

NIH Help Desk Monthly Summary Report

For the period: Monday, June 01, 2009 12:00:00 AM to Tuesday, June 30, 2009 11:59:59 PM

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



Snapshot Date: 7/1/2009 6:46:08 AM

NIAID	3.84 %
NIAMS	1.75 %
NIBIB	0.53 %
NICHD	2.58 %
NIDA	2.20 %
NIDCD	0.90 %
NIDCR	1.08 %
NIDDK	1.54 %
NIEHS	0.84 %
NIGMS	1.09 %
NIMH	4.65 %
NINDS	2.17 %
NINR	0.79 %
NLM	1.16 %
OD	18.07 %
OEOCR	0.01 %
OFAM	0.21 %
OFM	0.07 %
OFPO	0.00 %
OHIT	0.01 %
OIM	0.02 %
OL	0.01 %
OM	0.01 %
OMH	0.02 %
OPE	0.05 %
OPR	0.07 %
ORA	0.44 %
ORHP	0.02 %
OTHER	11.86 %

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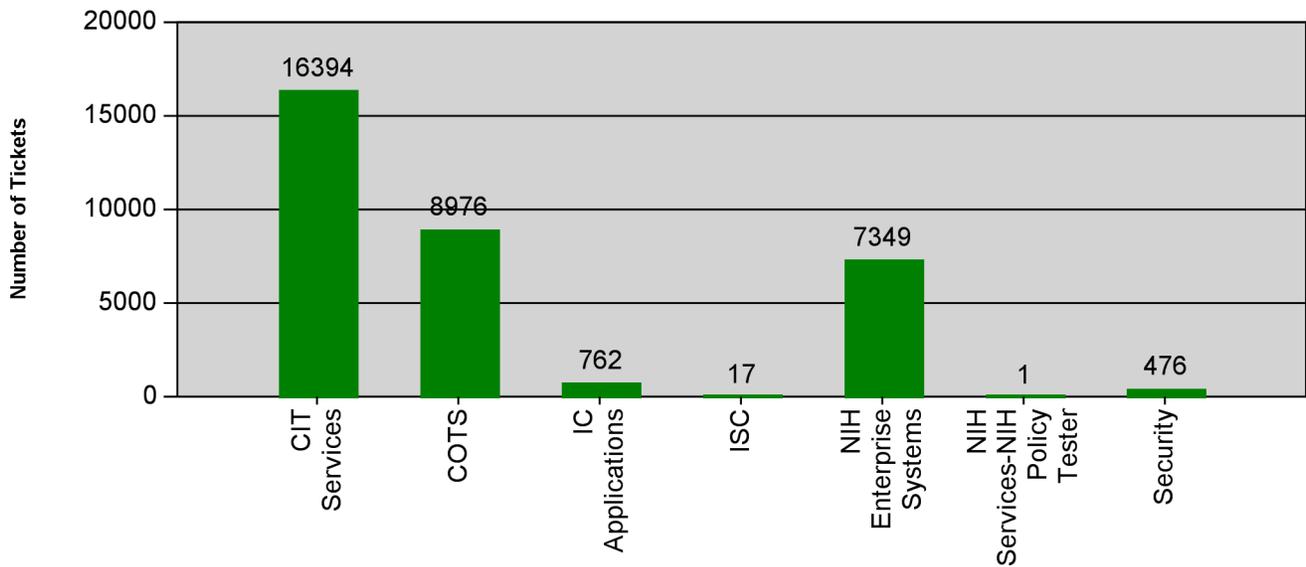
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Region	0.08 %
VA	0.00 %

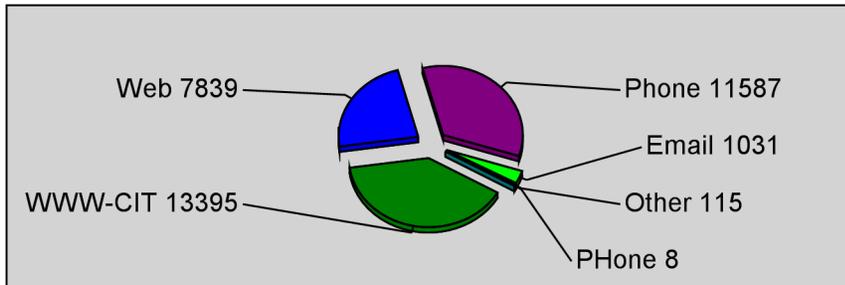
Category Summary



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

Total Tickets: 33975

Ticket Sources



Email	3.03 %
Other	0.34 %
Phone	34.13 %
Web	23.07 %
WWW-CIT	39.43 %
Total:	100.00 %

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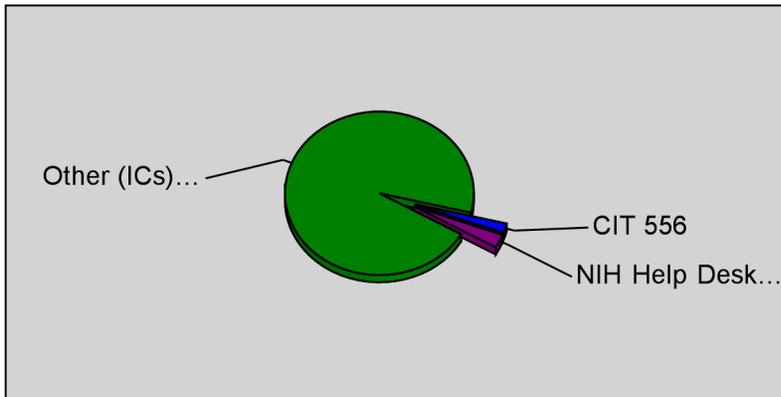


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Total Tickets Closed: 29568

*Note - includes closed no response

Tickets Closed

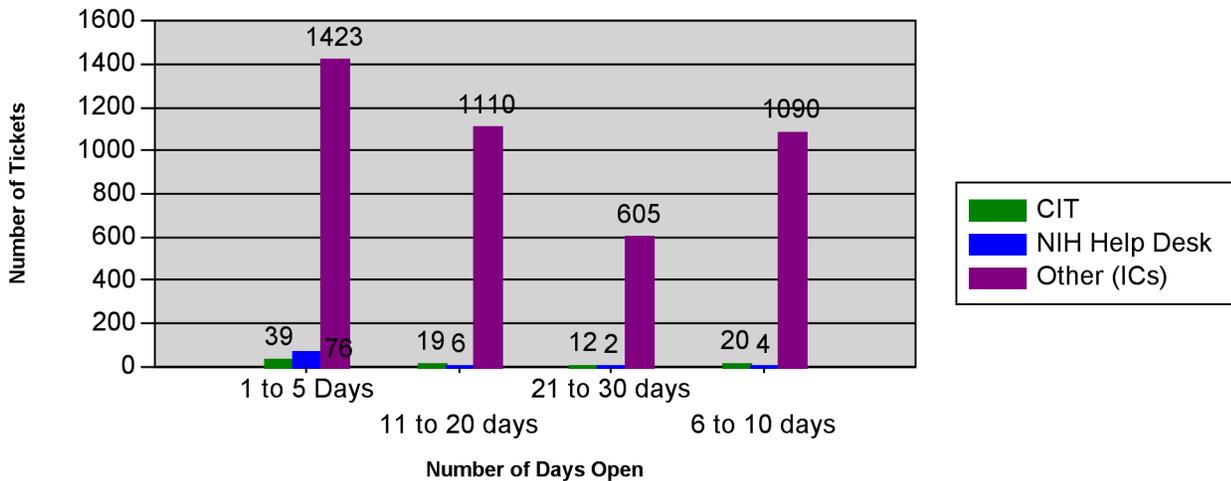


CIT	556	1.88 %
NIH Help Desk	785	2.65 %
Other (ICs)	28227	95.46 %
Total:	29568	100.00 %

Total Tickets Unresolved: 4406

Note:

Tickets Unresolved



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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	16394
Accounts	9353
ASR	1
Back Office Support	1508
CIT Categories	110
CIT Categories Aspect	5
CIT Categories Remedy	36
CIT Categories-General Information	12
Conference Room Support-Equipment Setup	245
Conference Room Support-Monitor Conference	4
Conference Room Support-Reserve	12
Connectivity	594
DCS 7x24	2
Email	1697
General Information	1080
Hardware-Phones	5
Helix Support	25
iSDP/Software Distribution	3
NECS	2
NIHnet	234
OS/390	23
Project Work	1
Telecommunications	464
Training	50
Unix Support	14
Video	83
Wireless Services	831

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COTS	8976
Application Support	4237
Hardware	4739
IC Applications	762
CC Clinical Applications	52
CC Clinical Applications-ATV	16
CC Technical Operations	26
E-Grants	9
Local LAN	407
OIT Categories	3
Web Site Issue (non-CIT)	249
ISC	17
ISC	17
NIH Enterprise Systems	7349
ADB	328
Capital HR Change Management	1
Capital HR Func App Suppt	29
Capital HR Interface	1
Capital HR Non-App Specific	2
Capital HR Security	30
Capital HR Technical	8
Capital HR User Error	3
eRA-COMMONS	2300
eRA-DB	22
eRA-External	1267
eRA-Grants Management	126
eRA-IMPAC II	113
eRA-Infrastructure	41
eRA-Partnership Issues	16

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eRA-Referral and Review	154
eRA-Reporting	28
eRA-Software BA	8
eRA-Training	1
eRA-UAT	7
GovTrip User Call	29
ITAS	664
NBS Enhancement	1
NBS-Sandbox	1
NBS-User Call	1332
NED	602
NIH Data Warehouse	49
NIH Services	134
NVision	52
NIH Services-NIH Policy Tester	1
NIH Services-NIH Policy Tester	1
Security	476
Anti Virus SW	34
NIHnet-Network Security	2
Security	440
Grand Total:	33975