

NIH Help Desk Monthly Summary Report

For the period: Sunday, March 01, 2009 12:00:00 AM to Tuesday, March 31, 2009 11:59:59 PM

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



Snapshot Date: 4/1/2009 6:46:03 AM

NIAID	3.68 %
NIAMS	1.74 %
NIBIB	0.50 %
NICHD	2.55 %
NIDA	2.37 %
NIDCD	0.87 %
NIDCR	0.98 %
NIDDK	1.35 %
NIEHS	0.88 %
NIGMS	1.09 %
NIMH	4.12 %
NINDS	2.16 %
NINR	0.39 %
NLM	0.91 %
OD	20.36 %
OEOCR	0.00 %
OFAM	0.38 %
OFM	0.13 %
OHIT	0.01 %
OIM	0.03 %
OL	0.01 %
OM	0.05 %
OMH	0.02 %
OPE	0.03 %
OPR	0.10 %
ORA	0.38 %
ORHP	0.03 %
OT	0.00 %
OTHER	8.53 %

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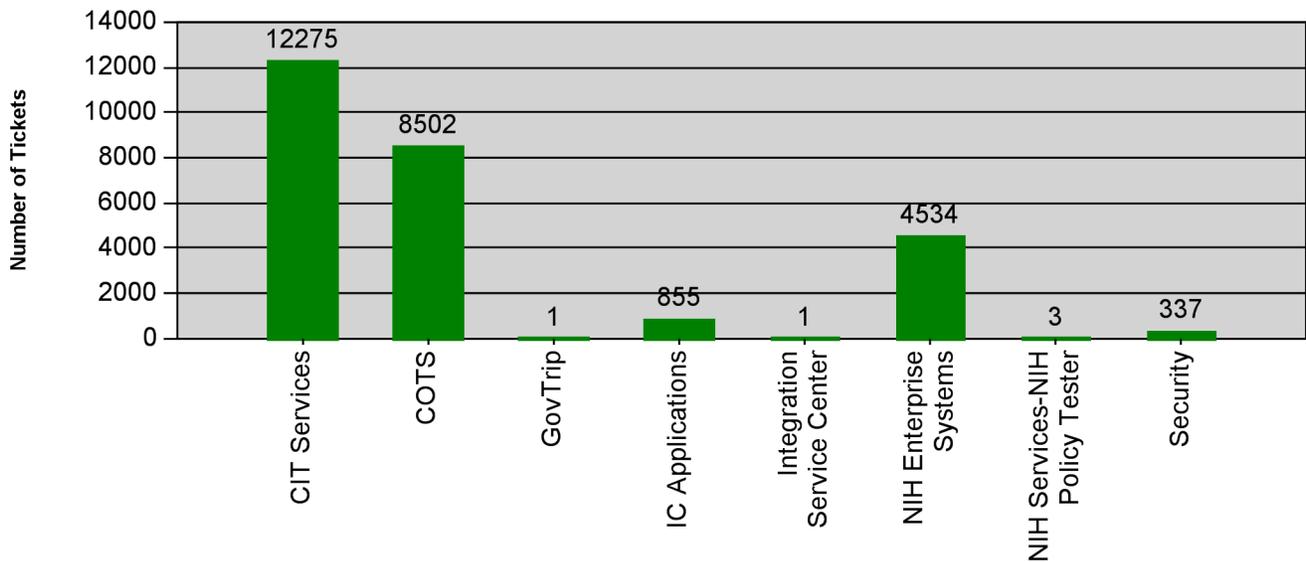
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Region	0.07 %
VA	0.00 %

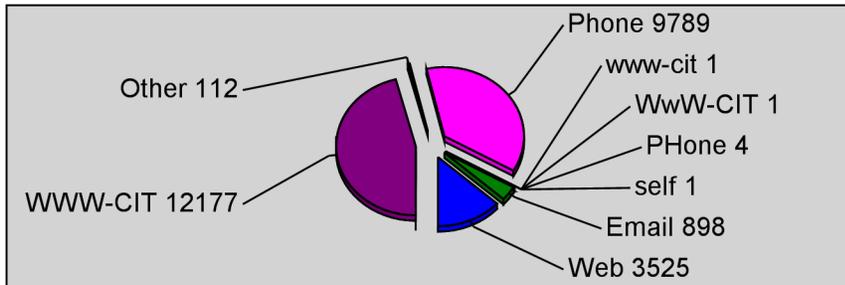
Category Summary



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

Total Tickets: 26508

Ticket Sources



Email	3.39 %
Other	0.42 %
Phone	36.94 %
self	0.00 %
Web	13.30 %
WWW-CIT	45.94 %
Total:	100.00 %

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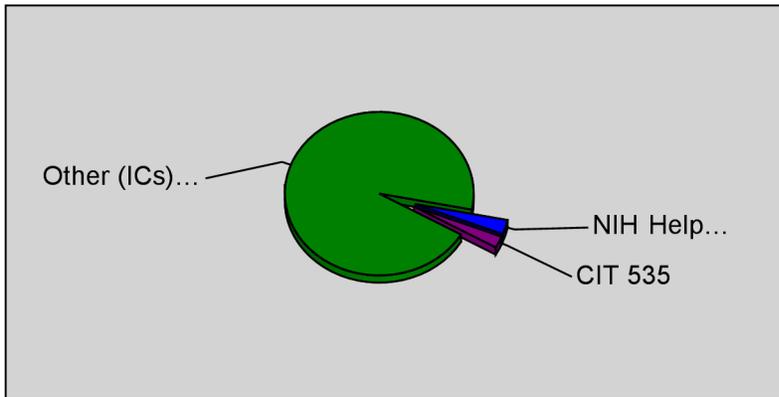
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Total Tickets Closed: 22938

*Note - includes closed no response

Tickets Closed

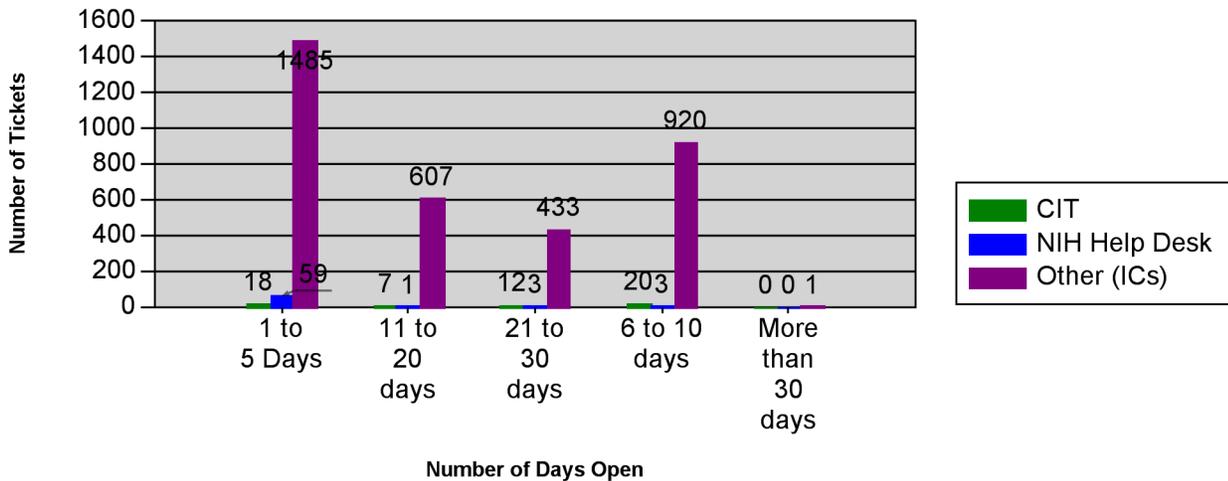


CIT	535	2.33 %
NIH Help Desk	658	2.87 %
Other (ICs)	21745	94.80 %
Total:	22938	100.00 %

Total Tickets Unresolved: 3569

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	12275
Accounts	5589
ASR	1
Back Office Support	1366
CIT Categories	203
CIT Categories Aspect	7
CIT Categories Remedy	62
CIT Categories-General Information	4
Conference Room Support-Equipment Setup	238
Conference Room Support-Monitor Conference	8
Conference Room Support-Reserve	19
Connectivity	619
Email	1706
General Information	783
Hardware-Phones	2
Helix Support	11
iSDP/Software Distribution	12
NIHnet	237
OS/390	22
Project Work	6
Telecommunications	286
Training	32
Unix Support	8
Video	114
Wireless Services	940
COTS	8502
Application Support	3943

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Hardware	4559
GovTrip	1
GovTrip	1
IC Applications	855
CC Clinical Applications	80
CC Clinical Applications-ATV	7
CC Technical Operations	15
E-Grants	3
Local LAN	478
OIT Categories	4
Web Site Issue (non-CIT)	268
Integration Service Center	1
Integration Service Center	1
NIH Enterprise Systems	4534
ADB	345
Capital HR Change Management	2
Capital HR Func App Suppt	26
Capital HR Interface	3
Capital HR Non-App Specific	2
Capital HR Reporting	1
Capital HR Security	18
Capital HR Technical	8
Capital HR User Error	1
eRA-COMMONS	1181
eRA-DB	18
eRA-External	496
eRA-Grants Management	78
eRA-IMPAC II	114
eRA-Infrastructure	40

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eRA-Partnership Issues	3
eRA-Referral and Review	56
eRA-Reporting	13
eRA-Software BA	9
eRA-Training	1
eRA-UAT	3
GovTrip User Call	30
ITAS	374
NBS Break/Fix	1
NBS-Sandbox	4
NBS-User Call	1092
NED	349
NIH Data Warehouse	51
NIH Services	165
NIH Services-NEES	1
NVision	49
NIH Services-NIH Policy Tester	3
NIH Services-NIH Policy Tester	3
Security	337
Anti Virus SW	22
Security	315
Grand Total:	26508