

Customer Service Report for the Network Branch



For the period: Thursday, October 01, 2009 12:00:00 AM to Saturday, October 31, 2009 11:59:59 PM

Snapshot Date: 11/1/2009 7:16:06 AM

	CREATED				ASSIGNED /PENDING/CHECKED OUT			CLOSED			AVG MIN
	DCS	Ntwk	Web	Other	DCS	Ntwk	Other	DCS	Ntwk	Other	To Close
Accounts											
Access/Login	0	0	0	3	0	0	0	0	0	3	0
Deactivate/Close	0	0	0	151	0	0	0	151	0	0	0
Edit Account	0	0	0	3	0	0	0	1	0	2	4
Register/Open	0	0	0	119	0	0	0	119	0	0	0
Application Support											
Web Apps-Install	0	0	0	1	0	0	0	0	0	1	0
Web Apps-Recommend	0	0	0	1	0	0	0	0	0	1	0
Back Office Support											
Active Directory	0	0	0	5	0	0	0	1	0	4	3
Backup/Restore	0	0	0	3	0	0	0	0	0	3	0
Maintenance	0	0	0	1	0	0	0	0	0	1	0
Permissions/Shares	1	0	0	4	0	0	0	1	0	4	1
CIT Categories											
LISTSERV	17	0	0	0	0	0	0	17	0	0	14

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	DCS	Ntwk	Web	Other	DCS	Ntwk	Other	DCS	Ntwk	Other	To Close
Connectivity											
General Info	1	0	0	1	0	0	0	2	0	0	55
TCP/IP	3	0	0	4	0	0	1	0	0	6	2
Email											
Exchange Email	2	0	0	0	0	0	0	2	0	0	2
MS Outlook	2	0	0	0	0	0	0	2	0	0	3
Hardware											
Printers/Install/Build	0	0	0	1	0	0	0	0	0	1	0
Servers/Troubleshoot	1	0	0	0	0	0	0	0	0	1	6
Local LAN											
LocalLAN/Connectivity	83	0	0	17	3	0	17	15	0	65	9
LocalLAN/General Info	10	0	0	2	0	0	5	1	0	6	2
NIHnet											
Chronic-Wireless	0	1	0	0	0	1	0	0	0	0	0
Closet Access-LAN	7	0	0	1	0	0	0	0	7	1	4
HazCon-Access	0	1	0	0	0	0	0	0	1	0	0
HazCon-NIH Customer	1	0	0	0	0	0	0	0	1	0	7

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HazCon-Other	1	2	0	0	0	1	0	0	2	0	1
HazCon-Wireless	0	1	0	0	0	0	0	0	1	0	0
Impairment-Access	0	0	0	1	0	0	0	0	1	0	35
Impairment-NIH Customer	1	0	0	0	0	0	0	0	1	0	15
Impairment-Other	1	0	0	0	0	0	0	0	1	0	5
Impairment-Wireless	1	0	0	0	0	0	0	0	1	0	9
Inquiry	6	4	0	0	0	2	1	0	6	1	4
Maintenance-Access	2	1	0	0	0	1	1	0	0	1	2
Maintenance-Distribution	0	0	0	1	0	0	0	0	1	0	0
Maintenance-Facilities Power	6	0	0	0	0	0	0	3	3	0	2
Maintenance-FACnet	0	0	0	1	0	0	1	0	0	0	0
Maintenance-Other	12	1	0	0	0	1	0	12	0	0	2
Maintenance-Sterling CIT Data Center	0	1	0	0	0	0	0	0	1	0	0
Maintenance-Wireless	0	1	0	0	0	0	0	0	1	0	0

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	DCS	Ntwk	Web	Other	DCS	Ntwk	Other	DCS	Ntwk	Other	To Close
Network NMS-Device Config Backup	0	3	0	0	0	2	0	0	1	0	0
Network NMS-NMS Element Manage	0	2	0	1	0	0	1	0	2	0	0
Network NMS-NMS Element Un-manage	0	3	0	0	0	0	0	0	3	0	0
Network Sec-Firewall	2	1	0	11	0	0	4	0	0	10	0
Network Sec-Other	0	1	0	0	0	0	0	0	1	0	0
Outage-Access	1	2	0	0	0	0	0	0	3	0	1
Outage-FACnet	1	4	0	0	0	0	0	0	5	0	0
Outage-Other	1	3	0	0	0	0	0	1	3	0	4
Outage-Wireless	1	10	0	0	0	1	1	0	8	1	6
Server Support-DNS	1	0	0	2	0	0	1	0	0	2	3
Server Support-TACACS	0	0	0	1	0	0	0	0	0	1	0
Service Prov-Access	2	0	0	0	0	0	0	0	2	0	10
Service Prov-Bldg 12 Data Center	1	0	0	0	0	0	0	0	0	1	2
Service Prov-FACnet	1	0	0	0	0	0	0	0	1	0	15

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Service Prov-IP Address Admin	5	0	0	0	0	0	1	0	1	3	4
Service Prov-Other	2	0	0	0	0	0	1	0	0	1	2
Service Prov-Port Add	28	0	0	2	0	0	3	1	19	7	4
Service Prov-Port Change	12	0	0	0	0	0	2	0	8	2	8
Service Prov-Remote Access VPN	1	0	0	1	0	0	0	0	1	1	2
Service Prov-Sterling CIT Data Center	1	0	0	0	0	0	0	0	0	1	0
Service Prov-Wireless	1	0	0	6	0	0	1	0	1	5	1
Web Site Issue (non-CIT)											
Inaccessible	4	0	0	0	0	0	0	2	0	2	8
Other	1	0	0	0	0	0	0	1	0	0	23
Wireless Services											
WN/Configuration/Setup	0	0	0	1	0	0	1	0	0	0	0
WN/Recommendation	1	0	0	0	0	0	0	1	0	0	5
WN/Troubleshoot	0	0	0	1	0	0	0	0	0	1	0

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Grand Total:	225	42	0	346	3	9	42	333	87	139	3
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Total Tickets Closed: 559

Total Tickets Assigned/Pending/Checked Out: 54

Total Tickets Created: 613