

## Top 10 Users Requesting Service with # of Tickets

Tickets Created Between 09/01/2004 09/30/2004

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

<b>myo</b>	OIT Infrastructure & Support	Total No. of Tickets: <b>23</b>
0000099867	11am phone mail check.	HD: Phonemail
0000100069	Phonemail check 11:00am no msg.	HD: Phonemail
0000099929	11am phone mail check, 1msg.	HD: Phonemail
0000099926	9/4 7:30 lab check	HD:LabCheck
0000099894	Tape changes done for 9/3	HD:TapeChanges
0000099925	9/4 7:30 am phonemail check	HD: Phonemail
0000100892	Tapes changes for 9/14 all done. forgot to put in.	HD:TapeChanges
0000101213	9/18 8am opening voicemail. Lab check T#101212.	HD: Phonemail
0000101212	Lab check complete for 9/18 8am. Everything in order	HD:LabCheck
0000101179	11am/2pm phone mail check.	HD: Phonemail
0000101175	All tapes changed for 9/17	HD:TapeChanges
0000100949	I was told by desktop personal that Matlan network verion plp	Matlab License Problem
0000101038	guest login accounts	UMBC Arbitrary Account
0000101983	11am phone mail check. 1 msg.	HD: Phonemail
0000102258	Test	HD: General Info
0000102001	2pm phonemail check.	HD: Phonemail
0000101447	All tapes changed for 9/21	HD:TapeChanges
0000101752	All tape changes done for 9/24	HD:TapeChanges
0000101769	9/25 Lab check complete.	HD:LabCheck
0000101770	Phone mail check 8am for 9/25 done.	HD: Phonemail
0000100138	9/7 tape changes done.	HD:TapeChanges
0000100564	Phone mail check sat 9/11 8am. no msges	HD: Phonemail
0000100563	Lab check sat 9/11 morn	HD:LabCheck

<b>pzeafol</b>	OIT Infrastructure & Support	Total No. of Tickets: <b>21</b>
0000100768	SOUTH CAMPUS: 2048 - Jack Check	Dead/Slow Network Jack
0000101023	Phonemail check - 11am	HD: Phonemail
0000101191	south campus firewall inquiry	Firewall Issues
0000099709	labcheck 8/2/04 11am	HD:LabCheck
0000099913	phone mail 5:30pm	HD: Phonemail
0000100086	phonemail 9/7/04 11am	HD: Phonemail
0000099985	Cannot access blackboard	Online Course Server Down
0000099980	AD password reset	Active Directory Password Reset
0000099914	labcheck 8/3/04 5pm	HD:LabCheck
0000099895	phonemail 8.3.04 2pm	HD: Phonemail
0000101383	phonemail 8am on 9.21.04	HD: Phonemail
0000101784	Phonemail check - 9.26.04 - 11:30am	HD: Phonemail
0000101783	Morning Tasks + labcheck	HD:LabCheck
0000101644	Phonemail check 3pm 9.23.04	HD: Phonemail
0000101627	hfs6 - critical for raid array; mail - imap and pops all critical	MyUMBC Server Down
0000101610	ECS021Pc03	LabHardware
0000101607	can authenticate but page cannot be displayed on admin functions (pas	Webadmin/Webauth Service
0000101399	Susquehana, part of walker down	ResNet Down
0000100385	alumni password reset requested	Alumni Server Problems
0000100587	Closing tasks	HD:LabCheck
0000100586	labcheck 9.11 @ 10pm	HD:LabCheck

<b>slong</b>	Applications	Total No. of Tickets: <b>19</b>
0000101893	Possible inbox corruption?	IMAP Server Problem
0000102033	FW: Proposal Approval Modification	PS Projects
0000102032	Payroll Mod	HR Payroll
0000102031	Change pcard/usbank process to accommodate travel	PS Purchasing
0000102029	Change FSPRD logins	PS IT - Database
0000102028	4 Dec 31 Modify Effort Reporting Setup	HR Human Resources
0000102027	4 Dec 31 Create Retriever Setup Screen	PS General Ledger
0000101960	Retriever Load in EPM	PS EPM - Misc
0000102026	Upgrade Tools	PS IT - Database
0000102128	FW: Success - PSXFER: A60E.IR.PRD.R41.IN.TRANSFER.VENDOR.20	PS IT - Database

0000102025 Bundles 2004  
0000100243 Network on the 3rd floor running slow  
0000100673 Retriever in EPM  
0000099619 FW: Change Dept Name  
0000100689 payroll 5 proj resource dept update  
0000101018 FSGLI003  
0000100799 Security Question  
0000100766 Clone  
0000100701 3 USM file extracts

PS Projects  
Novell Account Management  
PS EPM - Misc  
PS IT - Database  
HR Payroll  
PS IT - Database  
PS Finance Security  
PS IT - Database  
PS Budgets

**stjones**

Library

0000100351 Old email setup  
0000100443 User major needs AD privileges for Netscape  
0000100604 Library stacks computers  
0000100436 Machine swap  
0000101965 Library departmental share  
0000102004 Novell workstation specific account  
0000102138 User evitak can't use printshop - pls expedite  
0000102145 Faculty reception in the library 10/5  
0000102263 FW: Imaged machines  
0000102262 Jack activation  
0000101339 user jyoder1/Not allowed to change her AD pw  
0000101528 Cannot install acrobat reader  
0000101635 Novell problems  
0000101534 Library ad admin account  
0000100734 [Fwd: Novell and Email requests.....]  
0000100944 User cgreen  
0000099782 Jack problems  
0000099861 Jack activation  
0000100082 Library faculty room lan access

Total No. of Tickets: **19**

Mailing Lists  
Add Account to Active Directory  
PC Support Request (Fac/Staff)  
PC Support Request (Fac/Staff)  
Novell Quotas  
Novell Account Management  
PC Support Request (Fac/Staff)  
Install Network Jack  
DNS Entry Modification  
Dead/Slow Network Jack  
Novell Account Management  
PC Support Request (Fac/Staff)  
HD: Software Config/Trblshng  
Novell Account Management  
Novell Account Management  
Novell Quotas  
DNS Entry Modification  
Dead/Slow Network Jack  
Network Survey

**stevenh1**

DPET Marketing

0000101171 ACIV464: PC not getting an IP. 464-3-A  
0000101205 Upload Cybergroup Database  
0000101209 Need Resources Added to Corporate Time  
0000100682 Access to description.cfm  
0000101257 Get Copier Moved From SC to Main Campus  
0000101786 Corporate Time Sync for Blackberry  
0000101733 [net] UC207: dead jack# 207a3  
0000101669 Upload Cybergroup Database  
0000101343 Ports Activated  
0000101271 New Hire  
0000101270 [PC s/w] Problems Using Norton Ghost  
0000101258 Finalize sale of Phone System at Tide Point  
0000101265 Problems in ISD lab  
0000101259 Blackboard Courses  
0000102037 Port Activations  
0000102098 Need computer switched to Active Directory  
0000102140 possible bad station cable

Total No. of Tickets: **17**

DHCP Request  
DPET Support Request  
CorpTime Calendar Account Req  
DPET Support Request  
DPET Support Request  
Palm Pilot Support  
Dead/Slow Network Jack  
DPET Support Request  
Dead/Slow Network Jack  
Novell Account Management  
Labs:PC Computer Install  
DPET Support Request  
DPET Support Request  
HD: Online Course Update  
Dead/Slow Network Jack  
PC Support Request (Fac/Staff)  
Dead/Slow Network Jack

**mcnamara**

Human Resources

0000099493 Venusum does not have access to hr network drives  
0000100057 Problems filtering results from Employee Labels Query  
0000100712 No Matching Buffer Error/  
0000101154 UMSA Setup & FTP  
0000101172 Leave Balances  
0000101155 Overlay HRTRN with HRPRD  
0000101481 PS XLAT Addition  
0000101482 Leave Balances  
0000101711 Leave Balances  
0000101619 Security Changes needed  
0000101590 Security changes needed  
0000101545 Leave Balances

Total No. of Tickets: **16**

Novell Account Management  
HR Human Resources  
HR Human Resources  
HR Human Resources  
HR Benefits Admin  
HR Benefits Admin  
HR Benefits Admin  
HR Benefits Admin  
HR Human Resources  
HR Human Resources  
HR Benefits Admin

0000100188 Correction to Timesheet  
0000100504 Security Revision  
0000100634 Netscape Mail  
0000100285 Timetrax HRPRD Reports

HR Time and Labor  
HR Security  
HD: Quota  
HR Time and Labor

**fusselba**

Office of Procurement

Total No. of Tickets: **15**

0000101288 No records in staging table  
0000101690 No Success  
0000101698 Printer is receiving a floater ip.  
0000101692 No H or I drives  
0000101626 Need to Update Personnel Data in Finance System  
0000101863 budget check  
0000102090 2 vendors, same vendor #  
0000102005 Changing Vendor Govt Classification  
0000101974 No Success  
0000102068 Mail not showing up in netscape - Asking to create a profile  
0000100402 Budget Check  
0000100667 Statement of Payroll Charges HR Security Issue  
0000100823 Expired site certificate  
0000101070 Item #6 of the PS 9/14 Updates  
0000101099 No Success

Email Request  
Email Request  
IP Address Request  
Novell Account Management  
PS Purchasing  
PS Purchasing  
PS Payables  
PS Payables  
Email Request  
PC Support Request (Fac/Staff)  
PS Purchasing  
HR Security  
Mailing Lists  
HelpDesk:PeopleSoft  
Email Request

**mglasser**

Institutional Research

Total No. of Tickets: **15**

0000100289 HR report PER040 - IPEDS-S  
0000100292 Fields in HR Contract table?  
0000100645 PAY\_Calendar data missing?  
0000101858 Export tables for Freeze  
0000102112 winXP- AD problem - Profile not working on pc  
0000102019 Musick access in EPMDEV PIA  
0000102006 Backdoor virus  
0000100829 Last ETL times for HR custom tables  
0000100849 Finding payroll data in HR database  
0000100893 UW\_Employee\_Cur and UW\_Jobs\_Cur were not refreshed in EPM  
0000101120 Grant tables to OIR users  
0000101106 Terminated primary job, but active secondary jobs  
0000100960 Shadow table Freeze\_Dates  
0000099611 Update to UW\_CNV\_XWLK table  
0000099776 EPMDEV access for Marilyn Demorest

HR Human Resources  
HR Human Resources  
HumanResources:PeopleSoft  
PS EPM - Misc  
PC Support Request (Fac/Staff)  
PS EPM - Misc  
HD: Software Config/Trblshng  
HR Human Resources  
PS Asset Management  
HR Human Resources  
PS EPM - Misc  
HR Human Resources  
PS IT - Database  
PS IT - Database  
PS EPM - Misc

**mcs pads1**

Residential Life

Total No. of Tickets: **12**

0000101269 19:00 Voicemail Check  
0000101787 Several routers are down  
0000100181 Voice Mail Check 11:30 p.m.  
0000100483 ECS 122 Log In Errors on Specific Machines  
0000100476 Morning Lab Check Sept 10 8:00 a.m.  
0000100861 Phonemail 9/14 11:30 p.m.  
0000101094 9/17 Morning Lab Check  
0000100862 Lab Check 11:30 p.m. 9/14  
0000099828 re-enable accounts for PT HD staff  
0000099892 Walker Network Slow  
0000099833 9/3/04 Opening Lab Check  
0000099834 9/3/04 Morning Voicemail Check 8 a.m.

HD: Phonemail  
Building Network Outage  
HD: Phonemail  
LabSoftware:Windows  
HD:LabCheck  
HD: Phonemail  
HD:LabCheck  
HD:LabCheck  
Novell Account Management  
Resnet Network Problem  
HD:LabCheck  
HD: Phonemail

**dsylva**

Applications

Total No. of Tickets: **11**

0000101438 Run Script in HRPRD  
0000101522 Run script in HRTST2  
0000101740 Execute script in HRPRD  
0000101746 Execute 2 scripts in HRPRD  
0000101872 Executes 3 scripts in HRPRD  
0000100754 Re-Grant David Syvla (username 'dsylva') full read/write access in Or  
0000100993 Execute script in HRPRD  
0000099668 Create tables in HRDEV  
0000099884 Create view in HRPRD

PS IT - Database  
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PS IT - Database  
HR Human Resources  
HR Human Resources  
PS IT - Database  
HR Human Resources  
HR Human Resources  
HR Human Resources

# Top 10 UMBC Customers Requesting Service

