

Customer Service Report for HSB

For the period: Tuesday, July 01, 2008 12:00:00 AM to Thursday, July 31, 2008 11:59:59 PM



	CREATED				ASSIGNED/PENDING/ CHECKED OUT			CLOSED			AVG MIN
	DCS	HSB	Web	Other	DCS	HSB	Other	DCS	HSB	Other	To Close
Accounts											
Access/Login	1	0	0	0	0	0	0	0	1	0	2
Edit Account	1	1	0	0	0	0	0	1	1	0	18
Register/Open	0	1	0	0	0	0	0	1	0	0	20
Application Support											
COTS-Other/Request	1	0	0	0	0	0	0	0	1	0	3
Sharepoint-Troubleshoot	2	0	0	0	0	0	0	0	2	0	12
Web Apps-Troubleshoot	0	0	0	1	0	1	0	0	0	0	0
ASR											
Colocation-ON	0	0	0	1	0	0	0	0	1	0	0
Oracle	0	0	0	41	0	2	0	0	39	0	0
Other	1	0	0	107	0	25	0	0	83	0	0
SQL	0	1	0	11	0	6	0	0	6	0	0
Unix	0	1	0	241	0	23	0	0	219	0	0
Windows	1	0	0	46	0	7	0	0	40	0	0
Back Office Support											
Active Directory	0	1	0	0	0	0	0	0	1	0	0
Backup/Restore	2	0	0	0	0	0	0	0	2	0	15
Create Server Service	1	0	0	0	0	1	0	0	0	0	0
File Hosting	2	0	0	0	0	0	0	0	2	0	5
Permissions/Shares	8	0	0	1	0	2	0	0	7	0	4
Print Hosting	1	0	0	0	0	0	0	0	1	0	7
Web Hosting	2	0	0	0	0	0	0	0	2	0	4
CIT Categories											
KB/Support Page	1	0	0	0	0	0	0	0	1	0	0
Web Site Issue	1	0	0	1	0	0	0	0	2	0	3

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Connectivity											
DSL	0	1	0	0	0	1	0	0	0	0	0
General Info	1	0	0	0	0	0	0	0	1	0	5
TCP/IP	0	10	0	0	0	0	6	0	0	4	0
Email											
Exchange Email	0	1	0	0	0	0	0	0	1	0	0
eRA-Reporting											
RCDC	0	0	0	1	0	0	0	0	1	0	6
General Information											
Inquiry	2	0	0	0	0	0	0	0	2	0	20
Hardware											
Desktop/Troubleshoot	1	0	0	0	0	0	0	0	1	0	7
Printers/Request	1	0	0	0	0	1	0	0	0	0	0
Printers/Troubleshoot	5	0	0	1	0	0	0	0	6	0	20
Servers/Request	0	1	0	0	0	0	0	0	1	0	0
Local LAN											
LocalLAN/Connectivity	0	2	0	0	0	1	0	0	0	1	0
NIH Data Warehouse											
General Info	0	1	0	0	0	0	1	0	0	0	0
NIHnet											
Inquiry	1	0	0	0	0	1	0	0	0	0	0
Service Prov-Bldg 12 Data Center	0	3	0	0	0	0	1	0	0	2	0
Unix Support											
Unix Support	0	1	0	0	0	0	0	0	1	0	0
Web Site Issue (non-CIT)											
Development	3	0	0	0	0	1	0	0	2	0	9
Inaccessible	1	0	0	0	0	0	0	0	1	0	5

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Other	6	0	0	0	0	1	0	0	5	0	6
Grand Total:	46	25	0	452	0	73	8	2	433	7	1

Total Tickets Closed: 442
Total Tickets Assigned/Pending/Checked Out: 81
Total Tickets Created: 523