

# NIH Help Desk Monthly Summary Report

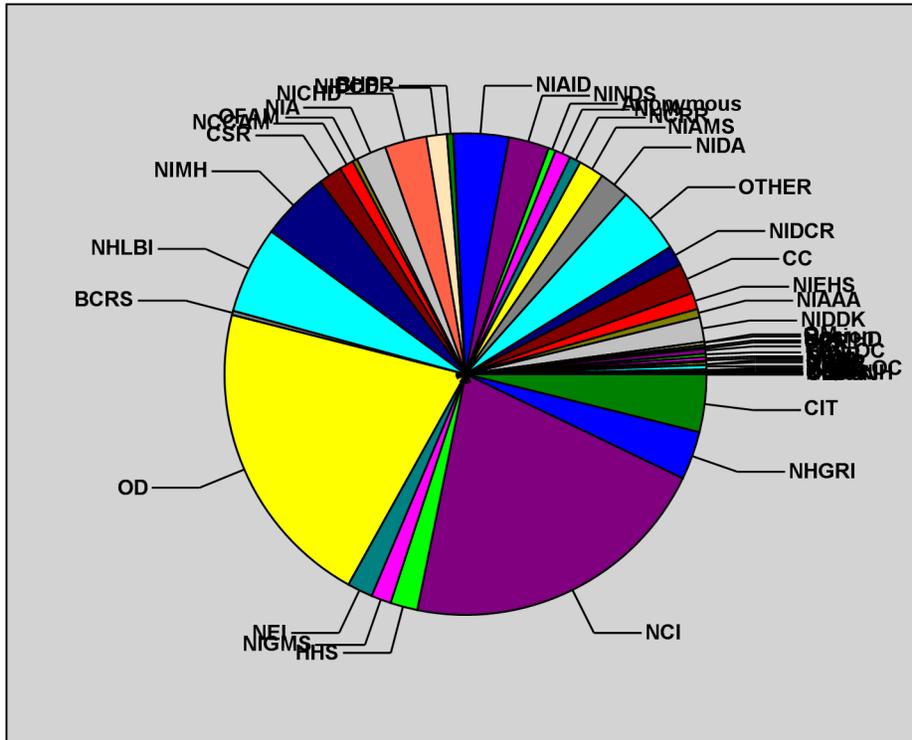
For the period: Thursday, May 01, 2008 12:00:00 AM to Saturday, May 31, 2008 11:59:59 PM

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



Snapshot Date: 6/1/2008 6:46:02 AM

### Tickets by IC



Anonymous	0.48 %
BCRS	0.28 %
BHPR	0.41 %
CBER	0.29 %
CC	2.04 %
CDER	0.02 %
CDRH	0.04 %
CFSAN	0.01 %
CIT	3.88 %
CQ	0.01 %
CSR	1.57 %
FDA-OC	0.21 %
FIC	0.34 %
HHS	1.83 %
HRSA-OC	0.03 %
HSB	0.14 %
NCCAM	0.95 %
NCI	21.09 %
NCMHD	0.17 %
NCRR	0.76 %
NCTR	0.00 %
NEI	1.71 %
NHGRI	3.24 %
NHLBI	5.85 %
NIA	2.03 %
NIAAA	0.57 %
NIAID	3.71 %

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NIAMS	1.69 %
NIBIB	0.24 %
NICHD	2.80 %
NIDA	2.01 %
NIDCD	1.37 %
NIDCR	1.34 %
NIDDK	1.64 %
NIEHS	1.11 %
NIGMS	1.33 %
NIMH	4.63 %
NINDS	2.72 %
NINR	0.18 %
NLM	1.05 %
NON-NIH	0.00 %
OD	20.88 %
OFAM	0.32 %
OFM	0.10 %
OFPO	0.00 %
OHIT	0.03 %
OL	0.00 %
OM	0.01 %
OPR	0.09 %
ORA	0.00 %
ORHP	0.03 %
OTHER	4.55 %
Region	0.19 %
VA	0.02 %

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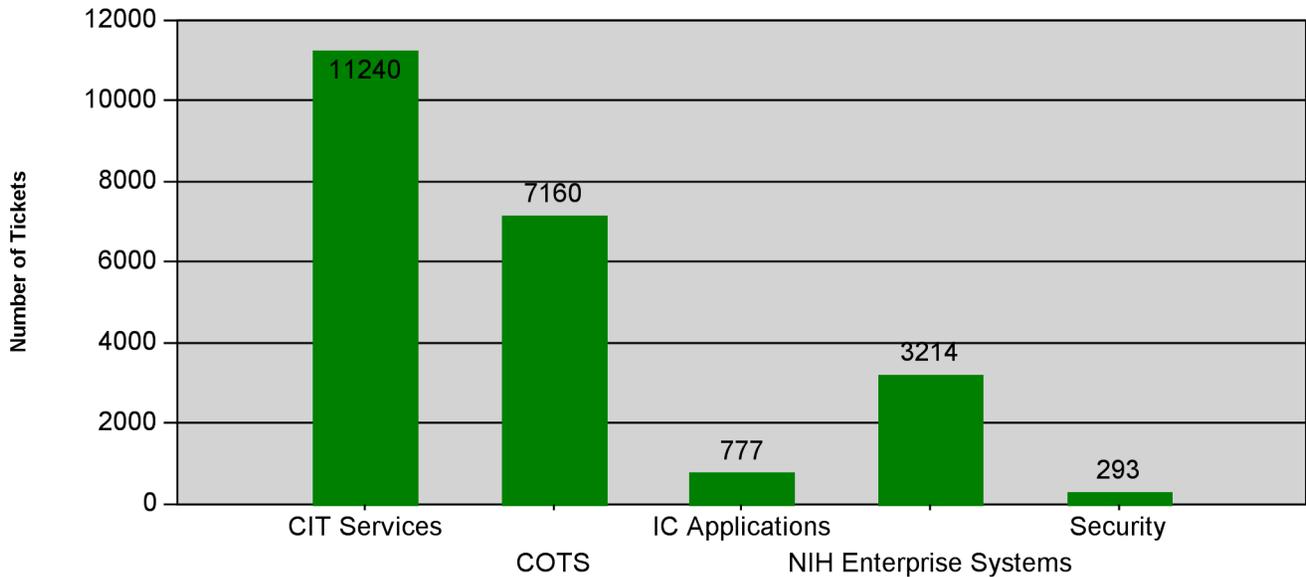


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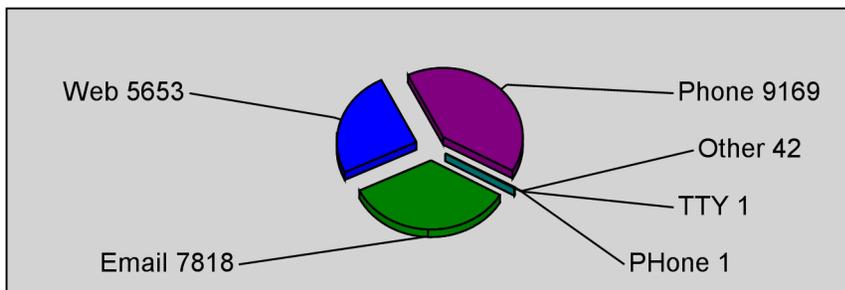
## Category Summary



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

**Total Tickets: 22684**

## Ticket Sources



Email	34.46 %
Other	0.19 %
Phone	40.42 %
TTY	0.00 %
Web	24.92 %
<b>Total:</b>	<b>100.00 %</b>

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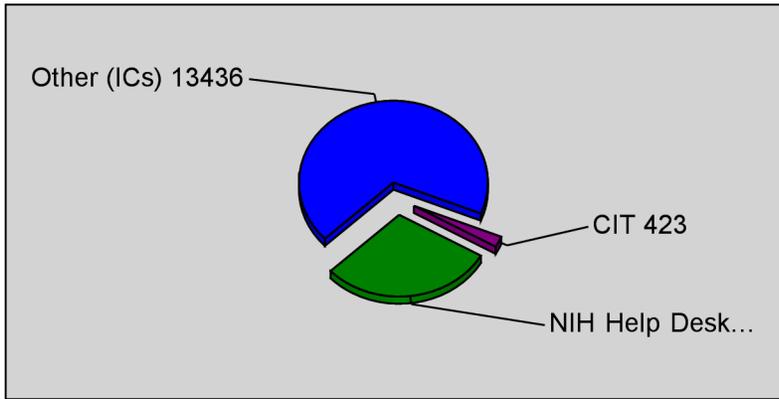
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**Total Tickets Closed: 19686**

\*Note - includes closed no response

## Tickets Closed

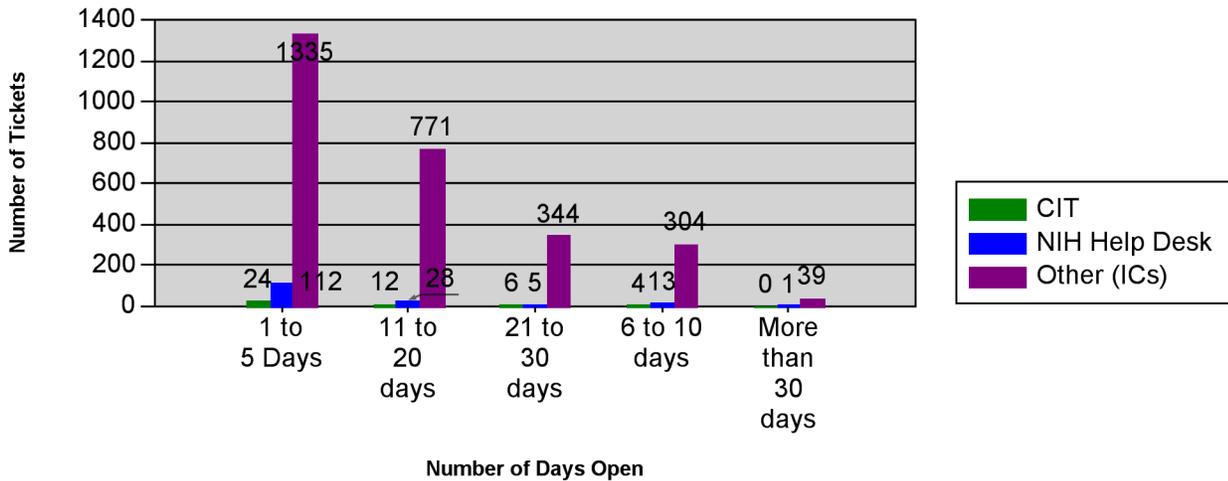


CIT	423	2.15 %
NIH Help Desk	5827	29.60 %
Other (ICs)	13436	68.25 %
<b>Total:</b>	<b>19686</b>	<b>100.00 %</b>

**Total Tickets Unresolved: 2998**

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>11240</b>
Accounts	4905
ASR	1
Back Office Support	1693
CIT Categories	206
CIT Categories Aspect	8
CIT Categories Remedy	54
Conference Room Support-Equipment Setup	251
Conference Room Support-Monitor Conference	7
Conference Room Support-Reserve	12
Connectivity	484
Email	1453
General Information	737
Helix Support	18
iSDP/Software Distribution	18
NIH Cabling Infrastructure-IGDB Support	1
NIHnet	232
OS/390	20
Project Work	1
Pubs	1
Telecommunications	247
Training	66
Unix Support	8
Video	51
Wireless Services	766
<b>COTS</b>	<b>7160</b>
Application Support	2662
Hardware	4498

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<b>IC Applications</b>	<b>777</b>
CC Clinical Applications	58
CC Clinical Applications-ATV	6
CC Technical Operations	27
E-Grants	7
Local LAN	244
OIT Categories	147
Web Site Issue (non-CIT)	288
<b>NIH Enterprise Systems</b>	<b>3214</b>
ADB	361
Capital HR Change Management	2
Capital HR Func App Suppt	1
Capital HR Interface	1
Capital HR Non-App Specific	2
Capital HR Reporting	1
Capital HR Security	28
Capital HR Technical	5
Capital HR User Error	6
eRA-COMMONS	732
eRA-CRISP	1
eRA-External	33
eRA-Grants Management	5
eRA-IMPAC II	160
eRA-Infrastructure	4
eRA-Partnership Issues	2
eRA-Referral and Review	3
eRA-Software BA	6
eRA-UAT	2
ITAS	285

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NBS Enhancement	1
NBS Int. Des/Dev	1
NBS-Sandbox	6
NBS-User Call	1185
NED	132
NIH Data Warehouse	27
NIH Services	173
NVision	49
<b>Security</b>	<b>293</b>
Anti Virus SW	31
Security	262
<hr/>	
<b>Grand Total:</b>	<b>22684</b>