

NIH Help Desk Monthly Summary Report

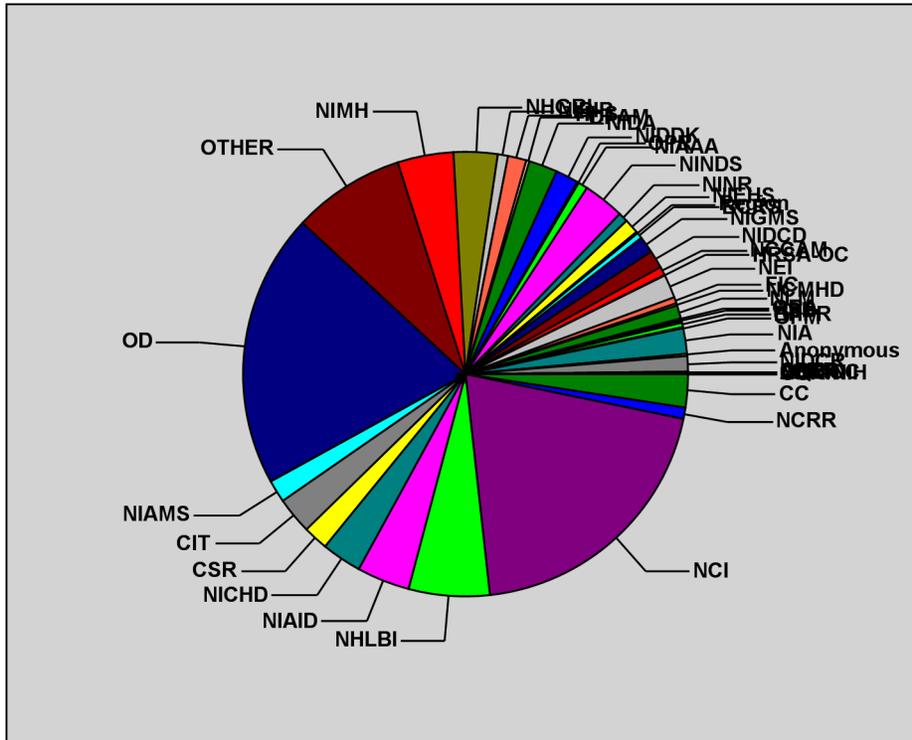
For the period: Thursday, October 01, 2009 12:00:00 AM to Saturday, October 31, 2009 11:59:59 PM

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



Snapshot Date: 11/1/2009 6:46:10 AM

Tickets by IC



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NIBIB	0.74 %
NICHD	2.91 %
NIDA	2.08 %
NIDCD	1.31 %
NIDCR	1.12 %
NIDDK	1.67 %
NIEHS	1.06 %
NIGMS	1.21 %
NIMH	4.07 %
NINDS	2.99 %
NINR	0.70 %
NLM	0.97 %
NON-NIH	0.01 %
OD	19.93 %
OFAM	0.23 %
OFM	0.08 %
OL	0.01 %
OM	0.04 %
OMH	0.01 %
OPR	0.12 %
ORA	0.15 %
ORHP	0.01 %
OTHER	8.16 %
Region	0.13 %

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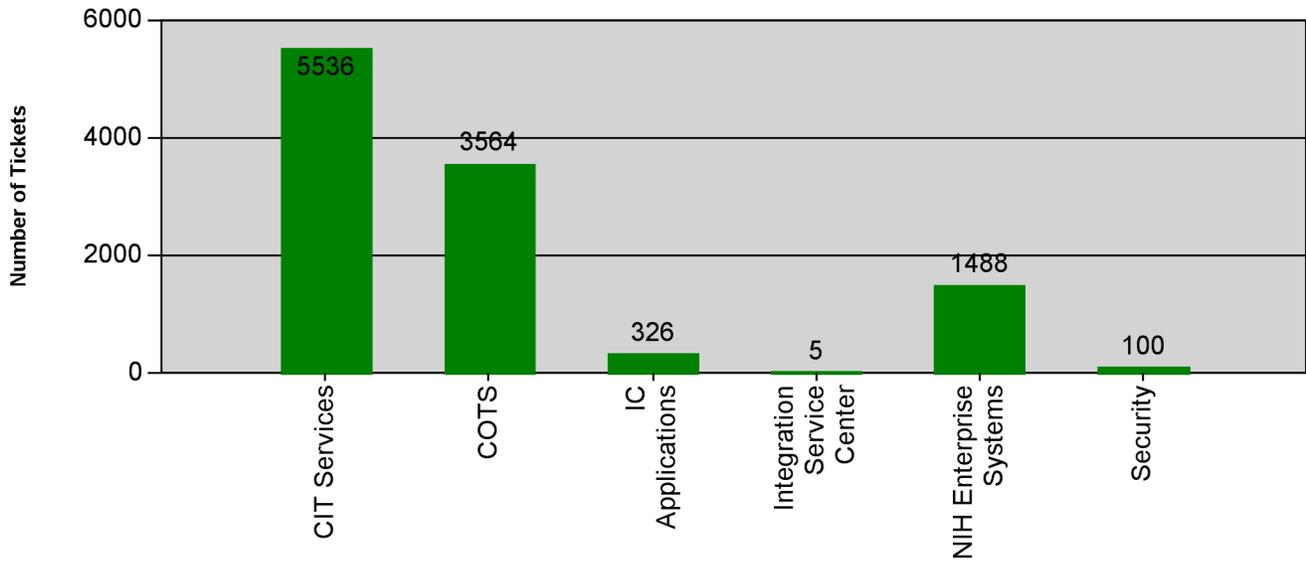


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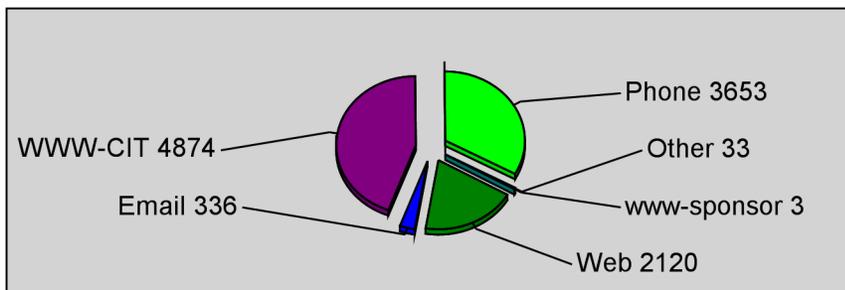
Category Summary



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

Total Tickets: 11019

Ticket Sources



Email	3.05 %
Other	0.30 %
Phone	33.15 %
Web	19.24 %
WWW-CIT	44.23 %
www-sponsor	0.03 %
Total:	100.00 %

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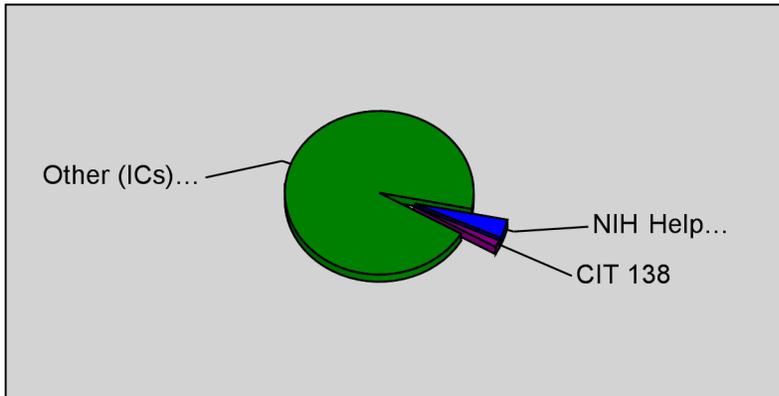
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Total Tickets Closed: 9523

*Note - includes closed no response

Tickets Closed

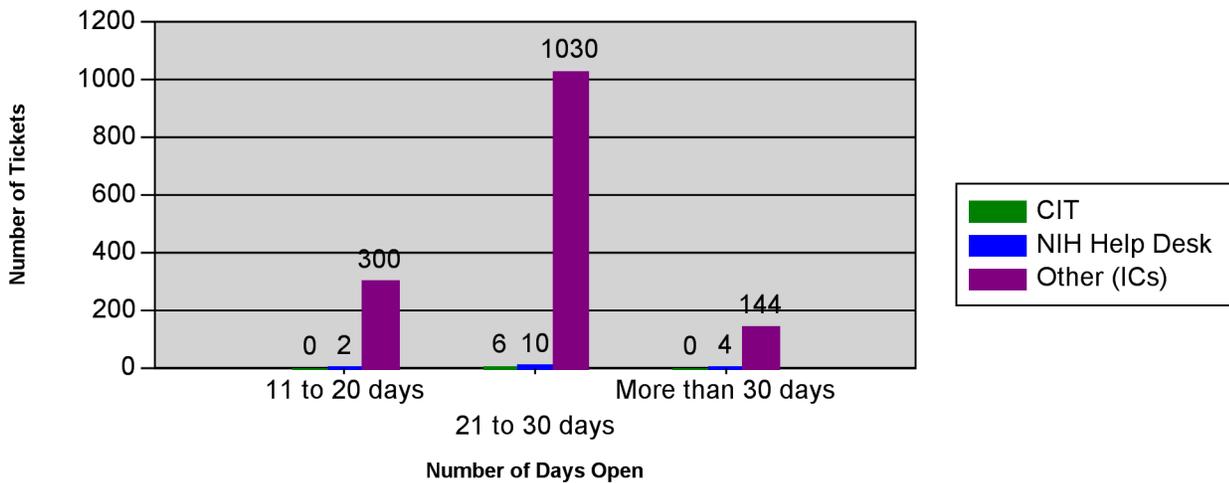


CIT	138	1.45 %
NIH Help Desk	354	3.72 %
Other (ICs)	9031	94.83 %
Total:	9523	100.00 %

Total Tickets Unresolved: 1496

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	5536
Accounts	2901
ASR	2
Back Office Support	539
CIT Categories	221
CIT Categories Aspect	2
CIT Categories Remedy	25
CIT Categories-CMS Services	2
CIT Categories-General Information	1
Conference Room Support-Equipment Setup	112
Conference Room Support-Monitor Conference	4
Conference Room Support-Reserve	2
Connectivity	203
Email	540
General Information	337
Helix Support	9
iSDP/Software Distribution	3
NIH Cabling Infrastructure-Cabling	1
NIHnet	77
OS/390	4
Telecommunications	158
Training	16
Unix Support	3
Video	32
Wireless Services	342
COTS	3564
Application Support	1725
Hardware	1839

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IC Applications	326
CC Clinical Applications	46
CC Clinical Applications-ATV	2
CC Technical Operations	6
Local LAN	173
OIT Categories	1
Web Site Issue (non-CIT)	98
Integration Service Center	5
Integration Service Center	5
NIH Enterprise Systems	1488
ADB	88
Capital HR Security	4
Capital HR Technical	5
Capital HR User Error	1
eRA-COMMONS	331
eRA-DB	2
eRA-External	221
eRA-Grants Management	21
eRA-IMPAC II	20
eRA-Infrastructure	11
eRA-Partnership Issues	3
eRA-Referral and Review	48
eRA-Reporting	2
eRA-Training	1
GovTrip User Call	52
ITAS	85
NBS-User Call	330
NED	182
NIH Data Warehouse	5

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NIH Services	62
NVision	14
Security	100
Anti Virus SW	7
Security	93
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Grand Total:	11019