

NIH Help Desk Monthly Summary Report

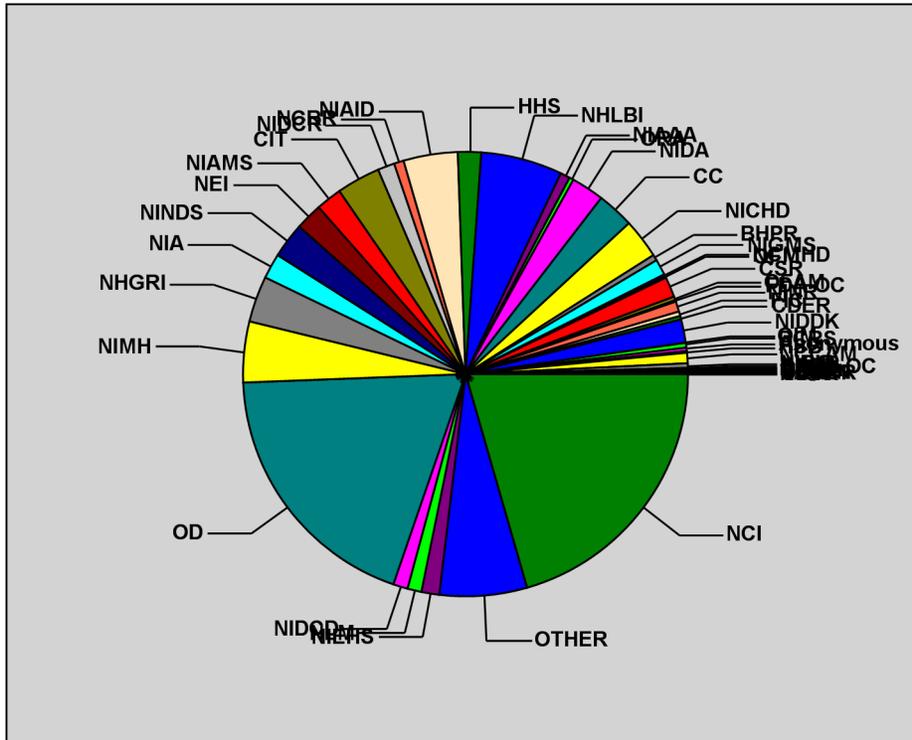
For the period: Wednesday, July 01, 2009 12:00:00 AM to Friday, July 31, 2009 11:59:59 PM

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



Snapshot Date: 8/1/2009 6:46:07 AM

Tickets by IC



Anonymous	0.25 %
BCRS	0.35 %
BHPR	0.43 %
CBER	0.04 %
CC	2.69 %
CDER	0.26 %
CDRH	0.03 %
CFSAN	0.01 %
CIT	3.18 %
CQ	0.02 %
CSR	1.48 %
CVM	0.01 %
FDA-OC	0.11 %
FIC	0.33 %
HHS	1.69 %
HRSA-OC	0.03 %
HSB	0.12 %
NCCAM	0.75 %
NCI	20.54 %
NCMHD	0.18 %
NCRR	0.71 %
NCTR	0.01 %
NEI	1.96 %
NHGRI	3.35 %
NHLBI	5.91 %
NIA	1.83 %
NIAAA	0.70 %

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NIAID	3.94 %
NIAMS	1.88 %
NIBIB	0.34 %
NICHD	2.88 %
NIDA	2.38 %
NIDCD	1.05 %
NIDCR	1.22 %
NIDDK	1.70 %
NIEHS	1.30 %
NIGMS	1.16 %
NIMH	4.42 %
NINDS	2.57 %
NINR	0.75 %
NLM	1.02 %
OD	19.13 %
OEOCR	0.01 %
OFAM	0.27 %
OFM	0.09 %
OHIT	0.02 %
OIHA	0.01 %
OIM	0.01 %
OL	0.02 %
OM	0.02 %
OMH	0.02 %
OPE	0.02 %
OPR	0.05 %
ORA	0.31 %
ORHP	0.02 %
OTHER	6.34 %

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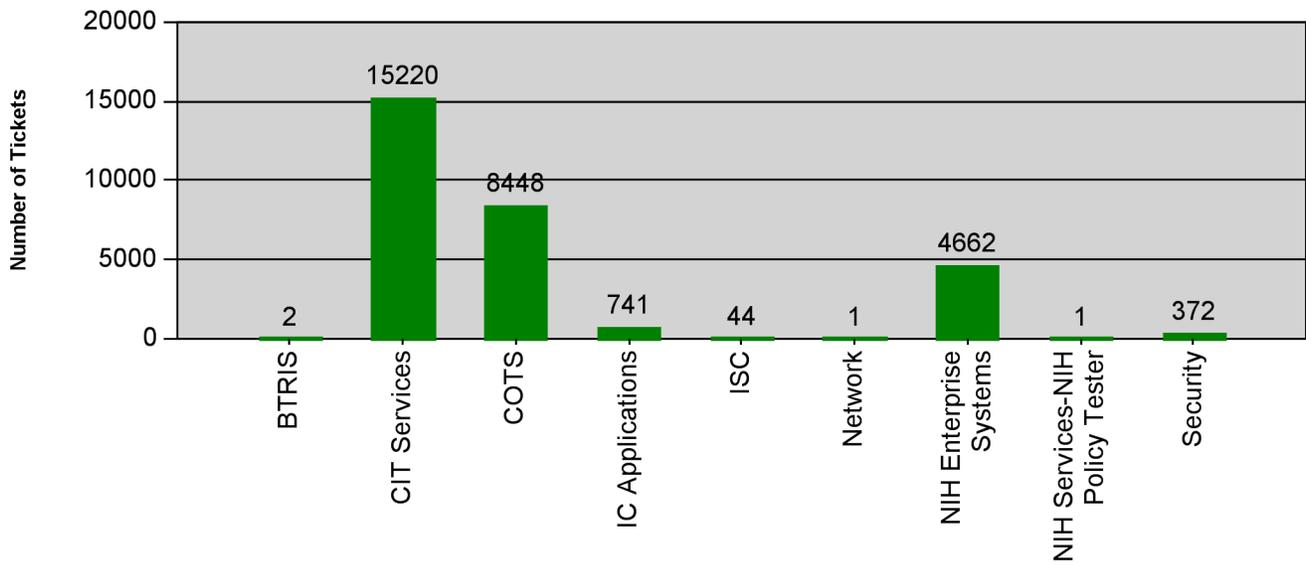
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Region	0.10 %
VA	0.01 %

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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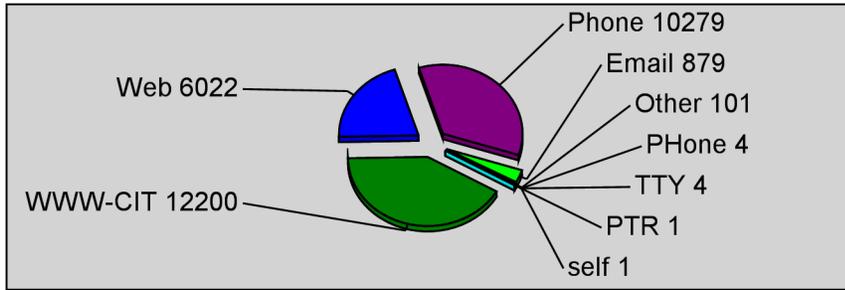
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Total Tickets: 29491

Ticket Sources

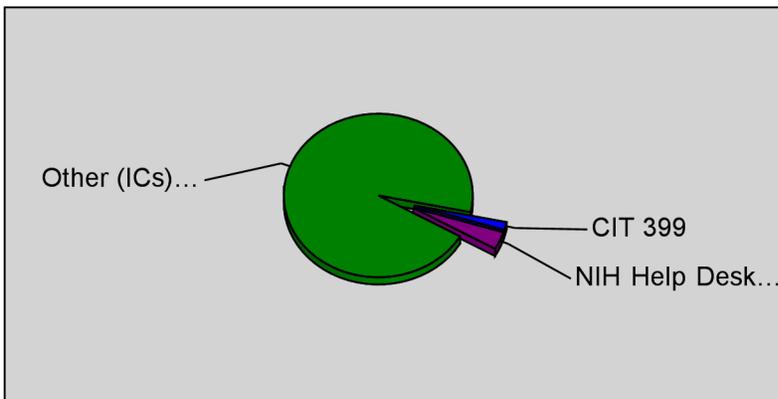


Email	2.98 %
Other	0.34 %
Phone	34.87 %
PTR	0.00 %
self	0.00 %
TTY	0.01 %
Web	20.42 %
WWW-CIT	41.37 %
Total:	100.00 %

Total Tickets Closed: 25989

*Note - includes closed no response

Tickets Closed



CIT	399	1.54 %
NIH Help Desk	915	3.52 %
Other (ICs)	24675	94.94 %
Total:	25989	100.00 %

Total Tickets Unresolved: 3502

Note:

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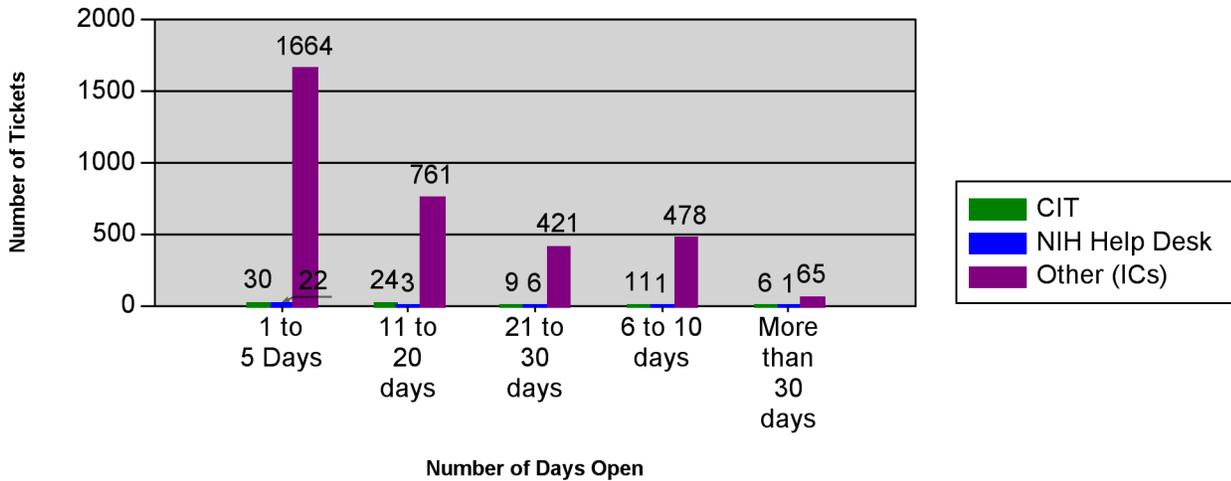
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Tickets Unresolved



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

BTRIS	2
BTRIS	2
CIT Services	15220
Accounts	8794
Back Office Support	1392
CIT Categories	94
CIT Categories Aspect	5
CIT Categories Remedy	34
CIT Categories-General Information	1
Conference Room Support-Equipment Setup	216
Conference Room Support-Monitor Conference	6
Conference Room Support-Reserve	5
Connectivity	592
Email	1605

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General Information	885
Hardware-Phones	1
Helix Support	27
iSDP/Software Distribution	12
NIHnet	213
OS/390	24
Project Work	1
Pubs	1
Telecommunications	409
Training	26
Unix Support	14
Video	89
Wireless Services	774
COTS	8448
Application Support	3959
Hardware	4489
IC Applications	741
CC Clinical Applications	78
CC Clinical Applications-ATV	17
CC Technical Operations	15
E-Grants	7
Local LAN	426
OIT Categories	1
Web Site Issue (non-CIT)	197
ISC	44
ISC	44
Network	1
Network	1
NIH Enterprise Systems	4662
ADB	295

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Capital HR Change Management	1
Capital HR Func App Suppt	28
Capital HR Interface	1
Capital HR Non-App Specific	1
Capital HR Security	9
Capital HR Technical	5
eRA-COMMONS	870
eRA-DB	21
eRA-External	549
eRA-Grants Management	97
eRA-IMPAC II	118
eRA-Infrastructure	38
eRA-Partnership Issues	9
eRA-Referral and Review	90
eRA-Reporting	12
eRA-Software BA	7
eRA-Training	1
eRA-UAT	6
GovTrip User Call	66
ITAS	391
NBS Break/Fix	1
NBS Enhancement	2
NBS-Sandbox	2
NBS-User Call	1234
NED	527
NIH Data Warehouse	44
NIH Services	184
NVision	53
NIH Services-NIH Policy Tester	1
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Security	372
Anti Virus SW	22
Security	350
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Grand Total:	29491