

## 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>09/01/2005</i>	<i>09/30/2005</i>	
<b>jgood</b>	Applications			Total No. of Tickets: <b>25</b>
	0000124366	aix / ssh / x11		BSG:SysAdmin
	0000124706	change ps users .profile		BSG:Database Management
	0000124556	update nrpe regex		BSG:SysAdmin
	0000126570	fsdev user cannot ssh into fsdev.ps box		Finance Technical Issues
	0000126722	peoplebooks		BSG:Database Management
	0000125981	IBM HMC upgrade		BSG:Database Management
	0000126351	nmon10		BSG:Database Management
	0000126309	filer to filer test		BSG:Database Management
	0000126299	hrprd SQRs failing		HR Technical Issues
	0000126288	cobol 4		Finance Technical Issues
	0000126287	routing on fs-webpc2.ps		BSG:Database Management
	0000126286	Oracle startup script for sadev		AA Technical Issues
	0000126133	memory load on fsdev		BSG:Database Management
	0000126046	hrtst2 error		HR Technical Issues
	0000125535	cobol on fsdev		BSG:Database Management
	0000125795	oracle group creation		BSG:Database Management
0000125774	hrtst oracle backups not running		HR Technical Issues	
0000125773	huge fsdev web server reports		Finance Technical Issues	
0000125364	AIX redundant NICs		UNIX Misc	
0000125370	PeopleTools FSFIX Finance upgrade		Finance Technical Issues	
0000125372	EPMPRD install		BSG:Reporting	
0000125373	SA install		AA Technical Issues	
0000125403	user putro to sallie mae lists		UNIX Misc	
0000125378	NFS mounts for AIX in cfengine		BSG:Database Management	
0000125368	Legato client upgrade		UNIX Misc	
<b>nyeatesl</b>	Ofc of Sponsored Programs			Total No. of Tickets: <b>25</b>
	0000124925	AD access needed		Active Directory Password
	0000125431	VPN access for user krystle1		HD: Software Config/Trblshtng
	0000125430	Novell access for user krystle1		Novell Account Management
	0000125439	Oracle access needed for user krystle1		BSG:Database Management
	0000125826	link to paradocs		BSG:Database Management
	0000125734	Novell context Sponsored Programs		Novell Account Management
	0000125723	SPSS install AD 211A Section B		PC Support Request (Fac/Staff)
	0000125628	ECS 329D machine needs to be added to AD		PC Support Request (Fac/Staff)
	0000125606	HP4650 printer to AD		Novell Printing
	0000125544	umbc.edu virtual link to afs		UMBC Campus Web Pages
	0000125543	gradbusiness afs space needed		AFS File Space Requests
	0000125440	AD access for user krystle1		Active Directory Password
	0000124466	jack activation		Dead/Slow Network Jack
	0000124571	VPN access needed		HD: Software Config/Trblshtng
	0000124572	Oracle access needed		BSG:Database Management
	0000124569	Dean Novell access		Novell Account Management
0000126236	Reflections HP Instructions on OIT Website		HD: Software Config/Trblshtng	
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 Us	
0000126323	VPN account for user 'zamp1'		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	
0000126552	myUMBC paradocs link for user 'oliva'		Individual myUMBC Errors	
<b>byron</b>	OIT Business Systems			Total No. of Tickets: <b>20</b>
	0000125685	is this backup still around?		Finance Technical Issues
	0000125766	Privileges in hrtst2		BSG:Database Management
	0000125970	pls copy all the hr83/sqr files from hrprd to hrdb3		BSG:SysAdmin
0000126019	pls recreate these tbles in hrdb3		HR Technical Issues	

0000125980	Please save last night's backup of hrprd	HR Technical Issues
0000126007	pls clone 1st night's hrprd to hrdb2	HR Technical Issues
0000126020	more tbls to recreate in hrdb3	Email Request
0000126034	pls recreate tbls in hrdb3	HR Technical Issues
0000126344	pls created the attached view in DB3 and DB2	BSG:Database Management
0000126247	Pls give Michael Glasser Oracle access to hrdb3	BSG:Database Management
0000126223	please give oracle access to Doug Bowser to hrdb3	Email Request
0000126203	pls run the sql script for um_pay_date_tbl in hrdb3	HR Technical Issues
0000126100	somehow ps_dept_tbl is not in hrdb3	HR Technical Issues
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
0000126023	pls run script in hrprd	HR Technical Issues
0000124449	pls create the attached tbls in hruat	HR Technical Issues
0000124450	pls create these next 6 tbls in hruat	HR Technical Issues
0000124777	pls clone hrtst2 with /scratch/hr/backup_hold/HRPRD/0906_ticket_12471	BSG:Database Management
0000124711	Backup HRPRD and save it for payroll run.	BSG:Database Management

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Applications

Total No. of Tickets: **20**

0000124955	HR Production back up to HRDB1	HR Technical Issues
0000125381	Script fo FSPRD - another one	Finance Technical Issues
0000125356	Script for FSPRD	Finance Technical Issues
0000125487	FSPRD Trigger 'Issue'	Finance Technical Issues
0000125875	Delete for FSUAT	Finance Technical Issues
0000125872	Delete for FSPRD	Finance Technical Issues
0000125584	Script for FSUAT	Finance Technical Issues
0000125553	Script for FSDEV	Finance Technical Issues
0000125511	Request in FSUAT	Finance Technical Issues
0000125499	Script for FSPRD	Finance Technical Issues
0000125498	Script for FSPRD - Part II	Finance Technical Issues
0000126580	Script for FSUAT	Finance Technical Issues
0000126624	Script for FSPRD and FSTST	Finance Technical Issues
0000126017	Script for FSUAT	Finance Technical Issues
0000126364	Script for FSPRD	Finance Technical Issues
0000126332	Script and request for FSDEV	Finance Technical Issues
0000126118	Script for FSTST	Finance Technical Issues
0000124707	Update for FSPRD	Finance Technical Issues
0000124850	STAT - HR Access Request	HR Technical Issues
0000124843	Update for FSPRD	Finance Technical Issues

**stjones**

Library

Total No. of Tickets: **19**

0000125471	Non-AD library computers	Active Directory Password
0000125703	Library stacks machine 3-5	Dead/Slow Network Jack
0000125634	[labs] LIB037: Library basement lab	Labs:Novell Issue
0000125492	Library/speccoll dept share increase	Novell Quotas
0000125564	[lab] LIB037: Library basement computer problems	Labs:Novell Issue
0000124870	Library jack 364	Dead/Slow Network Jack
0000125299	Add two staff computers to AD	PC Support Request (Fac/Staff)
0000125252	User clacey1	Active Directory Password
0000125099	user schechte	Novell Account Management
0000125010	1st floor library wireless problems	Wireless Issues on campus
0000126436	Library 7th floor faculty reception	Dead/Slow Network Jack
0000126664	Library faculty room jack inventory	Dead/Slow Network Jack
0000126529	AD joins	PC Support Request (Fac/Staff)
0000126523	PC needs to be joined to ad; ext. 53040; Library 256;	PC Support Request (Fac/Staff)
0000126550	User flinchba	Novell Quotas
0000126098	Hard drive	PC Support Request (Fac/Staff)
0000126130	Student ad accounts	Active Directory Password
0000126252	Library DHCP table entries	DHCP Request
0000124748	Calendar off UMBC home page	UMBC Campus Web Pages

**dvelli**

FS Operations

Total No. of Tickets: **18**

0000126704	Novell/AD account needed.	Novell Account Management
0000126705	Paulette needs a Corporate Time account.	CorpTime Calendar Account Req

0000126712 Link changes needed for Financial Services.  
 0000125944 Need Rachel Ward's email redirected to Jean Donohue.  
 0000126049 Charlene needs a Corporate Time account.  
 0000126295 Jasmine Zacharias is getting an error in ByRequest...  
 0000126228 Blackboard Community Request: Assign to New Media: Blackboard  
 0000124378 Network connection not working.  
 0000124689 Charlene needs a Novell account.  
 0000124690 Charlene Webb-Jackson needs an Active Directory account.  
 0000124704 Charlene would like to change her email username.  
 0000124380 [PC s/w] AD302a: Abbie's ByRequest is not retrieving files.  
 0000125121 [PC s/w] AD422: Stefanie is getting an Oracle error.  
 0000125329 The "Bursar" email account's vacation message is not working.  
 0000125230 Charlene needs her email password reset.  
 0000125691 Mr. Preston needs his Email Quota increased.  
 0000125727 Darlene is getting a TNS Error.  
 0000125693 Isabel Garrido needs a large increase of her email quota.

Individual myUMBC Errors  
 Webmail Problem  
 CorpTime Calendar Account Req  
 BSG:Database Management  
 Online Course Course Creation  
 Dead/Slow Network Jack  
 Novell Account Management  
 PC Support Request (Fac/Staff)  
 UMBC Account Name Change  
 PC Support Request (Fac/Staff)  
 PC Support Request (Fac/Staff)  
 Webmail Problem  
 HD: Software Config/Trblshntg  
 AFS File Space Requests  
 PC Support Request (Fac/Staff)  
 AFS File Space Requests

**rpreston**

General Accounting

0000125039 Query Excel template  
 0000125174 FW: DRIF reports  
 0000125176 PS\*\*\*\*:RE: Details \$13962.51  
 0000125043 FW: Project numbers in Pcard  
 0000125040 RE: Project numbers in Pcard  
 0000125249 RE: Peoplesoft - Cannot Login  
 0000125457 Retriever  
 0000125513 Transfer lines from HR\_ACCTG\_LINE from HRTST2 to FSTST  
 0000125670 P Drive  
 0000125679 RE: document for the Peoplesoft FAQ  
 0000124340 R0000A:Modify Account Code Lookup Screen(s) to include Program  
 0000124617 SAR TO GL interface  
 0000124816 FW: Loading P-card  
 0000126062 PS\*\*\*\*:Errors on GL Interface Report 2006006  
 0000126221 PS\*\*\*\* Retro:Distribution data is incomplete for 1000004551 and o  
 0000126194 reporting instance  
 0000126218 PS\*\*\*\*:Department 10401 Name change caused flags to be set inco

Total No. of Tickets: **17**

Finance Technical Issues  
 PS Projects  
 HR Technical Issues  
 Finance Technical Issues  
 Finance Technical Issues  
 Finance Technical Issues  
 Finance Technical Issues  
 Finance Technical Issues  
 Finance Technical Issues  
 HD: General Info  
 BSG:SysAdmin  
 Finance Technical Issues  
 Finance Technical Issues  
 HR Commitment Accounting  
 HR Commitment Accounting  
 UMBC Web Servers  
 HR Commitment Accounting

**ostrove**

Applications

0000124395 Batch & Print Pro Print Error  
 0000124441 hp8100 Printer issues  
 0000124723 Need new network line  
 0000124751 Install PeopleSoft 8.4 Financials... to fs-webpc  
 0000124638 netsaint: nt1.umbc.edu WARNING  
 0000126040 legato.ps: replaced bad hard drive  
 0000126094 Update BIOS on HMC  
 0000126227 Setup VIPA on sadev  
 0000126219 Netsaint: NT1.umbc.edu: WARNING  
 0000126146 epm 89 app install on epm-webpa2.ps.umbc.edu  
 0000126560 Batch & Print Pro Print Error  
 0000125093 Host: nt1.umbc.edu - Nagios Warning  
 0000125340 Upgrade legato server software  
 0000125102 remove save set within legato  
 0000125466 Batch & Print Pro Print Error  
 0000125641 Move qualstar from commons to pup  
 0000125899 Netsaint: Warning: terminal.ps.umbc.edu

Total No. of Tickets: **17**

BSG:SysAdmin  
 BSG:SysAdmin  
 Computer Room Network Line  
 BSG:SysAdmin  
 BSG:SysAdmin  
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**mcs pads1**

Residential Life

0000124918 Lab Check 9-7-05 12 midnight  
 0000125315 9-12-05 Lab Check 12 middle of night  
 0000125140 9-9-05 midnight closing  
 0000125542 Netsaint is reporting hfs2,3,4,5, and 7 are down.  
 0000125548 9-14-05 Lab Check 12 midnight  
 0000125865 Closing list 9-19-05 midnight  
 0000125751 Closing list 5 p.m. 9-17-05

Total No. of Tickets: **15**

HD:LabCheck  
 HD:LabCheck  
 HD:LabCheck  
 UMBC Central Server Down  
 HD:LabCheck  
 HD:LabCheck  
 HD:LabCheck

0000125741	9-17-05 Labcheck midnight	HD:LabCheck
0000126536	Remedy does not recognize my password	Remedy System Issue
0000126546	Closing List 9-28-05 Midnight	HD:LabCheck
0000126723	Closing List 9/30/05 midnight	HD:LabCheck
0000126246	9-23-05 Closing midnight	HD:LabCheck
0000124338	lab 8-31-05 midnight	HD:LabCheck
0000124612	Closing Check List 09-04-05 8 p.m.	HD:LabCheck
0000124557	Need password reset please	Novell Account Password

<b>gleason</b>	Legal Affairs	Total No. of Tickets: <b>14</b>
0000125534	FW: Case ID A89633206 - RIAA Infringement Notification	Copyright Violation
0000125644	FW: Case ID A89633206 - RIAA Infringement Notification	Copyright Violation
0000125864	FW: Case ID 90515138 - Notice of Claimed Infringement, jtunz1	Copyright Violation
0000124928	FW: Case ID A88202935 - RIAA Infringement Notification	Copyright Violation
0000125020	FW: Case ID A87379221 - RIAA Infringement Notification	Copyright Violation
0000125428	FW: Case ID 89299611 - Notice of Claimed Infringement	Copyright Violation
0000125028	FW: Case ID 87933444 - Notice of Claimed Infringement	Copyright Violation
0000124375	Please Setup and Move PC in AD10th	PC Software Install (Fac/Staff)
0000124710	FW: Case ID 87933444 - Notice of Claimed Infringement	Copyright Violation
0000124451	FW: Case ID A87379221 - RIAA Infringement Notification	Copyright Violation
0000124452	FW: Case ID A87212437 - RIAA Infringement Notification	Copyright Violation
0000124386	Tablet PC connection to Active Directory	PC Support Request (Fac/Staff)
0000124659	HARPO Email Alias	UMBC Email Alias
0000126331	FW: Notice ID: 22-3594681 Notice of Unauthorized Use of Paramoun	Copyright Violation

## Top 10 UMBC Customers Requesting Service

