 UMBC Customers Requesting Service

