

Customer Service Report for the Network Branch



For the period: Saturday, March 01, 2008 12:00:00 AM to Monday, March 31, 2008 11:59:59 PM

Snapshot Date: 4/1/2008 7:16:04 AM

	CREATED				ASSIGNED /PENDING/CHECKED OUT			CLOSED			AVG MIN
	DCS	Ntwk	Web	Other	DCS	Ntwk	Other	DCS	Ntwk	Other	To Close
Accounts											
Access/Login	7	0	0	14	0	0	1	0	0	20	1
Deactivate/Close	0	0	0	149	0	0	1	148	0	0	0
Edit Account	0	0	0	5	0	0	0	0	0	5	0
General Info	1	0	0	0	0	0	0	0	0	1	5
Password Reset	0	0	0	3	0	0	0	0	0	3	0
Register/Open	1	0	0	274	0	0	0	274	0	1	0
Workstation/Add	0	0	0	1	0	0	0	0	0	1	0
Application Support											
Web Apps-Install	0	0	0	1	0	0	0	0	0	1	0
ASR											
Windows	0	0	0	1	0	0	0	0	0	1	0
Back Office Support											
Active Directory	0	0	0	4	0	0	0	0	0	4	0
Backup/Restore	4	0	0	2	0	0	1	0	0	5	4
Configuration	1	0	0	0	0	0	1	0	0	0	0

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Maintenance	2	0	0	0	0	0	0	0	0	2	4
Permissions/Shares	18	0	0	13	0	0	4	2	0	25	3
CC Technical Operations											
Network-Other	0	0	0	1	0	0	0	0	0	1	40
CIT Categories											
LISTSERV	47	0	0	0	1	0	1	42	0	3	16
Web Site Issue	2	0	0	0	0	0	0	2	0	0	16
Connectivity											
Connect Direct	0	0	0	3	0	0	0	0	0	3	11
Data lines	0	0	0	3	0	0	2	0	0	1	0
General Info	1	0	0	0	0	0	0	1	0	0	9
iPass	1	0	0	0	0	0	0	1	0	0	5
TCP/IP	16	0	0	6	0	0	1	2	0	19	8
VPN	14	0	0	0	0	0	0	9	0	5	13
Email											
Exchange Email	1	0	0	0	0	0	0	0	0	1	14

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MS Outlook	3	0	0	11	0	0	0	1	0	13	2
General Information											
Inquiry	1	0	0	0	0	0	0	0	0	1	10
System Status	9	0	0	0	0	0	0	9	0	0	5
Hardware											
General Info	0	0	0	6	0	0	0	0	0	6	0
Laptop/Reimage	0	0	0	1	0	0	0	0	0	1	0
Servers/Config/Setup	0	0	0	1	0	0	0	0	0	1	46
Local LAN											
LocalLAN/Connectivity	56	0	0	25	0	0	9	14	0	58	9
LocalLAN/General Info	1	0	0	0	0	0	0	1	0	0	10
LocalLAN/Upgrade	0	0	0	3	0	0	0	0	0	3	36
NIHnet											
Chronic-Bldg 12 Data Center	1	0	0	0	0	0	0	0	0	1	10
Chronic-Distribution	0	1	0	0	0	1	0	0	0	0	0
Closet Access-LAN	17	1	0	0	0	0	0	1	14	3	6

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Closet Access-Telecom	1	1	0	0	0	0	0	2	0	0	4
HazCon-Access	1	3	0	0	0	1	0	0	3	0	13
HazCon-Bldg 12 Data Center	0	1	0	0	0	0	0	0	1	0	0
HazCon-Core	0	2	0	0	0	0	0	0	2	0	0
HazCon-Distribution	0	2	0	0	0	1	0	0	1	0	0
HazCon-Other	0	6	0	0	0	1	1	0	4	0	0
HazCon-Wireless	0	1	0	0	0	0	0	0	1	0	0
Impairment-Access	2	1	0	0	0	0	0	1	1	1	24
Impairment-Bldg 12 Data Center	0	0	0	1	0	0	1	0	0	0	0
Impairment-Distribution	1	1	0	0	0	1	0	0	1	0	21
Impairment-FACnet	0	1	0	0	0	0	0	0	1	0	0
Impairment-NIH Customer	0	1	0	0	0	0	0	0	1	0	0
Impairment-Other	1	3	0	0	0	1	0	0	2	1	5
Impairment-Wireless	0	3	0	0	0	1	0	0	2	0	0
Inquiry	19	17	0	1	0	6	6	2	19	4	2

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Maintenance-Access	0	1	0	5	0	1	3	0	0	2	0
Maintenance-Distribution	0	2	0	1	0	1	0	0	1	1	0
Maintenance-Facilities Other	1	0	0	0	0	0	0	1	0	0	9
Maintenance-Facilities Power	15	0	0	0	1	0	0	10	4	0	9
Maintenance-FACnet	0	2	0	0	0	2	0	0	0	0	0
Maintenance-NIH Customer	0	1	0	0	0	0	0	0	1	0	0
Maintenance-Other	16	3	0	0	2	2	0	12	2	1	6
Maintenance-Remote Access Parachute	0	2	0	0	0	2	0	0	0	0	0
Maintenance-Remote Access VPN	2	5	0	0	0	3	0	1	1	2	2
Maintenance-Sterling CIT Data Center	0	1	0	0	0	0	0	0	1	0	0
Maintenance-Vendor	0	1	0	0	0	0	0	0	1	0	0
Maintenance-Wireless	0	6	0	0	0	3	0	0	3	0	0
Network NMS-Device Config Backup	0	9	0	0	0	2	1	0	3	3	0

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Network NMS-NMS Element Manage	0	12	0	0	0	0	0	0	0	12	0
Network NMS-NMS Element Un-manage	0	12	0	0	0	0	0	0	0	12	1
Network Sec-Firewall	9	8	0	14	0	0	6	1	8	16	3
Network Sec-Other	2	14	0	7	0	1	0	0	15	7	2
Network Sec-Router ACL	1	2	0	0	0	0	0	0	3	0	3
Outage-Access	1	5	0	0	0	1	1	0	3	1	2
Outage-Bldg 12 Data Center	0	1	0	0	0	0	0	0	1	0	0
Outage-Core	0	1	0	0	0	0	0	0	1	0	0
Outage-FACnet	1	5	0	0	0	0	1	0	5	0	1
Outage-NIH Customer	2	1	0	0	0	0	0	0	1	2	2
Outage-Other	5	5	0	0	0	0	0	5	4	1	1
Outage-Wireless	1	18	0	0	0	3	1	1	13	1	2
Server Support-DNS	8	1	0	2	0	0	0	2	0	9	7
Server Support-Other	5	0	0	0	0	0	0	0	1	4	4

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Server Support-Server Admin	7	0	0	0	0	0	1	1	0	5	4
Server Support-Server Scans	1	0	0	0	0	0	0	1	0	0	16
Server Support-TACACS	0	3	0	3	0	2	1	0	1	2	0
Service Prov-Access	14	0	0	2	0	0	1	4	2	9	3
Service Prov-IP Address Admin	37	0	0	1	0	1	3	5	2	27	7
Service Prov-Other	19	1	0	1	0	1	4	2	9	5	7
Service Prov-Port Add	60	1	0	5	0	3	13	3	11	36	6
Service Prov-Port Change	28	1	0	0	0	2	4	1	11	11	4
Service Prov-Port Move	1	0	0	0	0	0	0	0	0	1	5
Service Prov-Remote Access Parachute	6	0	0	0	0	0	4	2	0	0	2
Service Prov-Remote Access VPN	18	0	0	0	0	0	0	14	0	4	13
Service Prov-Wireless	2	1	0	0	0	0	2	0	1	0	0

Project Work

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Migration/Upgrade	0	0	0	1	0	1	0	0	0	0	0
Telecommunications											
General Info	1	0	0	0	0	0	0	0	0	1	26
Web Site Issue (non-CIT)											
Inaccessible	3	0	0	0	0	0	0	3	0	0	5
Other	2	0	0	0	0	0	0	1	0	1	10
Wireless Services											
WN/Configuration/Setu p	2	0	0	2	0	0	0	0	0	4	7
WN/Troubleshoot	1	0	0	0	0	0	0	0	0	1	43
Grand Total:	500	170	0	573	4	44	75	582	162	376	4

Total Tickets Closed: 1120

Total Tickets Assigned/Pending/Checked Out: 123

Total Tickets Created: 1243