

NIH Help Desk Monthly Summary Report

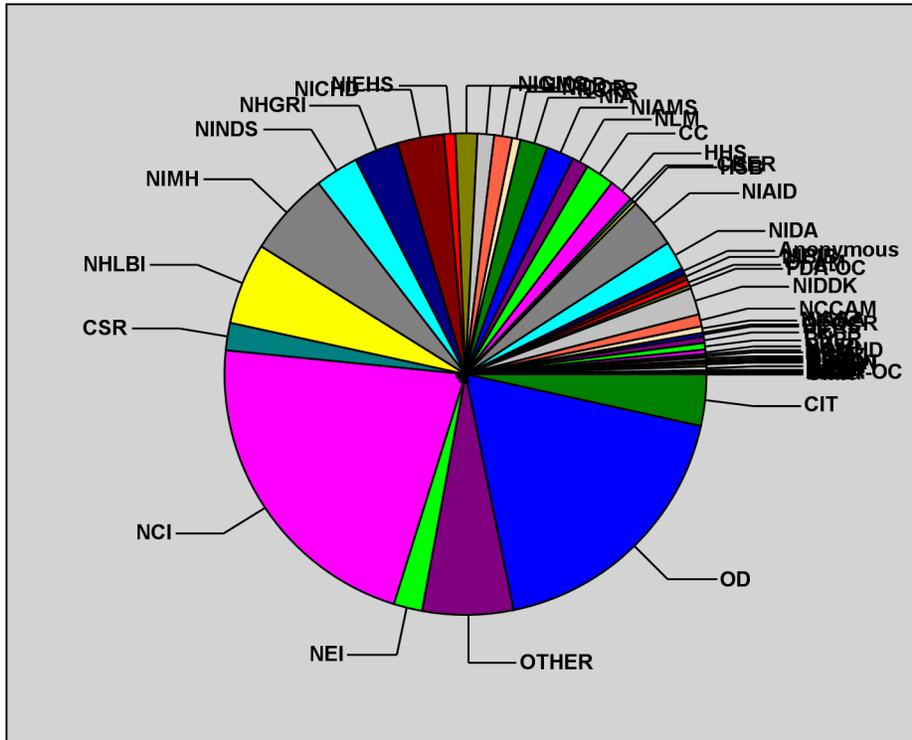
For the period: Sunday, June 01, 2008 12:00:00 AM to Monday, June 30, 2008 11:59:59 PM

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



Snapshot Date: 7/1/2008 12:25:23 PM

Tickets by IC



Anonymous	0.47 %
AoA	0.00 %
BCRS	0.23 %
BHPR	0.44 %
CBER	0.24 %
CC	1.94 %
CDER	0.21 %
CDRH	0.27 %
CFSAN	0.18 %
CIT	3.46 %
CQ	0.01 %
CSR	1.84 %
FDA-OC	0.24 %
FIC	0.42 %
HHS	1.64 %
HRSA-OC	0.02 %
HSB	0.22 %
NCCAM	0.81 %
NCI	21.77 %
NCMHD	0.14 %
NCRR	0.57 %
NCTR	0.00 %
NEI	1.92 %
NHGRI	2.98 %
NHLBI	5.48 %
NIA	1.83 %
NIAAA	0.44 %

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NIAID	3.35 %
NIAMS	1.85 %
NIBIB	0.38 %
NICHD	3.13 %
NIDA	1.90 %
NIDCD	1.12 %
NIDCR	1.20 %
NIDDK	1.80 %
NIEHS	0.76 %
NIGMS	1.46 %
NIMH	5.66 %
NINDS	2.91 %
NINR	0.29 %
NLM	1.09 %
OD	18.34 %
OEOCR	0.02 %
OFAM	0.38 %
OFM	0.08 %
OHIT	0.02 %
OIHA	0.03 %
OL	0.02 %
OM	0.03 %
OMH	0.01 %
OPE	0.01 %
OPR	0.08 %
ORA	0.01 %
ORHP	0.05 %
OT	0.02 %
OTHER	6.09 %

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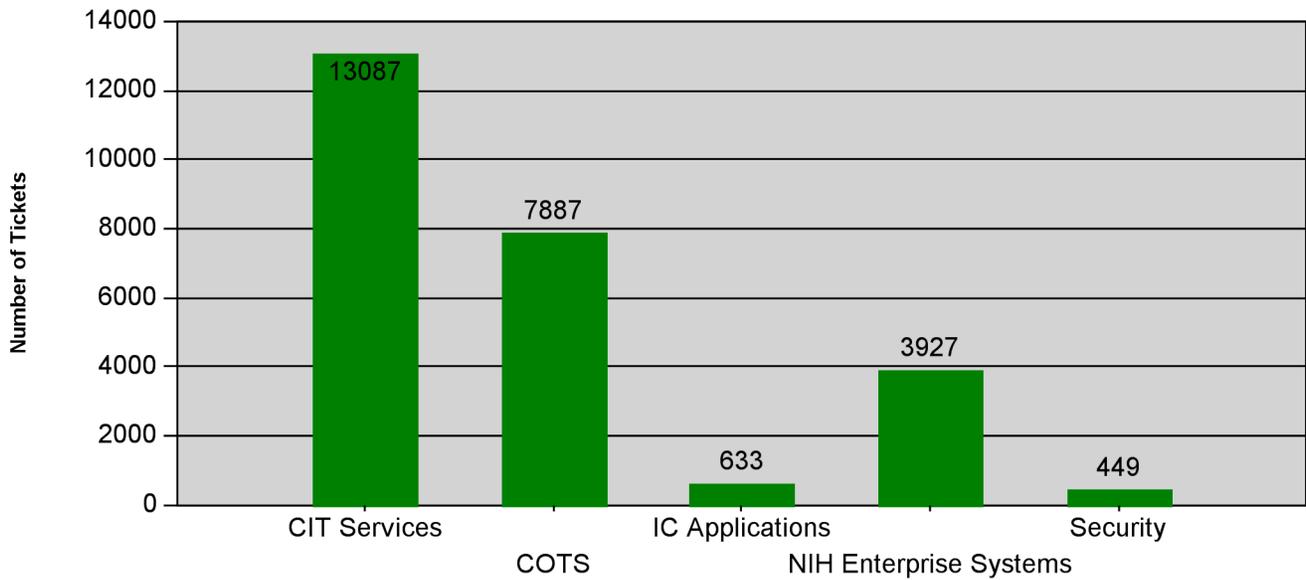


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Region

0.15 %

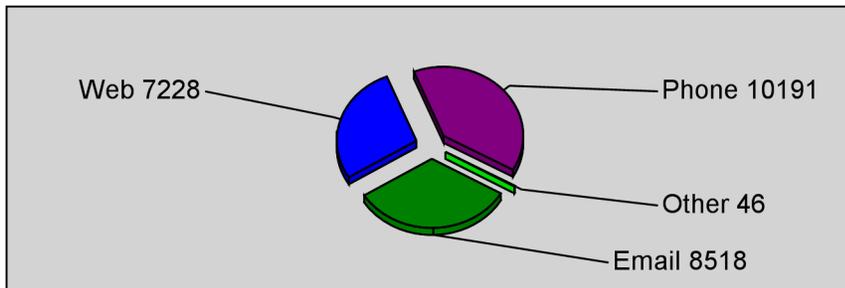
Category Summary



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

Total Tickets: 25983

Ticket Sources



Email	32.78 %
Other	0.18 %
Phone	39.22 %
Web	27.82 %
Total:	100.00 %

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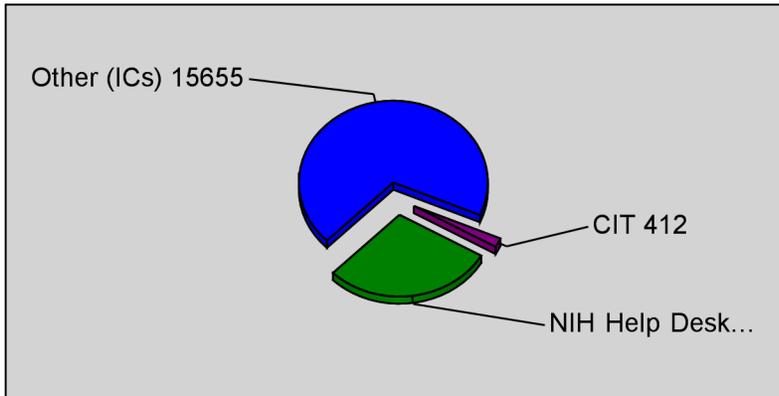
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[Tickets by Category Summary](#), [Source Summary](#), [Tickets Closed and Unresolved](#).

Total Tickets Closed: 22658

*Note - includes closed no response

Tickets Closed

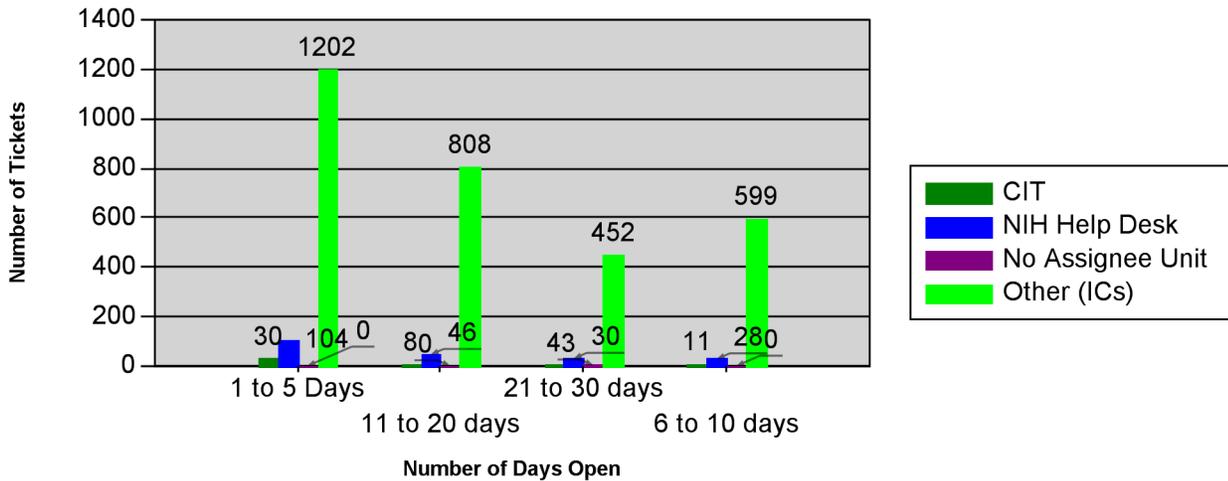


CIT	412	1.82 %
NIH Help Desk	6591	29.09 %
Other (ICs)	15655	69.09 %
Total:	22658	100.00 %

Total Tickets Unresolved: 3325

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	13087
Accounts	6257
ASR	8
Back Office Support	1914
CIT Categories	261
CIT Categories Aspect	10
CIT Categories Knova	1
CIT Categories Remedy	71
CIT Categories-Aspect	1
Conference Room Support-Equipment Setup	295
Conference Room Support-Monitor Conference	8
Conference Room Support-Reserve	24
Connectivity	538
Email	1478
General Information	756
Hardware-Phones	8
Helix Support	37
iSDP/Software Distribution	20
NIH Cabling Infrastructure-Cabling	1
NIHnet	267
OS/390	17
Pubs	1
Telecommunications	255
Training	68
Unix Support	14
Video	49
Wireless Services	728

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COTS	7887
Application Support	2758
Hardware	5129
IC Applications	633
CC Clinical Applications	59
CC Clinical Applications-ATV	8
CC Technical Operations	47
E-Grants	11
Local LAN	241
OIT Categories	9
Web Site Issue (non-CIT)	258
NIH Enterprise Systems	3927
ADB	309
Capital HR Change Management	2
Capital HR Func App Suppt	8
Capital HR Interface	1
Capital HR Security	33
Capital HR Technical	6
Capital HR User Error	8
Capital HR Workflow/Worklist	2
eRA-COMMONS	795
eRA-CRISP	1
eRA-DB	8
eRA-External	319
eRA-Grants Management	28
eRA-IMPAC II	143
eRA-Infrastructure	9
eRA-Partnership Issues	6
eRA-Referral and Review	69

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eRA-Reporting	9
eRA-S2S	1
eRA-Software BA	9
eRA-Training	2
eRA-UAT	1
GovTrip User Call	1
ITAS	443
NBS Break/Fix	1
NBS Enhancement	6
NBS Int. Des/Dev	1
NBS-User Call	1271
NED	175
NIH Data Warehouse	30
NIH Services	169
NIH Services-NEES	1
NVision	60
Security	449
Anti Virus SW	37
Security	412
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Grand Total:	25983