

## CIT Customer Service Report for the Network Operations Center



For the period: Thursday, February 01, 2007 12:00:00 AM to Wednesday, February 28, 2007 11:59:59 PM

Snapshot Date: 3/1/2007 6:18:01 AM

	CREATED				ASSIGNED/PENDING/ CHECKED			CLOSED			AVG MIN
	DCS	NOC	WEB	Other	DCS	NOC	Other	DCS	NOC	Other	To Close
<b>NIHnet</b>											
Chronic-Access	0	2	0	0	0	0	0	0	2	0	0
Chronic-Distribution	0	1	0	0	0	0	0	0	1	0	0
Chronic-FACnet	0	1	0	0	0	1	0	0	0	0	0
Chronic-Other	1	2	0	0	0	1	0	0	1	1	1
Chronic-Remote Access Parachute	3	1	0	0	0	0	1	2	0	1	8
Chronic-Wireless	2	0	0	0	0	0	0	0	0	2	33
HazCon-Access	0	1	0	0	0	0	0	0	1	0	0
HazCon-Bldg 12 Data Center	1	1	0	0	0	1	1	0	0	0	0
HazCon-Core	0	1	0	0	0	0	0	0	0	1	0
HazCon-Distribution	0	2	0	0	0	1	0	0	1	0	0
HazCon-DMZ	0	1	0	0	0	0	0	0	1	0	0
HazCon-NIH Customer	0	2	0	0	0	0	0	0	2	0	0
HazCon-Other	0	1	0	0	0	0	0	0	1	0	0
Impairment-Access	7	2	0	1	0	0	2	2	4	2	4
Impairment-FACnet	0	1	0	0	0	0	0	0	1	0	0

## CIT Customer Service Report for the Network Operations Center



For the period: Thursday, February 01, 2007 12:00:00 AM to Wednesday, February 28, 2007 11:59:59 PM

Snapshot Date: 3/1/2007 6:18:01 AM

	CREATED				ASSIGNED/PENDING/ CHECKED			CLOSED			AVG MIN
	DCS	NOC	WEB	Other	DCS	NOC	Other	DCS	NOC	Other	To Close
Impairment-NIH Customer	2	0	0	0	0	0	0	1	1	0	12
Impairment-OpDiv	0	0	0	1	0	0	1	0	0	0	0
Impairment-Other	2	1	0	1	0	0	0	0	3	1	3
Impairment-Remote Access VPN	1	0	0	0	0	0	0	0	1	0	10
Impairment-Wireless	5	4	0	1	0	1	2	1	5	1	23
Inquiry	14	5	0	0	1	3	4	2	7	2	4
LAN Closet	14	0	0	1	0	0	2	1	9	3	5
Maintenance-Access	0	2	0	6	0	1	3	0	2	2	0
Maintenance-Bldg 12 Data Center	1	1	0	0	0	0	0	0	1	1	4
Maintenance-DMZ	1	0	0	4	0	0	0	1	0	4	0
Maintenance-Facilities Other	0	0	0	2	0	0	2	0	0	0	0
Maintenance-Facilities Power	0	24	0	0	0	3	0	0	21	0	0
Maintenance-FACnet	0	0	0	3	0	0	1	0	1	1	0
Maintenance-NIH Customer	2	1	0	0	0	0	0	2	1	0	5
Maintenance-Other	10	13	0	2	1	8	1	8	5	2	3

## CIT Customer Service Report for the Network Operations Center



For the period: Thursday, February 01, 2007 12:00:00 AM to Wednesday, February 28, 2007 11:59:59 PM

Snapshot Date: 3/1/2007 6:18:01 AM

	CREATED				ASSIGNED/PENDING/ CHECKED			CLOSED			AVG MIN
	DCS	NOC	WEB	Other	DCS	NOC	Other	DCS	NOC	Other	To Close
Maintenance-Remote Access Parachute	0	0	0	1	0	0	0	0	0	1	0
Maintenance-Remote Access VPN	0	0	0	7	0	0	5	0	0	2	0
Maintenance-Sterling CIT Data Center	0	0	0	1	0	0	1	0	0	0	0
Maintenance-Vendor	0	3	0	0	0	1	0	0	2	0	0
Network NMS-Device Config Backup	0	32	0	0	0	11	0	0	21	0	1
Network NMS-NMS Element Manage	1	7	0	0	0	0	1	0	1	6	0
Network NMS-NMS Element Un-manage	0	2	0	0	0	0	0	0	0	2	0
Network Sec-Firewall	4	6	0	35	0	0	15	1	4	25	0
Network Sec-Other	4	22	0	4	0	1	1	0	24	4	1
Outage-Access	0	9	0	0	0	0	2	0	5	2	0
Outage-Bldg 12 Data Center	0	2	0	0	0	0	1	0	1	0	0
Outage-FACnet	0	6	0	0	0	1	0	0	5	0	0
Outage-NIH Customer	0	2	0	0	0	0	0	0	2	0	0
Outage-Other	3	6	0	0	0	1	0	2	5	1	2

## CIT Customer Service Report for the Network Operations Center



For the period: Thursday, February 01, 2007 12:00:00 AM to Wednesday, February 28, 2007 11:59:59 PM

Snapshot Date: 3/1/2007 6:18:01 AM

	CREATED				ASSIGNED/PENDING/ CHECKED			CLOSED			AVG MIN
	DCS	NOC	WEB	Other	DCS	NOC	Other	DCS	NOC	Other	To Close
Outage-Remote Access VPN	0	1	0	0	0	0	1	0	0	0	0
Outage-Wireless	0	4	0	0	0	0	0	0	4	0	0
Server Support-DNS	3	0	0	0	0	0	0	2	0	1	16
Server Support-Other	3	0	0	3	0	0	1	1	1	3	4
Server Support-Server Admin	0	0	0	1	0	0	1	0	0	0	0
Service Prov-Access	3	1	0	1	0	1	2	0	0	2	0
Service Prov-FACnet	2	0	0	0	1	0	0	0	1	0	8
Service Prov-IP Address Admin	11	1	0	1	0	1	3	0	1	8	0
Service Prov-Other	18	2	0	0	0	0	3	4	4	9	5
Service Prov-Port Add	75	2	0	7	0	3	9	3	19	50	3
Service Prov-Port Change	23	0	0	1	0	2	3	1	5	13	2
Service Prov-Port Move	1	0	0	0	0	0	0	0	0	1	6
Service Prov-Remote Access Parachute	1	0	0	0	0	0	0	0	0	1	0
Service Prov-Remote Access VPN	0	0	0	1	0	0	0	0	0	1	0
Service Prov-Wireless	1	0	0	0	0	0	1	0	0	0	0
<b>Grand Total:</b>	<b>219</b>	<b>178</b>	<b>0</b>	<b>85</b>	<b>3</b>	<b>42</b>	<b>70</b>	<b>34</b>	<b>177</b>	<b>156</b>	<b>3</b>

## CIT Customer Service Report for the Network Operations Center



For the period: Thursday, February 01, 2007 12:00:00 AM to Wednesday, February 28, 2007 11:59:59 PM

---

Snapshot Date: 3/1/2007 6:18:01 AM

<b>Total Tickets Closed:</b>	<b>367</b>
<b>Total Tickets Assigned/Pending/Checked Out:</b>	<b>115</b>
<b>Total Tickets Created:</b>	<b>482</b>