

NIH Help Desk Monthly Summary Report

For the period: Friday, August 01, 2008 12:00:00 AM to Sunday, August 31, 2008 11:59:59 PM

[Tickets by Category Summary](#), [Source Summary](#), [Tickets Closed and Unresolved](#).



Snapshot Date: 9/1/2008 6:46:05 AM

NHLBI	5.59 %
NIA	1.81 %
NIAAA	0.46 %
NIAID	3.50 %
NIAMS	1.87 %
NIBIB	0.21 %
NICHD	3.35 %
NIDA	2.02 %
NIDCD	1.21 %
NIDCR	1.30 %
NIDDK	1.46 %
NIEHS	1.16 %
NIGMS	1.10 %
NIMH	4.91 %
NINDS	2.84 %
NINR	0.21 %
NLM	0.99 %
OD	19.55 %
OFAM	0.23 %
OFM	0.04 %
OHIT	0.02 %
OIHA	0.01 %
OIM	0.01 %
OL	0.01 %
OM	0.02 %
OMH	0.02 %
OPE	0.02 %
OPR	0.05 %
ORA	1.44 %

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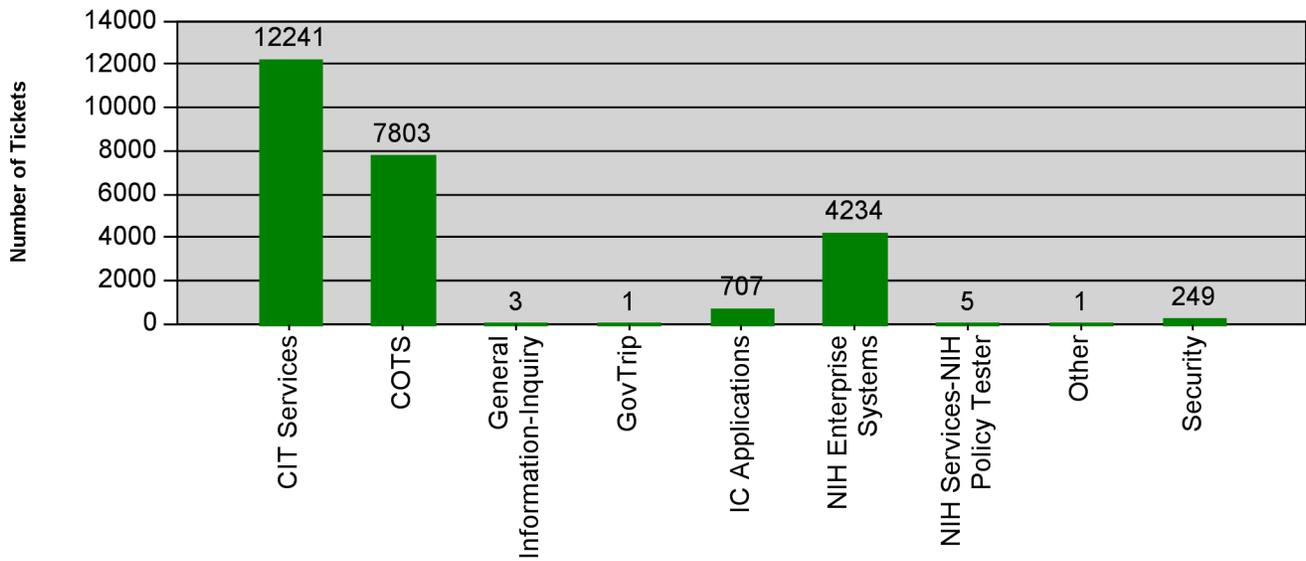
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ORHP	0.03 %
OT	0.02 %
OTHER	6.35 %
Region	0.19 %

Category Summary



Categories have been grouped to simplify the presentation of the data. See the last page for a breakdown of the category groups.

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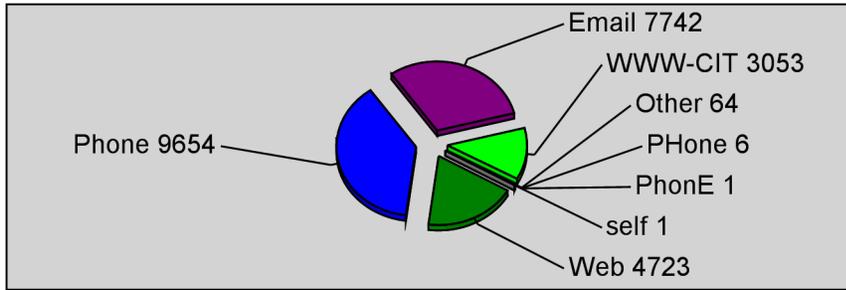
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Tickets by Category Summary, Source Summary, Tickets Closed and Unresolved.

Total Tickets: 25244

Ticket Sources

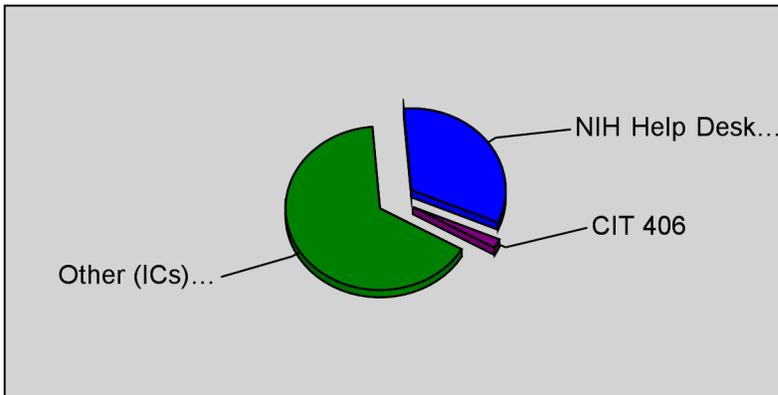


Email	30.67 %
Other	0.25 %
Phone	38.27 %
self	0.00 %
Web	18.71 %
WWW-CIT	12.09 %
Total:	100.00 %

Total Tickets Closed: 22080

*Note - includes closed no response

Tickets Closed



CIT	406	1.84 %
NIH Help Desk	7236	32.77 %
Other (ICs)	14438	65.39 %
Total:	22080	100.00 %

Total Tickets Unresolved: 3164

Note:

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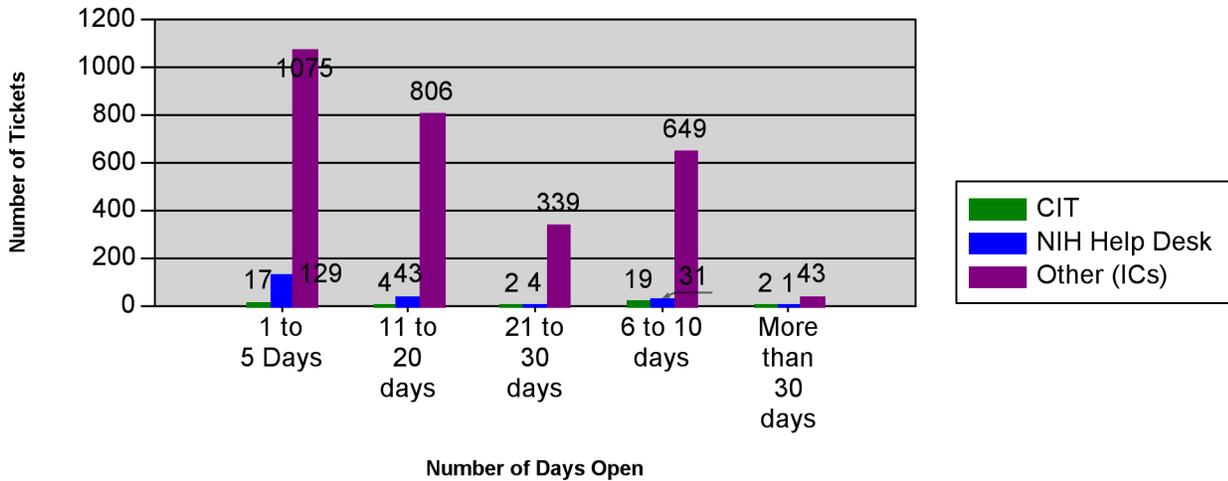
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Tickets Unresolved



Tickets assigned to the NIH Help Desk, other CIT divisions and Other (ICs). These tickets were Opened within the selected period and are still Open as of the Snapshot Date.

Detailed Breakdown of Category Summary

CIT Services	12241
Accounts	4880
ASR	5
Back Office Support	1673
CIT Categories	646
CIT Categories Aspect	10
CIT Categories Knova	8
CIT Categories Remedy	65
Conference Room Support-Equipment Setup	224
Conference Room Support-Monitor Conference	10
Conference Room Support-Reserve	27
Connectivity	573
DCS 7x24	4
Email	1725

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General Information	749
Hardware-Phones	7
Helix Support	22
iSDP/Software Distribution	7
NIH Cabling Infrastructure-Cabling	4
NIHnet	266
OS/390	17
Project Work	1
Pubs	4
Telecommunications	294
Training	82
Unix Support	12
Video	48
Wireless Services	878
COTS	7803
Application Support	3111
Hardware	4692
General Information-Inquiry	3
General Information-Inquiry	3
GovTrip	1
GovTrip	1
IC Applications	707
CC Clinical Applications	68
CC Clinical Applications-ATV	12
CC Technical Operations	24
E-Grants	16
Local LAN	297
OIT Categories	14
Web Site Issue (non-CIT)	276

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NIH Enterprise Systems	4234
ADB	400
Capital HR Func App Suppt	2
Capital HR Interface	1
Capital HR Security	10
Capital HR Technical	1
Capital HR User Error	2
eRA-COMMONS	427
eRA-DB	61
eRA-External	283
eRA-Grants Management	26
eRA-IMPAC II	121
eRA-Infrastructure	9
eRA-Referral and Review	28
eRA-Reporting	20
eRA-Software BA	11
GovTrip User Call	8
ITAS	951
NBS Break/Fix	3
NBS Enhancement	3
NBS Int. Des/Dev	2
NBS-NAppMan	1
NBS-Sandbox	11
NBS-User Call	1391
NED	130
NIDB Ann/Reports	4
NIH Data Warehouse	62
NIH Services	179
NIH Services-NEES	1

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NVision	86
NIH Services-NIH Policy Tester	5
NIH Services-NIH Policy Tester	5
Other	1
Other	1
Security	249
Anti Virus SW	22
Security	227
Grand Total:	25244