

NIH Help Desk Monthly Summary Report

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

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



Snapshot Date: 2/1/2008 6:46:03 AM

NICHD	2.72 %
NIDA	1.91 %
NIDCD	1.33 %
NIDCR	1.37 %
NIDDK	1.47 %
NIEHS	1.19 %
NIGMS	1.44 %
NIMH	4.02 %
NINDS	2.62 %
NINR	0.36 %
NLM	1.04 %
NON-NIH	0.01 %
OD	20.33 %
OFAM	0.16 %
OFM	0.01 %
OFPO	0.01 %
OHIT	0.04 %
OIHA	0.00 %
OL	0.01 %
OM	0.01 %
OMH	0.01 %
OPE	0.01 %
OPR	0.08 %
ORHP	0.03 %
OT	0.01 %
OTHER	7.19 %

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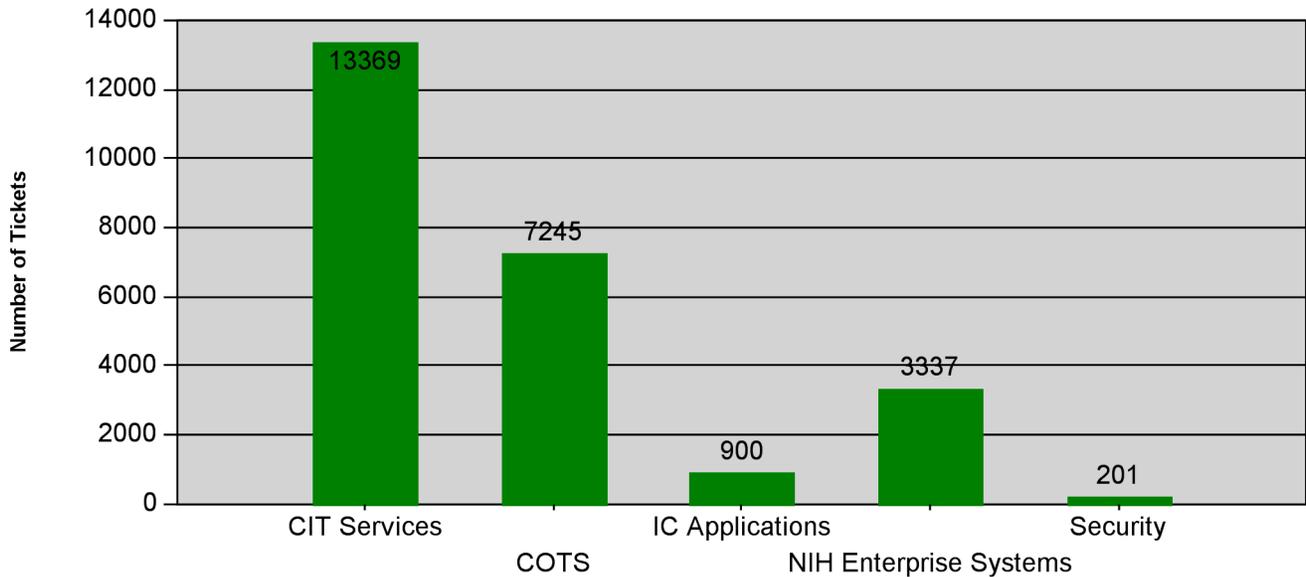


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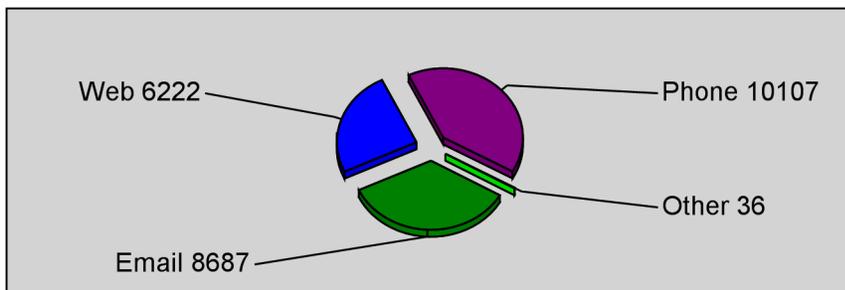
Category Summary



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

Total Tickets: 25052

Ticket Sources



Email	34.68 %
Other	0.14 %
Phone	40.34 %
Web	24.84 %
Total:	100.00 %

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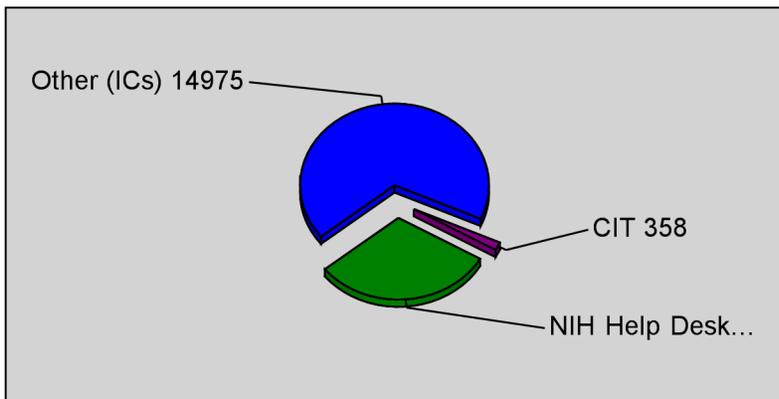
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Total Tickets Closed: 22179

*Note - includes closed no response

Tickets Closed

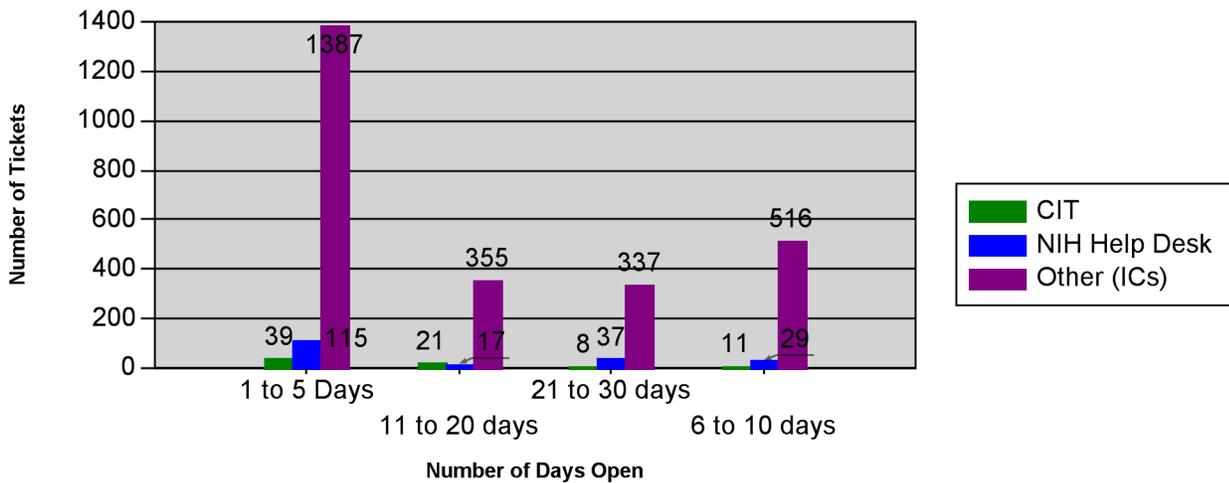


CIT	358	1.61 %
NIH Help Desk	6846	30.87 %
Other (ICs)	14975	67.52 %
Total:	22179	100.00 %

Total Tickets Unresolved: 2872

Note:

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.

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Detailed Breakdown of Category Summary

CIT Services	13369
Accounts	6290
ASR	2
Back Office Support	1938
CIT Categories	492
CIT Categories Aspect	9
CIT Categories Remedy	37
Conference Room Support-Equipment Setup	227
Conference Room Support-Monitor Conference	13
Conference Room Support-Reserve	15
Connectivity	659
DCS 7x24	2
Email	1673
General Information	646
Helix Support	10
iSDP/Software Distribution	22
NIH Cabling Infrastructure-Cabling	1
NIHnet	218
OS/390	20
Pubs	1
Telecommunications	281
Training	70
Unix Support	9
Video	49
Wireless Services	685
COTS	7245
Application Support	2538
Hardware	4707

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IC Applications	900
CC Clinical Applications	64
CC Clinical Applications-ATV	12
CC Technical Operations	38
E-Grants	16
Local LAN	304
OIT Categories	191
Web Site Issue (non-CIT)	275
NIH Enterprise Systems	3337
ADB	445
EHRP Change Management	1
EHRP Func App Suppt	12
EHRP Interface	1
EHRP Reporting	4
EHRP Security	116
EHRP Technical	13
EHRP User Error	7
EHRP Workflow/Worklist	5
eRA-COMMONS	1040
eRA-CRISP	3
eRA-IMPAC II	193
eRA-Partnership Issues	2
eRA-Software BA	8
NBS Enhancement	2
NBS-Sandbox	1
NBS-User Call	1135
NED	112
NIH Data Warehouse	37
NIH Services	129

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NVision	71
Security	201
Anti Virus SW	25
NIHnet-Network Security	1
Security	175
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Grand Total:	25052