

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 *09/01/2005* *09/30/2005*

OIT Business Systems

Total Number of Tickets:

102

0000125774	hrtst oracle backups not running	HR Technical Issues
0000125641	Move qualstar from commons to pup	BSG:SysAdmin
0000125875	Delete for FSUAT	Finance Technical Issues
0000125535	cobol on fsdev	BSG:Database Management
0000125980	Please save last night's backup of hrprd	HR Technical Issues
0000125766	Privileges in hrtst2	BSG:Database Management
0000125498	Script for FSPRD - Part II	Finance Technical Issues
0000125899	Netsaint: Warning: terminal.ps.umbc.edu	BSG:SysAdmin
0000125511	Request in FSUAT	Finance Technical Issues
0000125505	Add users to VPN for R25 access	HD: Software Config/Trblshtng
0000125499	Script for FSPRD	Finance Technical Issues
0000125685	is this backup still around?	Finance Technical Issues
0000125487	FSPRD Trigger 'Issue'	Finance Technical Issues
0000125981	IBM HMC upgrade	BSG:Database Management
0000125085	please create program to help with FNA	Finance Technical Issues
0000125584	Script for FSUAT	Finance Technical Issues
0000125107	twiki	BSG:SysAdmin
0000125109	mv cfe into svn	BSG:SysAdmin
0000125970	pls copy all the hr83/sqr files from hrprd to hrdb3	BSG:SysAdmin
0000125587	table import	HR Technical Issues
0000125056	Research bug in ps_proj_resource	BSG:Database Management
0000125872	Delete for FSPRD	Finance Technical Issues
0000125405	F&A Recurrence	Finance Technical Issues
0000125555	redo perl installs thru cfengine	BSG:SysAdmin
0000125698	Need this script to be run in FSPRD (CSR #417,	Finance Technical Issues
0000125553	Script for FSDEV	Finance Technical Issues
0000124949	ULOGPFX needs to be modified in the cfengine .profile	BSG:SysAdmin
0000124344	Install Oracle 10g on sadev	BSG:Database Management
0000125403	user putro to sallie mae lists	UNIX Misc
0000125812	Upgrade finance peopletools to 8.46.06	BSG:Reporting
0000125378	NFS mounts for AIX in cfengine	BSG:Database Management
0000125364	AIX redundant NICs	UNIX Misc
0000125773	huge fsdev web server reports	Finance Technical Issues
0000125381	Script fo FSPRD - another one	Finance Technical Issues
0000125356	Script for FSPRD	Finance Technical Issues
0000125350	Refresh FSUAT	Finance Technical Issues
0000125466	Batch & Print Pro Print Error	BSG:SysAdmin
0000125372	EPMPRD install	BSG:Reporting
0000125368	Legato client upgrade	UNIX Misc
0000125370	PeopleTools FSFIX Finance upgrade	Finance Technical Issues
0000124713	install EPM 8.9 on EPMPRD.PS	BSG:Database Management
0000125373	SA install	AA Technical Issues
0000125375	Schedule daily retriever analyze for fsprd	BSG:Database Management
0000125340	Upgrade legato server software	BSG:SysAdmin
0000125795	oracle group creation	BSG:Database Management
0000126406	please run script (fsprd)	Finance Technical Issues
0000126570	fsdev user cannot ssh into fsdev.ps box	Finance Technical Issues
0000126467	sadmo configuration	BSG:SysAdmin
0000126066	Execute scripts in HRPRD	HR Technical Issues
0000126409	please run script fsprd	Finance Technical Issues
0000126056	Investigate option to have HR security adjusted when cloning Product	HR IT Issues
0000126043	Backup selected tables in HRPRD	HR Technical Issues
0000126046	hrtst2 error	HR Technical Issues
0000126402	Dbowser needs his novell pswd reset	Novell Account Password
0000126657	Make ORL data available in the shadow system	BSG:Database Management
0000126055	please run script (FSPRD)	Finance Technical Issues
0000126047	Execute script in HRPRD to update PAY_TAX_DIST	HR Technical Issues
0000126560	Batch & Print Pro Print Error	BSG:SysAdmin

0000126084	Need access to the R25 AppServer	UNIX Misc
0000126471	Change /etc/oratab	BSG:SysAdmin
0000126133	memory load on fsdev	BSG:Database Management
0000126472	Move data file to new filer	BSG:Reporting
0000126146	epm 89 app install on epm-webpa2.ps.umbc.edu	BSG:SysAdmin
0000126118	Script for FSTST	Finance Technical Issues
0000126108	please run script if FSPRD	Finance Technical Issues
0000126580	Script for FSUAT	Finance Technical Issues
0000126466	Figure out better way to use PERL 5.8.2 on AIX 5.3	BSG:SysAdmin
0000126659	F&A Index	BSG:Database Management
0000126465	Airfilters on 670's	BSG:SysAdmin
0000126166	Email Issues	HD: Software Config/Trblshtng
0000126100	somehow ps_dept_tbl is not in hrdb3	HR Technical Issues
0000126094	Update BIOS on HMC	BSG:SysAdmin
0000126087	tbls part 2 - pls create the attached tbls in hrdb2	HR Technical Issues
0000126085	pls create the attached tbls in hrdb2	HR Technical Issues
0000126624	Script for FSPRD and FSTST	Finance Technical Issues
0000126332	Script and request for FSDEV	Finance Technical Issues
0000126344	pls created the attached view in DB3 and DB2	BSG:Database Management
0000126284	Failed to post files - FSPRD	Finance Technical Issues
0000126286	Oracle startup script for sadev	AA Technical Issues
0000126351	nmon10	BSG:Database Management
0000126247	Pls give Michael Glasser Oracle access to hrdb3	BSG:Database Management
0000126004	Copy table from HRPRD to HRTST2	Email Request
0000126364	Script for FSPRD	Finance Technical Issues
0000126308	Install latest version of VPN for Campus Scheduling	AA Scheduling
0000126299	hrprd SQRs failing	HR Technical Issues
0000126309	filer to filer test	BSG:Database Management
0000126722	peoplebooks	BSG:Database Management
0000126287	routing on fs-webpc2.ps	BSG:Database Management
0000126321	Install SADMO and SADEV	BSG:Database Management
0000126288	cobol 4	Finance Technical Issues
0000126203	pls run the sql script for um_pay_date_tbl in hrdb3	HR Technical Issues
0000126019	pls recreate these tbles in hrdb3	HR Technical Issues
0000126223	please give oracle access to Doug Bowser to hrdb3	Email Request
0000126020	more tbls to recreate in hrdb3	Email Request
0000126227	Setup VIPA on sadev	BSG:SysAdmin
0000126007	pls clone lst night's hrprd to hrdb2	HR Technical Issues
0000126017	Script for FSUAT	Finance Technical Issues
0000126040	legato.ps: replaced bad hard drive	BSG:SysAdmin
0000126034	pls recreate tbls in hrdb3	HR Technical Issues
0000126219	Netsaint: NT1.umbc.edu: WARNING	BSG:SysAdmin
0000126023	pls run script in hrprd	HR Technical Issues
0000126386	r25 dev1 refresh	Finance Technical Issues

Computer Sci Elec Engineering

0000124732	Setup Submit
0000125305	Blackboard NEW Course: Assign to New Media: Blackboard
0000125297	Work Order Request
0000124739	installing software on the machine in LH7
0000124341	TRC Cluster nodes 13/14 issues
0000125024	User getting license error for Matlab
0000125397	Outlook/Oracle Calendar Connector
0000124621	Please set up submit for CMSC 331
0000125776	Setting up submit
0000125560	2 new trc printers... help w/ unix side.
0000124699	Work Order Request
0000124676	RE: submit directories for CMSC 461, Section 0101
0000125018	submit utility
0000125358	Problem with Matlab license server
0000125744	myUMBC
0000124903	help with .htaccess
0000125165	Create a Mail Alias for my Account

Total Number of Tickets:

Project Submission System
Online Course Misc
IP Address Request
LabSoftware:Windows
Other Dept Unix Issues
Matlab License Problem
PC Support Request (Fac/Staff)
Project Submission System
Project Submission System
UNIX Misc
Oracle.gl Account Requests
Project Submission System
Project Submission System
Computer Science Support
HD: Software Config/Trblshtng
HD: Software Config/Trblshtng
HD: Software Config/Trblshtng

0000124908	Accounts on Oracle server	Oracle.gl Account Requests
0000124895	Install latex-beamer package	Unix Software Install/Upgrade
0000125170	Submit Setup Request	Project Submission System
0000125845	visio	HD: General Info
0000124944	Blackboard problems	Online Course Misc
0000124913	dying keyboard	Computer Science Support
0000125150	Access Problem	HD: Software Config/Trblshtng
0000124760	Tera Term links are broken	HD: Software Config/Trblshtng
0000125653	[Fwd: QUOTA WARNING for your myUMBC account (fwd)]	AFS File Space Requests
0000124798	ENEE 302 [Fall '05] Blackboard Portal	Online Course Misc
0000124978	Connecting Via Wireless	HD: Software Config/Trblshtng
0000125035	request to have a new community portal site set up on UMBC Bb6	Online Course Misc
0000125171	MySQL / Oracle Request	Oracle.gl Account Requests
0000125183	dbx on irix.gl.umbc.edu	UNIX Misc
0000124368	Work Order Request-Jack not providing any signal	Check Network Jack (Fac/Staff)
0000124861	ENG104: Problems starting KDE	OIT Lab Linux Image
0000124372	submit problem	Project Submission System
0000125050	Can not add student to ENEE206 0101	HD: Software Config/Trblshtng
0000125752	Dial-up problems again	PPP Setup
0000125549	Maple License through myUMBC outdated	HD: Software Config/Trblshtng
0000124540	Please fix webauth.umbc.edu QUICK!	HD: Software Config/Trblshtng
0000124518	Work Order Request	Remedy Account Request
0000125932	Work Order Request	IP Address Request
0000125508	submit for cmsc461, section 0101	Project Submission System
0000124546	Problem with gl account mails	HD: Software Config/Trblshtng
0000125756	Office XP Request Department of CompSci	PC Support Request (Fac/Staff)
0000125762	submit	Project Submission System
0000125465	submit facility	Project Submission System
0000125554	submitinit problem	Project Submission System
0000126415	CMSC 481/0101 and CMSC 681/0101 Add TA's to BB Course	Online Course Misc
0000126027	need help for class ENEE302/206 -- lab ITE242	Computer Science Support
0000126029	Work Order Request	DNS Entry Modification
0000126389	Work Order Request-Problems updating McAfee virus definitions	HD: Software Config/Trblshtng
0000126573	Everything in inbox is gone	AFS File Restore Request
0000126025	addition to submit.class	Project Submission System
0000126063	[Mac s/w] ITE376: install Matlab	PC Support Request (Fac/Staff)
0000126443	slow response	HD: Software Config/Trblshtng
0000126137	HIGH PRIORITY	Project Submission System
0000126222	submit set up for CMSC 621	Project Submission System
0000126631	Saturday LUG installfest	Dead/Slow Network Jack

Library

0000125677	Phonemail 9/16 8:17am	Total Number of Tickets:	53
0000125386	3 discrepancies between the Retriever tabs on period 2 fy06	HD: Phonemail	
0000124657	problem with webmail	PS General Ledger	
0000125419	AD Question	HD: Software Config/Trblshtng	
0000125634	[labs] LIB037: Library basement lab	PC Support Request (Fac/Staff)	
0000125380	Trouble adding owner to listproc	Labs:Novell Issue	
0000125099	user schechte	Mailing Lists	
0000124632	new Remedy Account	Novell Account Management	
0000125625	Password for list management	Remedy Account Request	
0000125703	Library stacks machine 3-5	Mailing Lists	
0000125010	1st floor library wireless problems	Dead/Slow Network Jack	
0000124602	Work Order Request-Source file can not be opened	Wireless Issues on campus	
0000125809	Drive Restore - please expedite	HD: Software Config/Trblshtng	
0000125564	[lab] LIB037: Library basement computer problems	Novell File Restore	
0000124467	Work Order Request-Trying to bring up a file in gl	Labs:Novell Issue	
0000124907	my user name and password	HD: Software Config/Trblshtng	
0000125221	voicemail 9am 9/12	HD: Password	
0000125252	User clacey1	HD: Phonemail	
0000124793	Updating guest account access permissions	Active Directory Password	
0000125058	Trouble removing classes from blackboard	UMBC Arbitrary Account	
0000124789	new PT Staff at Help Desk needs webadmin password privs	HD: Software Config/Trblshtng	
		Webadmin/Webauth Service	

0000125537	Library 218: Problems accessing email with outlook	PC Support Request (Fac/Staff)
0000124870	Library jack 364	Dead/Slow Network Jack
0000124488	[PC s/w] LIB123: Word 2003 is crashing	PC Support Request (Fac/Staff)
0000125076	Discrepancy in ID DB and patron load info DB	UNIX Misc
0000125692	Spam message to listserv	Email Spam Complaint
0000125068	FW: ticket #0000124425	HD: Software Config/Trblshtng
0000124935	[Fwd: Re: my user name and password]	Novell Account Management
0000125853	List Deletion Request: UMBC_LIMS3	UMBC Account Deletion
0000125299	Add two staff computers to AD	PC Support Request (Fac/Staff)
0000124748	Calendar off UMBC home page	UMBC Campus Web Pages
0000125492	Library/speccoll dept share increase	Novell Quotas
0000125021	AFS Permissions	AFS File Space Requests
0000125471	Non-AD library computers	Active Directory Password
0000125767	Phone mail 9/19 8:30am	HD: Phonemail
0000124786	new Novell Account	Novell Account Management
0000125598	lpUMBC Feedback: Suggestions	Mailing Lists
0000125936	Add user to LIMs Reconcile system	Webadmin/Webauth Service
0000125263	Novell Logins	Novell Account Management
0000126436	Library 7th floor faculty reception	Dead/Slow Network Jack
0000126347	FW: MCAFEE E-MAIL SCAN ALERT!~YOUR PASSWORD HAS	HD: Software Config/Trblshtng
0000126523	PC needs to be joined to ad; ext. 53040; Library 256;	PC Support Request (Fac/Staff)
0000126346	FW: MCAFEE E-MAIL SCAN ALERT!~YOUR PASSWORD HAS	HD: Software Config/Trblshtng
0000126360	9/26 Closing Checklist Midnight	HD:LabCheck
0000126529	AD joins	PC Support Request (Fac/Staff)
0000126434	Work Order Request-No outlook connection	HD: Software Config/Trblshtng
0000126550	User flinchba	Novell Quotas
0000126098	Hard drive	PC Support Request (Fac/Staff)
0000126664	Library faculty room jack inventory	Dead/Slow Network Jack
0000126662	Delete Two Lists	Mailing Lists
0000126130	Student ad accounts	Active Directory Password
0000126252	Library DHCP table entries	DHCP Request
0000126268	Customer has question about registration for UMBC redhat	OIT Lab Linux Image

Psychology Admin

0000124812	[PC s/w] MP311: Please call when done - Need Novell/AD password
0000124835	printing-Request for Free printing
0000124772	Work Order Request
0000125244	Work Order Request
0000125268	PS Support Request
0000124750	In regards to ticket # 122679 problem still occurs; Windows XP lapto
0000124971	help with blackboard
0000125824	Users not able to save/modify files on drive I:
0000124991	old computer set up
0000125951	lab resource request
0000125136	SPSS License Renewal
0000124967	HP2550LN network printer
0000125119	Sick Computer
0000125716	new computer
0000124597	SAS Installation
0000124622	Blackboard NEW Course: Assign to New Media: Blackboard
0000125763	problem with updating McAfee 8.0
0000125391	New HP Ink Jet Printer/Copier/Scanner Installl
0000125389	New PC's to be installed
0000124521	Unable to access MyUMBC
0000124545	Re: Unable to access MyUMBC
0000124510	error
0000125787	Help
0000125674	Blackboard NEW Course: Assign to New Media: Blackboard
0000125342	internet cd
0000125565	SPSS log in time in ENG 122A
0000125359	quota warning,
0000125779	Customer would like Microsoft Office installed on UMBC laptop; ex
0000124709	RE: Student access to Blackboard

Total Number of Tickets:

Active Directory Password
HD: Print Dispatch Issues
PC Support Request (Fac/Staff)
Active Directory Password
Finance Technical Issues
PC Support Request (Fac/Staff)
Online Course Misc
Novell Account Management
PC Support Request (Fac/Staff)
CorpTime Calendar Account Requests
HD: Software Config/Trblshtng
PC Support Request (Fac/Staff)
PC Support Request (Fac/Staff)
PC Computer Install (Fac/Staff)
HD: Software Config/Trblshtng
Email Request
HD: Software Config/Trblshtng
PC Support Request (Fac/Staff)
PC Computer Install (Fac/Staff)
MyUMBC Server Down
HD: Software Config/Trblshtng
MyUMBC Server Down
HD: General Info
Online Course Course Creation
HD: General Info
LabSoftware:Windows
HD: Quota
PC Software Install (Fac/Staff)
Online Course Misc

0000126690	Customer needs 3 computers = SPSS installed; Office installed; Mig	PC Support Request (Fac/Staff)
0000125991	[Fwd: QUOTA WARNING for your myUMBC account]	HD: Quota
0000126215	(psyc320)Web List Request	Mailing Lists
0000126462	Re: QUOTA WARNING for your myUMBC account	HD: Quota
0000126149	Blackboard NEW Course: Assign to New Media: Blackboard	Online Course Course Creation
0000126072	2nd request for computer set up	PC Computer Install (Fac/Staff)
0000126293	UC205C: activate jack# 205C-2-A	Dead/Slow Network Jack
0000126313	Need quota increase 50Mb on I: drive, Psych dept.	Novell Quotas
0000126260	Blackboard NEW Course: Assign to New Media: Blackboard	Online Course Course Creation
0000126311	Please re-install OS on PC in MP 319	PC Computer Install (Fac/Staff)
0000126039	PS****:Problem with Distribution of Salaries (SOPC)	HR Human Resources
0000125997	SS402: User's laptop blue screened	PC Support Request (Fac/Staff)

English

0000125293	quota increase request	HD: Quota
0000124745	problem with ethernet in Sondheim 003	Check Network Jack (Fac/Staff)
0000125882	Customer needs new computer to have afs; Macafee; spybot; Office; N	PC Support Request (Fac/Staff)
0000125493	Machine needs to be joined to AD	PC Support Request (Fac/Staff)
0000125269	Novell account deactivated	Novell Account Management
0000125247	FA001 Computers not printing	Labs:Novell Issue
0000125656	Blackboard NEW Course: Assign to New Media: Blackboard	Online Course Course Creation
0000125287	request	HD: General Info
0000124551	problems receiving messages	HD: Software Config/Trblshntg
0000125654	Blackboard NEW Course: Assign to New Media: Blackboard	Online Course Misc
0000125891	printing from lab 122 A	HD: Print Dispatch Issues
0000125921	Needs Instructor Logout Time Lengthened	LabSoftware:Windows
0000124377	Printing in Engineering 122	HD: Software Config/Trblshntg
0000125088	update OS	PC Support Request (Fac/Staff)
0000124480	Join pc to AD	PC Support Request (Fac/Staff)
0000125907	teacher needs status change	HD:Online Course Issues
0000125455	Printer fouling up printed pages	PC Support Request (Fac/Staff)
0000124354	FA447A: keeps getting blue screen even after hardboot	PC Support Request (Fac/Staff)
0000125366	Firewall preventing access to internet and email	PC Support Request (Fac/Staff)
0000125008	printer list	HD: Print Dispatch Issues
0000124528	[PC s/w] FA432: printer not available	PC Support Request (Fac/Staff)
0000124487	course availability	Online Course Misc
0000124481	Would like several machine to be shared -not possible at this time	Novell Issue (Fac/Staff)
0000124623	Blackboard DELETE Course: Assign to New Media: Blackboard	Online Course Misc
0000125413	user needs ad/novell passwd reset ; ext. 53284; Room 447B FA build	PC Support Request (Fac/Staff)
0000124880	shared folder request	UMBC Email Alias
0000125331	ENG104PC08	Windows Profile Issues
0000124692	Blackboard NEW Course: Assign to New Media: Blackboard	Online Course Course Creation
0000124673	Windows2000 - Keeps rebooting	PC Support Request (Fac/Staff)
0000124920	Allowing Students to Print	HD: Print Dispatch Issues
0000125122	remedy ticket	Novell Account Management
0000125352	ms word?	PC Support Request (Fac/Staff)
0000125601	computer, FA 432	HD: General Info
0000124936	[Fwd: Re: Allowing Students to Print] (fwd)	HD: Print Dispatch Issues
0000126585	Request to recover lost mail	AFS File Restore Request
0000126353	Listproc Question	Mailing Lists
0000126488	[Mac s/w] FA443: G5 PowerMac does not output sound	Macintosh Support Request (Fac/Staff)
0000126048	urgent problem	PC Support Request (Fac/Staff)
0000126113	set up new computer in english dept.	PC Computer Install (Fac/Staff)

Total Number of Tickets:

39

Chemistry BioChem - Academic

0000125605	porter.chem (group) .. system down.	Chemistry Dept Unix Issues
0000125648	physnet request to turn on Chemistry jack 352-1-T3N	Dead/Slow Network Jack
0000125002	Blackboard NEW Course: Assign to New Media: Blackboard	Online Course Course Creation
0000125064	New account groupg	Chemistry Dept Unix Issues
0000125721	New labtop fo Dr Gregurick	PC Computer Install (Fac/Staff)
0000124872	List Deletion Request: ENME489-813	Mailing Lists
0000125138	Can't Logon or Transfer Files to UMBC7	HD: Software Config/Trblshntg
0000124357	system move of klssgi1.chem	Chemistry Dept Unix Issues

Total Number of Tickets:

32

0000125344	Customers computer and one other suddenly no longer connect to th	PC Support Request (Fac/Staff)
0000125281	Please set up my new PC	PC Computer Install (Fac/Staff)
0000125393	Speakers are not working	PC Support Request (Fac/Staff)
0000125232	New Users on klssgi1	Email Request
0000124691	Network printer is down and no one in lab can print to it; ext. 52565	PC Support Request (Fac/Staff)
0000124808	klssgi1.chem accelrys sw upgrade and license	Chemistry Dept Unix Issues
0000124953	Problem with Matlab	PC Support Request (Fac/Staff)
0000126670	accounts for student in groupg	Chemistry Dept Unix Issues
0000126082	[Fwd: Returned mail: see transcript for details]	HD: Software Config/Trblshtng
0000126256	Re: QUOTA WARNING for your myUMBC account	HD: Quota
0000126335	software install and more	PC Support Request (Fac/Staff)
0000126162	IE Runtime Error	HD: Software Config/Trblshtng
0000126411	Thank you	HD: General Info
0000126645	matlab install	PC Support Request (Fac/Staff)
0000126231	(101quiz)Web List Request	Email Request
0000126357	Problem in installing Matlab software	HD: Software Config/Trblshtng
0000126238	help for retrieving data from porter	Chemistry Dept Unix Issues
0000126681	Customer wants to disable password protection after computer is idle	PC Support Request (Fac/Staff)
0000126312	CHEM558: NTLDR missing file	PC Support Request (Fac/Staff)
0000126008	User is having problems printing to an AD printer	PC Support Request (Fac/Staff)
0000126502	student active directory account	PC Support Request (Fac/Staff)
0000126033	101VIP list request	Email Request
0000126016	blackboard question	Online Course Misc
0000126031	(101vip)Web List Request	Email Request

FS Operations

0000124842	3 Separate Payment Box
0000124378	Network connection not working.
0000124844	3 AP Paycycle Reports
0000124836	3 Duplicate Voucher #
0000125693	Isabel Garrido needs a large increase of her email quota.
0000125691	Mr. Preston needs his Email Quota increased.
0000124846	3 AP Unmatch Process
0000124848	2 Wood PO 2552 - see also ticket# 122956
0000125121	[PC s/w] AD422: Stefanie is getting an Oracle error.
0000124491	VPN Not Working
0000125944	Need Rachel Ward's email redirected to Jean Donohue.
0000124694	Department Row Level Security
0000125835	2 P-Card Error
0000124690	Charlene Webb-Jackson needs an Active Directory account.
0000124689	Charlene needs a Novell account.
0000125329	The "Bursar" email account's vacation message is not working.
0000124672	New employee - Needs account
0000124704	Charlene would like to change her email username.
0000125727	Darlene is getting a TNS Error.
0000125230	Charlene needs her email password reset.
0000124833	4 Stuck AP Payments
0000124380	[PC s/w] AD302a: Abbie's ByRequest is not retrieving files.
0000126704	Novell/AD account needed.
0000126417	Create two Remedy Users in Financial Services
0000126228	Blackboard Community Request: Assign to New Media: Blackboard
0000126712	Link changes needed for Financial Services.
0000126049	Charlene needs a Corporate Time account.
0000126295	Jasmine Zacharias is getting an error in ByRequest...
0000126705	Paulette needs a Corporate Time account.

Total Number of Tickets:

29

Finance Technical Issues
Dead/Slow Network Jack
Finance Technical Issues
Finance Technical Issues
AFS File Space Requests
AFS File Space Requests
Finance Technical Issues
Finance Technical Issues
PC Support Request (Fac/Staff)
PC Computer Install (Fac/Staff)
Webmail Problem
PS Finance Security
PS Purchasing
PC Support Request (Fac/Staff)
Novell Account Management
Webmail Problem
HD: Accounts
UMBC Account Name Change
PC Support Request (Fac/Staff)
HD: Software Config/Trblshtng
Finance Technical Issues
PC Support Request (Fac/Staff)
Novell Account Management
Remedy Account Request
Online Course Course Creation
Individual myUMBC Errors
CorpTime Calendar Account Requests
BSG:Database Management
CorpTime Calendar Account Requests

Human Resources

0000124964	PS****:Establish New Permission List
0000125582	R0000A:Create a report of non-FICA exempt student employees for S
0000125675	Virus scan detected a virus and can not clean or delete this
0000125446	PS *** AppMsg Upd Incumbents PosnMgmt to Job
0000124664	Machine needs to be joined to AD
0000125253	PS****:Establish new Union code

Total Number of Tickets:

29

HR Security
HR Payroll
HD: Software Config/Trblshtng
HR Human Resources
PC Support Request (Fac/Staff)
HR Human Resources

0000125261	[Fwd: Re: Gross Pay Report]	HR Payroll
0000125266	PS****:Employee not showing up on Gross Pay Report	HR Payroll
0000124550	Novell account hrstudent needs a password reset; context human re	Novell Account Management
0000125400	PS****:Duplicate DP code	HR Security
0000125590	R0000A:Create a report that shows student employees with enrollm	HR Benefits Admin
0000124968	PS****:Need a new DP code	HR Security
0000126385	Modify download to HR for student FICA to include term dates	HR Human Resources
0000126623	PS****:Need a Permission List created	HR Security
0000126279	PS HR -The application server is down at this time	HR Technical Issues
0000126226	2 jacks in admin need activation	Dead/Slow Network Jack
0000126622	PS****:Establish Permission List	HR Security
0000126663	P0002A:Create spreadsheet with balances for all employees for Vaca	HR Time and Labor
0000126528	R0000A:Create and populate a table for student enrollment in HR	HR Payroll
0000126587	Set up of two new computers	PC Computer Install (Fac/Staff)
0000126625	PS****:New HIres not given 24 hours of Personal Leave	HR Human Resources
0000126510	Important: Listserve messages never received from Payroll	Mailing Lists
0000126708	PS****:Create September 2005 UMSA Extract File for submission t	HR Human Resources
0000126627	P0002A:Modify UMBNR003.SQR to reference UM_PERSONO_INF	HR Human Resources
0000126648	PS****:Establish Permission List Code	HR Security
0000126209	Need a Permission List Code Established	HR Security
0000125999	Computer move/set-up	Check Network Jack (Fac/Staff)
0000126396	PS****:Establish a new leave code	HR Human Resources
0000126064	PS****:Need a DP code established	HR Security

Ofc of Sponsored Programs

0000125430	Novell access for user krystle1	Novell Account Management
0000125431	VPN access for user krystle1	HD: Software Config/Trblshtng
0000125543	gradbusiness afs space needed	AFS File Space Requests
0000125544	umbc.edu virtual link to afs	UMBC Campus Web Pages
0000124569	Dean Novell access	Novell Account Management
0000125440	AD access for user krystle1	Active Directory Password
0000124925	AD access needed	Active Directory Password
0000125734	Novell context Sponsored Programs	Novell Account Management
0000125439	Oracle access needed for user krystle1	BSG:Database Management
0000124466	jack activation	Dead/Slow Network Jack
0000125723	SPSS install AD 211A Section B	PC Support Request (Fac/Staff)
0000125595	Problems Scanning to S-Drive	Novell Issue (Fac/Staff)
0000124572	Oracle access needed	BSG:Database Management
0000125826	link to paradocs	BSG:Database Management
0000125524	research Grants workflow to unlock fields for OSP after DEPT approv	Finance Technical Issues
0000124531	myUMBC:internal server error	MyUMBC Server Down
0000124571	VPN access needed	HD: Software Config/Trblshtng
0000125606	HP4650 printer to AD	Novell Printing
0000125628	ECS 329D machine needs to be added to AD	PC Support Request (Fac/Staff)
0000126401	Need I drive quota increased ASAP	Novell Quotas
0000126320	Novell account for user zamp1	Novell Account Management
0000126322	AD account for user 'zamp1'	Active Directory Password
0000126237	Old OIT website	HD: Personal Web Sites from Userpages
0000126552	myUMBC paradocs link for user 'oliva'	Individual myUMBC Errors
0000126236	Reflections HP Instructions on OIT Website	HD: Software Config/Trblshtng
0000126432	64 bit mcafee virusscan on win xp x64 edition	PC Support Request (Fac/Staff)
0000126628	Blackboard discussions alteration?	Online Course Misc
0000126323	VPN account for user 'zamp1'	HD: Software Config/Trblshtng
0000126242	emails are not being forwarded	UMBC Email Alias

Total Number of Tickets:

29

Mechanical Engineering

0000125533	Please delete from the list	COE Unix issues
0000125520	Web Log problem - MT	UMBC Campus Web Pages
0000125975	list setup	Mailing Lists
0000125445	Calendar account needed	CorpTime Calendar Account Requests
0000125450	Fw: PLTW	Email Request
0000125402	Jack in ECS 116 appears dead	Dead/Slow Network Jack
0000125474	Need abaqus license updated	UNIX Misc

Total Number of Tickets:

28

0000124398 RE: E-mail invitation (fwd)
 0000124719 Work Order Request
 0000125791 Program Educational Objectives
 0000124726 new calendar account
 0000124718 Work Order Request-Need calendar acct
 0000124717 Work Order Request
 0000124339 ENME303
 0000125701 Please see me ASAP
 0000125688 Printing subsidy
 0000124899 SSH
 0000125660 User is getting Matlab license error on lab computer
 0000125662 Printing options
 0000126259 Home computer problems
 0000126262 More problems with home comp
 0000126202 Jack on wrong VLAN
 0000126155 ecs230linux05.meng
 0000126435 Home computer-CD drive problems
 0000126240 ENME664 blackboard website
 0000126152 Student Scanner Usage
 0000126199 Need two machines registered
 0000125993 Web Master Access to SWE website

COE Unix issues
 CorpTime Calendar Account Requests
 COE Unix issues
 CorpTime Calendar Account Requests
 CorpTime Calendar Account Requests
 CorpTime Calendar Account Requests
 Online Course Misc
 COE Unix issues
 HD: Print Dispatch Issues
 COE Unix issues
 Matlab License Problem
 HD: Print Dispatch Issues
 COE Unix issues
 COE Unix issues
 Dead/Slow Network Jack
 COE Unix issues
 COE Unix issues
 HD: Software Config/Trblshtng
 HD: General Info
 IP Address Request
 AFS File Space Requests

Top 10 UMBC Departments Requesting Service

