

IC Ticket Report with Category Summary

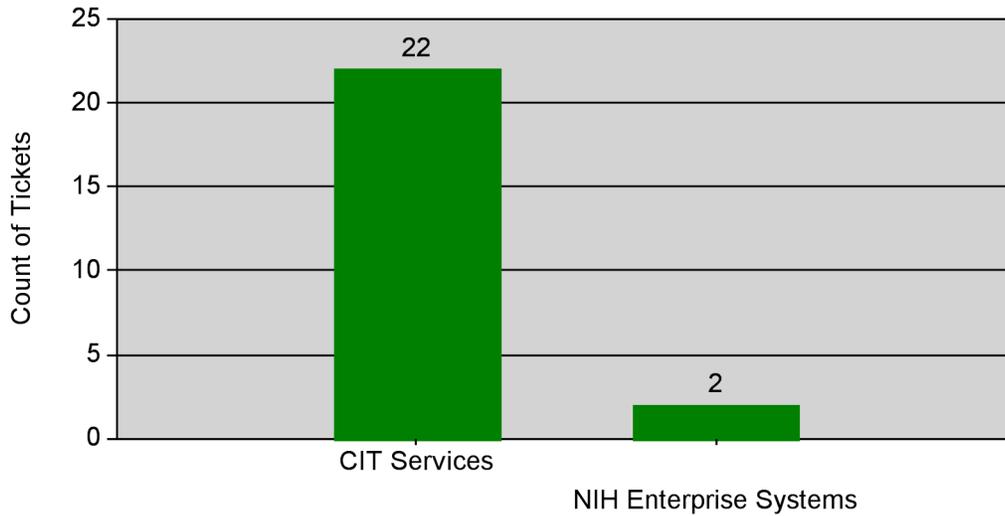


For the period: Wednesday, April 01, 2009 12:00:00 AM to Thursday, April 30, 2009 11:59:59 PM

Snapshot Date: 5/1/2009 6:48:10 AM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Tickets By Category Summary



Anonymous	24
CIT Services	22
General Information	21
Video	1
NIH Enterprise Systems	2
eRA-External	1
ITAS	1

IC Ticket Report with Category Summary

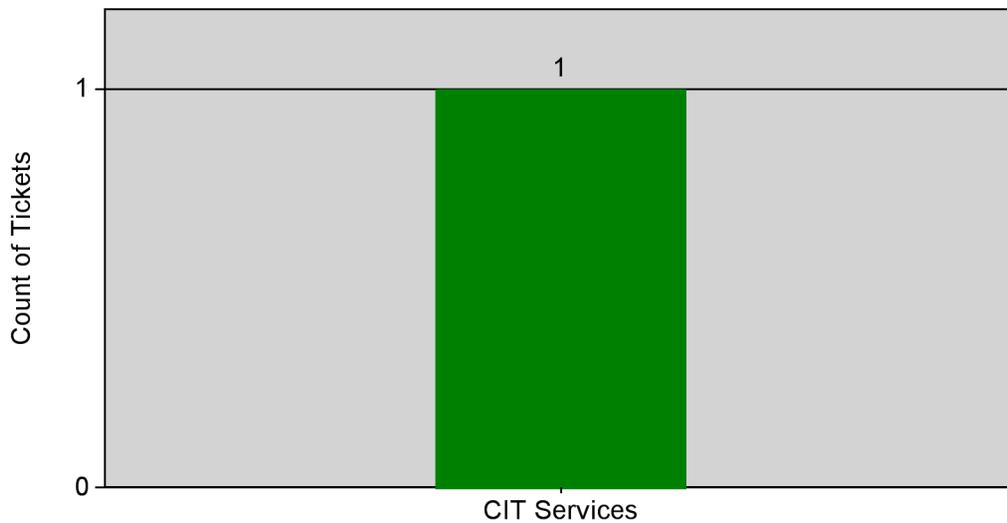


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Tickets By Category Summary



AUX	1
CIT Services	1
CIT Categories	1

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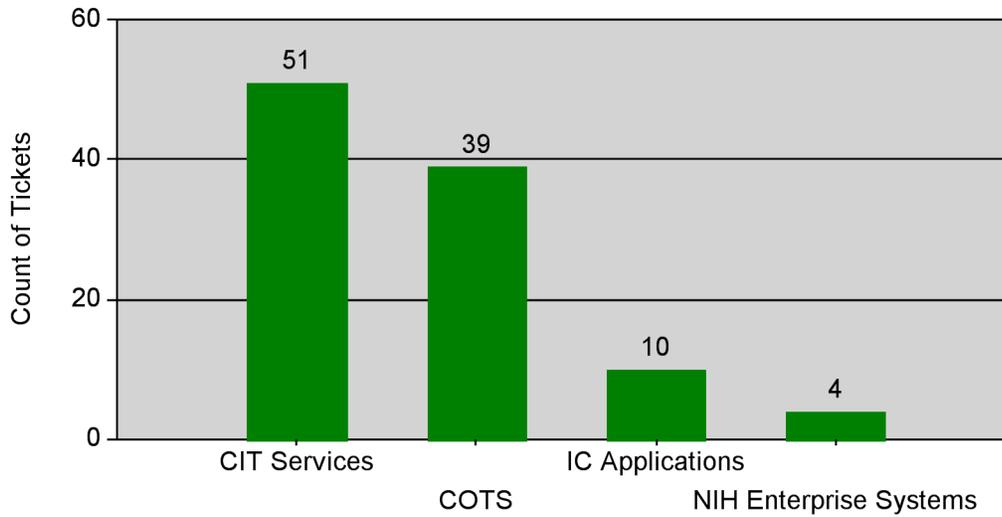


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Tickets By Category Summary



BCRS	104
CIT Services	51
Accounts	21
Back Office Support	6
Connectivity	1
Email	13
General Information	2
NIHnet	4
OS/390	1
Telecommunications	3
COTS	39
Application Support	12
Hardware	27
IC Applications	10
Local LAN	10
NIH Enterprise Systems	4
ITAS	2

IC Ticket Report with Category Summary



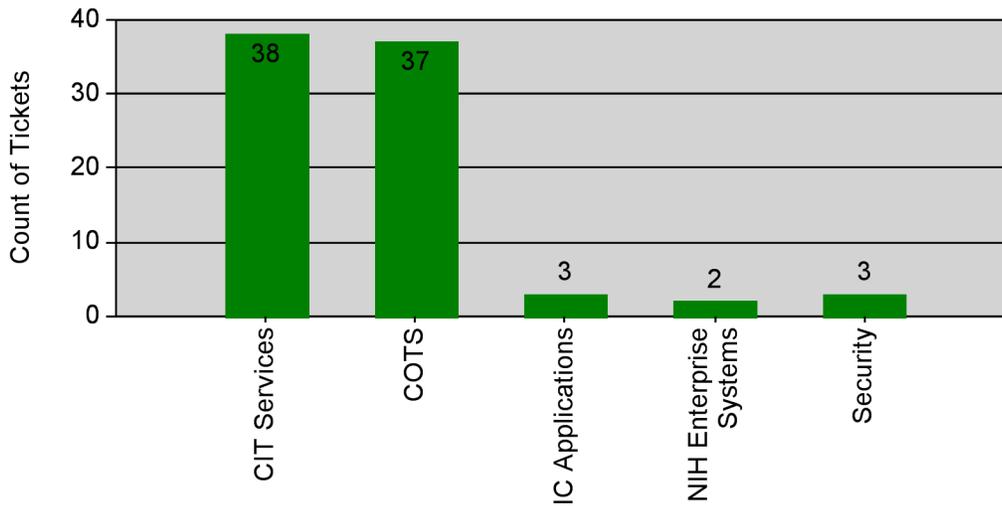
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NBS-User Call	1
NED	1

Tickets By Category Summary



BHPR	83
CIT Services	38
Accounts	14
Back Office Support	6
Connectivity	2
Email	8
General Information	3
Telecommunications	1
Wireless Services	4
COTS	37
Application Support	12
Hardware	25
IC Applications	3
Web Site Issue (non-CIT)	3

IC Ticket Report with Category Summary



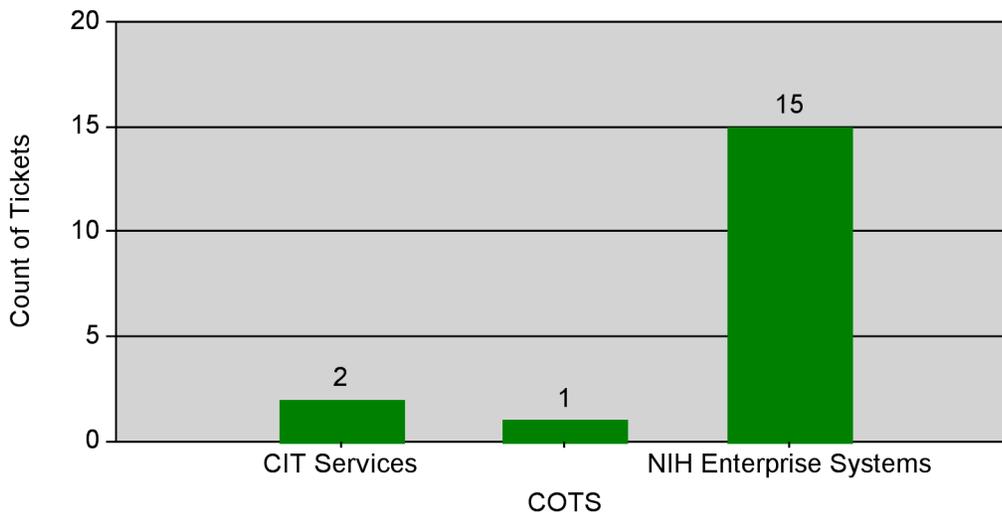
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NIH Enterprise Systems	2
GovTrip User Call	1
ITAS	1
Security	3
Anti Virus SW	1
Security	2

Tickets By Category Summary



CBER	18
CIT Services	2
OS/390	2
COTS	1
Application Support	1
NIH Enterprise Systems	15
ITAS	15

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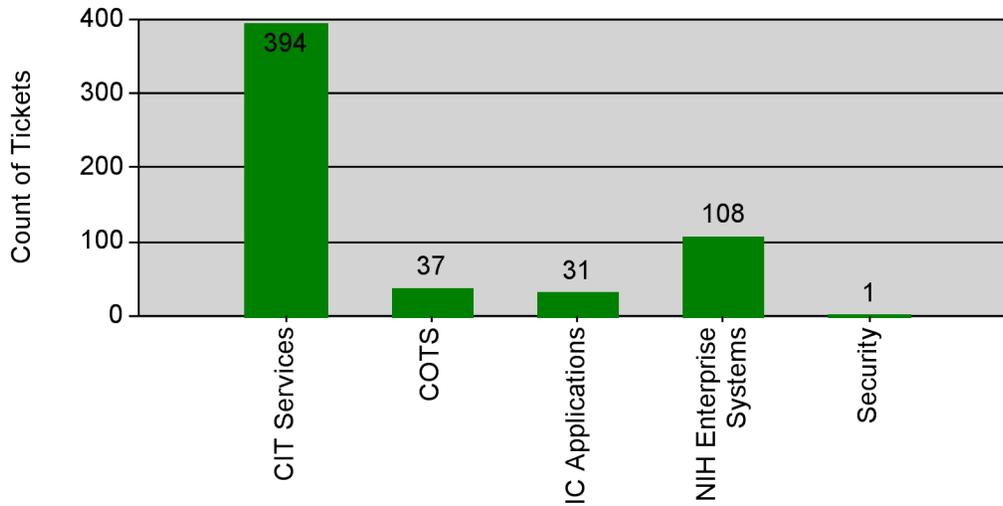


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Tickets By Category Summary



CC	571
CIT Services	394
Accounts	277
Back Office Support	9
Connectivity	6
Email	13
General Information	6
NIHnet	19
Telecommunications	23
Training	2
Wireless Services	39
COTS	37
Application Support	20
Hardware	17
IC Applications	31
CC Clinical Applications	10

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CC Clinical Applications-ATV	3
CC Technical Operations	7
Local LAN	6
Web Site Issue (non-CIT)	5
NIH Enterprise Systems	108
ADB	18
Capital HR Interface	1
Capital HR Non-App Specific	1
Capital HR Security	1
eRA-COMMONS	1
ITAS	14
NBS-User Call	54
NED	10
NIH Data Warehouse	4
NIH Services	2
NVision	2
Security	1
Security	1

IC Ticket Report with Category Summary

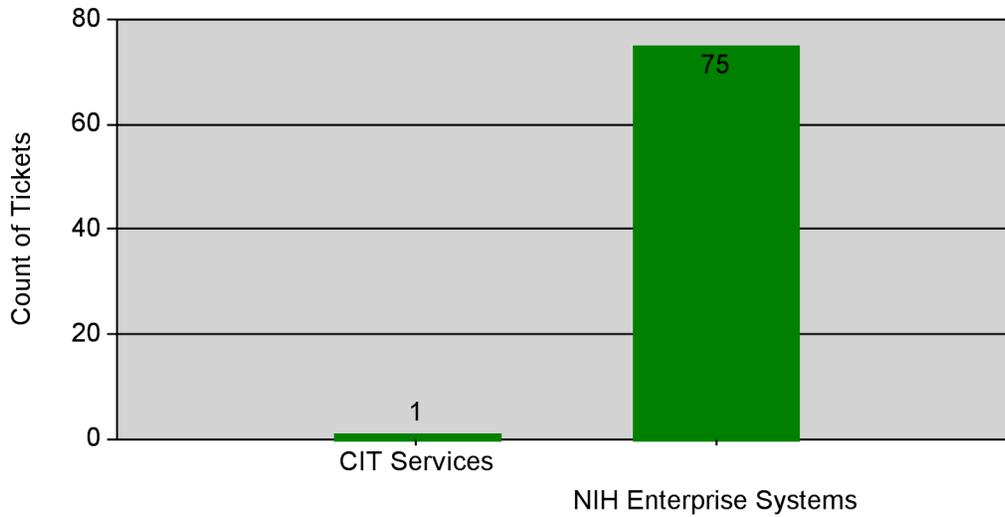


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Tickets By Category Summary



CDER	76
CIT Services	1
Accounts	1
NIH Enterprise Systems	75
ITAS	75

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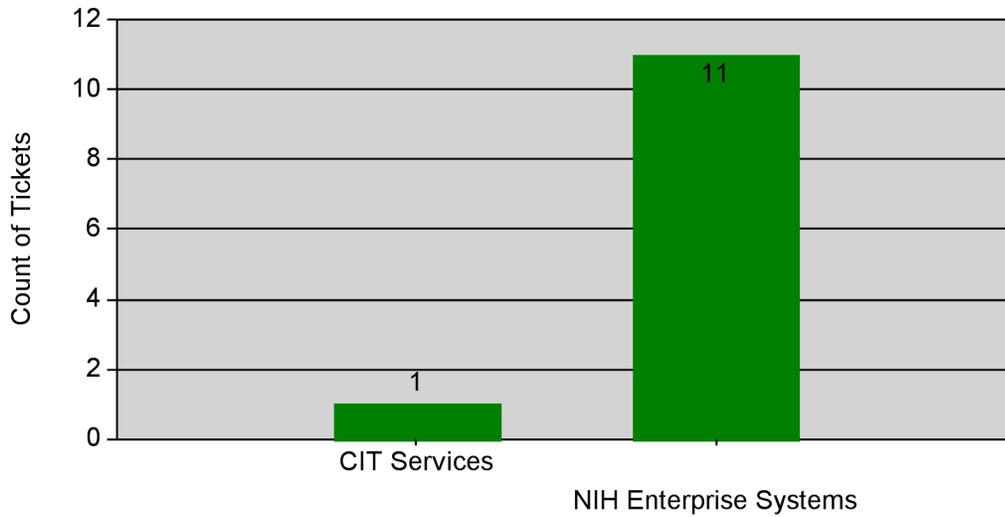


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Tickets By Category Summary



CDRH	12
CIT Services	1
Accounts	1
NIH Enterprise Systems	11
ITAS	11

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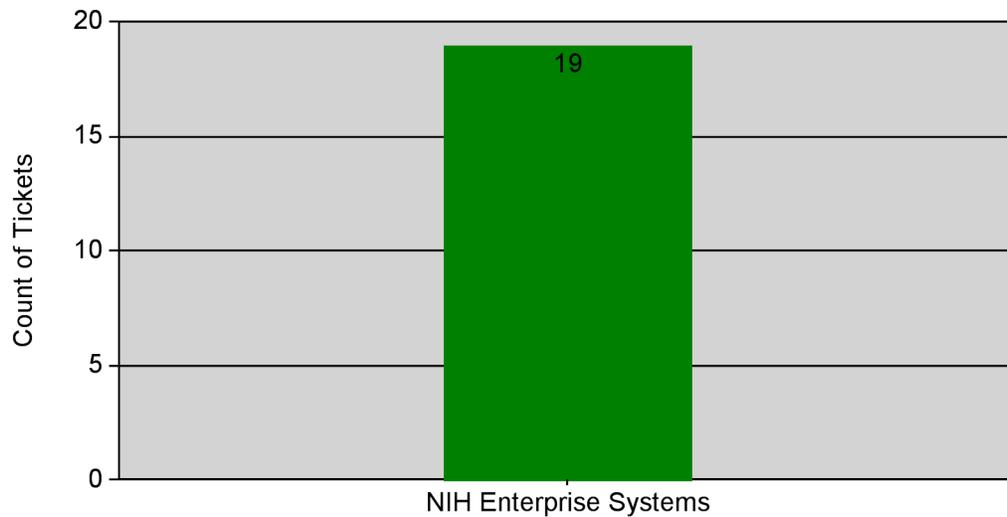


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Tickets By Category Summary



CFSAN	19
NIH Enterprise Systems	19
ITAS	19

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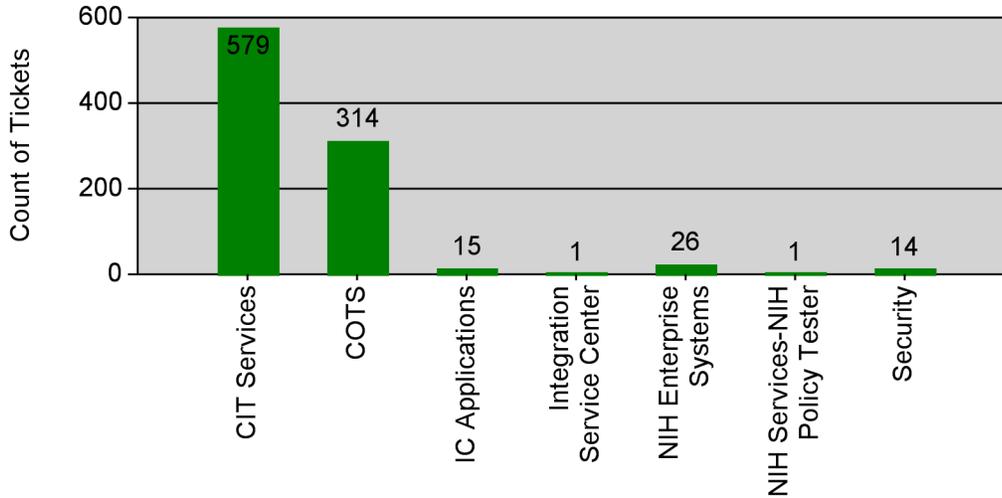


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Tickets By Category Summary



CIT	950
CIT Services	579
Accounts	252
Back Office Support	34
CIT Categories	5
CIT Categories Aspect	4
CIT Categories Remedy	18
Conference Room Support-Equipment Setup	6
Connectivity	32
Email	88
General Information	47
Helix Support	2
iSDP/Software Distribution	1
NIHnet	50
OS/390	8
Telecommunications	5

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Training	2	
Video	1	
Wireless Services	24	
COTS		314
Application Support	193	
Hardware	121	
IC Applications		15
CC Clinical Applications	1	
Local LAN	8	
Web Site Issue (non-CIT)	6	
Integration Service Center		1
Integration Service Center	1	
NIH Enterprise Systems		26
ADB	1	
Capital HR Security	2	
eRA-COMMONS	4	
eRA-IMPAC II	1	
ITAS	1	
NBS-User Call	9	
NED	5	
NIH Services	3	
NIH Services-NIH Policy Tester		1
NIH Services-NIH Policy Tester	1	
Security		14
Security	14	

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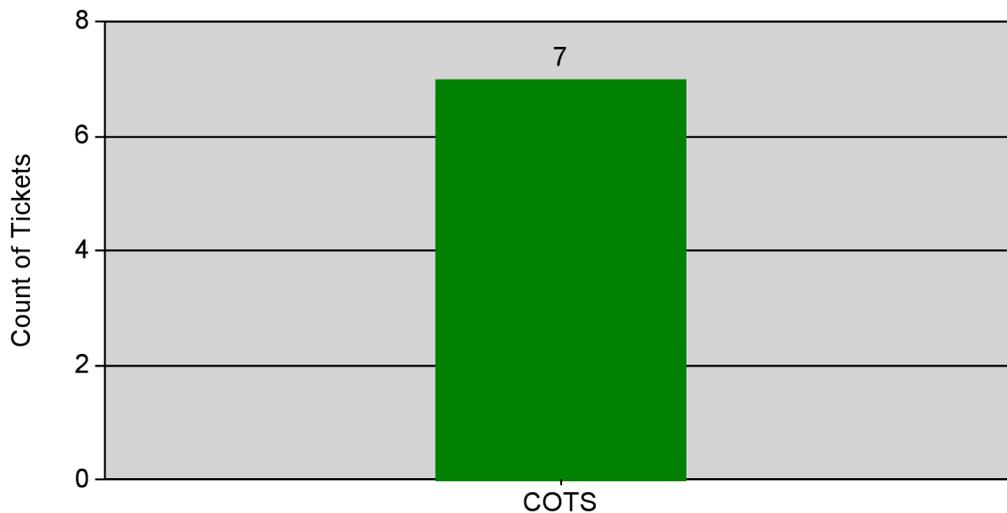


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Tickets By Category Summary



CQ	7
COTS	7
Application Support	2
Hardware	5

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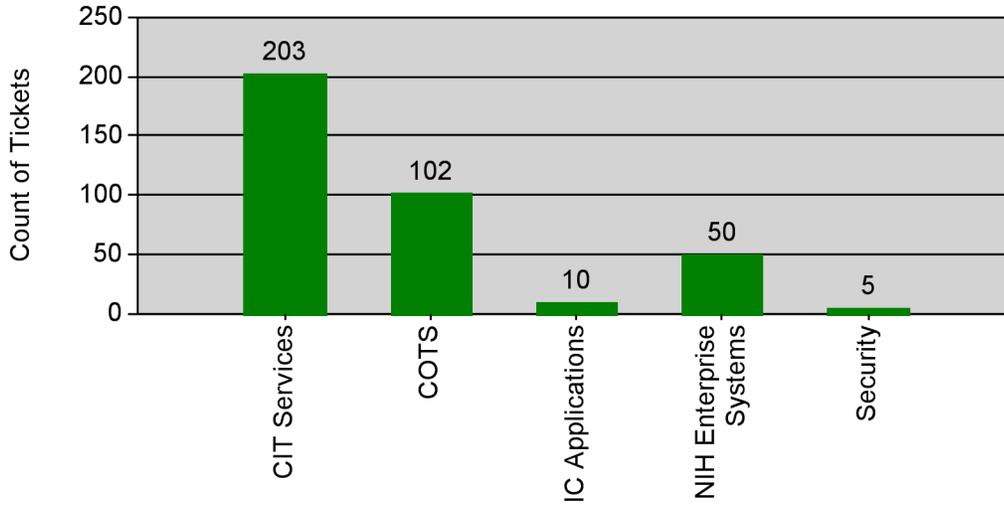


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Tickets By Category Summary



CSR	370
CIT Services	203
Accounts	66
Back Office Support	38
Conference Room Support-Equipment Setup	4
Conference Room Support-Reserve	5
Connectivity	6
Email	35
General Information	15
NIHnet	1
Telecommunications	2
Wireless Services	31
COTS	102
Application Support	49
Hardware	53
IC Applications	10
Local LAN	7

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Web Site Issue (non-CIT)	3	
NIH Enterprise Systems		50
ADB	2	
Capital HR Security	2	
eRA-COMMONS	3	
eRA-External	1	
eRA-IMPAC II	3	
eRA-Infrastructure	12	
eRA-Referral and Review	11	
eRA-Reporting	1	
eRA-Software BA	1	
NBS-User Call	10	
NED	1	
NIH Services	2	
NVision	1	
Security		5
Anti Virus SW	4	
Security	1	

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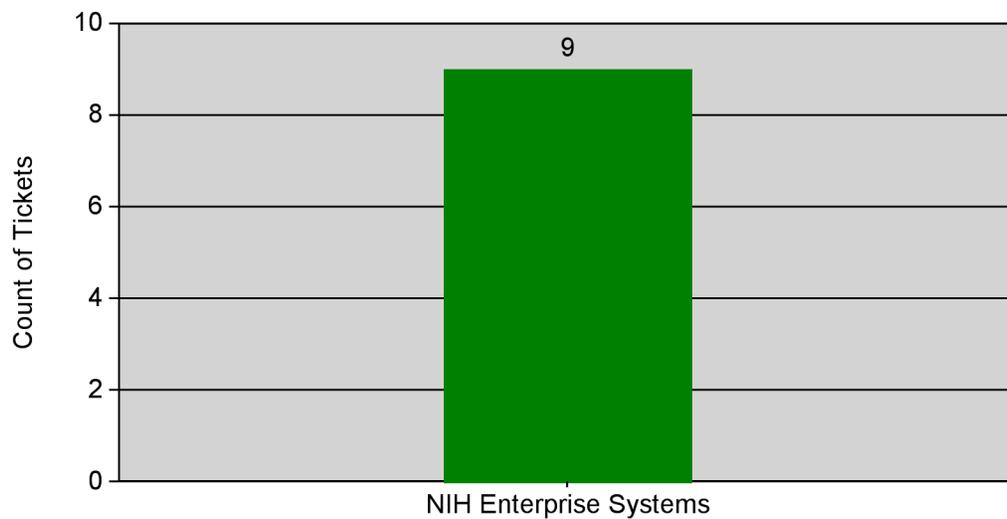


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Tickets By Category Summary



CVM	9
NIH Enterprise Systems	9
ITAS	9

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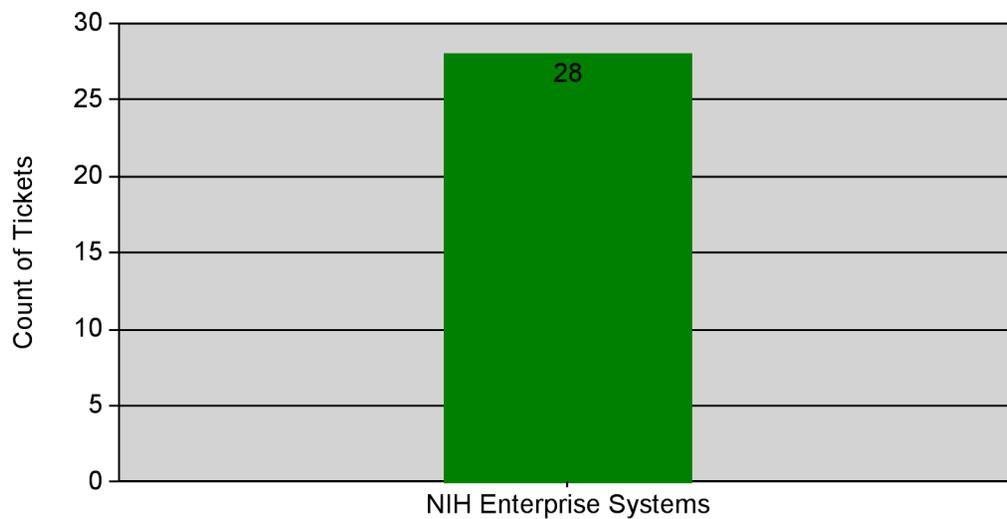


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Tickets By Category Summary



FDA-OC	28
NIH Enterprise Systems	28
ITAS	28

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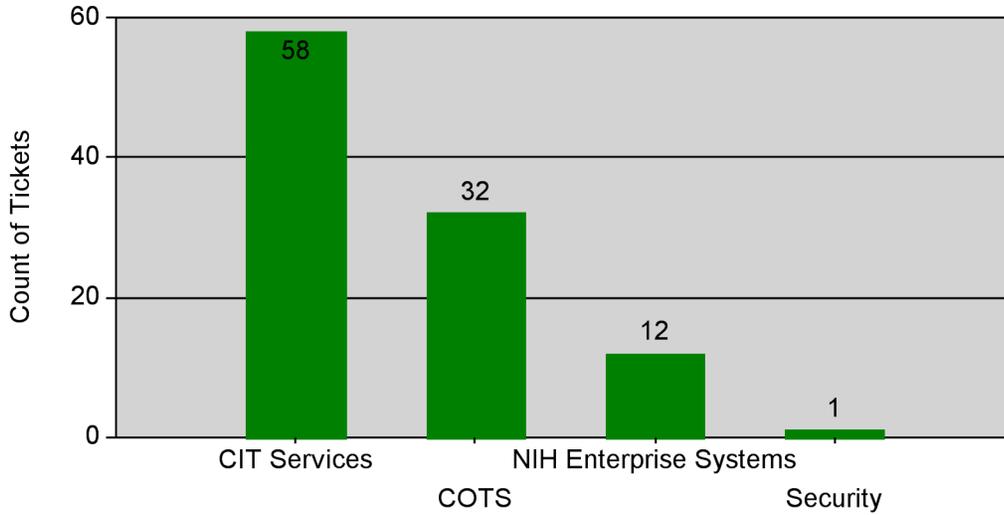


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Tickets By Category Summary



FIC	103
CIT Services	58
Accounts	32
Back Office Support	7
CIT Categories	1
Conference Room Support-Equipment Setup	2
Connectivity	1
Email	7
General Information	3
NIHnet	1
Video	1
Wireless Services	3
COTS	32
Application Support	15
Hardware	17
NIH Enterprise Systems	12
eRA-DB	1

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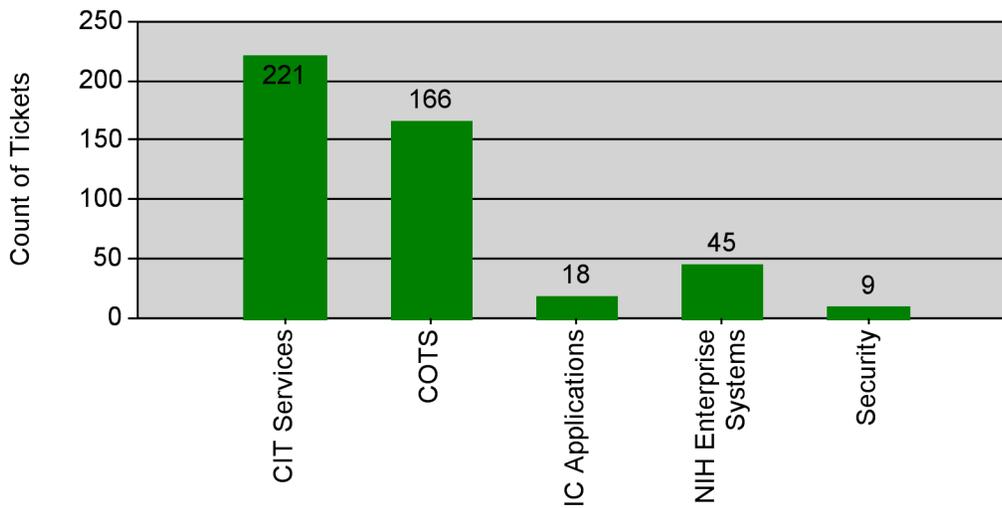
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eRA-IMPAC II	1
eRA-Reporting	2
NBS-User Call	6
NIH Services	2
Security	1
Security	1

Tickets By Category Summary



HHS	459
CIT Services	221
Accounts	92
Back Office Support	18
CIT Categories	27
Connectivity	6
Email	42
General Information	12
NIHnet	2
OS/390	2

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Telecommunications	3
Training	1
Wireless Services	16
COTS	166
Application Support	78
Hardware	88
IC Applications	18
CC Technical Operations	1
Local LAN	8
Web Site Issue (non-CIT)	9
NIH Enterprise Systems	45
ADB	3
eRA-COMMONS	1
eRA-DB	14
eRA-Grants Management	1
eRA-IMPAC II	5
eRA-Infrastructure	2
eRA-Referral and Review	1
eRA-Reporting	1
GovTrip User Call	1
ITAS	6
NBS-User Call	5
NED	5
Security	9
Anti Virus SW	3
Security	6

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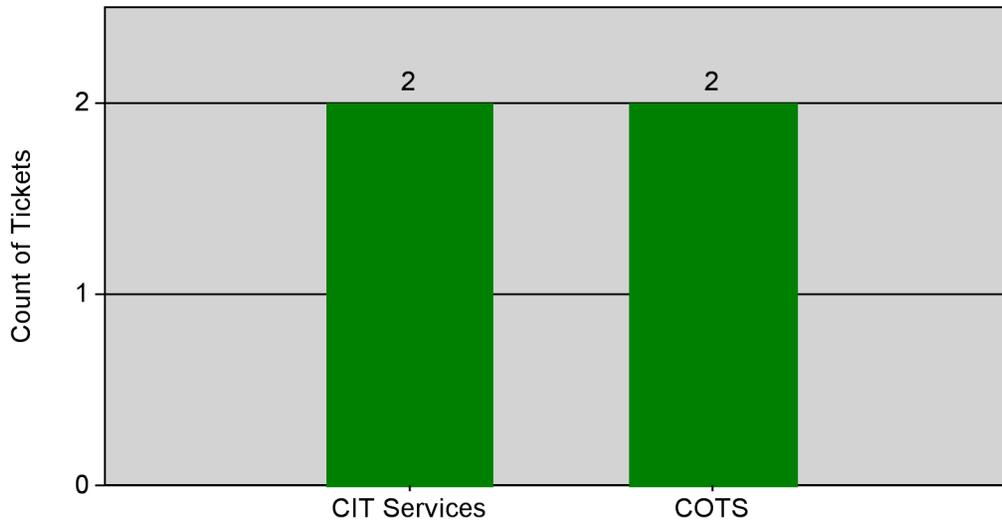


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Tickets By Category Summary



HRSA-OC	4
CIT Services	2
Email	1
Wireless Services	1
COTS	2
Application Support	2

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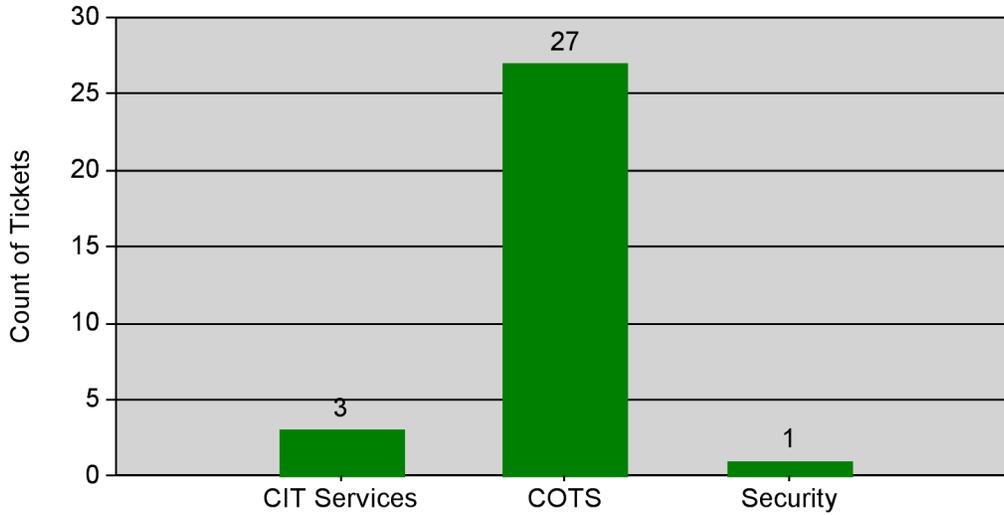


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Tickets By Category Summary



HSB	31
CIT Services	3
Back Office Support	1
Email	1
General Information	1
COTS	27
Application Support	18
Hardware	9
Security	1
Security	1

IC Ticket Report with Category Summary

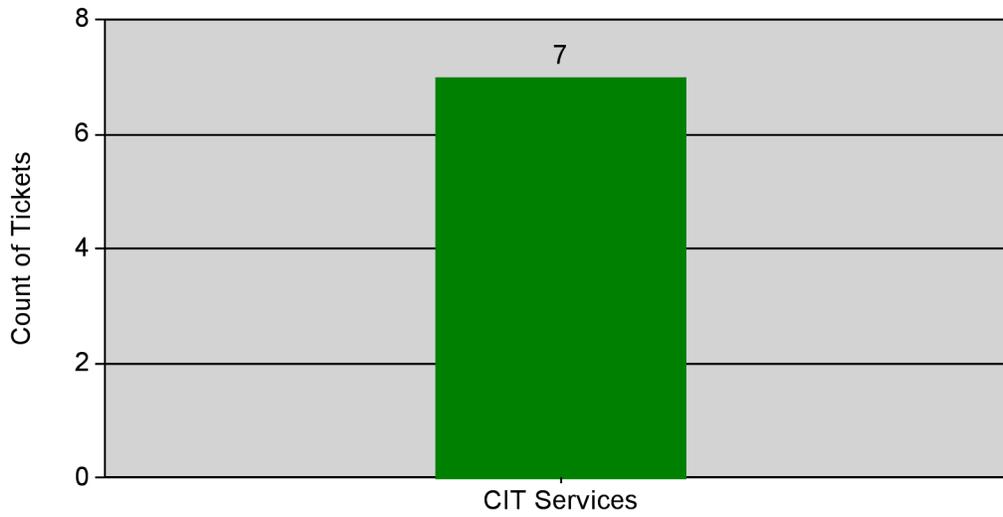


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Tickets By Category Summary



MBEPB	7
CIT Services	7
CIT Categories	7

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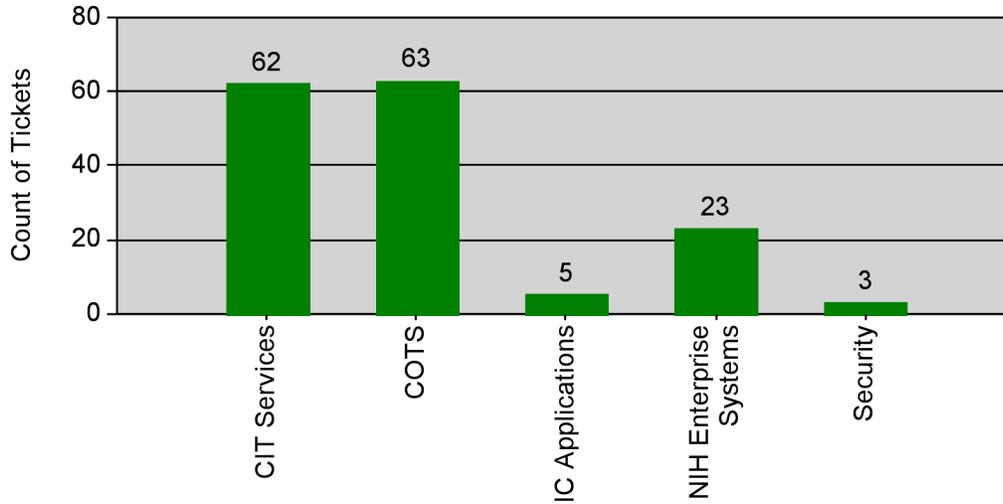


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Tickets By Category Summary



NCCAM	156
CIT Services	62
Accounts	30
Back Office Support	10
Conference Room Support-Equipment Setup	2
Connectivity	2
Email	8
Telecommunications	1
Training	1
Video	1
Wireless Services	7
COTS	63
Application Support	29
Hardware	34
IC Applications	5
Local LAN	4

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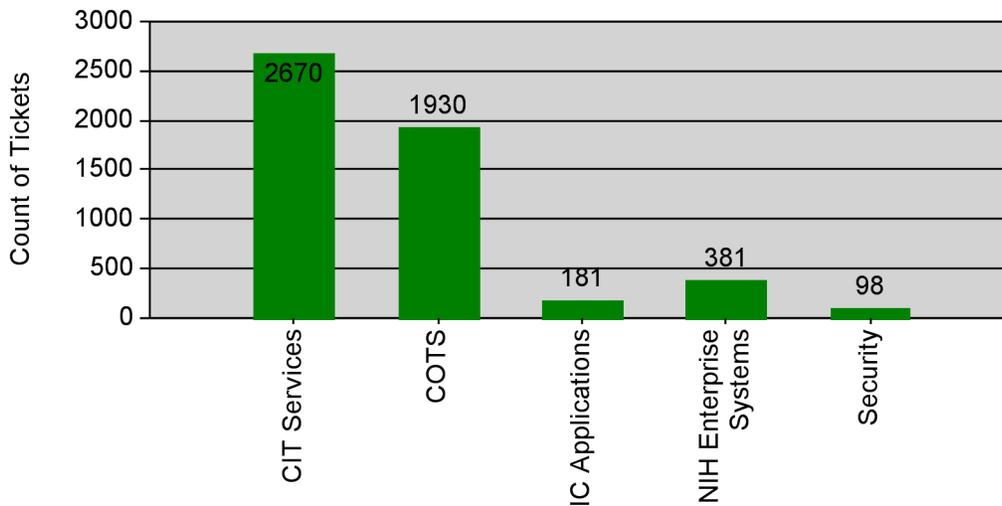
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Web Site Issue (non-CIT)	1
NIH Enterprise Systems	23
ADB	10
eRA-Infrastructure	2
eRA-Referral and Review	3
eRA-Reporting	1
NBS-User Call	3
NIH Services	4
Security	3
Security	3

Tickets By Category Summary



NCI	5260
CIT Services	2670
Accounts	1260
Back Office Support	383
CIT Categories	7
CIT Categories Remedy	2

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CIT Categories-General Information	1	
Conference Room Support-Equipment Setup	133	
Conference Room Support-Monitor Conference	3	
Connectivity	123	
Email	357	
General Information	122	
Helix Support	2	
iSDP/Software Distribution	1	
NIHnet	26	
OS/390	5	
Telecommunications	61	
Training	7	
Video	21	
Wireless Services	156	
COTS		1930
Application Support	723	
Hardware	1207	
IC Applications		181
CC Clinical Applications	12	
CC Clinical Applications-ATV	4	
CC Technical Operations	2	
E-Grants	1	
Local LAN	132	
Web Site Issue (non-CIT)	30	
NIH Enterprise Systems		381
ADB	56	
Capital HR Func App Suppt	1	
Capital HR Security	1	
Capital HR Technical	1	

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Capital HR User Error	1
eRA-COMMONS	6
eRA-DB	1
eRA-External	2
eRA-Grants Management	2
eRA-IMPAC II	2
eRA-Infrastructure	3
eRA-Referral and Review	3
ITAS	12
NBS Break/Fix	1
NBS-User Call	145
NED	109
NIH Data Warehouse	10
NIH Services	22
NVision	3
Security	98
Anti Virus SW	6
Security	92

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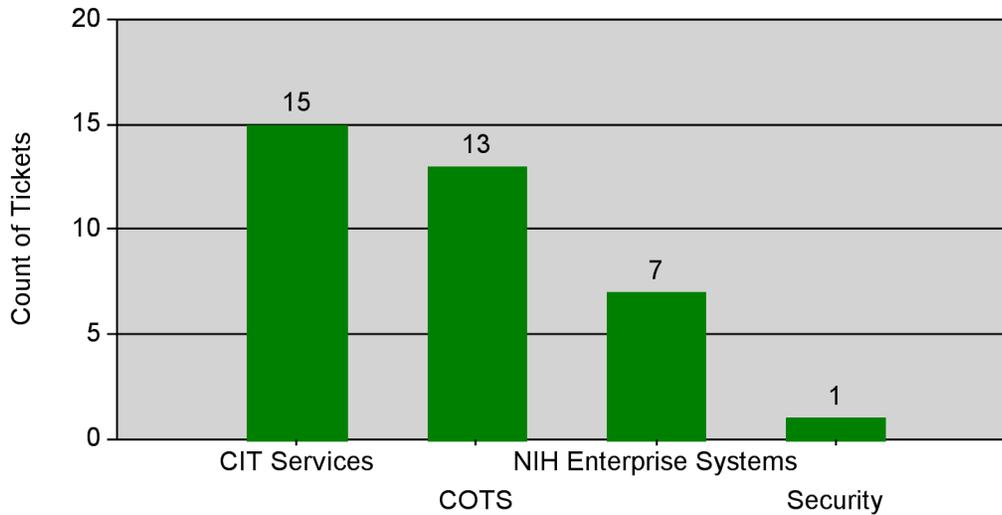


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Tickets By Category Summary



NCMHD	36
CIT Services	15
Accounts	10
Back Office Support	3
Email	1
Training	1
COTS	13
Application Support	5
Hardware	8
NIH Enterprise Systems	7
eRA-COMMONS	1
eRA-External	1
eRA-Infrastructure	2
eRA-Referral and Review	2
NBS-User Call	1
Security	1
Security	1

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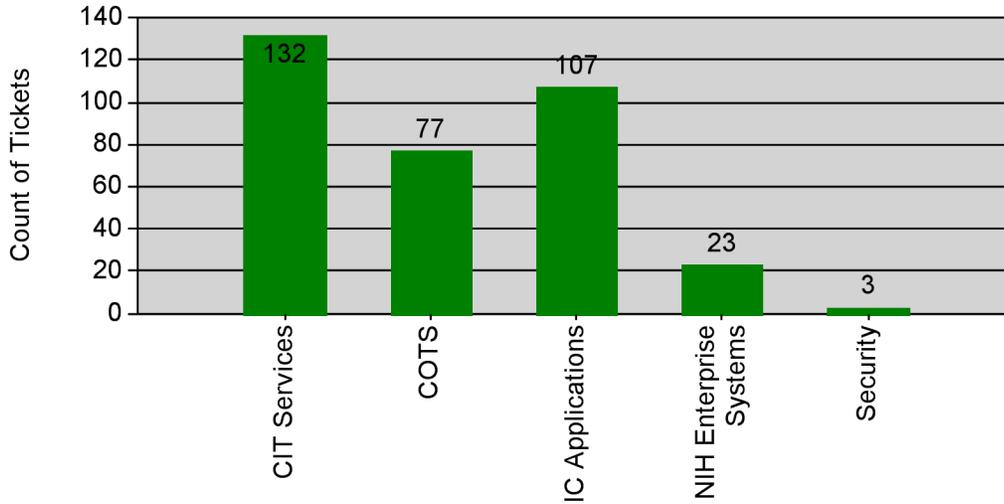


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Tickets By Category Summary



NCRR	342
CIT Services	132
Accounts	42
Back Office Support	14
CIT Categories Remedy	2
Conference Room Support-Equipment Setup	2
Connectivity	2
Email	35
General Information	6
NIHnet	1
Telecommunications	2
Video	3
Wireless Services	23
COTS	77
Application Support	38
Hardware	39

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IC Applications	107
Local LAN	7
Web Site Issue (non-CIT)	100
NIH Enterprise Systems	23
Capital HR Func App Suppt	1
eRA-External	1
eRA-Grants Management	5
eRA-IMPAC II	1
eRA-Referral and Review	6
eRA-Training	1
NBS-User Call	4
NED	3
NIH Services	1
Security	3
Anti Virus SW	1
Security	2

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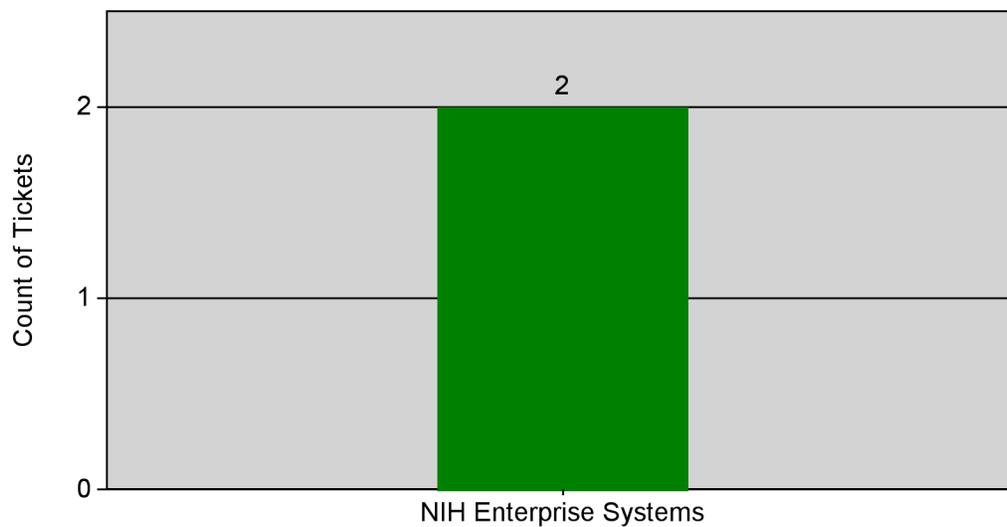


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Tickets By Category Summary



NCTR	2
NIH Enterprise Systems	2
ITAS	2

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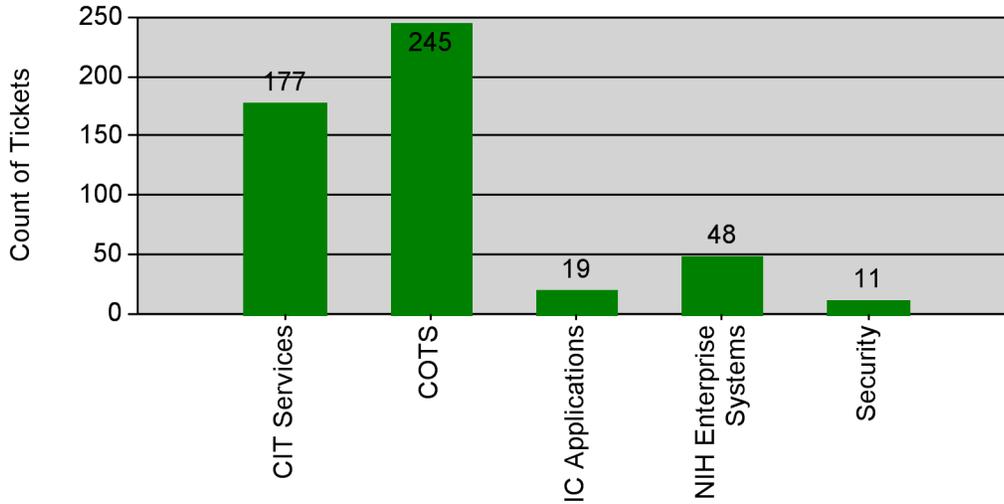


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Tickets By Category Summary



NEI	500
CIT Services	177
Accounts	68
Back Office Support	25
CIT Categories	4
Conference Room Support-Equipment Setup	2
Connectivity	15
Email	26
General Information	6
NIHnet	1
Project Work	1
Telecommunications	6
Training	2
Wireless Services	21
COTS	245
Application Support	145

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Hardware	100	
IC Applications		19
CC Clinical Applications	1	
CC Clinical Applications-ATV	1	
Local LAN	17	
NIH Enterprise Systems		48
ADB	6	
Capital HR Func App Suppt	3	
Capital HR Non-App Specific	1	
Capital HR Reporting	1	
Capital HR Security	1	
eRA-COMMONS	3	
eRA-External	1	
eRA-Grants Management	1	
eRA-Referral and Review	1	
ITAS	2	
NBS-Sandbox	1	
NBS-User Call	15	
NED	7	
NIH Data Warehouse	1	
NIH Services	3	
NVision	1	
Security		11
Anti Virus SW	1	
Security	10	

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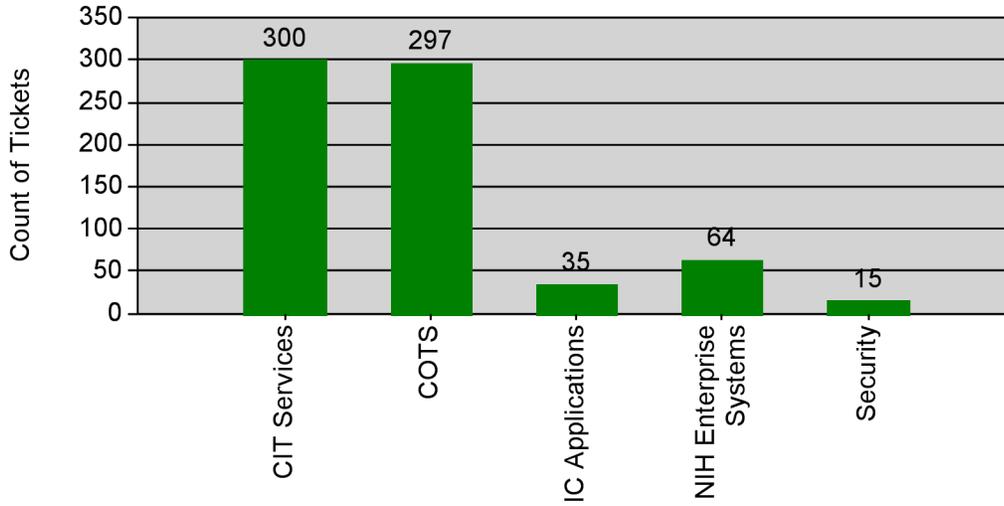


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Tickets By Category Summary



NHGRI	711
CIT Services	300
Accounts	136
Back Office Support	27
CIT Categories Remedy	1
Conference Room Support-Equipment Setup	3
Connectivity	20
Email	48
General Information	17
Helix Support	1
NIHnet	6
Telecommunications	13
Training	2
Unix Support	11
Video	1
Wireless Services	14

IC Ticket Report with Category Summary



For the period: Wednesday, April 01, 2009 12:00:00 AM to Thursday, April 30, 2009 11:59:59 PM

Snapshot Date: 5/1/2009 6:48:10 AM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

COTS	297
Application Support	150
Hardware	147
IC Applications	35
Local LAN	31
Web Site Issue (non-CIT)	4
NIH Enterprise Systems	64
ADB	16
eRA-COMMONS	2
eRA-Referral and Review	1
eRA-Reporting	1
ITAS	3
NBS-Sandbox	1
NBS-User Call	31
NED	4
NIH Data Warehouse	1
NIH Services	2
NVision	2
Security	15
Anti Virus SW	1
Security	14

IC Ticket Report with Category Summary

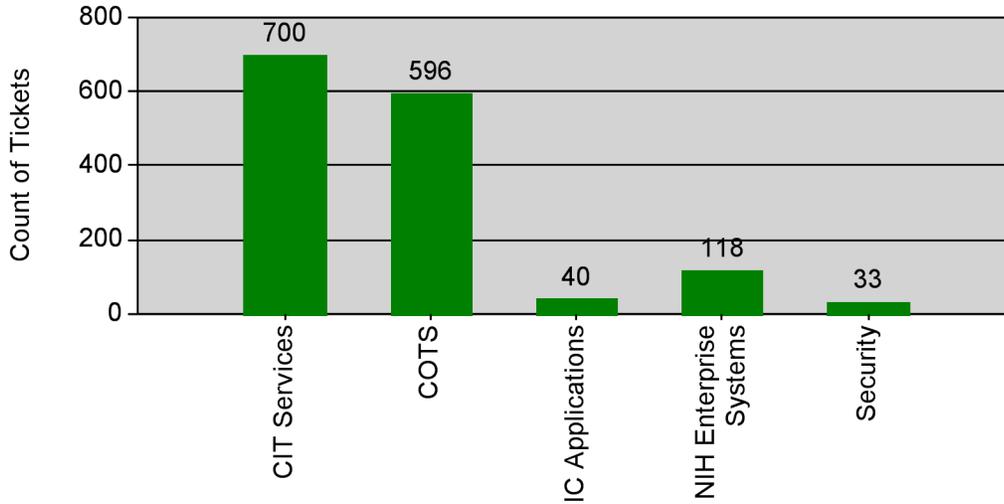


For the period: Wednesday, April 01, 2009 12:00:00 AM to Thursday, April 30, 2009 11:59:59 PM

Snapshot Date: 5/1/2009 6:48:10 AM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Tickets By Category Summary



NHLBI	1487
CIT Services	700
Accounts	355
ASR	1
Back Office Support	83
CIT Categories	5
CIT Categories Remedy	1
Conference Room Support-Equipment Setup	16
Conference Room Support-Monitor Conference	2
Conference Room Support-Reserve	2
Connectivity	43
Email	106
General Information	22
Helix Support	1
NIHnet	10
Telecommunications	10

IC Ticket Report with Category Summary



For the period: Wednesday, April 01, 2009 12:00:00 AM to Thursday, April 30, 2009 11:59:59 PM

Snapshot Date: 5/1/2009 6:48:10 AM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Training	2
Video	8
Wireless Services	33
COTS	596
Application Support	291
Hardware	305
IC Applications	40
CC Clinical Applications	2
Local LAN	28
Web Site Issue (non-CIT)	10
NIH Enterprise Systems	118
ADB	17
Capital HR Func App Suppt	2
Capital HR Security	1
eRA-DB	3
eRA-Grants Management	1
eRA-IMPAC II	5
eRA-Referral and Review	3
ITAS	4
NBS-User Call	53
NED	9
NIH Data Warehouse	4
NIH Services	12
NVision	4
Security	33
Anti Virus SW	7
Security	26

IC Ticket Report with Category Summary

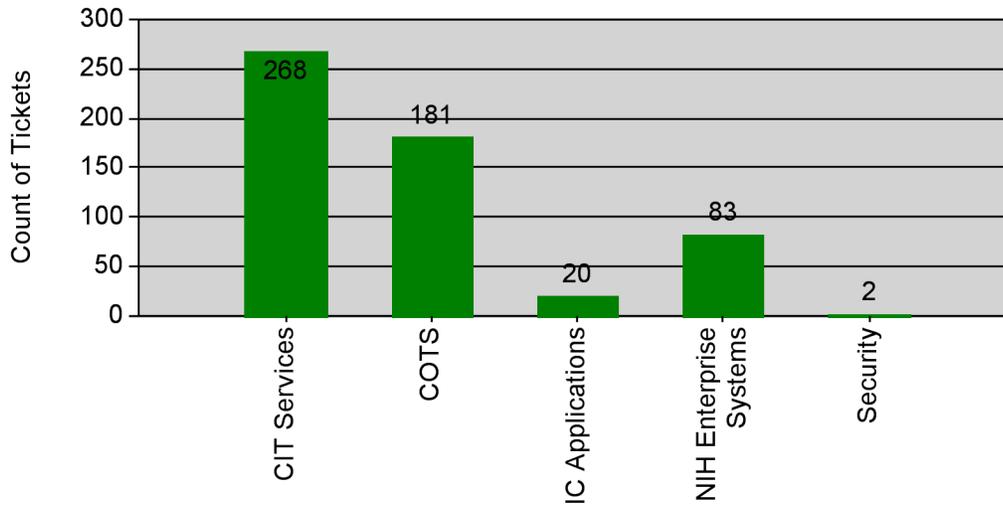


For the period: Wednesday, April 01, 2009 12:00:00 AM to Thursday, April 30, 2009 11:59:59 PM

Snapshot Date: 5/1/2009 6:48:10 AM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Tickets By Category Summary



NIA	554
CIT Services	268
Accounts	115
Back Office Support	20
CIT Categories	1
Conference Room Support-Equipment Setup	35
Conference Room Support-Reserve	12
Connectivity	11
Email	31
General Information	8
Helix Support	5
iSDP/Software Distribution	1
NIHnet	2
OS/390	2
Telecommunications	9
Training	1

IC Ticket Report with Category Summary



For the period: Wednesday, April 01, 2009 12:00:00 AM to Thursday, April 30, 2009 11:59:59 PM

Snapshot Date: 5/1/2009 6:48:10 AM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Video	4	
Wireless Services	11	
COTS		181
Application Support	61	
Hardware	120	
IC Applications		20
CC Clinical Applications	1	
Local LAN	13	
OIT Categories	1	
Web Site Issue (non-CIT)	5	
NIH Enterprise Systems		83
ADB	6	
Capital HR Func App Suppt	2	
Capital HR Technical	1	
eRA-COMMONS	1	
eRA-Grants Management	2	
eRA-IMPAC II	1	
eRA-Infrastructure	1	
eRA-Reporting	1	
ITAS	11	
NBS-User Call	47	
NED	6	
NIH Services	3	
NVision	1	
Security		2
Security	2	

IC Ticket Report with Category Summary

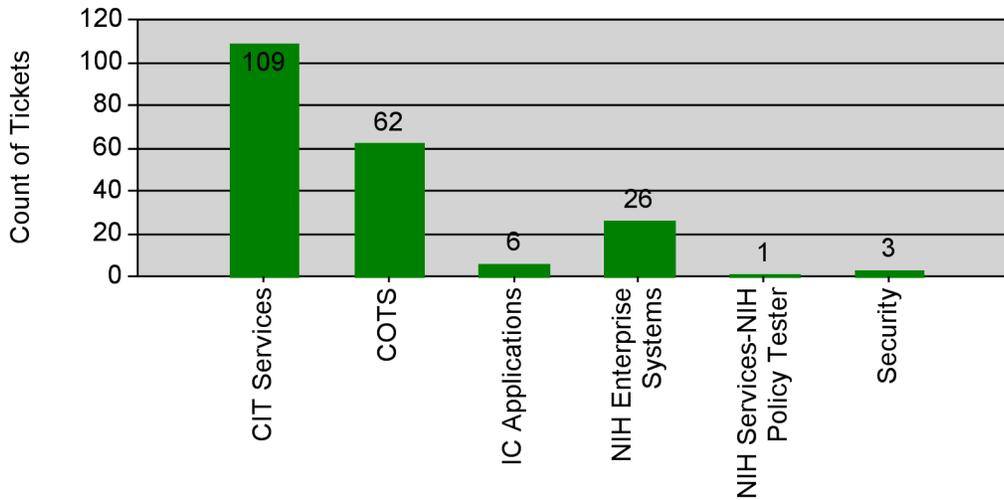


For the period: Wednesday, April 01, 2009 12:00:00 AM to Thursday, April 30, 2009 11:59:59 PM

Snapshot Date: 5/1/2009 6:48:10 AM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Tickets By Category Summary



NIAAA	207
CIT Services	109
Accounts	45
Back Office Support	6
Conference Room Support-Equipment Setup	3
Connectivity	2
Email	18
General Information	6
NIHnet	8
Telecommunications	4
Video	8
Wireless Services	9
COTS	62
Application Support	34
Hardware	28
IC Applications	6
E-Grants	1

IC Ticket Report with Category Summary



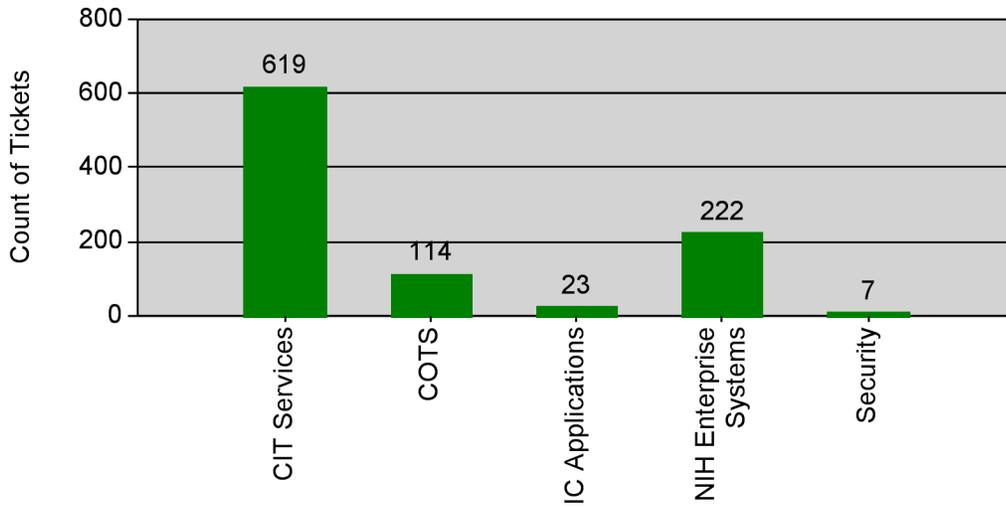
For the period: Wednesday, April 01, 2009 12:00:00 AM to Thursday, April 30, 2009 11:59:59 PM

Snapshot Date: 5/1/2009 6:48:10 AM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Local LAN	4
Web Site Issue (non-CIT)	1
NIH Enterprise Systems	26
ADB	5
eRA-Infrastructure	1
eRA-Reporting	1
ITAS	1
NBS-User Call	14
NED	2
NVision	2
NIH Services-NIH Policy Tester	1
NIH Services-NIH Policy Tester	1
Security	3
Security	3

Tickets By Category Summary



NIAID	985
CIT Services	619
Accounts	367

IC Ticket Report with Category Summary



For the period: Wednesday, April 01, 2009 12:00:00 AM to Thursday, April 30, 2009 11:59:59 PM

Snapshot Date: 5/1/2009 6:48:10 AM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Back Office Support	31	
CIT Categories	3	
Conference Room Support-Equipment Setup	5	
Conference Room Support-Monitor Conference	1	
Connectivity	13	
Email	45	
General Information	24	
Helix Support	1	
NIHnet	12	
OS/390	2	
Project Work	1	
Telecommunications	10	
Training	5	
Video	10	
Wireless Services	89	
COTS		114
Application Support	65	
Hardware	49	
IC Applications		23
CC Clinical Applications	4	
CC Technical Operations	5	
Local LAN	6	
Web Site Issue (non-CIT)	8	
NIH Enterprise Systems		222
ADB	36	
Capital HR Interface	1	
Capital HR Security	1	
eRA-COMMONS	6	
eRA-External	1	

IC Ticket Report with Category Summary



For the period: Wednesday, April 01, 2009 12:00:00 AM to Thursday, April 30, 2009 11:59:59 PM

Snapshot Date: 5/1/2009 6:48:10 AM

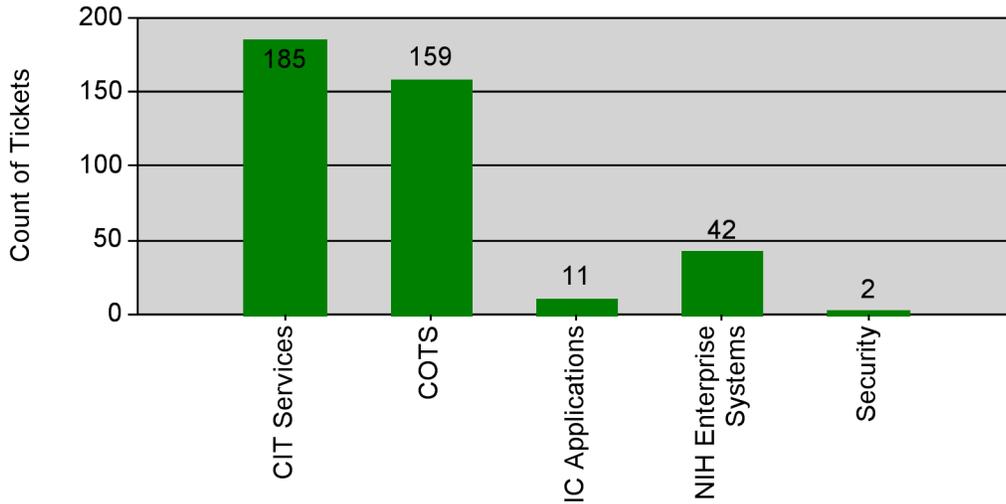
Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

eRA-Grants Management	4
eRA-IMPAC II	2
eRA-Infrastructure	1
eRA-Reporting	1
ITAS	21
NBS-User Call	102
NED	24
NIH Data Warehouse	6
NIH Services	13
NVision	3

Security	7
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Security	7
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Tickets By Category Summary



NIAMS	399
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CIT Services	185
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Accounts	106
Back Office Support	20

IC Ticket Report with Category Summary



For the period: Wednesday, April 01, 2009 12:00:00 AM to Thursday, April 30, 2009 11:59:59 PM

Snapshot Date: 5/1/2009 6:48:10 AM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Conference Room Support-Equipment Setup	7
Conference Room Support-Monitor Conference	1
Conference Room Support-Reserve	1
Connectivity	10
Email	15
General Information	6
Helix Support	1
NIHnet	3
Telecommunications	2
Video	2
Wireless Services	11
COTS	159
Application Support	81
Hardware	78
IC Applications	11
CC Clinical Applications	1
Local LAN	10
NIH Enterprise Systems	42
ADB	4
eRA-COMMONS	1
eRA-IMPAC II	1
ITAS	1
NBS-User Call	24
NED	7
NIH Data Warehouse	1
NIH Services	3
Security	2
Security	2

IC Ticket Report with Category Summary

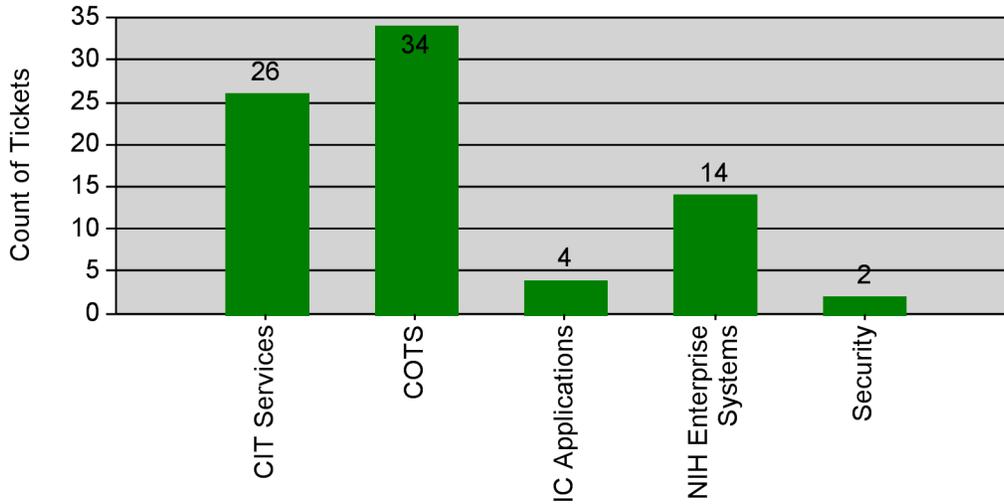


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Snapshot Date: 5/1/2009 6:48:10 AM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Tickets By Category Summary



NIBIB	80
CIT Services	26
Accounts	11
Back Office Support	2
Conference Room Support-Equipment Setup	1
Conference Room Support-Monitor Conference	1
Connectivity	1
Email	2
General Information	2
NIHnet	1
Telecommunications	2
Wireless Services	3
COTS	34
Application Support	15
Hardware	19
IC Applications	4
Local LAN	2

IC Ticket Report with Category Summary



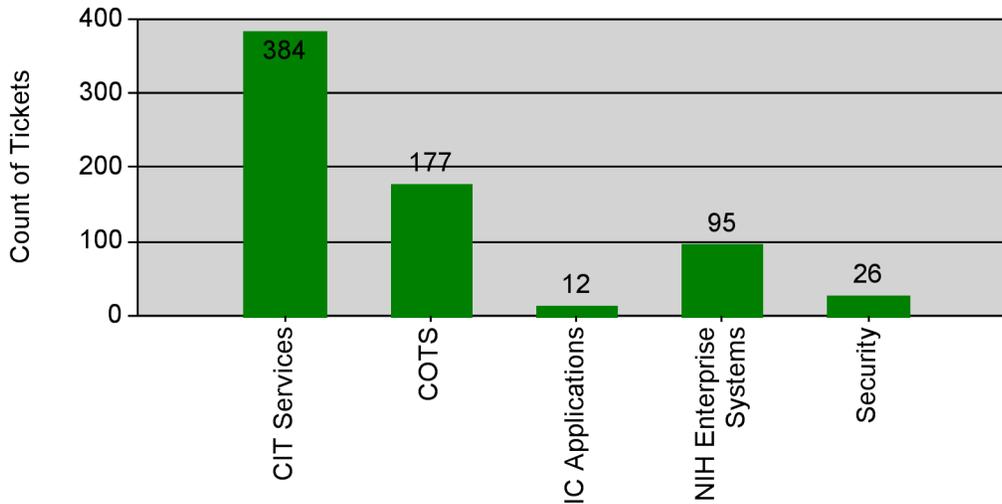
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Snapshot Date: 5/1/2009 6:48:10 AM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Web Site Issue (non-CIT)	2
NIH Enterprise Systems	14
ADB	5
eRA-IMPAC II	1
eRA-Infrastructure	1
NBS-User Call	4
NIH Services	2
NVision	1
Security	2
Anti Virus SW	1
Security	1

Tickets By Category Summary



NICHD	694
CIT Services	384
Accounts	250
Back Office Support	20
CIT Categories	2

IC Ticket Report with Category Summary



For the period: Wednesday, April 01, 2009 12:00:00 AM to Thursday, April 30, 2009 11:59:59 PM

Snapshot Date: 5/1/2009 6:48:10 AM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Conference Room Support-Equipment Setup	7
Connectivity	15
Email	37
General Information	10
Helix Support	1
iSDP/Software Distribution	1
NIHnet	4
Telecommunications	8
Training	2
Video	7
Wireless Services	20
COTS	177
Application Support	92
Hardware	85
IC Applications	12
Local LAN	7
Web Site Issue (non-CIT)	5
NIH Enterprise Systems	95
ADB	14
eRA-DB	1
eRA-External	2
eRA-Grants Management	13
eRA-IMPAC II	1
eRA-Infrastructure	1
eRA-Referral and Review	1
eRA-UAT	1
ITAS	2
NBS-User Call	39
NED	14

IC Ticket Report with Category Summary



For the period: Wednesday, April 01, 2009 12:00:00 AM to Thursday, April 30, 2009 11:59:59 PM

Snapshot Date: 5/1/2009 6:48:10 AM

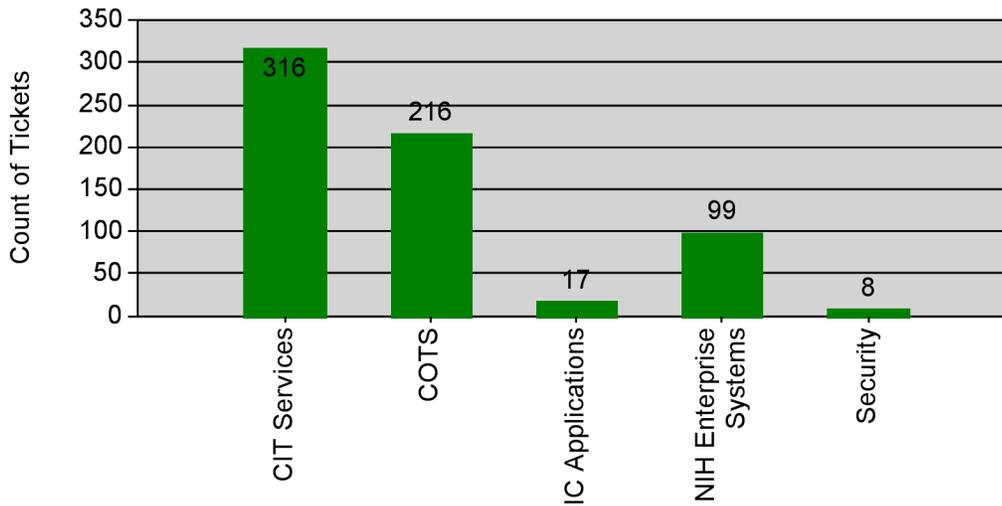
Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

NIH Data Warehouse	3
NIH Services	3

Security	26
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Anti Virus SW	10
Security	16

Tickets By Category Summary



NIDA	656
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CIT Services	316
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Accounts	167
Back Office Support	34
CIT Categories	2
CIT Categories Remedy	3
Conference Room Support-Equipment Setup	4
Connectivity	16
Email	43
General Information	16
Helix Support	1

IC Ticket Report with Category Summary



For the period: Wednesday, April 01, 2009 12:00:00 AM to Thursday, April 30, 2009 11:59:59 PM

Snapshot Date: 5/1/2009 6:48:10 AM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

NIHnet	5
Telecommunications	3
Training	1
Video	4
Wireless Services	17
COTS	216
Application Support	105
Hardware	111
IC Applications	17
Local LAN	11
Web Site Issue (non-CIT)	6
NIH Enterprise Systems	99
ADB	4
eRA-Grants Management	10
eRA-IMPAC II	6
eRA-Infrastructure	5
eRA-Reporting	1
eRA-Software BA	1
ITAS	3
NBS-User Call	47
NED	12
NIH Data Warehouse	1
NIH Services	8
NVision	1
Security	8
Anti Virus SW	1
Security	7

IC Ticket Report with Category Summary

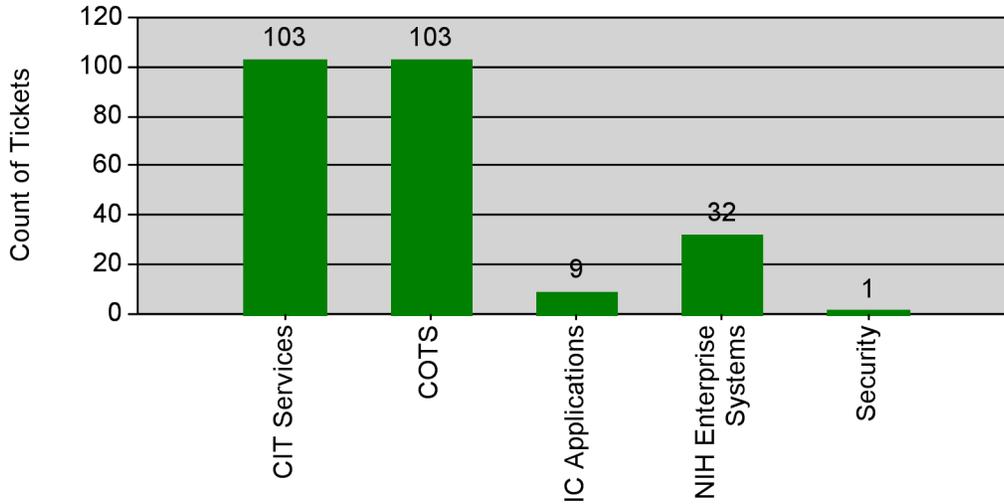


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Snapshot Date: 5/1/2009 6:48:10 AM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Tickets By Category Summary



NIDCD	248
CIT Services	103
Accounts	56
Back Office Support	3
CIT Categories Remedy	1
Connectivity	8
Email	14
General Information	5
Telecommunications	6
Wireless Services	10
COTS	103
Application Support	59
Hardware	44
IC Applications	9
CC Technical Operations	1
Local LAN	7

IC Ticket Report with Category Summary



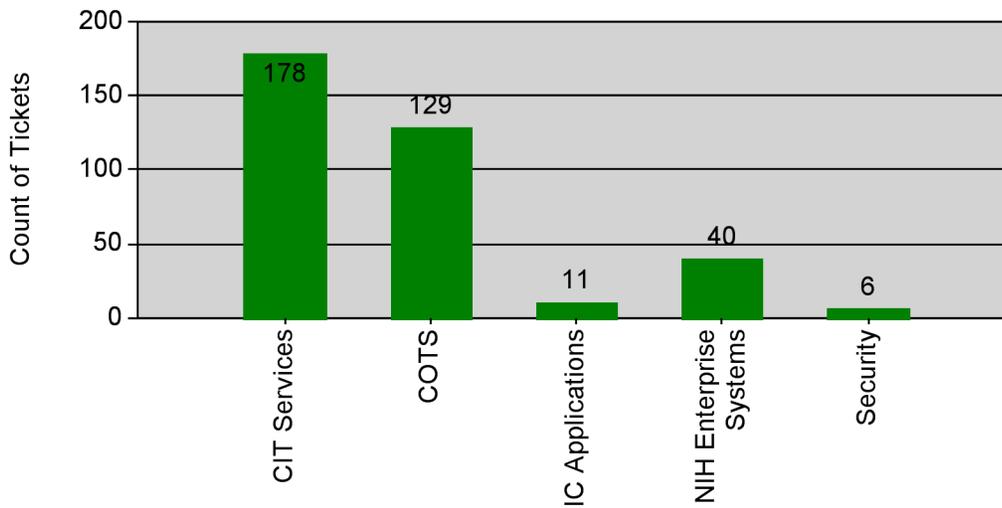
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Snapshot Date: 5/1/2009 6:48:10 AM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Web Site Issue (non-CIT)	1
NIH Enterprise Systems	32
ADB	6
eRA-Grants Management	1
eRA-IMPAC II	2
eRA-Referral and Review	2
eRA-Reporting	1
NBS-User Call	11
NED	5
NIH Data Warehouse	1
NIH Services	3
Security	1
Security	1

Tickets By Category Summary



NIDCR	364
CIT Services	178
Accounts	103

IC Ticket Report with Category Summary



For the period: Wednesday, April 01, 2009 12:00:00 AM to Thursday, April 30, 2009 11:59:59 PM

Snapshot Date: 5/1/2009 6:48:10 AM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Back Office Support	19
Conference Room Support-Equipment Setup	2
Connectivity	6
Email	20
General Information	4
Helix Support	2
NIHnet	5
OS/390	1
Telecommunications	3
Video	1
Wireless Services	12
COTS	129
Application Support	83
Hardware	46
IC Applications	11
CC Clinical Applications	2
Local LAN	6
Web Site Issue (non-CIT)	3
NIH Enterprise Systems	40
ADB	5
eRA-COMMONS	1
eRA-Grants Management	2
eRA-Reporting	1
ITAS	1
NBS-User Call	28
NED	1
NIH Services	1
Security	6
Anti Virus SW	1

IC Ticket Report with Category Summary



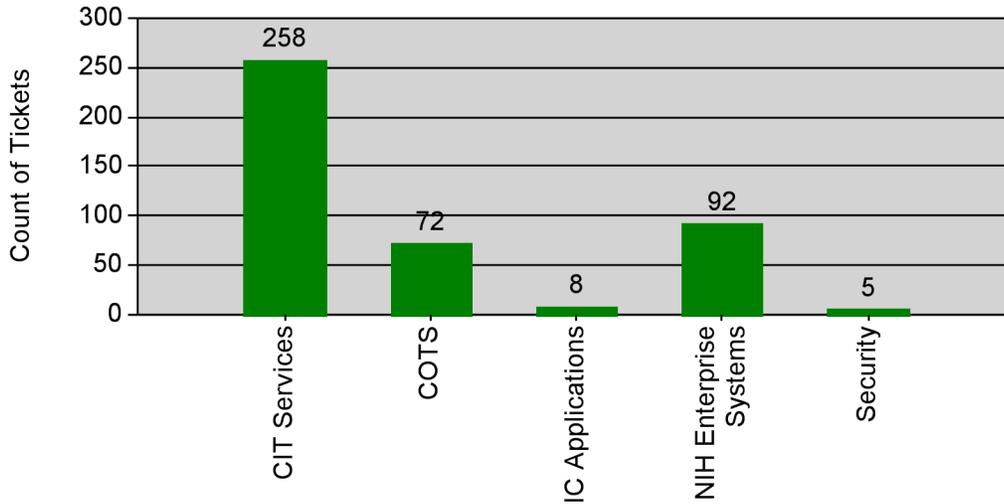
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Snapshot Date: 5/1/2009 6:48:10 AM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Security 5

Tickets By Category Summary



NIDDK	435
CIT Services	258
Accounts	169
Back Office Support	11
CIT Categories	1
Conference Room Support-Equipment Setup	1
Connectivity	5
Email	18
General Information	8
Helix Support	1
NIH Cabling Infrastructure-IGDB Support	1
NIHnet	5
Telecommunications	16
Training	1
Video	4

IC Ticket Report with Category Summary



For the period: Wednesday, April 01, 2009 12:00:00 AM to Thursday, April 30, 2009 11:59:59 PM

Snapshot Date: 5/1/2009 6:48:10 AM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Wireless Services	17	
COTS		72
Application Support	42	
Hardware	30	
IC Applications		8
CC Clinical Applications	3	
CC Clinical Applications-ATV	1	
CC Technical Operations	1	
Local LAN	3	
NIH Enterprise Systems		92
ADB	11	
Capital HR Func App Suppt	1	
eRA-COMMONS	2	
eRA-Infrastructure	1	
ITAS	2	
NBS-User Call	53	
NED	17	
NIH Data Warehouse	1	
NVision	4	
Security		5
Anti Virus SW	1	
Security	4	

IC Ticket Report with Category Summary

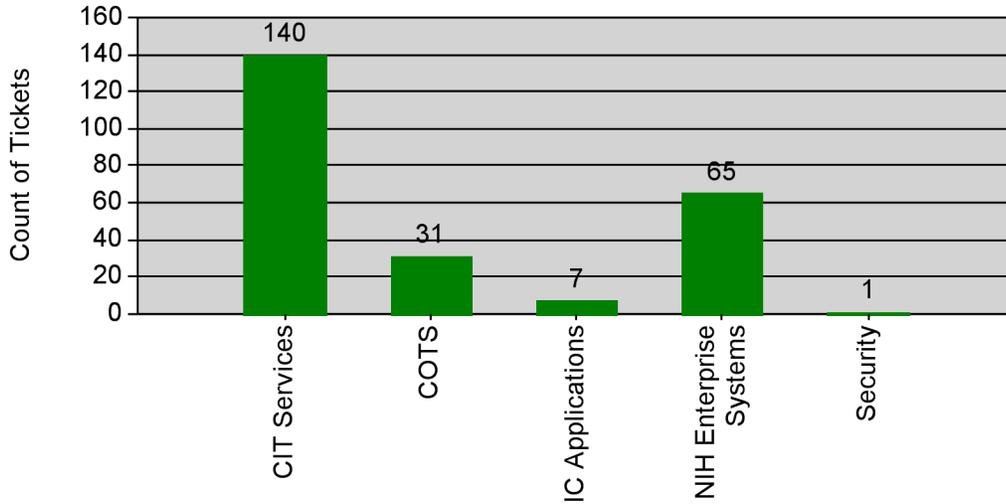


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Snapshot Date: 5/1/2009 6:48:10 AM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Tickets By Category Summary



NIEHS	244
CIT Services	140
Accounts	105
Back Office Support	7
CIT Categories Remedy	1
Email	7
General Information	8
Video	4
Wireless Services	8
COTS	31
Application Support	18
Hardware	13
IC Applications	7
CC Technical Operations	1
Local LAN	3
Web Site Issue (non-CIT)	3

IC Ticket Report with Category Summary



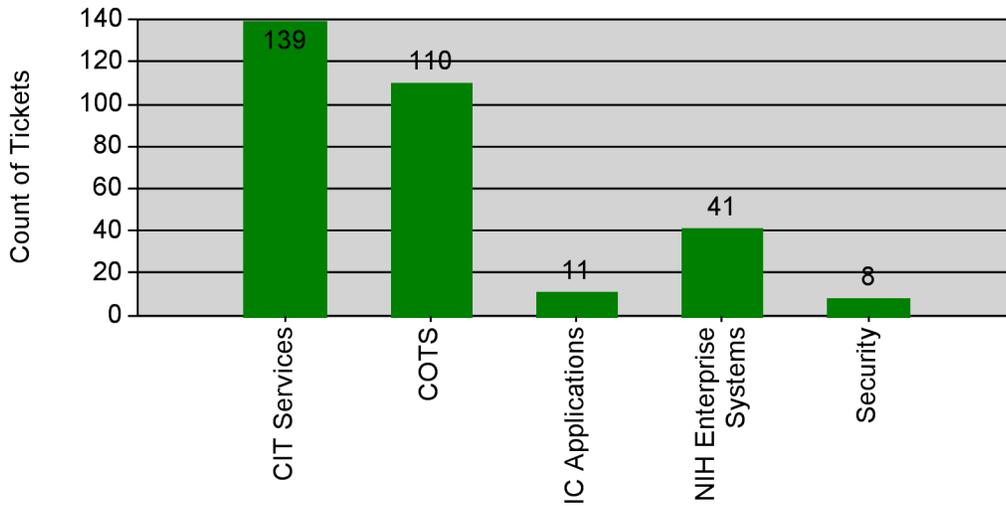
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Snapshot Date: 5/1/2009 6:48:10 AM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

NIH Enterprise Systems	65
ADB	3
Capital HR Func App Suppt	2
Capital HR Security	1
eRA-Infrastructure	2
eRA-Partnership Issues	1
ITAS	1
NBS-User Call	41
NED	3
NIH Data Warehouse	4
NIH Services	1
NVision	6
Security	1
Security	1

Tickets By Category Summary



NIGMS	309
CIT Services	139
Accounts	42

IC Ticket Report with Category Summary



For the period: Wednesday, April 01, 2009 12:00:00 AM to Thursday, April 30, 2009 11:59:59 PM

Snapshot Date: 5/1/2009 6:48:10 AM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Back Office Support	24	
CIT Categories Remedy	1	
Conference Room Support-Equipment Setup	11	
Conference Room Support-Reserve	1	
Connectivity	3	
Email	28	
General Information	12	
NIHnet	2	
Telecommunications	1	
Training	1	
Video	2	
Wireless Services	11	
COTS		110
Application Support	39	
Hardware	71	
IC Applications		11
Local LAN	5	
Web Site Issue (non-CIT)	6	
NIH Enterprise Systems		41
Capital HR Security	1	
eRA-COMMONS	1	
eRA-External	2	
eRA-Grants Management	15	
eRA-IMPAC II	4	
eRA-Infrastructure	1	
eRA-Reporting	4	
eRA-Software BA	4	
ITAS	1	
NBS-User Call	5	

IC Ticket Report with Category Summary



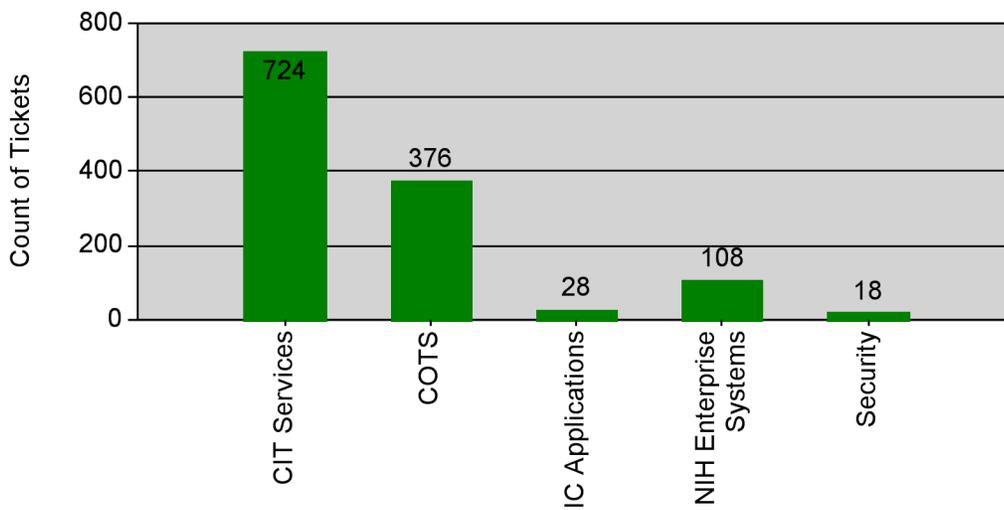
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Snapshot Date: 5/1/2009 6:48:10 AM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

NED	3
Security	8
Anti Virus SW	1
Security	7

Tickets By Category Summary



NIMH	1254
CIT Services	724
Accounts	432
Back Office Support	67
CIT Categories	1
CIT Categories Remedy	3
Conference Room Support-Equipment Setup	18
Connectivity	24
Email	81
General Information	30
Helix Support	2
NIHnet	4

IC Ticket Report with Category Summary



For the period: Wednesday, April 01, 2009 12:00:00 AM to Thursday, April 30, 2009 11:59:59 PM

Snapshot Date: 5/1/2009 6:48:10 AM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

OS/390	1
Pubs	1
Telecommunications	10
Video	5
Wireless Services	45
COTS	376
Application Support	197
Hardware	179
IC Applications	28
CC Clinical Applications	4
Local LAN	19
Web Site Issue (non-CIT)	5
NIH Enterprise Systems	108
ADB	19
Capital HR Security	1
eRA-COMMONS	5
eRA-External	1
eRA-Grants Management	1
eRA-IMPAC II	4
eRA-Infrastructure	1
eRA-Reporting	2
ITAS	7
NBS-User Call	48
NED	14
NIH Data Warehouse	1
NIH Services	4
Security	18
Anti Virus SW	2
Security	16

IC Ticket Report with Category Summary

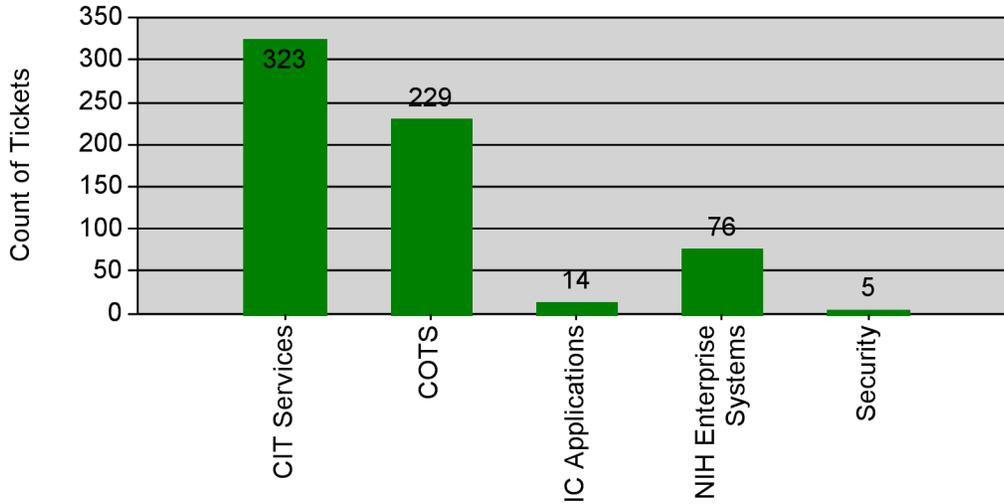


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Snapshot Date: 5/1/2009 6:48:10 AM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Tickets By Category Summary



NINDS		647
CIT Services		323
Accounts		166
Back Office Support		33
CIT Categories		4
CIT Categories Remedy		8
Conference Room Support-Equipment Setup		5
Connectivity		12
Email		40
General Information		21
Helix Support		1
NIHnet		7
OS/390		1
Telecommunications		7
Training		1
Video		1

IC Ticket Report with Category Summary



For the period: Wednesday, April 01, 2009 12:00:00 AM to Thursday, April 30, 2009 11:59:59 PM

Snapshot Date: 5/1/2009 6:48:10 AM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Wireless Services	16	
COTS		229
Application Support	101	
Hardware	128	
IC Applications		14
CC Clinical Applications	1	
Local LAN	10	
Web Site Issue (non-CIT)	3	
NIH Enterprise Systems		76
ADB	13	
Capital HR Func App Suppt	1	
eRA-COMMONS	2	
eRA-Grants Management	2	
eRA-Referral and Review	1	
ITAS	4	
NBS-User Call	40	
NED	11	
NIH Services	2	
Security		5
Security	5	

IC Ticket Report with Category Summary

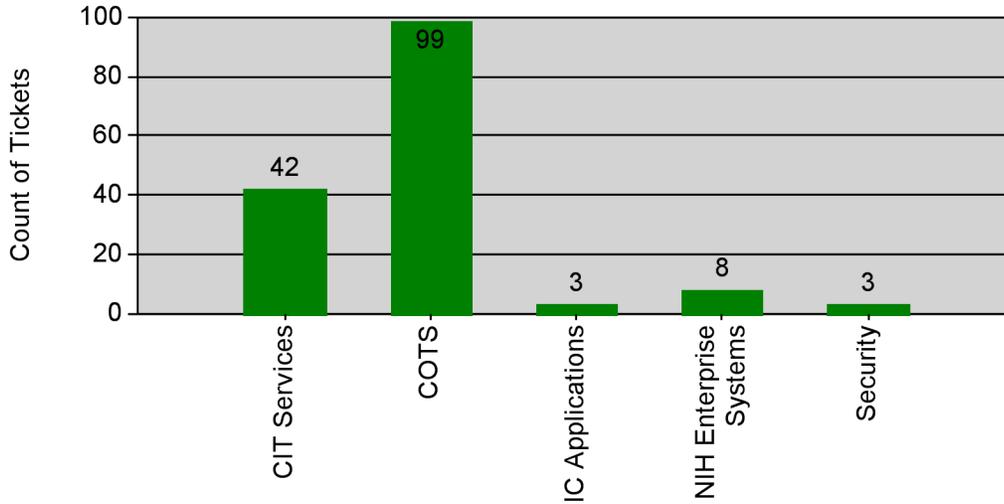


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Snapshot Date: 5/1/2009 6:48:10 AM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Tickets By Category Summary



NINR	155
CIT Services	42
Accounts	17
Back Office Support	7
CIT Categories	1
Connectivity	3
Email	5
General Information	1
NIHnet	2
Wireless Services	6
COTS	99
Application Support	41
Hardware	58
IC Applications	3
Local LAN	2
Web Site Issue (non-CIT)	1

IC Ticket Report with Category Summary



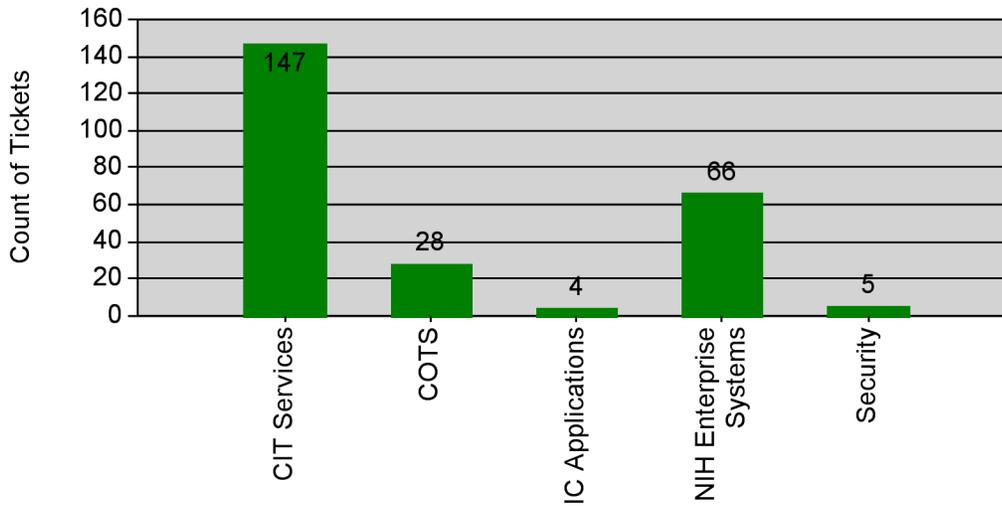
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Snapshot Date: 5/1/2009 6:48:10 AM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

NIH Enterprise Systems	8
eRA-COMMONS	2
NBS-User Call	3
NED	2
NVision	1
Security	3
Security	3

Tickets By Category Summary



NLM	250
CIT Services	147
Accounts	106
Back Office Support	5
CIT Categories	3
Conference Room Support-Equipment Setup	1
Connectivity	3
Email	12
General Information	4

IC Ticket Report with Category Summary



For the period: Wednesday, April 01, 2009 12:00:00 AM to Thursday, April 30, 2009 11:59:59 PM

Snapshot Date: 5/1/2009 6:48:10 AM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Helix Support	1	
NIHnet	2	
Telecommunications	5	
Video	1	
Wireless Services	4	
COTS		28
Application Support	19	
Hardware	9	
IC Applications		4
Local LAN	2	
Web Site Issue (non-CIT)	2	
NIH Enterprise Systems		66
ADB	2	
eRA-Grants Management	1	
ITAS	5	
NBS-User Call	45	
NED	6	
NIH Services	3	
NVision	4	
Security		5
Security	5	

IC Ticket Report with Category Summary

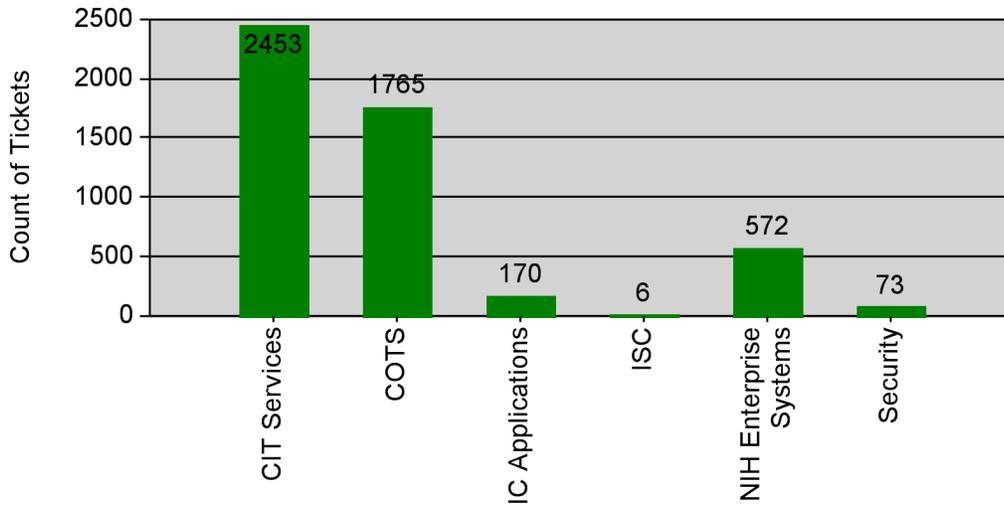


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Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Tickets By Category Summary



OD		5039
CIT Services		2453
Accounts	1082	
ASR	1	
Back Office Support	366	
CIT Categories	10	
CIT Categories Remedy	11	
CIT Categories-General Information	3	
Conference Room Support-Equipment Setup	29	
Conference Room Support-Monitor Conference	2	
Connectivity	119	
Email	338	
General Information	120	
NIHnet	39	
OS/390	6	
Telecommunications	92	

IC Ticket Report with Category Summary



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Training	10
Video	16
Wireless Services	209
COTS	1765
Application Support	795
Hardware	970
IC Applications	170
CC Technical Operations	2
E-Grants	4
Local LAN	103
OIT Categories	2
Web Site Issue (non-CIT)	59
ISC	6
ISC	6
NIH Enterprise Systems	572
ADB	49
Capital HR Func App Suppt	4
Capital HR Non-App Specific	1
Capital HR Security	7
Capital HR Technical	1
eRA-COMMONS	13
eRA-External	2
eRA-Grants Management	7
eRA-IMPAC II	24
eRA-Infrastructure	6
eRA-Referral and Review	11
eRA-Reporting	5
eRA-Software BA	2
eRA-Training	2

IC Ticket Report with Category Summary



For the period: Wednesday, April 01, 2009 12:00:00 AM to Thursday, April 30, 2009 11:59:59 PM

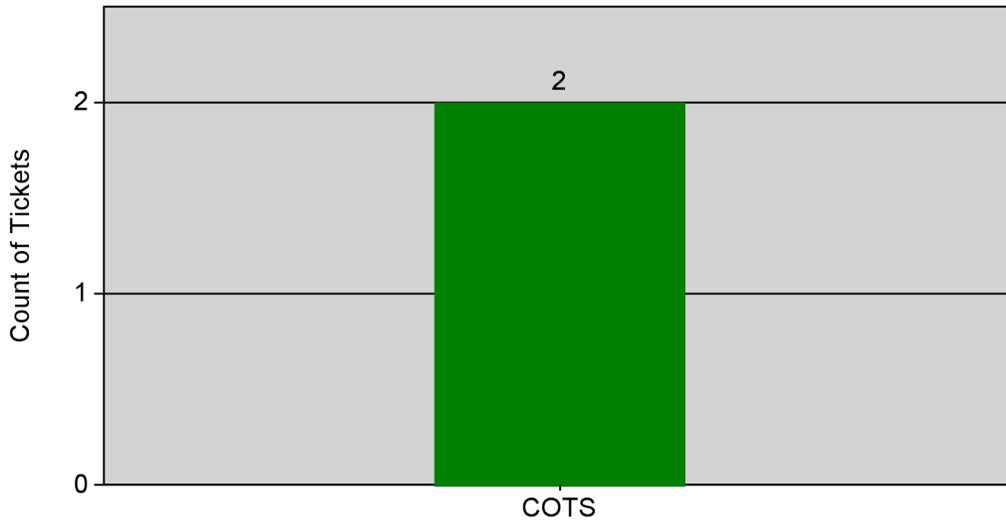
Snapshot Date: 5/1/2009 6:48:10 AM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

GovTrip User Call	23
ITAS	27
NBS-Sandbox	1
NBS-User Call	260
NED	63
NIH Data Warehouse	11
NIH Services	46
NVision	7

Security	73
Anti Virus SW	7
NIHnet-Network Security	1
Security	65

Tickets By Category Summary



OEOCR	2
COTS	2
Hardware	2

IC Ticket Report with Category Summary

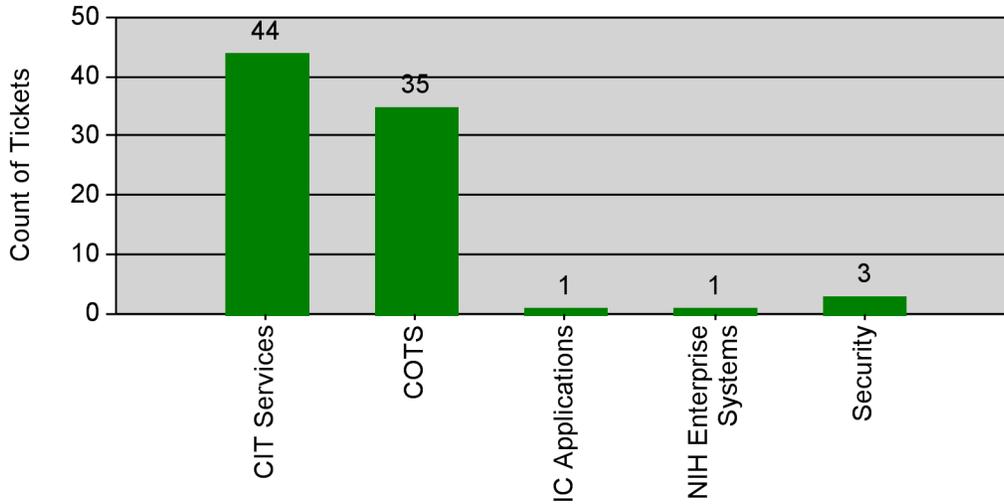


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Tickets By Category Summary



OFAM	84
CIT Services	44
Accounts	20
Back Office Support	3
Connectivity	2
Email	12
General Information	3
Telecommunications	3
Wireless Services	1
COTS	35
Application Support	10
Hardware	25
IC Applications	1
Web Site Issue (non-CIT)	1
NIH Enterprise Systems	1
ITAS	1

IC Ticket Report with Category Summary



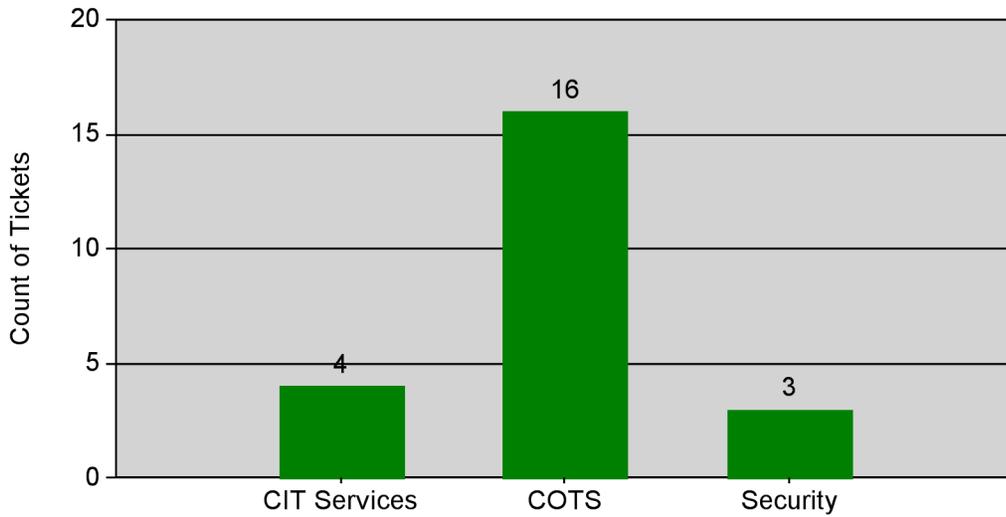
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Snapshot Date: 5/1/2009 6:48:10 AM

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Security	3
Anti Virus SW	1
Security	2

Tickets By Category Summary



OFM	23
CIT Services	4
Back Office Support	4
COTS	16
Application Support	6
Hardware	10
Security	3
Security	3

IC Ticket Report with Category Summary

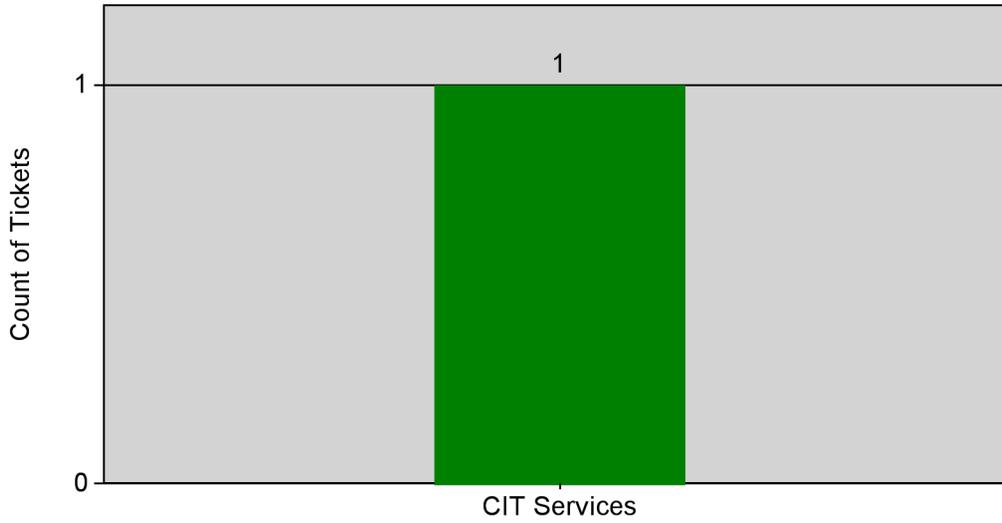


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Tickets By Category Summary



OFPO	1
CIT Services	1
Accounts	1

IC Ticket Report with Category Summary

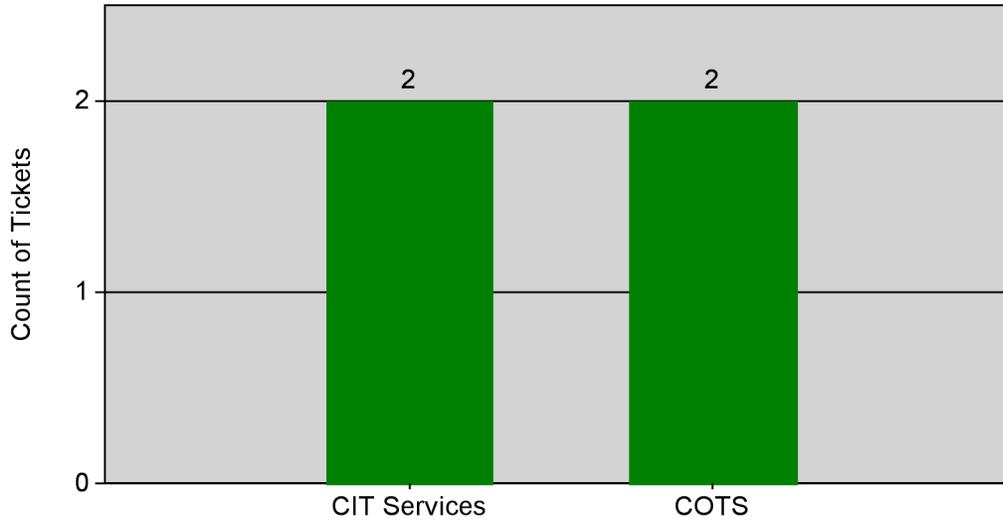


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Tickets By Category Summary



OHIT		4
CIT Services		2
Accounts	1	
Email	1	
COTS		2
Application Support	1	
Hardware	1	

IC Ticket Report with Category Summary

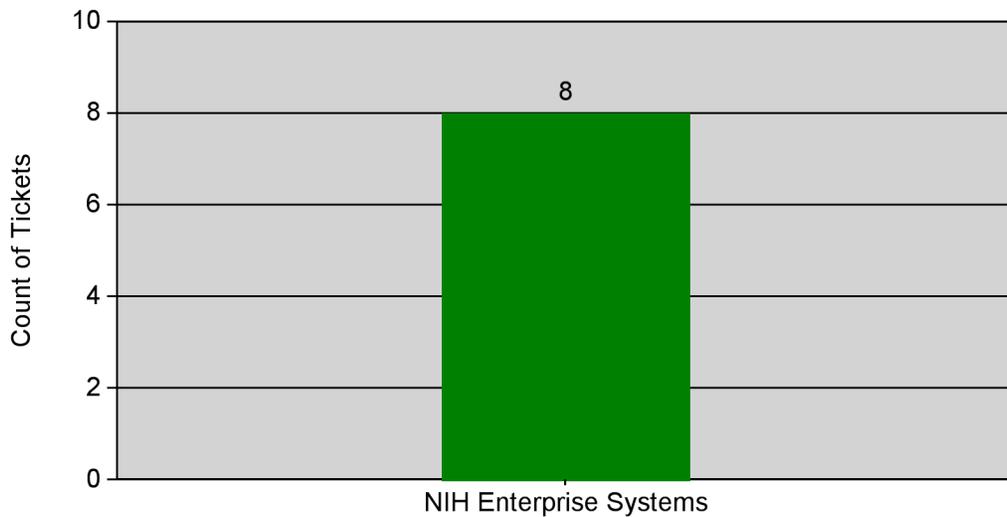


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Tickets By Category Summary



OIM	8
NIH Enterprise Systems	8
ITAS	8

IC Ticket Report with Category Summary

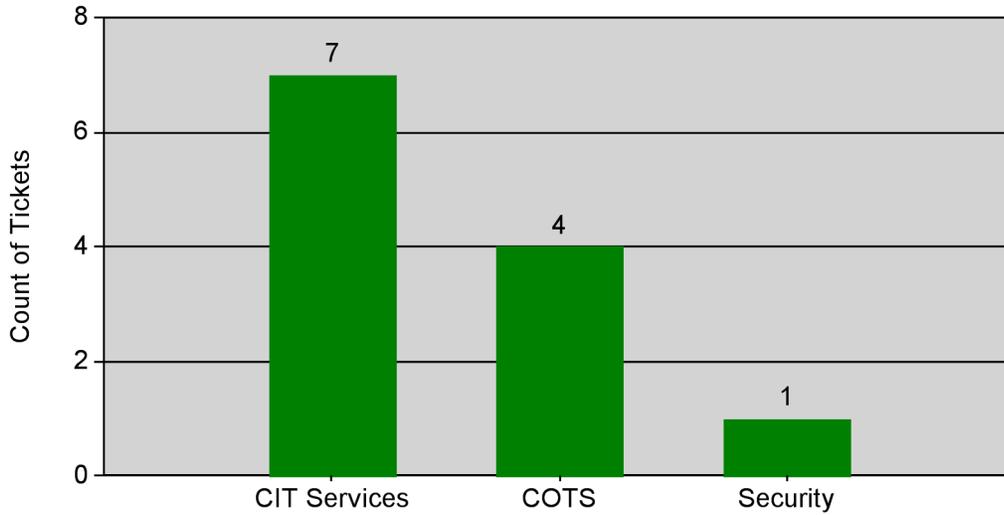


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Tickets By Category Summary



OM		12
CIT Services		7
Accounts	1	
Back Office Support	1	
Connectivity	1	
Email	4	
COTS		4
Application Support	1	
Hardware	3	
Security		1
Security	1	

IC Ticket Report with Category Summary

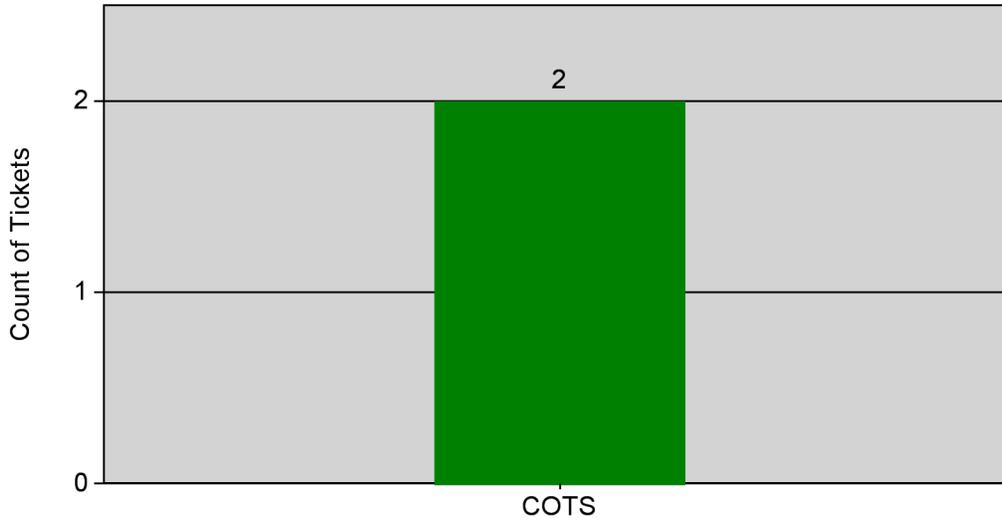


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Tickets By Category Summary



OMH	2
COTS	2
Hardware	2

IC Ticket Report with Category Summary

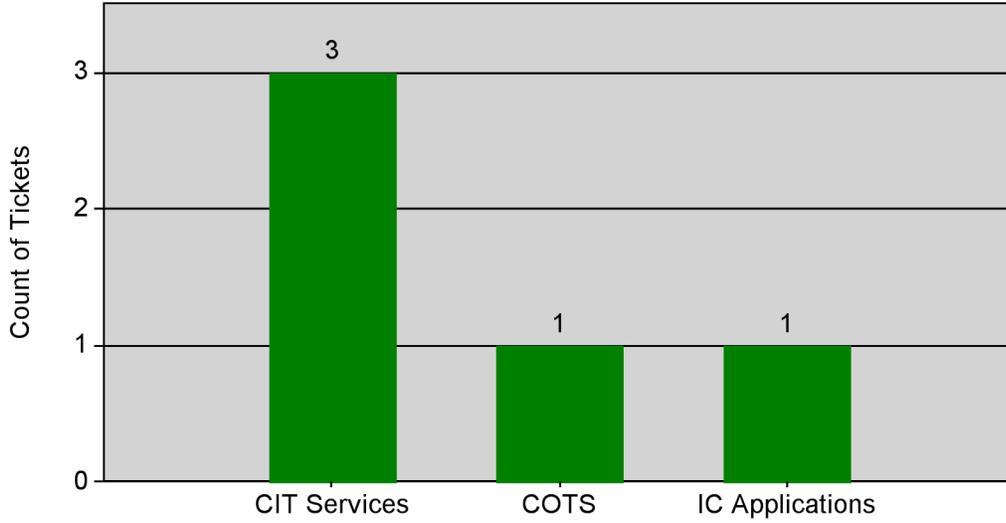


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Tickets By Category Summary



OPE	5
CIT Services	3
Accounts	1
Back Office Support	1
Email	1
COTS	1
Hardware	1
IC Applications	1
Web Site Issue (non-CIT)	1

IC Ticket Report with Category Summary

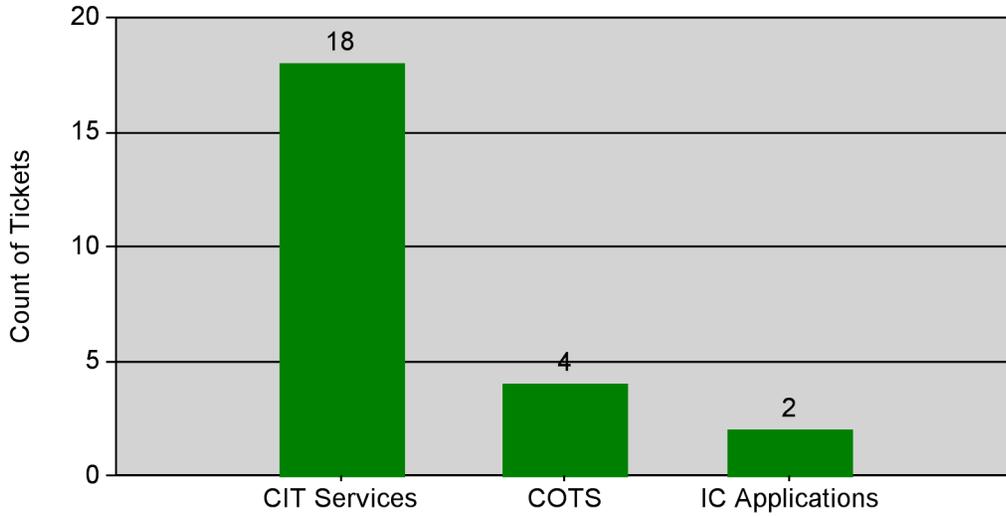


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Tickets By Category Summary



OPR	24
CIT Services	18
Accounts	9
Email	6
General Information	1
Wireless Services	2
COTS	4
Application Support	2
Hardware	2
IC Applications	2
Local LAN	1
Web Site Issue (non-CIT)	1

IC Ticket Report with Category Summary

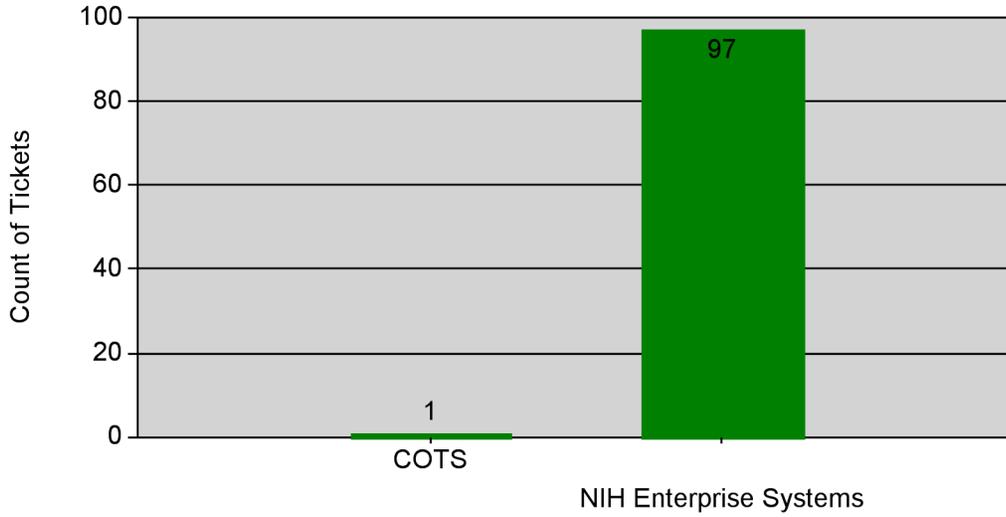


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Tickets By Category Summary



ORA	98
COTS	1
Hardware	1
NIH Enterprise Systems	97
ITAS	97

IC Ticket Report with Category Summary

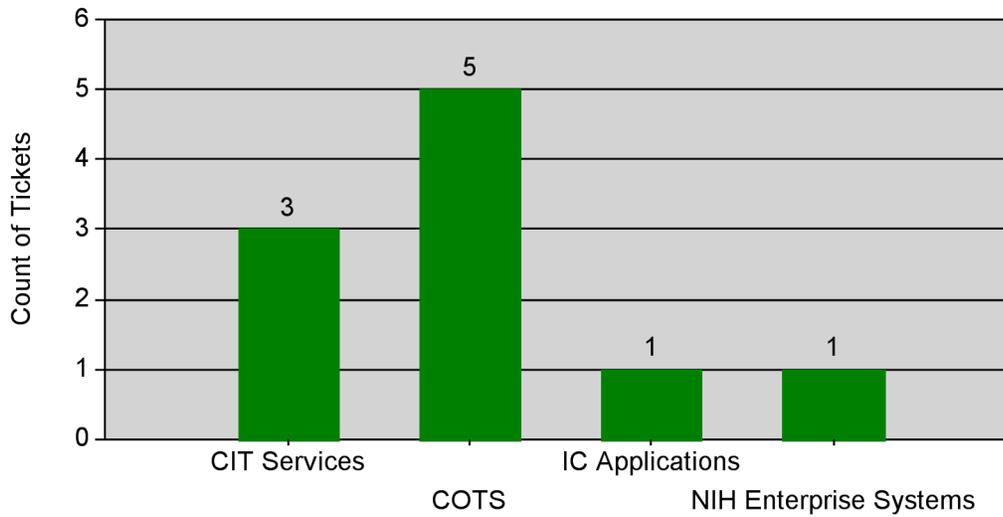


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Tickets By Category Summary



ORHP	10
CIT Services	3
Accounts	1
General Information	2
COTS	5
Application Support	2
Hardware	3
IC Applications	1
Web Site Issue (non-CIT)	1
NIH Enterprise Systems	1
ITAS	1

IC Ticket Report with Category Summary

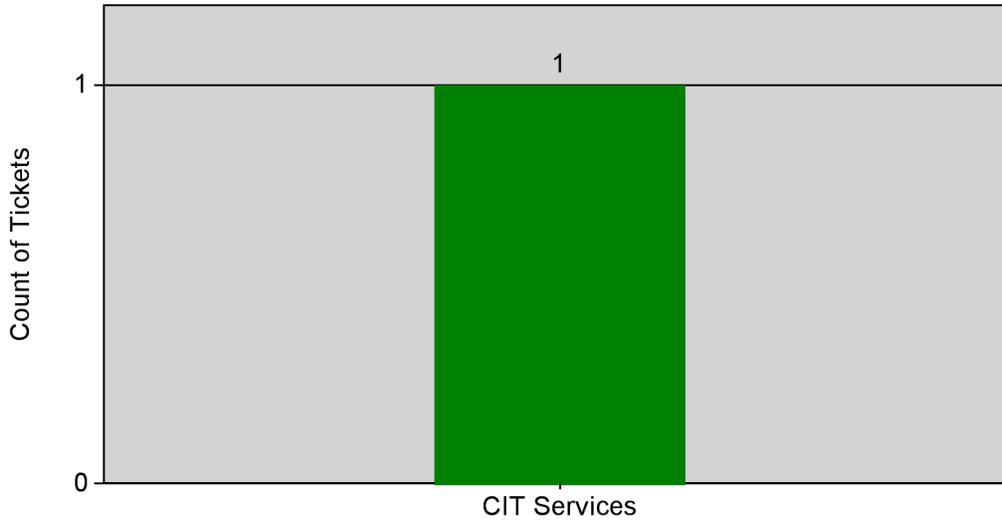


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Tickets By Category Summary



OT	1
CIT Services	1
CIT Categories	1

IC Ticket Report with Category Summary

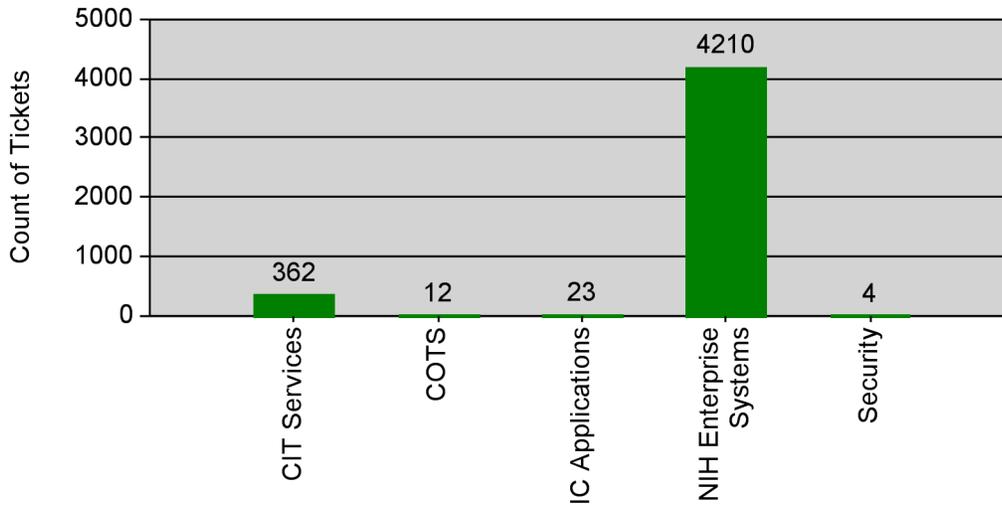


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Tickets By Category Summary



OTHER		4611
CIT Services		362
Accounts	222	
Back Office Support	2	
CIT Categories	37	
Conference Room Support-Equipment Setup	1	
Connectivity	5	
Email	10	
General Information	55	
Helix Support	3	
iSDP/Software Distribution	2	
NIHnet	1	
OS/390	8	
Telecommunications	1	
Training	2	
Video	11	

IC Ticket Report with Category Summary



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Wireless Services	2	
COTS		12
Application Support	10	
Hardware	2	
IC Applications		23
E-Grants	10	
Local LAN	2	
Web Site Issue (non-CIT)	11	
NIH Enterprise Systems		4210
ADB	3	
Capital HR Technical	1	
eRA-COMMONS	2954	
eRA-DB	4	
eRA-External	1134	
eRA-Grants Management	69	
eRA-IMPAC II	1	
eRA-Infrastructure	3	
eRA-Partnership Issues	6	
eRA-Referral and Review	24	
eRA-Reporting	4	
eRA-Software BA	1	
ITAS	2	
NBS-User Call	3	
NIH Services	1	
Security		4
Security	4	

IC Ticket Report with Category Summary

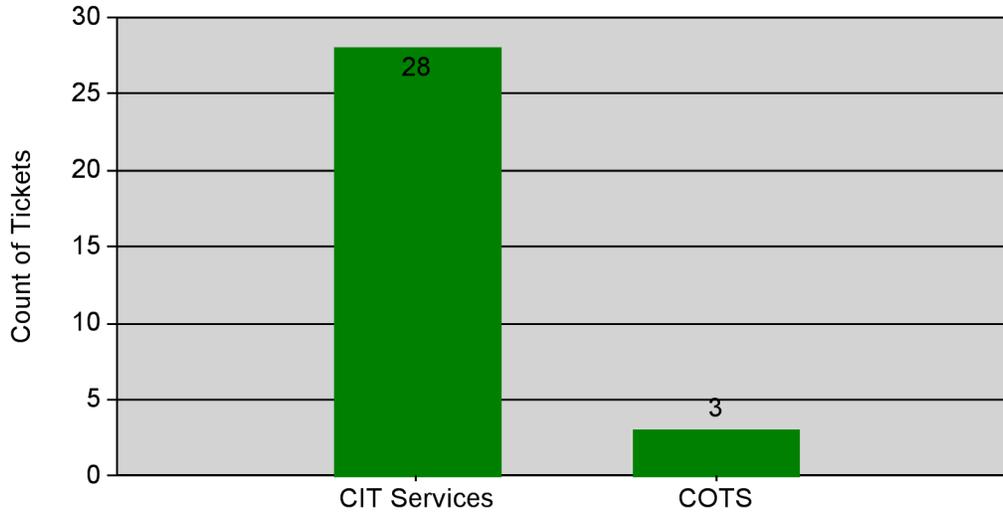


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Tickets By Category Summary



Region	31
CIT Services	28
Accounts	19
Back Office Support	3
Connectivity	1
Email	3
General Information	1
Wireless Services	1
COTS	3
Application Support	1
Hardware	2