

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 09/01/2004 09/30/2004

Computer Sci Elec Engineering

000009938 fixed ip request
 0000100648 submit entry for CMSC 313 section 0101
 0000101021 CMSC 461 Oracle Account
 0000099965 can't log into blackboard
 0000101211 network connectivity problems
 0000100771 Work Order Request-RedHat Linux problem
 0000101174 Redhat cd loan
 0000100762 Submit
 0000100780 ITE 370, x51631. Needs matlab installed on windows xp machine.
 0000099928 submit command for CMSC 491N
 0000099888 submit for cmsc 611
 0000099565 Work Order Request
 0000101008 Disable UMBC email account
 0000099882 SAS 9.0 checkout due back tuesday.
 0000100860 Work Order Request-Quota Increase
 0000100108 Machine is infested with spyware
 0000101274 Work Order Request-Need SAS installed
 0000100117 [Fwd: Linux support]
 0000100466 Work Order Request
 0000100468 [PC s/w] MyUMBC login
 0000100440 pls add instructor to CMSC421 on blackboard
 0000099494 JE and F&A issue
 0000100412 [Mac s/w] TRC255: Problem launching MATLAB on MACs
 0000101244 myUMBC account problems
 0000100595 Submit group request
 0000100579 gzip (Linux) usage
 0000099543 Multiple calls about slow Novell access/hanging upon login
 0000100084 RE: Oracle accounts for CMSC 461, Fall 2004
 0000100079 List Deletion Request: CS671
 0000100543 Change Par Report
 0000100078 List Deletion Request: AGENTS-CLASS
 0000099747 Blackboard NEW Course: Assign to New Media: Blackboard
 0000099807 BLACKBOARD Access by Students
 0000099741 dns change for spire.umbc.edu
 0000100857 Fwd: Submit
 0000100800 Blackboard NEW Course: Assign to New Media: Blackboard
 0000101166 Library Basement, Lib-037 PC 57. User cannot login to this particular
 0000100806 Work Order Request-Not seeing a course in BB
 0000099768 JE for subcontracts
 0000099592 (iso)Web List Request
 0000101589 Linux lab request
 0000102015 Blackboard DELETE Course: Assign to New Media: Blackboard
 0000101613 Strange Mail With No Forward
 0000101559 Setting up submit
 0000101323 check jack - pc dropping ip ECS202h jack ca-213 port 14-1
 0000101328 Submit Command for cmpe413
 0000101541 Dept Code Problem with On-line Requisition
 0000102016 Blackboard DELETE Course: Assign to New Media: Blackboard
 0000102017 Blackboard DELETE Course: Assign to New Media: Blackboard
 0000101573 Problem with student accessing blackboard
 0000102018 Blackboard DELETE Course: Assign to New Media: Blackboard
 0000101536 Accessing specific CSEE websites
 0000101407 ITE240 Lab
 0000101719 Requisition Approval
 0000101832 Started yesterday evening - pw for dialin not authenticating
 0000101699 Problem with netscape mail since novell issues.
 0000101736 Travel Expense Inquiry
 0000101801 Downtime for Sunday, Sept 16th

Total Number of Tickets:

73

DNS Entry Modification
 Project Submission System
 Oracle.gl Account Requests
 Online Course Misc
 Resnet On-Site Services
 HD: Software Config/Trblshtng
 HD: CD Checkout
 Project Submission System
 PC Software Install (Fac/Staff)
 Project Submission System
 Project Submission System
 PC Support Request (Fac/Staff)
 UNIX Misc
 HD: CD Checkout
 AFS File Space Requests
 PC Support Request (Fac/Staff)
 PC Support Request (Fac/Staff)
 UNIX Misc
 PC Support Request (Fac/Staff)
 PC Support Request (Fac/Staff)
 Online Course Misc
 PS Grants
 Macintosh Support Request (Fac/Staff)
 OIT-BSG myUMBC
 Project Submission System
 HD: Software Config/Trblshtng
 Novell Server Down
 Oracle.gl Account Requests
 Online Course Acct Modification
 HelpDesk:PeopleSoft
 Online Course Acct Modification
 Online Course Course Creation
 Online Course Misc
 DNS Entry Modification
 Project Submission System
 Online Course Course Creation
 LabSoftware:Windows
 Online Course Misc
 PS General Ledger
 Email Request
 HD: Software Config/Trblshtng
 Online Course Misc
 IMAP Server Problem
 Project Submission System
 PC Support Request (Fac/Staff)
 Project Submission System
 PS Purchasing
 Online Course Misc
 Online Course Misc
 Online Course Misc
 Online Course Misc
 HD: Software Config/Trblshtng
 LabSoftware:Windows
 PS Purchasing
 Campus Modem Problems
 PC Support Request (Fac/Staff)
 PS Payables
 HD: General Info

0000101799	Blackboard Down	HD:Online Course Issues
0000101342	Oracle accounts	Oracle.gl Account Requests
0000101348	set up the submit system for cs482	Project Submission System
0000101653	submit setup	Project Submission System
0000101637	Projector problems in ITE 227	HD: Software Config/Trblshntng
0000101848	ethernet troubles/ x26085 (customer confirmed this is his valid extens	Resnet Setup
0000101864	password reset	HD: Password
0000101688	Users Files Need Restoring	Novell File Restore
0000101425	Question on Using Groups	Online Course Misc
0000102137	disk quota	HD: Quota
0000102238	Project - Dept link issue	PS Grants
0000102206	Laptop not responding	PC Support Request (Fac/Staff)
0000102257	keep resetting Mozilla profile	PC Support Request (Fac/Staff)
0000102164	Oracle account	Oracle.gl Account Requests
0000101499	Wireless Access in the Library Study Rooms	Wireless Issues on campus

Chemistry BioChem - Academic

0000101160	CHEM552: Chem lab printer needs an IP again.
0000100218	detecting w32 worm; McAfee deleting but keeps coming up
0000099794	Disk space
0000100290	jdk 1.3
0000100182	[net] Chem 240 activation
0000100092	No subject
0000099832	Disk space
0000100184	Re: loading vax vms tapes (8mm)
0000101157	Novell Account Creation needed
0000099598	Chem 540. PC keeps crashin and rebooting. Windows 98 machine.
0000099999	Accounts for klssgi1.chem
0000100840	problem to login Hercules (research box)
0000099773	Wireless for 247,250 of CHEM
0000100140	students can't see course
0000100698	Account on Hercules
0000100059	Account
0000100356	Novell client install
0000100744	Need 30 ft network cable for new office
0000100765	CHEM 549B: OS Re-install (win2k)
0000100724	Work Order Request-Walker Ave/Internet problem
0000100200	Cisco VPN Client Install
0000099898	/afs/umbc.edu/users/p/e/perks/Mail not writable by Pine !!
0000100523	Resnet Set Up Assistantance
0000100788	Novell Password Reset
0000100785	Bio Science rm 359. x52211 Needs novell installed on machine.
0000100652	Microsoft Office, and anti-virus install
0000100778	Blackboard NEW Course: Assign to New Media: Blackboard
0000099857	Customer can't log in to Novell
0000100512	User can only access internet once per computer booting
0000101059	Chem rm 552 lab needs a generic novell login under chem context.
0000101011	CHEM 540: Reformat & Reinstall win98 machine
0000101124	Need Novell Client Install
0000101019	UMBC Redhat 3.0
0000099601	[net] Chem104: Activate jack #33- A
0000100227	ptplot and jdk 1.3
0000101062	Chem 550. x53844. Needs novell installed on machine with windows 9
0000101035	Need hp account
0000099671	[net] Chem549D: Jack Activation 549D-2-T5N
0000101148	Customer no longer able to print to shared printer
0000100910	PC Install
0000101569	CHEM552: Chem lab printer needs setup
0000102169	internal server error
0000101509	Novell install on umbc-owned laptop
0000102095	HIGH - Can not delete dialog box with scanner msg to continue
0000101620	two static IP address
0000102144	[Mac s/w] Chem472: Install and setup 2 Apple Macintosh G5s - App't

Total Number of Tickets:

DHCP Request
PC Support Request (Fac/Staff)
HD: Software Config/Trblshntng
UNIX Misc
Dead/Slow Network Jack
Online Course Misc
HD: Quota
PhysNet Projects
Novell Account Management
PC Support Request (Fac/Staff)
Chemistry Dept Unix Issues
Chemistry Dept Unix Issues
Chemistry Dept Unix Issues
Online Course Acct Modification
Titan
Titan
Novell Issue (Fac/Staff)
PC Support Request (Fac/Staff)
PC Computer Install (Fac/Staff)
Resnet Network Problem
PC Software Install (Fac/Staff)
UNIX Misc
Resnet Setup
Novell Account Password
Novell Client Install
PC Software Install (Fac/Staff)
Online Course Course Creation
Novell Issue (Fac/Staff)
PC Support Request (Fac/Staff)
Novell Account Management
PC Computer Install (Fac/Staff)
Novell Client Install
HD: CD Checkout
Dead/Slow Network Jack
Chemistry Dept Unix Issues
Novell Client Install
OIT-BSG Operational Support
Dead/Slow Network Jack
PC Support Request (Fac/Staff)
PC Computer Install (Fac/Staff)
Novell Printing
MyUMBC Server Down
Novell Client Install
PC Support Request (Fac/Staff)
IP Address Request
Macintosh Install (Fac/Staff)

0000101897	(leipslab)Web List Request	Email Request
0000101927	(pmc_prayer)Web List Request	Mailing Lists
0000101926	(sus_prayer)Web List Request	Mailing Lists
0000101928	(pat_prayer)Web List Request	Mailing Lists
0000101929	(erk_prayer)Web List Request	Mailing Lists
0000101913	(cpk_prayer)Web List Request	Email Request
0000101918	Remove Listproc	Mailing Lists
0000101730	[Mac s/w] Set Up A Mac Laptop To Access A Network Printer	Macintosh Support Request (Fac/Staff)
0000102041	Toolbars appearing in IE	PC Support Request (Fac/Staff)
0000101742	sas 9 loan	HD: CD Checkout
0000101734	user maljef1 data link to /klssgi1/data missing	Chemistry Dept Unix Issues
0000101930	(hbr_prayer)Web List Request	Mailing Lists
0000101950	CHEM 102: Network Printer Setup	PC Support Request (Fac/Staff)
0000101750	New printer, New HP 1300N needs an ip address and line run to jack.	DHCP Request
0000101291	Work Order Request	PC Support Request (Fac/Staff)
0000101306	Windows reinsall	PC Support Request (Fac/Staff)
0000101431	PS Support Request	PS Purchasing
0000101361	User is not able to connect to resnet 169 IP	Resnet Setup
0000101372	Model 8mm tapedrive not working	Chemistry Dept Unix Issues
0000101427	Chem107: New HP 1300N needs to be added to novell queue.	Novell Printing
0000101305	Reset novell pw for suma1 / x52969	Novell Account Password
0000101429	PS Support Request	PS General Ledger

Psychology Admin

0000100710	[PC s/w] MP310: Mozilla email question
0000101009	Re: QUOTA WARNING for your myUMBC account
0000099551	Walker Ave. Building 2. Rm 2409. WinXP. Can't get internet.
0000099978	Work Order Request
0000100794	[PC s/w] LH6: install SPSS - request requires approval from AV serv
0000099901	SS 513 SAS install on lab machines
0000101236	ticket #0000099254
0000100192	Errors in results window; novell keeps prompting to login
0000099555	Incorrect Blackboard User Information
0000100720	Would like SPSS 11 installed on her computer. Windows XP
0000099983	blackboard pages won't load
0000101126	Both of the laptops (Bessie May and wezzie) in social sciences rm 40
0000101182	RE: Blackboard gradebook
0000100969	Problems Installing SPSS 11.0 on non UMBC owned PC
0000100357	Would like Psysc lab novell account setup for lab people to use witho
0000099517	New Ticket for Omar Napier
0000100916	Can't login anymore
0000100231	Registry error on boot; win 95
0000100099	Soc Sci. rm 402. Office in lab, 3 laptops need novell and connection t
0000100642	Customer can not log into her machine
0000100286	PSYC Graduate Lab not able to print
0000099962	Accessing Course Documents from Off Campus...
0000100691	Work Order Request
0000100656	Email problem
0000100280	login issues
0000100774	[PC s/w] MP325: uninstall printer driver - App't 9/24/04 9:30 pm
0000099632	Dual monitor setup; monitors no output
0000099606	Internet Explorer/Cannot find server
0000100839	New LaserJet Printer
0000100776	student to be put on blackboard
0000099578	Wants course Psychology 100 section 0101 for fall 2004. added to b
0000100519	User needs help configuring mozilla mail 1.7. Could not find option t
0000100403	Please format hard drive and re-install Windows XP on infected PC
0000100528	Virus/spyware infected machine
0000101146	Blackboard DELETE Course: Assign to New Media: Blackboard
0000100399	Lab laptop needs to be formatted with windows xp, novell, office suit
0000101093	Saving groups of messages
0000101147	Blackboard DELETE Course: Assign to New Media: Blackboard
0000100510	Had netscape mail but mozilla was put on, but would like netscape ma

Total Number of Tickets:

PC Support Request (Fac/Staff)
HD: Quota
Resnet Setup
HD: Software Config/Trblshtng
PC Support Request (Fac/Staff)
PC Software Install (Fac/Staff)
PC Support Request (Fac/Staff)
Novell Issue (Fac/Staff)
Online Course Account Creation
PC Support Request (Fac/Staff)
Online Course Acct Modification
PC Support Request (Fac/Staff)
Online Course Misc
PC Support Request (Fac/Staff)
Novell Account Management
PC Support Request (Fac/Staff)
PC Support Request (Fac/Staff)
PC Support Request (Fac/Staff)
PC Support Request (Fac/Staff)
PC Support Request (Fac/Staff)
Online Course Acct Modification
Online Course Account Creation
PC Support Request (Fac/Staff)
PC Support Request (Fac/Staff)
PC Support Request (Fac/Staff)
PC Support Request (Fac/Staff)
PPP Setup
PC Support Request (Fac/Staff)
HD: Accounts
Online Course Misc
PC Support Request (Fac/Staff)
PC Computer Install (Fac/Staff)
PC Support Request (Fac/Staff)
Online Course Misc
PC Support Request (Fac/Staff)
HD: Software Config/Trblshtng
Email Request
PC Software Install (Fac/Staff)

0000099765	SAS CD loan	HD: CD Checkout
0000099851	Novell account	Novell Account Management
0000099847	add TA to 3 psyc Bb courses	HD: Online Course Update
0000099779	Listproc - change access	Mailing Lists
0000101181	Microsoft Windows Update	PC Support Request (Fac/Staff)
0000101530	MP301B; new HP 1300N installed, computers in lab need drivers in	PC Support Request (Fac/Staff)
0000102270	New Printer	PC Support Request (Fac/Staff)
0000102249	SPSS 12.0 checkout 9/30	HD: CD Checkout
0000101322	[Mac s/w] Macos X 10.3 Reinstall	Mac Software Install (Fac/Staff)
0000101320	user is already owner of "www.psy.umbc.edu" would like to give ano	UMBC Campus Web Pages
0000101513	New printer install at math/psyc 317	PC Support Request (Fac/Staff)
0000101732	MS 330 : Computer wont boot	PC Support Request (Fac/Staff)
0000101485	Free Diagnosis of pc	Resnet On-Site Services
0000102301	Question about Unenrolling Users	Online Course Misc
0000101845	Needs help with switching boot sequence	PC Support Request (Fac/Staff)
0000101406	Work Order Request-SS501 random problems with pc	PC Support Request (Fac/Staff)
0000102287	General computer problems in MP 301 lab	Macintosh Support Request (Fac/Staff)
0000102278	Novell issues in SS 402 lab	PC Support Request (Fac/Staff)
0000102181	User would like diagnosis of PC problems	Resnet On-Site Services
0000102077	Certain applications no longer run	PC Support Request (Fac/Staff)
0000101554	Network Printer in MP301	PC Support Request (Fac/Staff)
0000101304	Possibly video card going bad / Win2000 (psyc lab)	PC Support Request (Fac/Staff)
0000101601	[Fwd: Welcome to www.dumpsmarket.ws]	Email Scams/Spam TO UMBC address
0000101951	Inquiry about novell account in research lab	Novell Account Management

Biology - Academic

0000099772	Re: Problems with group file exchange	Online Course Misc
0000101081	Work Order Request	Novell Account Management
0000099621	set up blackboard for BIOL483/683	Online Course Course Creation
0000100934	Unsubscribe	Mailing Lists
0000100238	Work Order Request	Online Course Misc
0000101058	Help format PC	PC Support Request (Fac/Staff)
0000101199	BS01IPC05 is picking up a floater IP	DHCP Request
0000100730	Blackboard NEW Course: Assign to New Media: Blackboard	Online Course Course Creation
0000099905	failure to get emails	HD: Software Config/Trblshtng
0000101178	Computer screen seems to go blank in the middle of use. rm 364. bio s	PC Support Request (Fac/Staff)
0000099877	Quota increase requested.	HD: Quota
0000100096	information	Individual myUMBC Errors
0000100110	Novell Password Reset	Novell Account Password
0000100661	jk is dead Bio rm 016. x56322. Jack 016-A1	Check Network Jack (Fac/Staff)
0000100624	Insight II problem groupG	Chemistry Dept Unix Issues
0000099516	[Fwd: foto]: Is this from Xiang Li? -> origin: bio-86-12.pooled.umbc.ed	Email Scams/Spam FROM UMBC address
0000100819	[Mac s/w] BS468: Upgrade Mac to OS10	Macintosh Support Request (Fac/Staff)
0000100217	New PCs are replacing old GX110 in BS011	DHCP Request
0000100813	Work Order Request-BB-prob w/word doc's	Online Course Misc
0000100135	create 2 new novell accounts	Novell Client Install
0000100303	Work Order Request-Name is spelt wrong in system	UMBC Account Name Change
0000100297	new novell account and modification in bio	Novell Client Install
0000100795	[Mac s/w] BS109: Install Matlab 7 OSX	PC Support Request (Fac/Staff)
0000099841	RE: QUOTA WARNING for your myUMBC account	HD: Quota
0000101818	Work Order Request	PC Support Request (Fac/Staff)
0000101883	Students not receiving emails from blackboard	Online Course Misc
0000101820	[Mac s/w] BS118: User cant open file	Macintosh Support Request (Fac/Staff)
0000101405	Work Order Request	PC Support Request (Fac/Staff)
0000101874	Novell access	Novell Account Management
0000102146	User requests more space.	HD: Quota
0000102159	Novell access	Novell Account Management
0000102102	virus scan	PC Support Request (Fac/Staff)
0000101603	[PC h/w] BS014: Machine Won't boot	PC Support Request (Fac/Staff)
0000102244	Unable to save files to Novell Network drive	Novell Account Management
0000102162	Work Order Request-Problem when upd home virus software	HD: Software Config/Trblshtng
0000101417	Re-activate Ticket # 101058	PC Support Request (Fac/Staff)
0000102000	Needs novell password reset. please let her know when its done.	Novell Account Management

Total Number of Tickets:

42

0000101739	Work Order Request	Novell Account Management
0000101428	machine is sluggish	PC Support Request (Fac/Staff)
0000101443	SAS CD Loan	HD: CD Checkout
0000102080	McAfee Install	PC Software Install (Fac/Staff)
0000101437	BS218 Jack #218b-2 in rm 218 is not working.	Dead/Slow Network Jack

Admissions

0000100824	Reset password	OIT-BSG Oracle Database
0000100685	Lab access for ECS104A	OIT Lab Linux Image
0000100321	Lab check 12am 9/9/04	HD:LabCheck
0000099972	VM check 7pm 9/5/04	HD: Phonemail
0000100736	Lab check 9/13/04 11:30p	HD:LabCheck
0000100899	HP Accounts: Courtney Wentzel and Stephanie Southerland	OIT-BSG Operational Support
0000100737	VM check 8pm 9/13/04	HD: Phonemail
0000100320	Lab check 10pm 9/8/04	HD:LabCheck
0000099973	Lab check 12am 9/6/04	HD:LabCheck
0000100603	Tape changes for 9/12/04	HD:TapeChanges
0000100618	VM check 7pm 9/12/04	HD: Phonemail
0000100621	Lab check 12am 9/13/04	HD:LabCheck
0000100317	VM check 7pm 9/8/04	HD: Phonemail
0000099732	Whitney Vitale/USR0104.UADM needs VLAN	Mac Software Install (Fac/Staff)
0000099650	Walker Avenue users report extremely slow connection	ResNet Down
0000100971	VM check 8pm 9/15/04	HD: Phonemail
0000099646	VM check 7pm 9/1/04	HD: Phonemail
0000101276	Lab check 12am 9/20/04	HD:LabCheck
0000100973	Lab check 12am 9/16/04	HD:LabCheck
0000100972	Lab Check 10pm 9/15/04	HD:LabCheck
0000099656	Lab check 12am 9/2/04	HD:LabCheck
0000099655	Lab check 9pm 9/1/04	HD:LabCheck
0000101369	Lab check 12am 9/21/04	HD:LabCheck
0000101798	Database Connection Unavailable	Online Course Server Down
0000101368	VM check 9/20/04 9pm	HD: Phonemail
0000101578	Lab check 12am 9/23/04	HD:LabCheck
0000101939	Lab check 12am 9/28/04	HD:LabCheck
0000101836	Mail not in INBOX	Webmail Problem
0000102060	Netscape 6 Communicator requires user to create new profile	PC Support Request (Fac/Staff)
0000101364	Multiple servers down	Building Network Outage
0000101353	MAC 10 in ECS 021 not printing	LabsSoftware:Macintosh
0000102076	EMAIL	HD: Software Config/Trblshntng
0000101674	Lab check 3:30am 9/24/04	HD:LabCheck
0000102185	Lab check 10pm 9/29/04	HD:LabCheck
0000102186	Lab check 12am 8/30/04	HD:LabCheck
0000102182	VM check 9/29/04 8pm	HD: Phonemail
0000101802	Lab check 10pm 9/27/04	HD:LabCheck
0000101576	VM check 7pm 9/22/04	HD: Phonemail
0000101938	Lab check 10pm 9/27/04	HD:LabCheck
0000101937	VM check 8pm 9/27/04	HD: Phonemail
0000101577	Lab check 10pm 9/22/04	HD:LabCheck

Total Number of Tickets:

41

English

0000099563	[PC s/w] FA449: Setup laptop	PC Computer Install (Fac/Staff)
0000100252	Novell Password Reset	Novell Account Management
0000099839	question (please help ASAP!)	Online Course Acct Modification
0000100149	(engl383fa04)Web List Request	Mailing Lists
0000100262	Fac. Customer Requests Novell Password Reset	Novell Account Password
0000099696	(engl100_2698)Web List Request	Email Request
0000099763	User: jfermand needs novell account for dept: english.	Novell Account Management
0000100150	(engl488fa04)Web List Request	Mailing Lists
0000099862	CHEM 130: Novell Install + others	Novell Client Install
0000101061	FA001PC21: dhcp & dns request.	DHCP Request
0000099778	access to umbc server at shady grove	HD: Software Config/Trblshntng
0000099710	User: bolton needs novell account created for dept english.	Novell Account Management
0000100272	Blackboard DELETE Course: Assign to New Media: Blackboard	Online Course Misc

Total Number of Tickets:

40

0000099574	Novell Account Creation	Novell Account Management
0000100922	Hard drive wipe	PC Support Request (Fac/Staff)
0000099704	Problem	Online Course Misc
0000100349	Access rights for AD	Active Directory Password Reset
0000099583	Blackboard DELETE Course: Assign to New Media: Blackboard	Online Course Misc
0000100666	[lab] FA001PC06: Computer Failure	LabSoftware:Windows
0000099550	New Lab Assistant in English Writing Labs	LabSoftware:Windows
0000100365	FA001 PC24	LabSoftware:Windows
0000099795	No subject	HD: Online Course Update
0000099538	Fine arts 001 and 002 lab computers won't login.	PC Support Request (Fac/Staff)
0000100633	e-mail i didn't send	Malware General
0000100062	Novell account creation for faculty	Novell Account Management
0000100061	faculty pin number	HD: Software Config/Trblshtng
0000101040	PC running very slow	PC Support Request (Fac/Staff)
0000099916	Work Order Request	Online Course Acct Modification
0000101013	[PC s/w] FA433: Update Netcape Client/Laptop - App't 9/23 10:30 a	PC Support Request (Fac/Staff)
0000099931	Blackboard NEW Course: Assign to New Media: Blackboard	Online Course Misc
0000101064	Work Order Request	PC Support Request (Fac/Staff)
0000099755	FA001PC24: network problem	DHCP Request
0000100675	Needs data transferred from old machine to new machine. Fine Arts 4	PC Support Request (Fac/Staff)
0000100074	Blackboard NEW Course: Assign to New Media: Blackboard	Online Course Acct Modification
0000100677	User needs help installing VPN Client	PC Support Request (Fac/Staff)
0000101558	user requesting an account	Novell Account Management
0000101403	remedy	Email Request
0000101725	Customer needs address book and bookmarks back	PC Support Request (Fac/Staff)
0000101609	[Mac s/w] FA434: Trouble w/ Attachments	Macintosh Support Request (Fac/Staff)
0000101831	Started yesterday afternoon - pw not being accepted	Campus Modem Problems

Human Resources

0000101154	UMSA Setup & FTP
0000100188	Correction to Timesheet
0000100504	Security Revision
0000100054	Research, why CTR records are being created.
0000101155	Overlay HRTRN with HRPRD
0000101172	Leave Balances
0000100044	Fix Life Plan Record
0000100634	Netscape Mail
0000100695	No Matching Buffer Error - Job Data - 1000004630
0000100712	No Matching Buffer Error/
0000100051	Delete Job CTR Records
0000100485	PC/WinXP - disk drive D not working-keeps saying to please insert d
0000100049	Delete Addl Pay Records
0000101104	Admin bld Rm 532. x52337. Windows XP blue screens. physical me
0000100904	Add Leave Code to Paper Timesheet
0000100739	DELTA TRAINING ROOM
0000100057	Problems filtering results from Employee Labels Query
0000099493	Venusm does not have access to hr network drives
0000100256	Remove Life Ben Record
0000099781	Malfunctioning PC
0000100285	Timetrax HRPRD Reports
0000100530	can't delete email
0000099524	users is having email acct problems
0000099536	Grant Venus McDonald Oracle Read Access to HR Production
0000102295	Admin Bld. rm 532. x2337. Windows XP Bluescreens.
0000101887	Grant Oracle read access to HRCA for Venus McDonald in HR Dept. (
0000101954	Computer running slowly
0000101961	HR I: Drive Access Rights
0000101868	[Fwd: RE: [Fwd: Gross Pay Report - Available]]
0000102051	teCorrect UMHRR013 Crystal to Include Page Heading at the top of e
0000102050	Migrate run control component for UMHRR035 (UMBC Positions/In
0000101981	ADMIN 530 : "Virus" Removal
0000101481	PS XLAT Addition
0000101590	Security changes needed

Total Number of Tickets:

HR Human Resources
HR Time and Labor
HR Security
HR Human Resources
HR Benefits Admin
HR Benefits Admin
HR Benefits Admin
HD: Quota
HR Human Resources
HR Human Resources
HR Payroll
PC Support Request (Fac/Staff)
HR Payroll
PC Support Request (Fac/Staff)
HR Human Resources
PC Support Request (Fac/Staff)
HR Human Resources
Novell Account Management
PS IT - Database
PC Support Request (Fac/Staff)
HR Time and Labor
PC Support Request (Fac/Staff)
PC Support Request (Fac/Staff)
PS IT - Database
PC Support Request (Fac/Staff)
PS IT - Database
PC Support Request (Fac/Staff)
Novell Account Management
HR Human Resources
HR Human Resources
HR Human Resources
PC Support Request (Fac/Staff)
HR Benefits Admin
HR Human Resources

0000101545	Leave Balances	HR Benefits Admin
0000101482	Leave Balances	HR Benefits Admin
0000101586	Manager Approval Checkbox	HR Time and Labor
0000101602	[Fwd: department time entry reports]	HR Human Resources
0000101619	Security Changes needed	HR Human Resources
0000101711	Leave Balances	HR Benefits Admin

Library

0000099954	User is blocked
0000100734	[Fwd: Novell and Email requests.....]
0000099861	Jack activation
0000100041	SOPC: Statement of Payroll Charges Problem
0000100604	Library stacks computers
0000100546	RE: LIMS interface access
0000100555	Restricted account
0000100649	Guest Accounts User addition
0000099950	Work Order Request
0000100443	User major needs AD privileges for Netscape
0000099711	Access to other machines over Resnet
0000100441	Additional Library guest account issuers
0000100935	listserv owner
0000100944	User cgreen
0000100900	Library guest account issuers
0000099545	Slow file access on shared drives
0000100351	Old email setup
0000100436	Machine swap
0000100416	Additional Library guest account issuers
0000101074	Add Library guest accounts issuers
0000099793	myUMBC logout fails
0000100871	Work Order Request-Quota increase
0000100082	Library faculty room lan access
0000099785	Library Guest Accounts issuers
0000099782	Jack problems
0000102004	Novell workstation specific account
0000101339	user jyoder1/Not allowed to change her AD pw
0000102092	2 PCard transaction not posted on PS statement
0000101528	Cannot install acrobat reader
0000102145	Faculty reception in the library 10/5
0000101635	Novell problems
0000102138	User evitak can't use printshop - pls expedite
0000101534	Library ad admin account
0000101839	(diversityinc)Web List Request
0000102263	FW: Imaged machines
0000101851	Quota Increase
0000101965	Library departmental share
0000101702	Work Order Request
0000102262	Jack activation

Total Number of Tickets:

HD: Software Config/Trblshtng
Novell Account Management
Dead/Slow Network Jack
HR Commitment Accounting
PC Support Request (Fac/Staff)
UNIX Misc
IP Conflict
UMBC Arbitrary Account
ResNet Down
Add Account to Active Directory
HD: Software Config/Trblshtng
UMBC Arbitrary Account
Mailing Lists
Novell Quotas
UMBC Arbitrary Account
Novell Issue (Fac/Staff)
Mailing Lists
PC Support Request (Fac/Staff)
UMBC Arbitrary Account
LCS Support Request
Individual myUMBC Errors
HD: Quota
Network Survey
LCS Support Request
DNS Entry Modification
Novell Account Management
Novell Account Management
PS Purchasing
PC Support Request (Fac/Staff)
Install Network Jack
HD: Software Config/Trblshtng
PC Support Request (Fac/Staff)
Novell Account Management
Mailing Lists
DNS Entry Modification
HD: Quota
Novell Quotas
Novell File Restore
Dead/Slow Network Jack

IS Department

0000100984	[Fwd: Class List for Fall 2004 IS 410/0101]
0000100690	Work Order Request-BB6 problems
0000100171	Need more Oracle Accounts for IFSM 420 0301
0000099548	not able to login to HP after enforcing VPN
0000100232	Work Order Request
0000100326	Bb problems
0000100173	Blackboard is up and running
0000100213	imap/pop client configuration
0000100324	Blackboard
0000100775	Removal of last semester courses from blackboard
0000101184	Blackboard DELETE Course: Assign to New Media: Blackboard
0000100153	(is_juniorfaculty)Web List Request
0000099620	Delete a course
0000100152	(is_juniorfaculty)Web List Request

Total Number of Tickets:

Oracle.gl Account Requests
Online Course Misc
Oracle.gl Account Requests
PC Support Request (Fac/Staff)
Online Course Misc
Online Course Server Down
HD:Online Course Issues
HD: Software Config/Trblshtng
Online Course Server Down
Online Course Misc
Online Course Misc
Mailing Lists
Online Course Misc
Mailing Lists

0000100384	(triangle_forum)Web List Request	Email Request
0000100694	Jack Activation	Dead/Slow Network Jack
0000100186	Test will not deploy for Introduction to Information Systems I (8030-F	Online Course Misc
0000100549	bb6 delete below from my Blackboard course list	HD:Online Course Issues
0000099992	Re: UMBC Bb Update: Managing Courses with Multiple Sections	Online Course Acct Modification
0000099915	Blackboard: login thrash	Online Course Misc
0000100725	Fall 2004(IS 420-Sec 201)- Create oracle database accounts	Oracle.gl Account Requests
0000100545	SAS 9.1 cd loan	HD: CD Checkout
0000099594	Enroll Kazuhiro Yamada in IS 413	Online Course Misc
0000100330	http://bb6.umbc.edu/webapps/portal/frameset.jsp?tab=courses&url=/b	Online Course Server Down
0000101219	BB6 - Problem with setting up Group tools	Online Course Misc
0000100419	Grade book error @ blackboard.	Online Course Misc
0000099932	(is_facultyinfo)Web List Request	Mailing Lists
0000100808	[net] Activate jack 407-02-TC4	Dead/Slow Network Jack
0000101128	Quota increase requested by user.	HD: Quota
0000100896	Re: Unable to join group collaboration, but can get archives	Online Course Misc
0000101572	Need more Disk Space in my account (100 MG)I am referring to the N	HD: Software Config/Trblshtng
0000101327	BB6: Prior gradebooks, still exist?	Online Course Misc
0000101680	RE: QUOTA WARNING for your myUMBC account	HD: Software Config/Trblshtng

Sociology Dept

0000100394	New instructor for SOCY101 course	Online Course Acct Modification
0000099870	Minolta Copier/Printer	PC Support Request (Fac/Staff)
0000100831	reconfigure account security settings on 3 computers	PC Support Request (Fac/Staff)
0000099628	novell account request	Novell Account Management
0000100929	[PC s/w] Install Atlas TI in 4th floor lab	PC Software Install (Fac/Staff)
0000100353	User unable to print to network printer	PC Support Request (Fac/Staff)
0000099835	User needs to be added to active directory.	Add Account to Active Directory
0000099899	how to allow my teaching assistant access to blackborad for my cours	HD:Online Course Issues
0000100042	Remove courses from Blackboard	Online Course Misc
0000100637	[PC s/w] PUP basement: Needs SPSS installed	PC Software Install (Fac/Staff)
0000099970	User needs entire Mail folder restored	AFS File Restore Request
0000099748	UMBC email account for Blackboard Access	HD: Accounts
0000099866	Quota increase requested.	HD: Quota
0000100937	Novell Printer	Novell Printing
0000099900	I would like to have confirmation that my teaching assistant Alyson Sp	HD:Online Course Issues
0000100596	Blackboard issue	Online Course Misc
0000100515	I drive quota increase.	Novell Quotas
0000100952	Add printers to machine	PC Support Request (Fac/Staff)
0000100516	Username: rr1 dept: sociology.	Active Directory Password Reset
0000100335	Re: QUOTA WARNING for your myUMBC account	HD: Software Config/Trblshtng
0000100318	Work Order Request	AFS File Restore Request
0000099535	Blackboard Course Deletion	HD: Online Course Update
0000100939	//soci_minolta printer needs to be added to user's printer list.	Novell Printing
0000100743	PUB POLICY: 233 - Local Printer setup	PC Support Request (Fac/Staff)
0000100488	Work Order Request	PC Support Request (Fac/Staff)
0000101310	Software install	PC Software Install (Fac/Staff)
0000101846	Work Order Request	PC Support Request (Fac/Staff)
0000101946	missing e-mails	HD: Software Config/Trblshtng
0000101520	Work Order Request	UMBC Arbitrary Account
0000102007	Sociology, gerantology folder i:/sufferingproject needs to be passwor	Novell Account Management
0000102135	Pub. Policy 212. x52061. Thinks CD-ROM is dead. Please check to c	PC Support Request (Fac/Staff)
0000102136	Pub. Policy rm011. x52061. Computer doesn't do anything but go to a	PC Support Request (Fac/Staff)

Total Number of Tickets:

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Top 10 UMBC Departments Requesting Service

