

# NIH Help Desk Monthly Summary Report

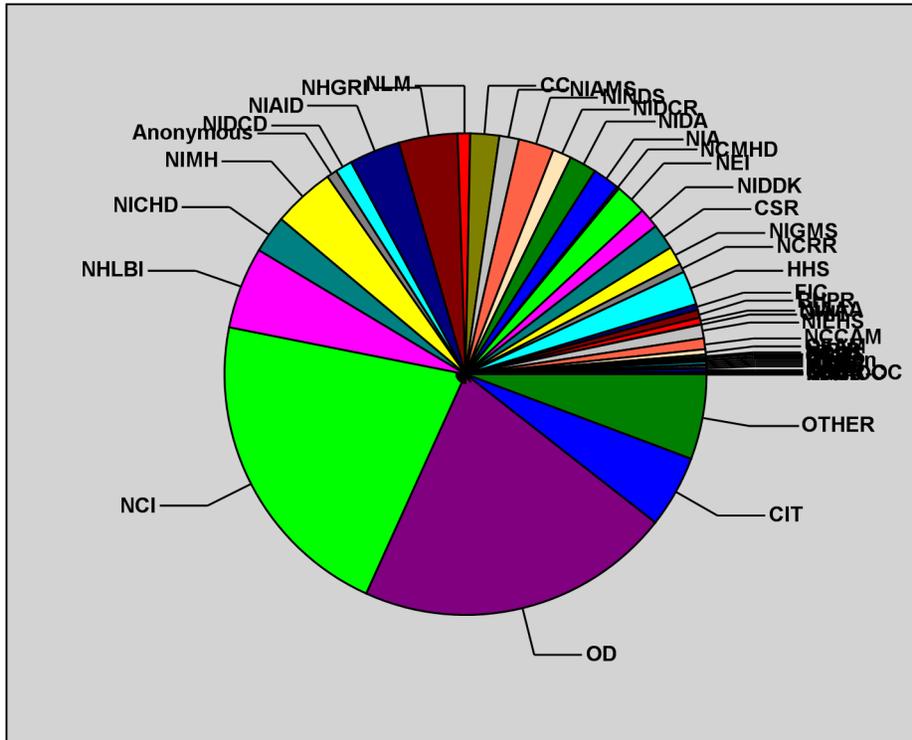
For the period: Saturday, March 01, 2008 12:00:00 AM to Monday, March 31, 2008 11:59:59 PM

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



Snapshot Date: 4/1/2008 10:52:19 AM

### Tickets by IC



Anonymous	0.69 %
BCRS	0.15 %
BHPR	0.54 %
CBER	0.02 %
CC	1.94 %
CDER	0.00 %
CIT	4.85 %
CQ	0.01 %
CSR	1.72 %
FDA-OC	0.01 %
FIC	0.39 %
HHS	2.28 %
HRSA-OC	0.01 %
HSB	0.17 %
NCCAM	0.74 %
NCI	21.36 %
NCMHD	0.16 %
NCRR	0.58 %
NEI	2.13 %
NFCU	0.01 %
NHGRI	3.94 %
NHLBI	5.49 %
NIA	1.80 %
NIAAA	0.44 %
NIAID	3.41 %
NIAMS	1.32 %
NIBIB	0.16 %

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NICHD	2.53 %
NIDA	1.83 %
NIDCD	1.14 %
NIDCR	1.26 %
NIDDK	1.36 %
NIEHS	0.91 %
NIGMS	1.26 %
NIMH	4.16 %
NINDS	2.37 %
NINR	0.25 %
NLM	0.84 %
OD	21.19 %
OFAM	0.35 %
OFM	0.03 %
OHIT	0.03 %
OIHA	0.00 %
OL	0.00 %
OM	0.06 %
OMH	0.00 %
OPE	0.03 %
OPR	0.11 %
ORHP	0.04 %
OTHER	5.72 %
Region	0.22 %

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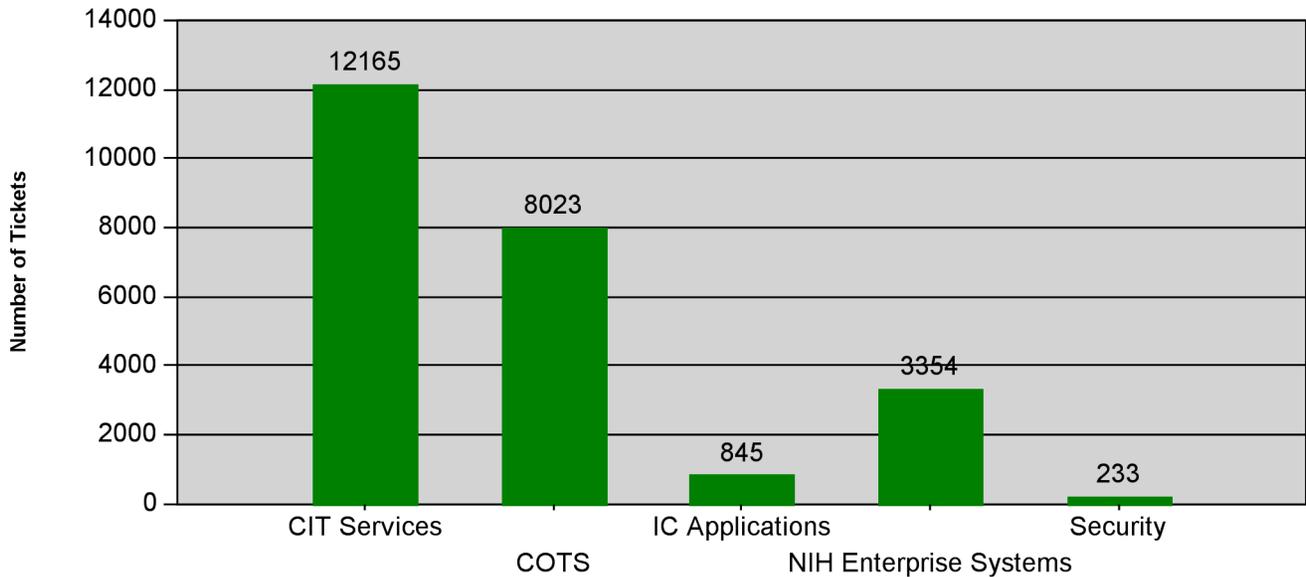


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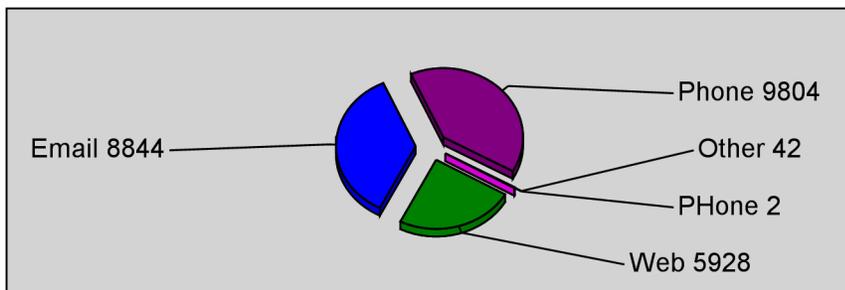
## Category Summary



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

**Total Tickets: 24620**

## Ticket Sources



Email	35.92 %
Other	0.17 %
Phone	39.83 %
Web	24.08 %
<b>Total:</b>	<b>100.00 %</b>

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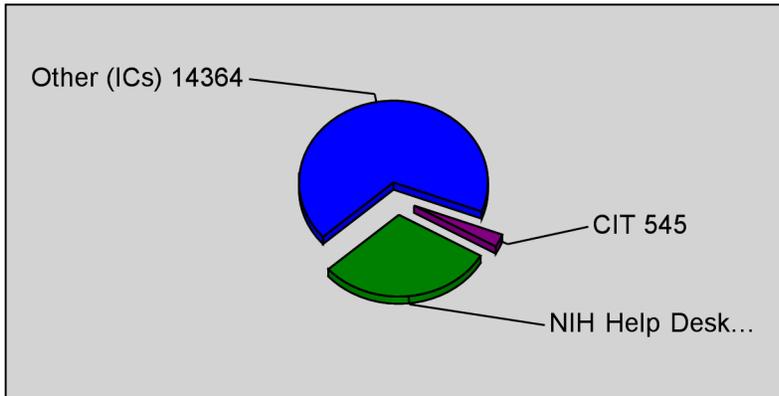


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**Total Tickets Closed: 21325**

\*Note - includes closed no response

## Tickets Closed

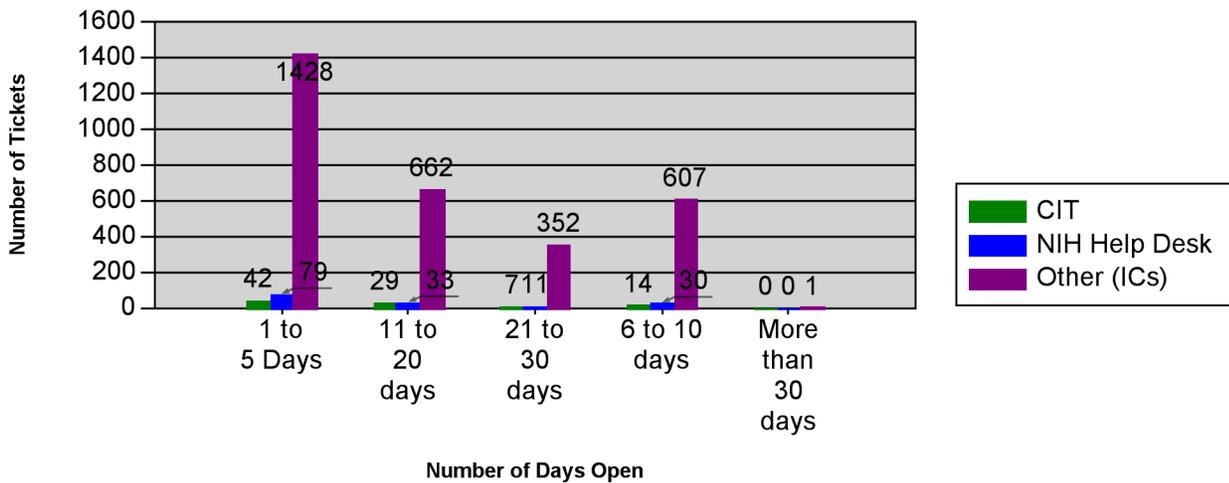


CIT	545	2.56 %
NIH Help Desk	6416	30.09 %
Other (ICs)	14364	67.36 %
<b>Total:</b>	<b>21325</b>	<b>100.00 %</b>

**Total Tickets Unresolved: 3295**

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

<b>CIT Services</b>	<b>12165</b>
Accounts	5291
ASR	3
Back Office Support	1843
CIT Categories	223
CIT Categories Aspect	17
CIT Categories Remedy	74
Conference Room Support-Equipment Setup	245
Conference Room Support-Monitor Conference	4
Conference Room Support-Reserve	28
Connectivity	628
Email	1500
EOS	3
General Information	701
Helix Support	34
iSDP/Software Distribution	25
NIH Cabling Infrastructure-Cabling	2
NIH Cabling Infrastructure-IGDB Support	1
NIHnet	269
OS/390	30
Project Work	1
Pubs	1
Telecommunications	245
Training	50
Unix Support	15
Video	71
Wireless Services	861

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<b>COTS</b>	<b>8023</b>
Application Support	3342
Hardware	4681
<b>IC Applications</b>	<b>845</b>
CC Clinical Applications	84
CC Clinical Applications-ATV	5
CC Technical Operations	28
E-Grants	11
Local LAN	296
OIT Categories	123
Web Site Issue (non-CIT)	298
<b>NIH Enterprise Systems</b>	<b>3354</b>
ADB	323
EHRP Change Management	3
EHRP Func App Suppt	10
EHRP Interface	1
EHRP Non-App Specific	1
EHRP Reporting	7
EHRP Security	83
EHRP Technical	12
EHRP User Error	8
EHRP Workflow/Worklist	6
eRA-COMMONS	930
eRA-IMPAC II	231
eRA-Partnership Issues	1
eRA-S2S	1
eRA-Software BA	8
ITAS	146
NBS Enhancement	1

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NBS Int. Des/Dev	1
NBS-Sandbox	9
NBS-User Call	1242
NED	91
NIH Data Warehouse	37
NIH Services	157
NVision	45
<b>Security</b>	<b>233</b>
Anti Virus SW	13
Security	220
<hr/>	
<b>Grand Total:</b>	<b>24620</b>