

IC Ticket Report with Category Summary

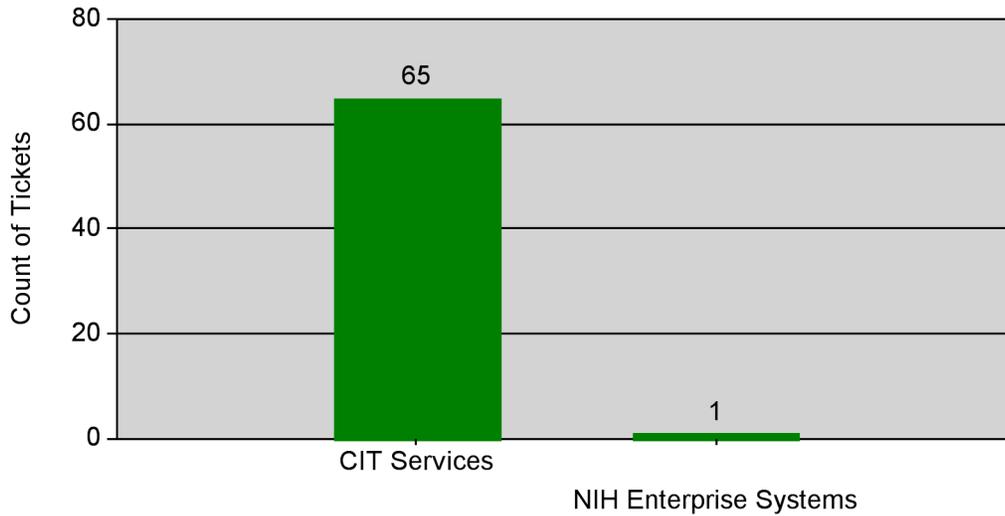


For the period: Friday, August 01, 2008 12:00:00 AM to Sunday, August 31, 2008 11:59:59 PM

Snapshot Date: 9/1/2008 6:48:04 AM

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

Tickets By Category Summary



Anonymous		66
CIT Services		65
Accounts	1	
General Information	64	
NIH Enterprise Systems		1
NED	1	

IC Ticket Report with Category Summary

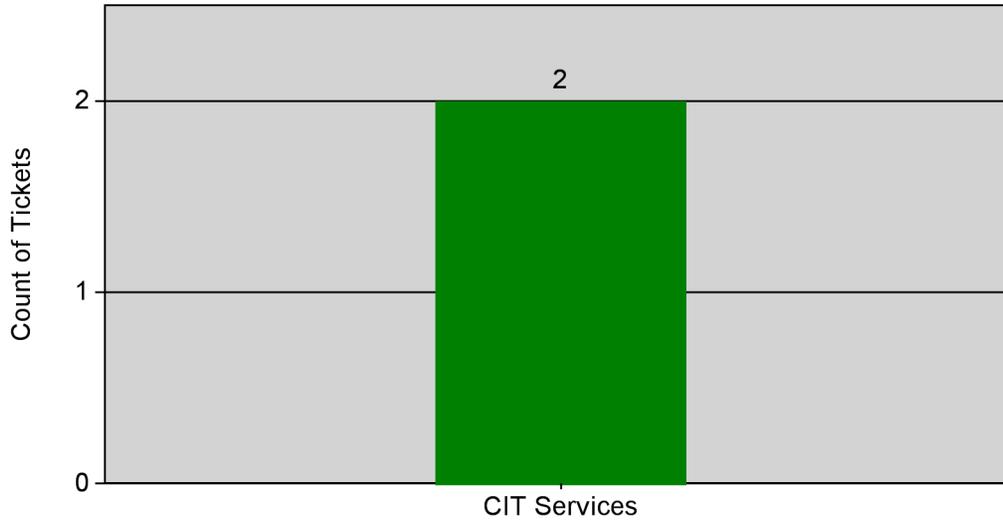


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Tickets By Category Summary



AoA		2
CIT Services		2
Accounts	1	
CIT Categories	1	

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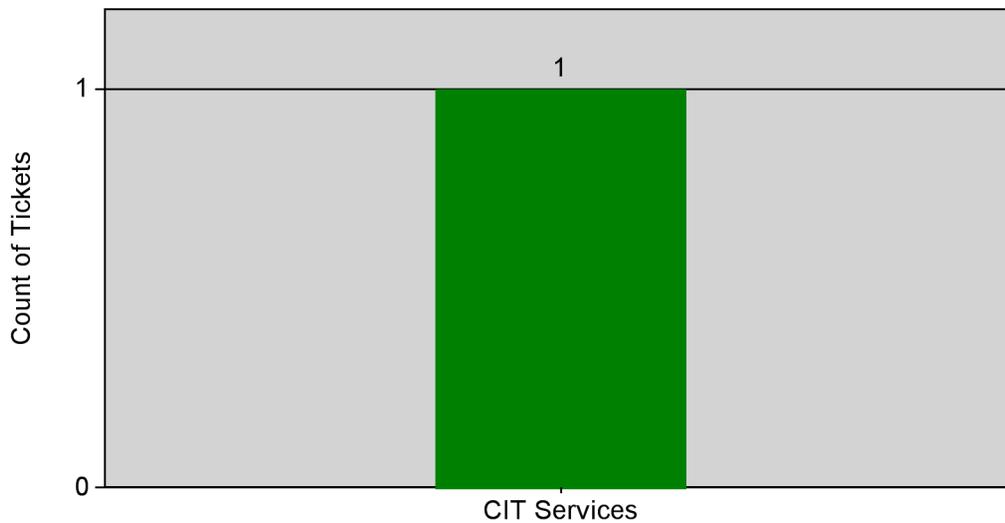


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Tickets By Category Summary



AUX	1
CIT Services	1
Accounts	1

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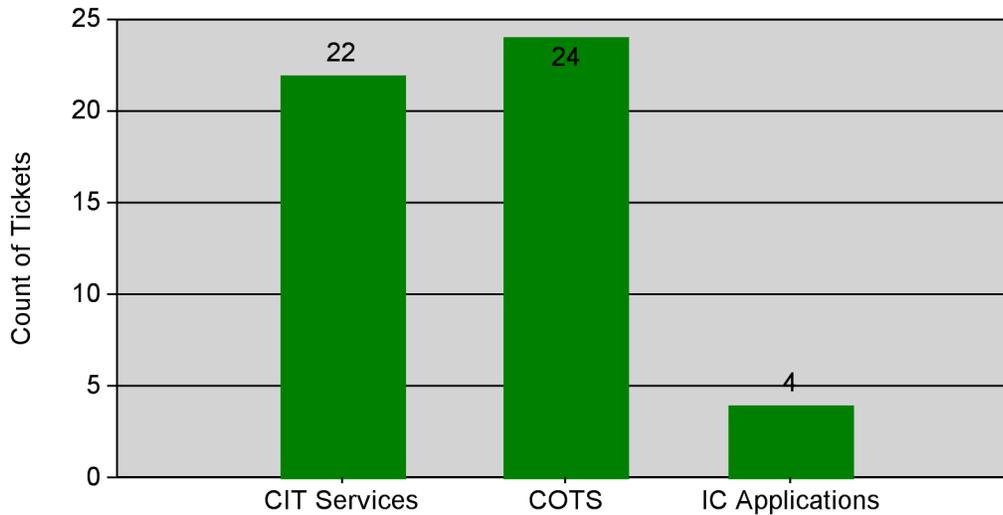


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Tickets By Category Summary



BCRS	50
CIT Services	22
Accounts	9
Back Office Support	7
Email	2
General Information	2
Telecommunications	1
Video	1
COTS	24
Application Support	5
Hardware	19
IC Applications	4
Local LAN	1
Web Site Issue (non-CIT)	3

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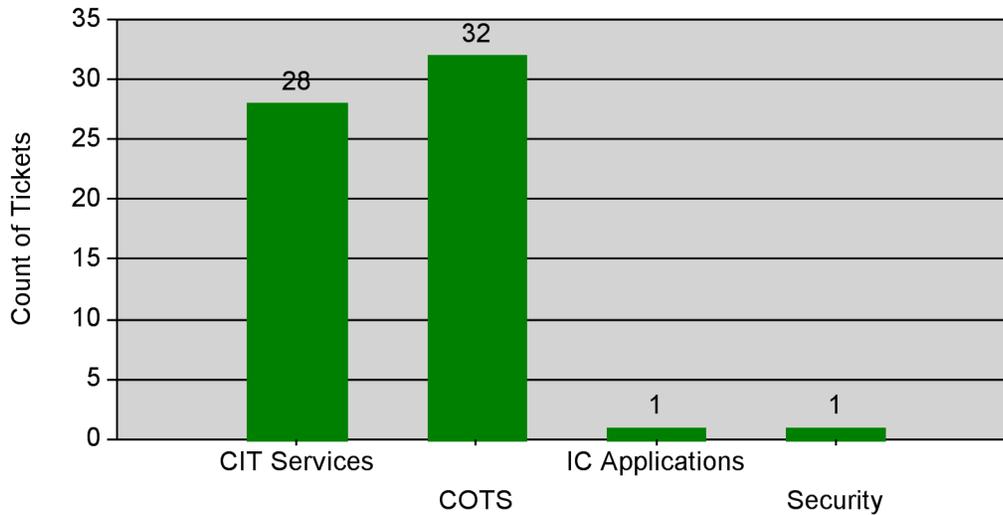


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Tickets By Category Summary



BHPR	62
CIT Services	28
Accounts	18
Back Office Support	3
Email	4
General Information	1
NIHnet	1
Telecommunications	1
COTS	32
Application Support	9
Hardware	23
IC Applications	1
CC Clinical Applications	1
Security	1
Anti Virus SW	1

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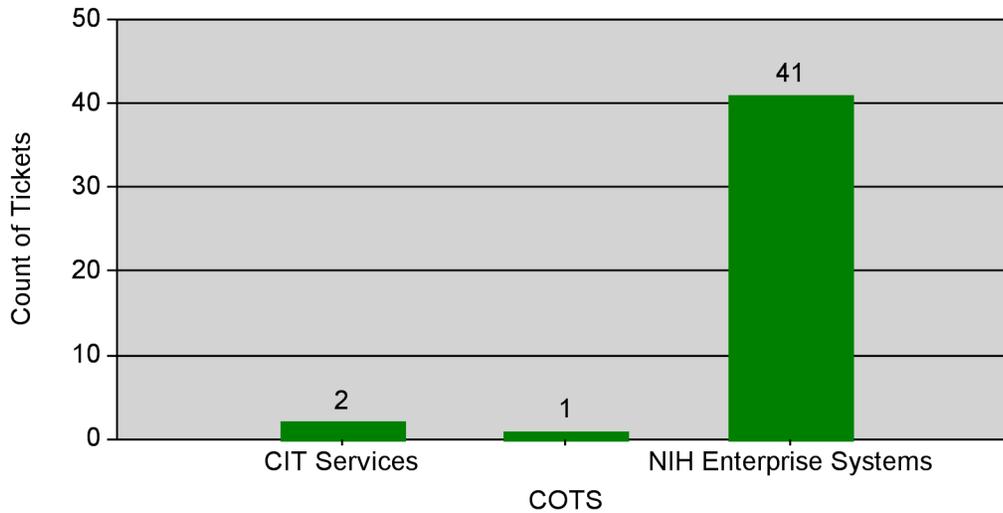


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Tickets By Category Summary



CBER	44
CIT Services	2
Accounts	2
COTS	1
Hardware	1
NIH Enterprise Systems	41
eRA-IMPAC II	1
ITAS	40

IC Ticket Report with Category Summary

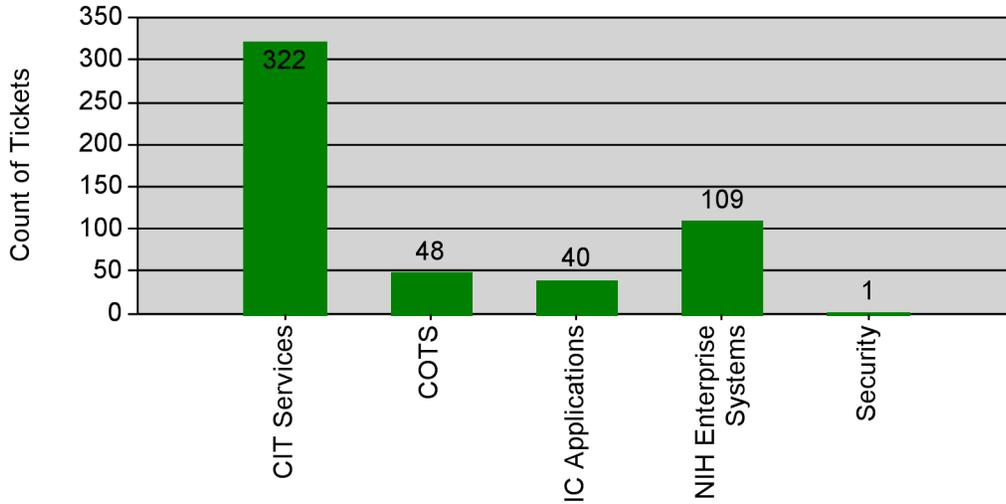


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Tickets By Category Summary



CC	520
CIT Services	322
Accounts	183
Back Office Support	32
CIT Categories	3
CIT Categories Remedy	1
Conference Room Support-Equipment Setup	1
Connectivity	5
Email	22
General Information	15
iSDP/Software Distribution	1
NIHnet	7
Telecommunications	14
Training	8
Video	3
Wireless Services	27

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COTS	48
Application Support	24
Hardware	24
IC Applications	40
CC Clinical Applications	15
CC Clinical Applications-ATV	2
CC Technical Operations	14
Local LAN	5
Web Site Issue (non-CIT)	4
NIH Enterprise Systems	109
ADB	20
Capital HR Security	1
ITAS	11
NBS Break/Fix	1
NBS Enhancement	1
NBS-User Call	55
NED	8
NIH Data Warehouse	4
NIH Services	3
NVision	5
Security	1
Security	1

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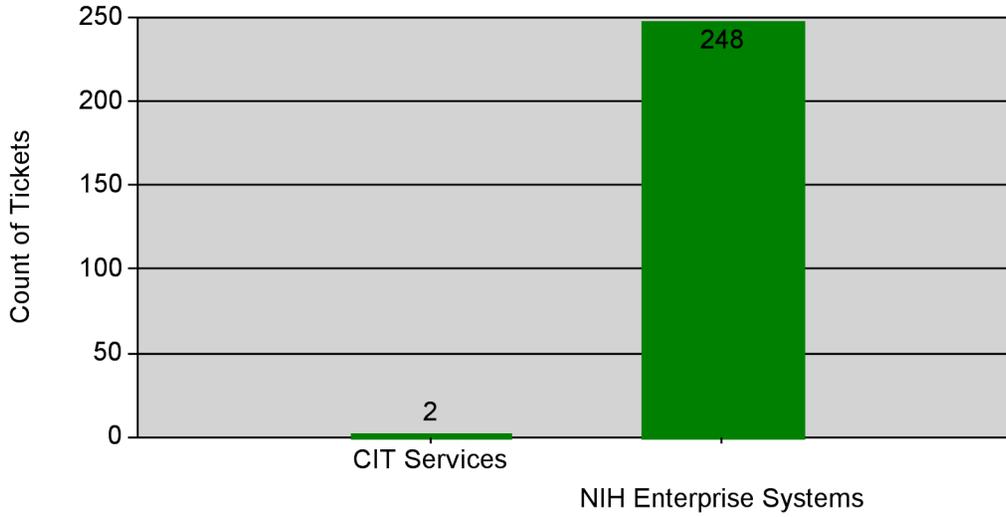


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Tickets By Category Summary



CDER		250
CIT Services		2
CIT Categories	1	
Training	1	
NIH Enterprise Systems		248
ITAS	248	

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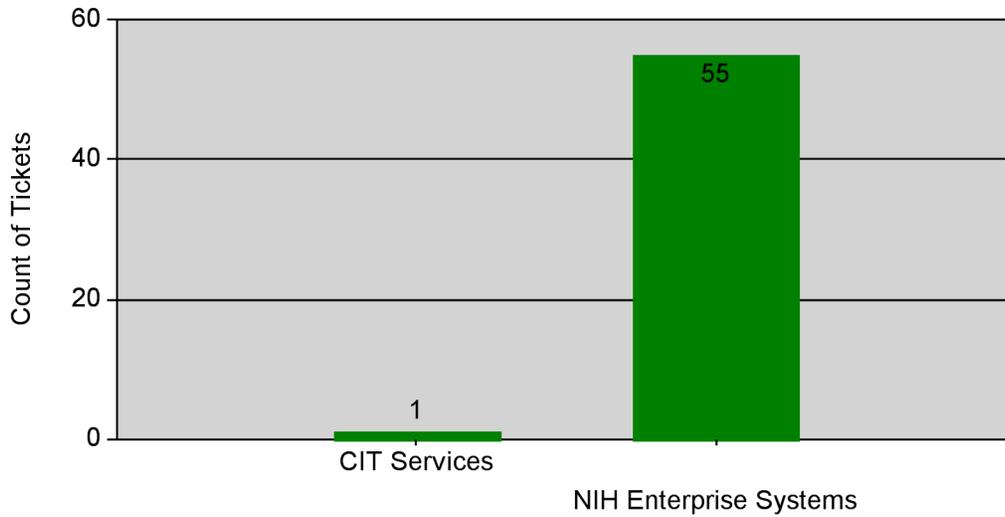


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Tickets By Category Summary



CDRH	56
CIT Services	1
Telecommunications	1
NIH Enterprise Systems	55
ITAS	55

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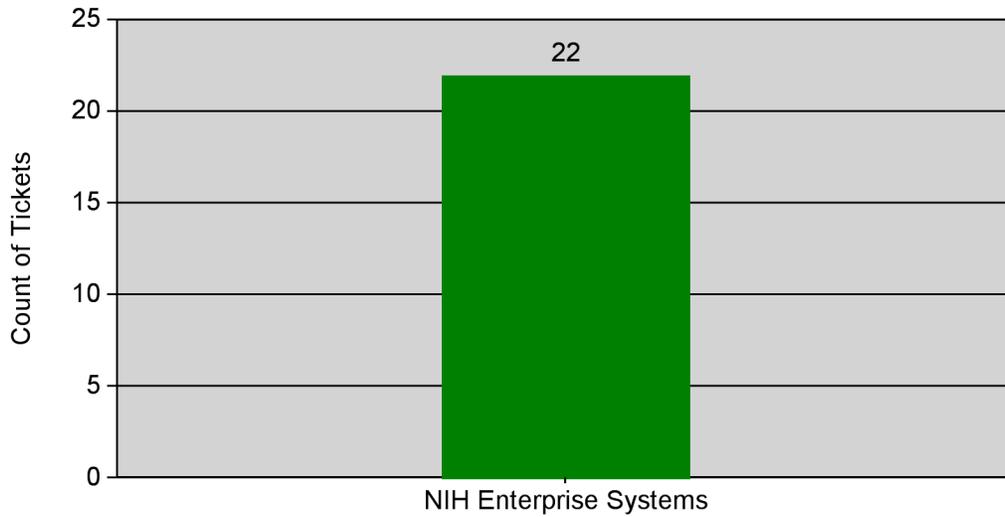


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Tickets By Category Summary



CFSAN	22
NIH Enterprise Systems	22
ITAS	22

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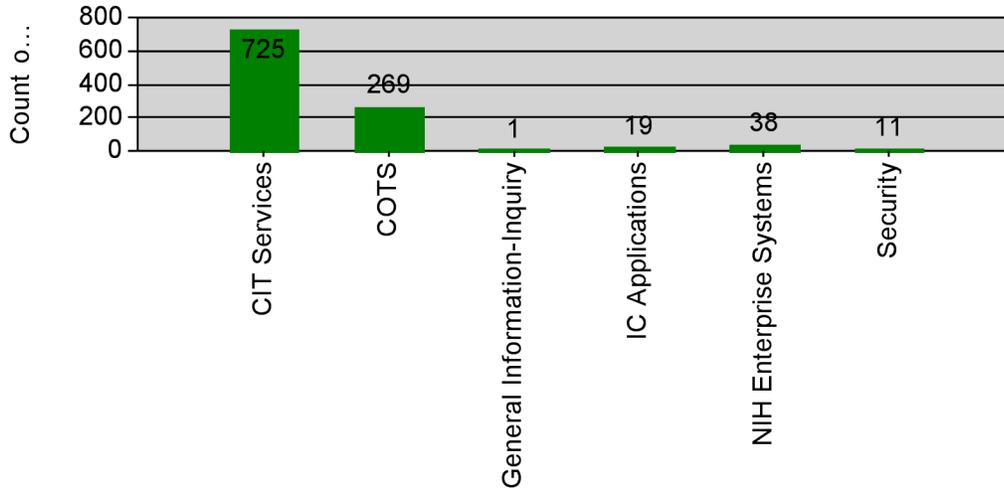


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Tickets By Category Summary



CIT		1063
CIT Services		725
Accounts		166
ASR		1
Back Office Support		61
CIT Categories		14
CIT Categories Aspect		9
CIT Categories Knova		8
CIT Categories Remedy		30
Conference Room Support-Equipment Setup		2
Conference Room Support-Monitor Conference		1
Connectivity		32
DCS 7x24		3
Email		153
General Information		156
NIHnet		36

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Telecommunications	10
Training	2
Unix Support	2
Video	2
Wireless Services	37
COTS	269
Application Support	128
Hardware	141
General Information-Inquiry	1
General Information-Inquiry	1
IC Applications	19
CC Clinical Applications	1
Local LAN	10
Web Site Issue (non-CIT)	8
NIH Enterprise Systems	38
ADB	3
eRA-IMPAC II	1
eRA-Infrastructure	1
eRA-Reporting	1
ITAS	6
NBS-User Call	14
NIH Data Warehouse	1
NIH Services	8
NVision	3
Security	11
Security	11

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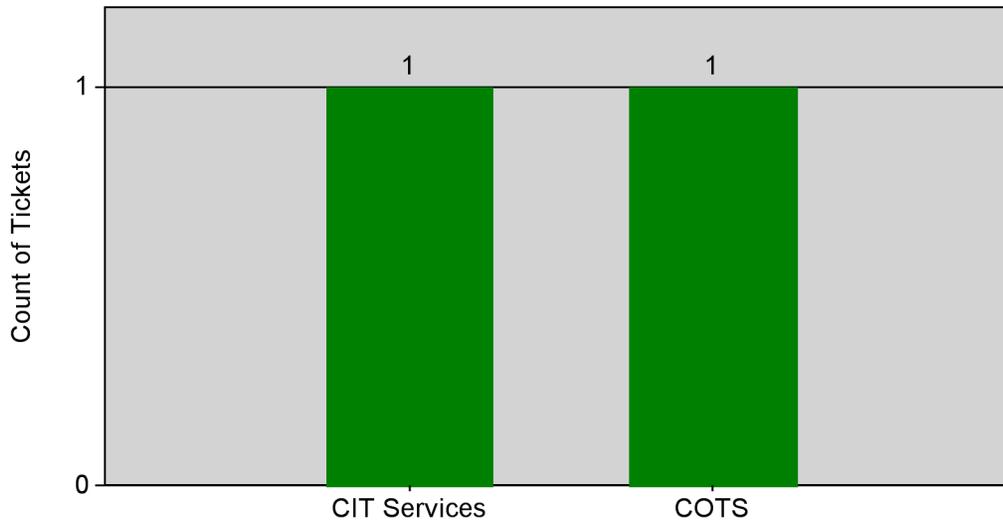


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Tickets By Category Summary



CQ	2
CIT Services	1
NIHnet	1
COTS	1
Hardware	1

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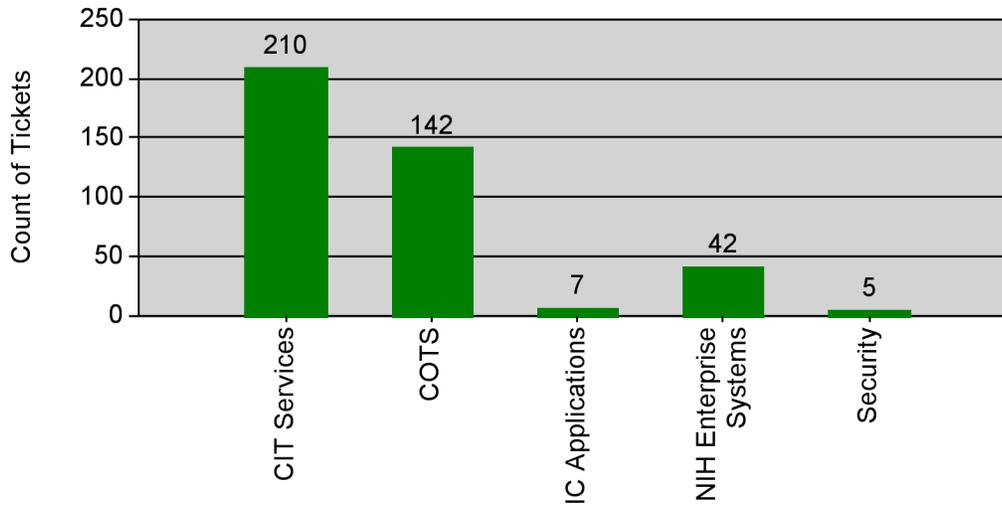


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Tickets By Category Summary



CSR	406
CIT Services	210
Accounts	78
Back Office Support	43
CIT Categories	1
Conference Room Support-Equipment Setup	20
Conference Room Support-Monitor Conference	1
Conference Room Support-Reserve	3
Connectivity	8
Email	24
General Information	15
Hardware-Phones	1
NIHnet	3
Telecommunications	3
Video	1
Wireless Services	9

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COTS	142
Application Support	66
Hardware	76
IC Applications	7
Local LAN	1
Web Site Issue (non-CIT)	6
NIH Enterprise Systems	42
eRA-COMMONS	5
eRA-External	5
eRA-Grants Management	1
eRA-IMPAC II	7
eRA-Referral and Review	4
eRA-Reporting	1
ITAS	5
NBS-Sandbox	2
NBS-User Call	9
NED	1
NIH Services	1
NVision	1
Security	5
Anti Virus SW	1
Security	4

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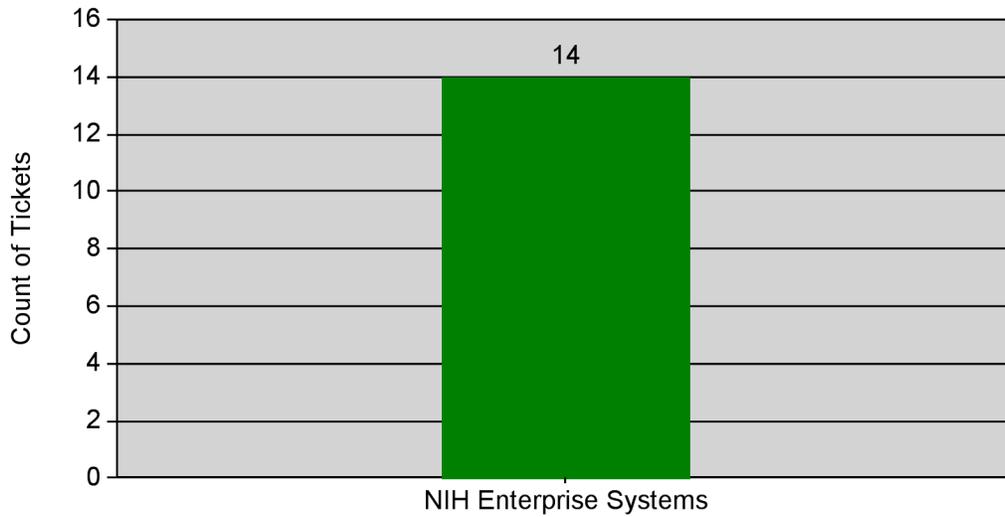


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Tickets By Category Summary



CVM	14
NIH Enterprise Systems	14
ITAS	14

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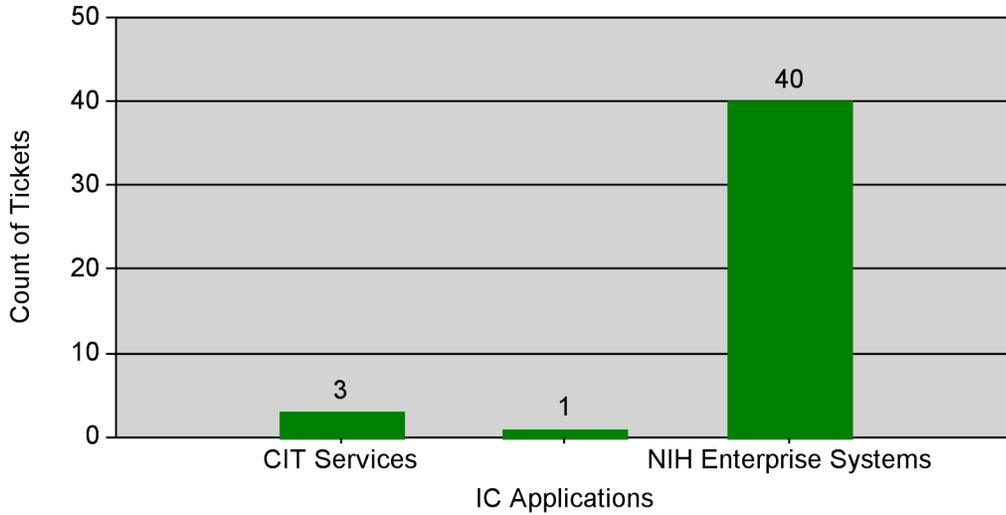


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Tickets By Category Summary



FDA-OC	44
CIT Services	3
Accounts	1
General Information	1
Telecommunications	1
IC Applications	1
Web Site Issue (non-CIT)	1
NIH Enterprise Systems	40
ITAS	40

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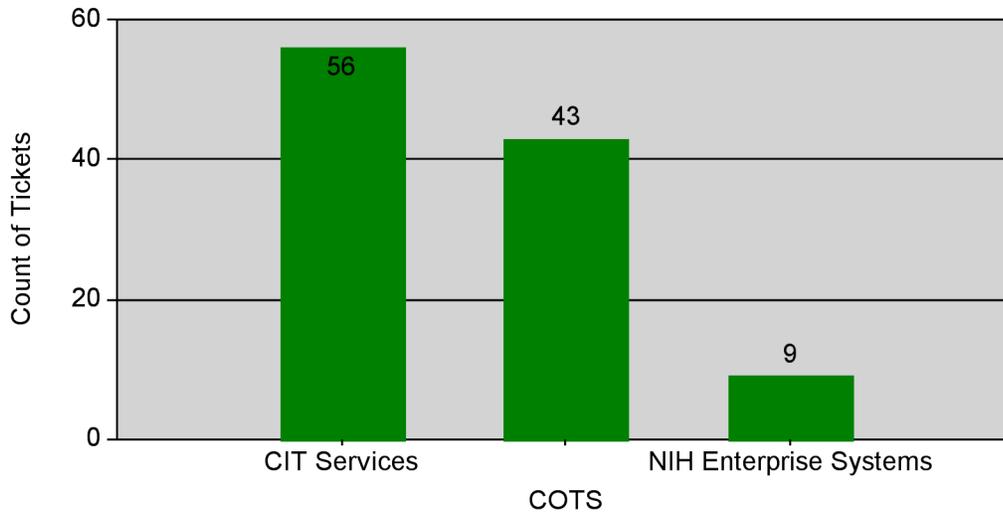


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Tickets By Category Summary



FIC	108
CIT Services	56
Accounts	14
Back Office Support	9
Conference Room Support-Monitor Conference	1
Connectivity	3
Email	10
General Information	3
NIHnet	3
Telecommunications	4
Video	1
Wireless Services	8
COTS	43
Application Support	19
Hardware	24
NIH Enterprise Systems	9
eRA-DB	1

IC Ticket Report with Category Summary



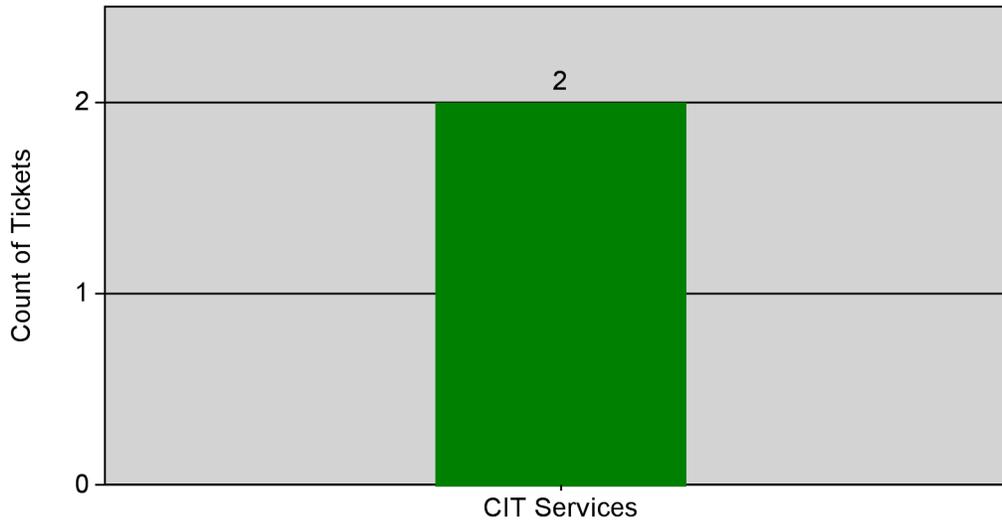
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ITAS	1
NBS-User Call	7

Tickets By Category Summary



HHMI	2
CIT Services	2
Back Office Support	1
Email	1

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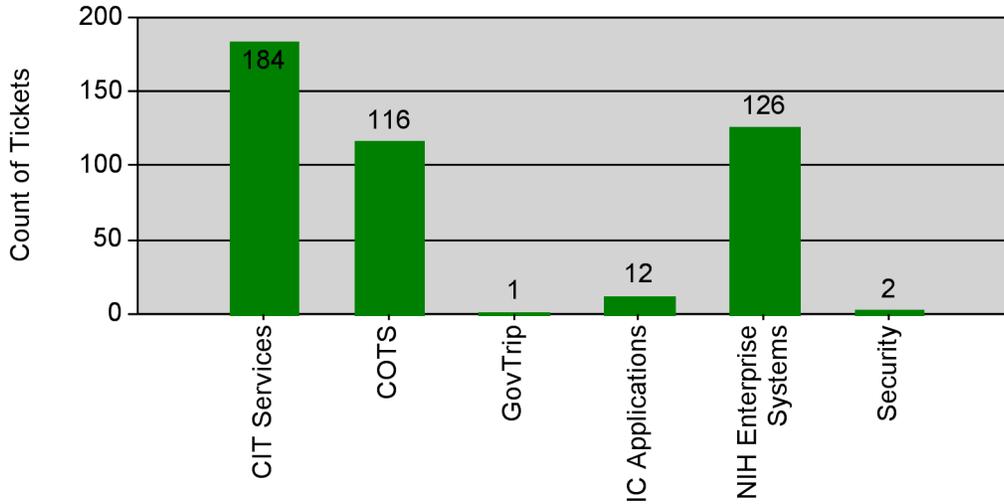


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Tickets By Category Summary



HHS	441
CIT Services	184
Accounts	85
ASR	1
Back Office Support	30
CIT Categories	5
CIT Categories Remedy	2
Connectivity	5
Email	33
General Information	8
Helix Support	1
NIHnet	1
Telecommunications	2
Training	1
Video	1
Wireless Services	9

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COTS	116
Application Support	59
Hardware	57
GovTrip	1
GovTrip	1
IC Applications	12
CC Clinical Applications	3
Local LAN	3
Web Site Issue (non-CIT)	6
NIH Enterprise Systems	126
ADB	5
eRA-DB	53
eRA-Grants Management	7
eRA-IMPAC II	47
eRA-Infrastructure	1
ITAS	7
NBS-User Call	1
NED	1
NIH Services	4
Security	2
Anti Virus SW	2

IC Ticket Report with Category Summary

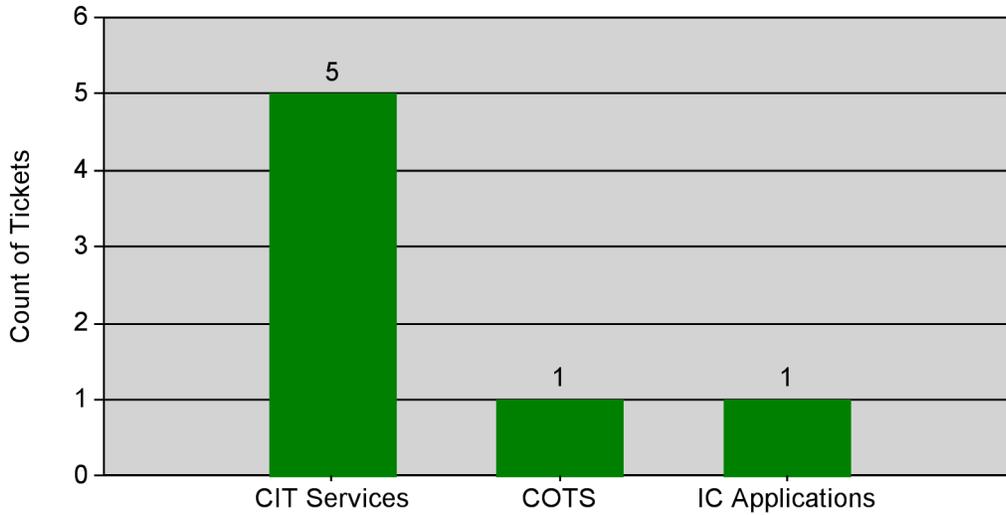


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Tickets By Category Summary



HRSA-OC	7
CIT Services	5
Accounts	1
General Information	2
Wireless Services	2
COTS	1
Hardware	1
IC Applications	1
Web Site Issue (non-CIT)	1

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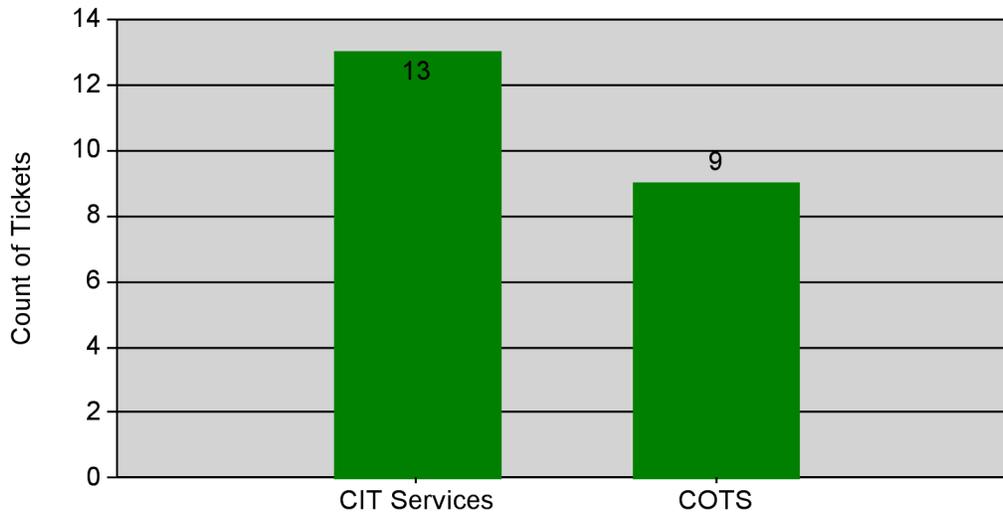


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Tickets By Category Summary



HSB	22
CIT Services	13
Accounts	4
Back Office Support	3
Email	6
COTS	9
Application Support	2
Hardware	7

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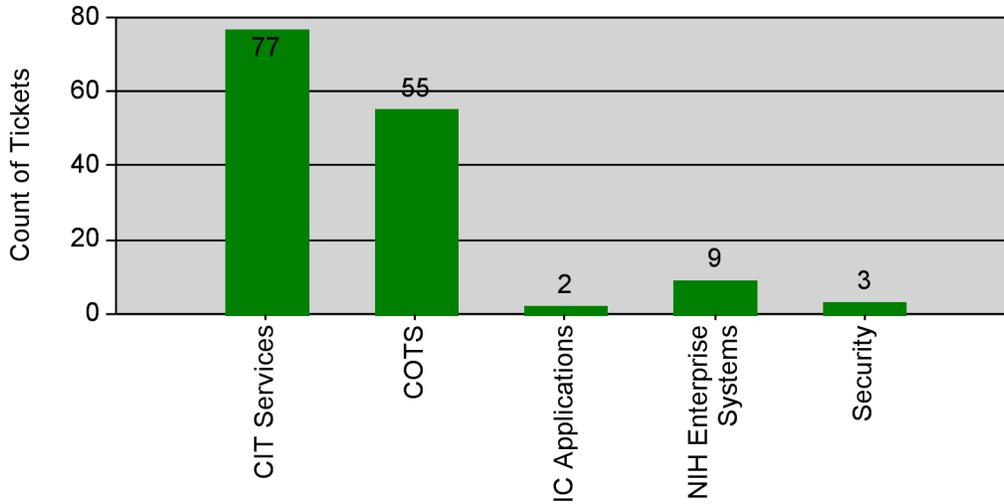


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Tickets By Category Summary



NCCAM	146
CIT Services	77
Accounts	21
Back Office Support	16
CIT Categories	1
Conference Room Support-Equipment Setup	2
Connectivity	2
Email	10
General Information	3
NIHnet	1
OS/390	1
Telecommunications	2
Training	2
Wireless Services	16
COTS	55
Application Support	13

IC Ticket Report with Category Summary



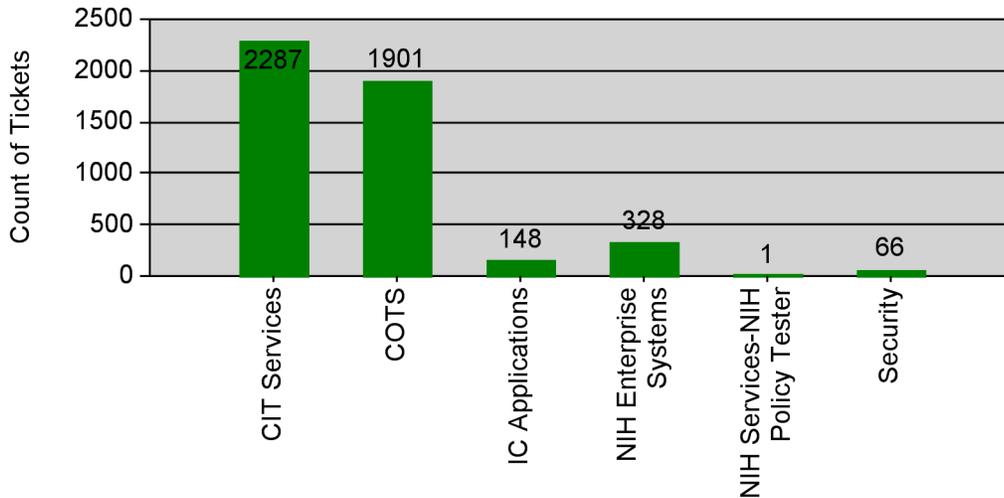
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Hardware	42
IC Applications	2
Local LAN	2
NIH Enterprise Systems	9
ADB	3
eRA-COMMONS	1
NBS-User Call	3
NIH Services	2
Security	3
Anti Virus SW	2
Security	1

Tickets By Category Summary



NCI	4731
CIT Services	2287
Accounts	926
ASR	1
Back Office Support	396

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CIT Categories	31
Conference Room Support-Equipment Setup	67
Conference Room Support-Monitor Conference	3
Connectivity	113
DCS 7x24	1
Email	379
General Information	109
Hardware-Phones	2
Helix Support	4
NIHnet	40
Pubs	1
Telecommunications	43
Training	13
Video	16
Wireless Services	142
COTS	1901
Application Support	638
Hardware	1263
IC Applications	148
CC Clinical Applications	17
CC Clinical Applications-ATV	1
CC Technical Operations	2
E-Grants	6
Local LAN	90
Web Site Issue (non-CIT)	32
NIH Enterprise Systems	328
ADB	56
Capital HR Security	2
Capital HR User Error	1

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eRA-External	1
eRA-Grants Management	1
eRA-IMPAC II	5
eRA-Reporting	1
eRA-Software BA	2
ITAS	10
NBS Int. Des/Dev	1
NBS-Sandbox	3
NBS-User Call	173
NED	28
NIH Data Warehouse	2
NIH Services	32
NVision	10
NIH Services-NIH Policy Tester	1
NIH Services-NIH Policy Tester	1
Security	66
Anti Virus SW	3
Security	63

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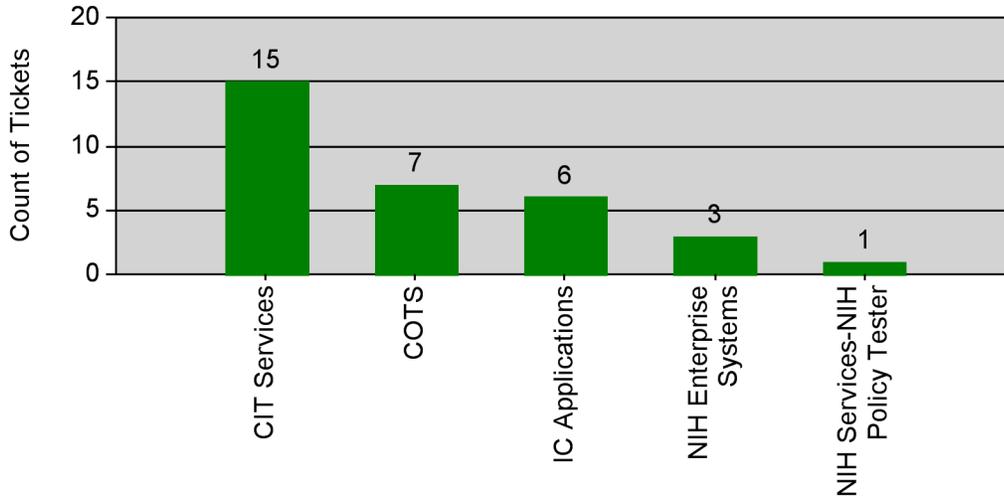


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Tickets By Category Summary



NCMHD	32
CIT Services	15
Accounts	5
Back Office Support	6
Connectivity	1
Email	1
Training	1
Video	1
COTS	7
Application Support	2
Hardware	5
IC Applications	6
OIT Categories	2
Web Site Issue (non-CIT)	4
NIH Enterprise Systems	3
eRA-IMPAC II	3

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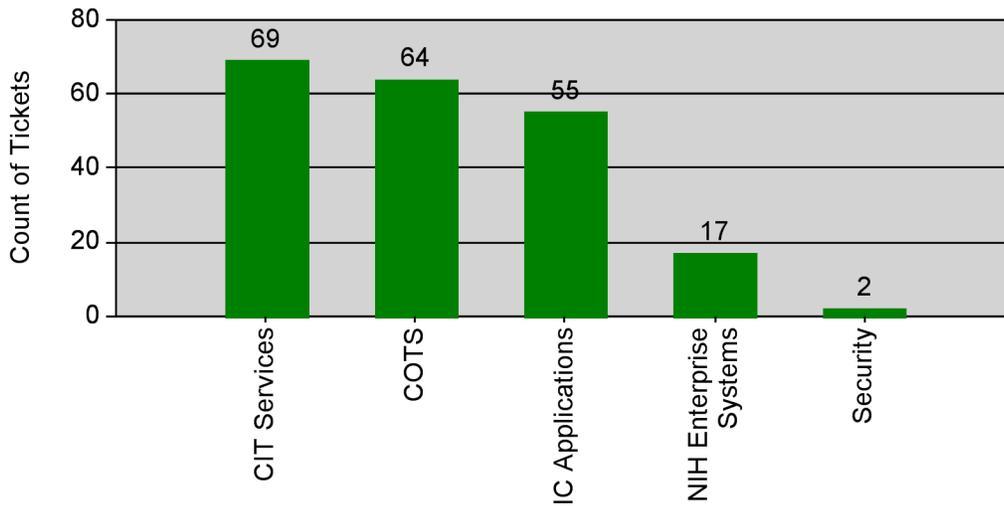
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NIH Services-NIH Policy Tester	1
NIH Services-NIH Policy Tester	1

Tickets By Category Summary



NCRR	207
CIT Services	69
Accounts	21
Back Office Support	6
CIT Categories Remedy	1
Conference Room Support-Equipment Setup	2
Connectivity	4
Email	8
General Information	8
Training	1
Video	3
Wireless Services	15
COTS	64
Application Support	33

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Hardware	31	
IC Applications		55
Local LAN	1	
OIT Categories	1	
Web Site Issue (non-CIT)	53	
NIH Enterprise Systems		17
eRA-DB	1	
eRA-External	1	
eRA-IMPAC II	1	
eRA-Software BA	1	
ITAS	1	
NBS-User Call	7	
NIH Services	5	
Security		2
Anti Virus SW	1	
Security	1	

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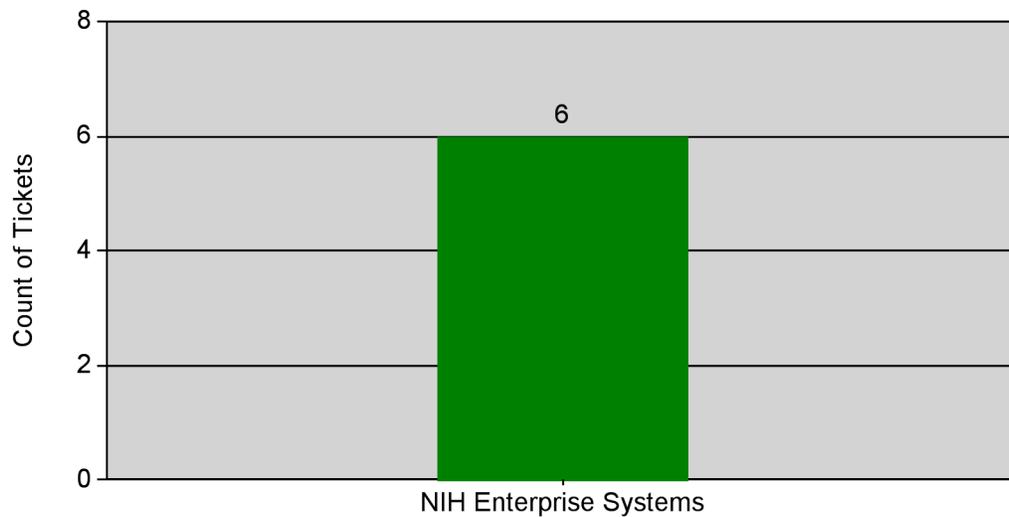


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Tickets By Category Summary



NCTR	6
NIH Enterprise Systems	6
ITAS	6

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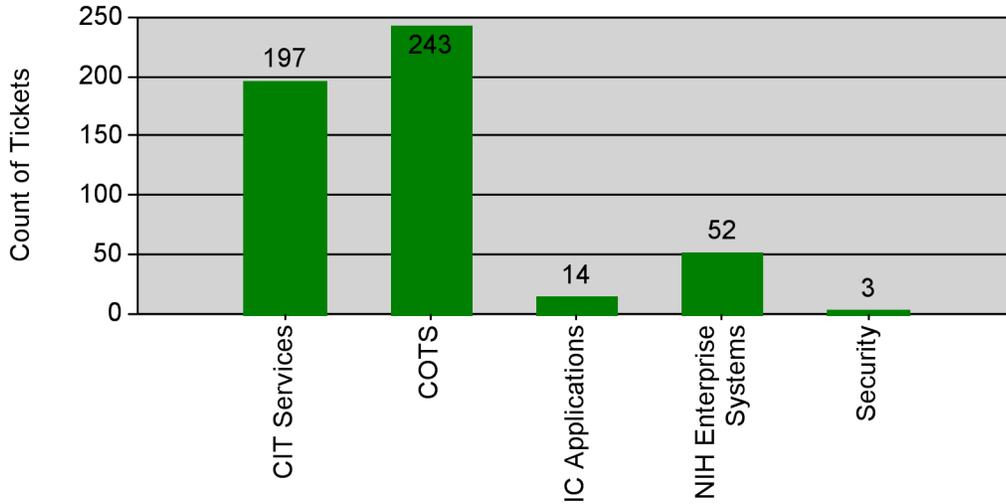


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Tickets By Category Summary



NEI	509
CIT Services	197
Accounts	87
Back Office Support	28
CIT Categories	1
CIT Categories Remedy	1
Conference Room Support-Equipment Setup	1
Connectivity	9
Email	33
General Information	11
NIHnet	9
Telecommunications	11
Wireless Services	6
COTS	243
Application Support	104
Hardware	139

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IC Applications		14
CC Technical Operations	1	
Local LAN	8	
Web Site Issue (non-CIT)	5	
NIH Enterprise Systems		52
ADB	17	
eRA-COMMONS	1	
ITAS	2	
NBS-User Call	22	
NED	6	
NIH Data Warehouse	1	
NIH Services	1	
NVision	2	
Security		3
Security	3	

IC Ticket Report with Category Summary

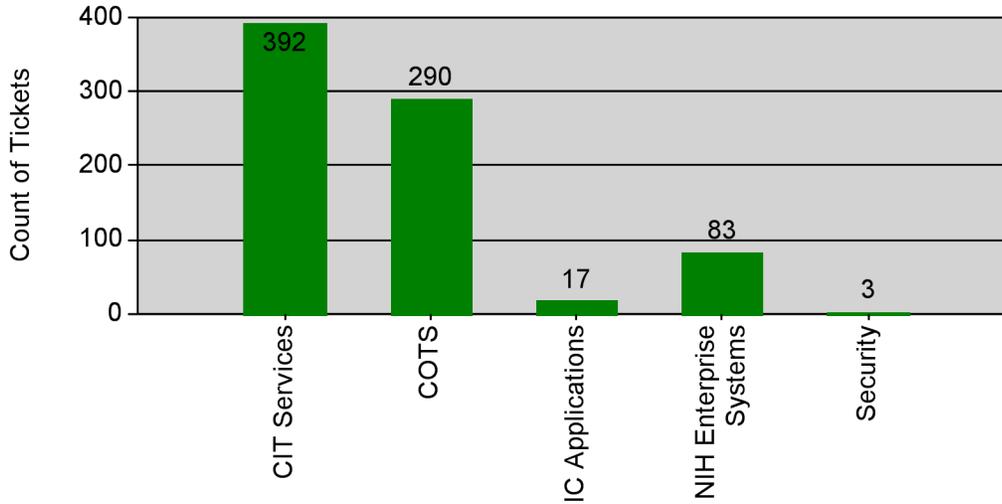


For the period: Friday, August 01, 2008 12:00:00 AM to Sunday, August 31, 2008 11:59:59 PM

Snapshot Date: 9/1/2008 6:48:04 AM

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

Tickets By Category Summary



NHGRI	785
CIT Services	392
Accounts	169
Back Office Support	53
CIT Categories	3
CIT Categories Remedy	1
Conference Room Support-Equipment Setup	4
Connectivity	26
Email	45
General Information	16
Helix Support	1
NIH Cabling Infrastructure-Cabling	1
NIHnet	8
OS/390	1
Telecommunications	4
Training	1

IC Ticket Report with Category Summary



For the period: Friday, August 01, 2008 12:00:00 AM to Sunday, August 31, 2008
11:59:59 PM

Snapshot Date: 9/1/2008 6:48:04 AM

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

Unix Support	10	
Wireless Services	49	
COTS		290
Application Support	124	
Hardware	166	
IC Applications		17
CC Clinical Applications	3	
Local LAN	12	
Web Site Issue (non-CIT)	2	
NIH Enterprise Systems		83
ADB	9	
eRA-Grants Management	2	
eRA-IMPAC II	1	
eRA-Referral and Review	1	
eRA-Reporting	1	
ITAS	2	
NBS-User Call	44	
NED	6	
NIH Data Warehouse	1	
NIH Services	8	
NVision	8	
Security		3
Security	3	

IC Ticket Report with Category Summary

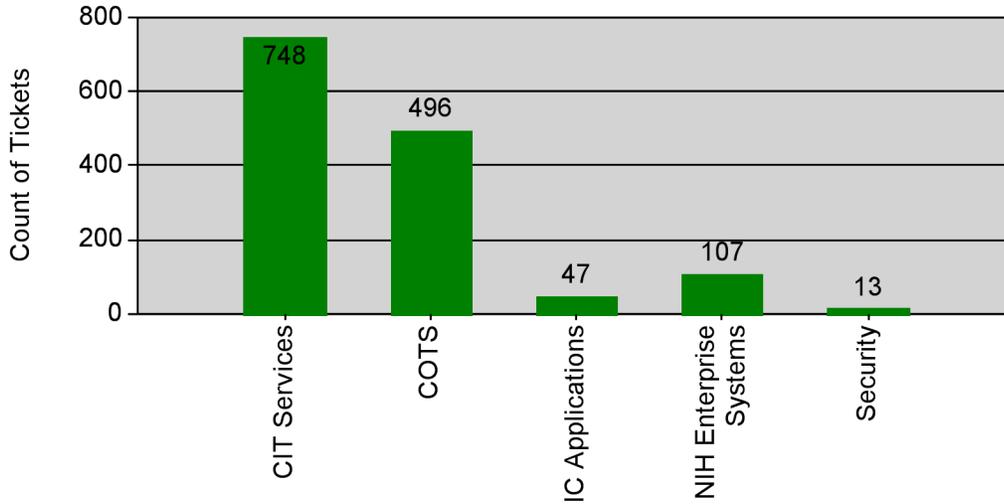


For the period: Friday, August 01, 2008 12:00:00 AM to Sunday, August 31, 2008 11:59:59 PM

Snapshot Date: 9/1/2008 6:48:04 AM

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

Tickets By Category Summary



NHLBI		1411
CIT Services		748
Accounts	336	
Back Office Support	114	
CIT Categories	3	
Conference Room Support-Equipment Setup	21	
Conference Room Support-Reserve	1	
Connectivity	63	
Email	104	
General Information	31	
Helix Support	1	
NIH Cabling Infrastructure-Cabling	1	
NIHnet	14	
Telecommunications	11	
Training	7	
Video	2	

IC Ticket Report with Category Summary



For the period: Friday, August 01, 2008 12:00:00 AM to Sunday, August 31, 2008
11:59:59 PM

Snapshot Date: 9/1/2008 6:48:04 AM

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

Wireless Services	39	
COTS		496
Application Support	168	
Hardware	328	
IC Applications		47
CC Clinical Applications	4	
CC Clinical Applications-ATV	1	
E-Grants	2	
Local LAN	28	
Web Site Issue (non-CIT)	12	
NIH Enterprise Systems		107
ADB	15	
Capital HR Func App Suppt	1	
eRA-IMPAC II	3	
eRA-Infrastructure	1	
ITAS	3	
NBS-Sandbox	1	
NBS-User Call	68	
NED	5	
NIH Data Warehouse	4	
NIH Services	6	
Security		13
Anti Virus SW	1	
Security	12	

IC Ticket Report with Category Summary

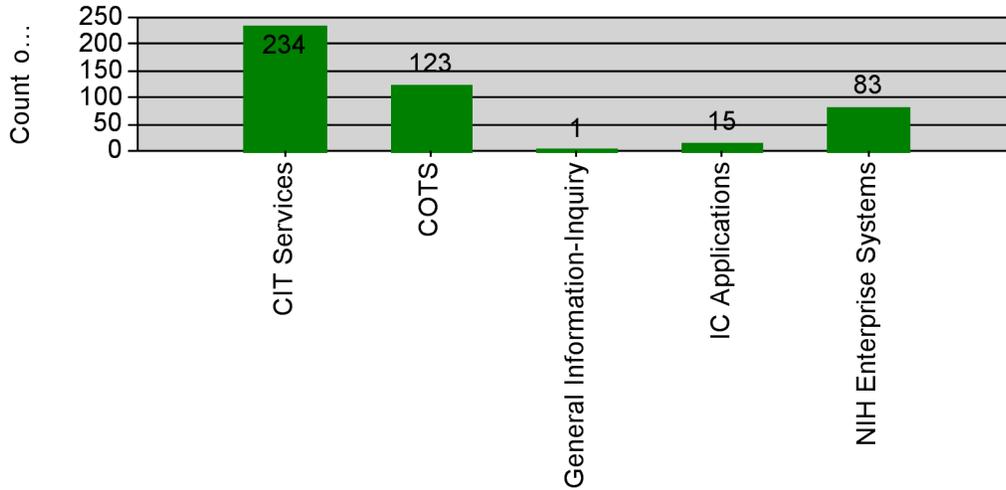


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Snapshot Date: 9/1/2008 6:48:04 AM

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

Tickets By Category Summary



NIA	456
CIT Services	234
Accounts	96
Back Office Support	24
CIT Categories	2
CIT Categories Remedy	1
Conference Room Support-Equipment Setup	5
Conference Room Support-Reserve	2
Connectivity	14
Email	34
General Information	7
Helix Support	2
NIHnet	11
Telecommunications	11
Training	1
Video	1

IC Ticket Report with Category Summary



For the period: Friday, August 01, 2008 12:00:00 AM to Sunday, August 31, 2008
11:59:59 PM

Snapshot Date: 9/1/2008 6:48:04 AM

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

Wireless Services	23	
COTS		123
Application Support	27	
Hardware	96	
General Information-Inquiry		1
General Information-Inquiry	1	
IC Applications		15
E-Grants	1	
Local LAN	13	
Web Site Issue (non-CIT)	1	
NIH Enterprise Systems		83
ADB	14	
eRA-IMPAC II	4	
eRA-Referral and Review	2	
ITAS	5	
NBS-User Call	48	
NED	3	
NIH Data Warehouse	3	
NIH Services	3	
NVision	1	

IC Ticket Report with Category Summary

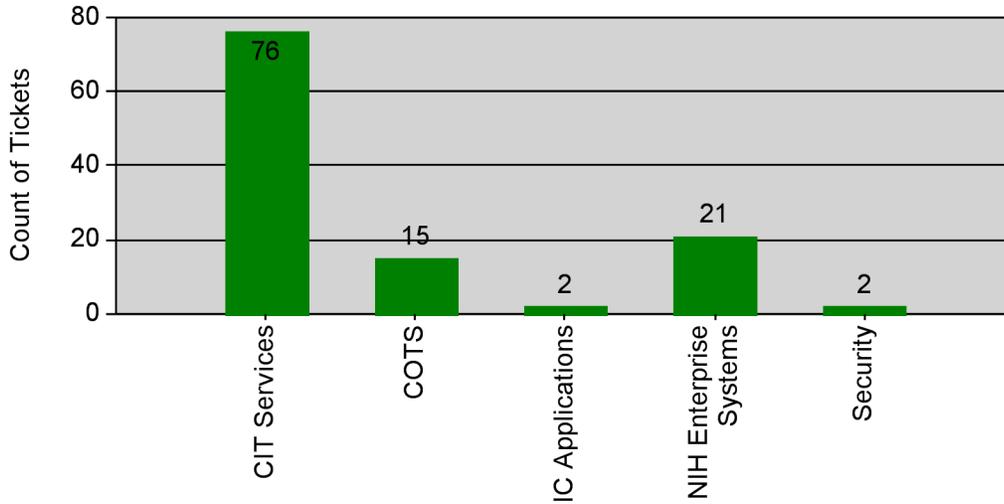


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Snapshot Date: 9/1/2008 6:48:04 AM

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

Tickets By Category Summary



NIAAA	116
CIT Services	76
Accounts	31
Back Office Support	4
CIT Categories	2
CIT Categories Remedy	1
Conference Room Support-Equipment Setup	2
Connectivity	4
Email	7
General Information	4
Helix Support	1
NIHnet	13
Telecommunications	1
Video	1
Wireless Services	5
COTS	15
Application Support	4

IC Ticket Report with Category Summary



For the period: Friday, August 01, 2008 12:00:00 AM to Sunday, August 31, 2008
11:59:59 PM

Snapshot Date: 9/1/2008 6:48:04 AM

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

Hardware	11	
IC Applications		2
CC Clinical Applications	1	
Local LAN	1	
NIH Enterprise Systems		21
ADB	6	
eRA-COMMONS	1	
eRA-Referral and Review	2	
NBS-User Call	8	
NED	2	
NIH Services	1	
NVision	1	
Security		2
Anti Virus SW	1	
Security	1	

IC Ticket Report with Category Summary

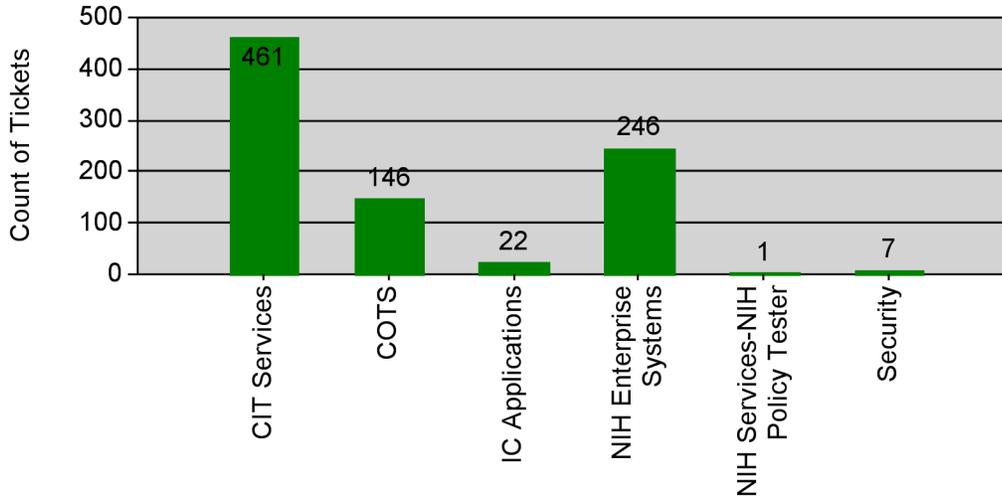


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Snapshot Date: 9/1/2008 6:48:04 AM

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

Tickets By Category Summary



NIAID	883
CIT Services	461
Accounts	226
Back Office Support	27
CIT Categories	5
Connectivity	5
Email	41
General Information	24
Helix Support	1
iSDP/Software Distribution	2
NIHnet	7
OS/390	2
Telecommunications	30
Training	8
Video	2
Wireless Services	81

IC Ticket Report with Category Summary



For the period: Friday, August 01, 2008 12:00:00 AM to Sunday, August 31, 2008
11:59:59 PM

Snapshot Date: 9/1/2008 6:48:04 AM

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

COTS	146
Application Support	77
Hardware	69
IC Applications	22
CC Clinical Applications	3
CC Clinical Applications-ATV	1
CC Technical Operations	4
E-Grants	1
Local LAN	8
Web Site Issue (non-CIT)	5
NIH Enterprise Systems	246
ADB	45
Capital HR Func App Suppt	1
eRA-COMMONS	2
eRA-External	1
eRA-Grants Management	3
eRA-IMPAC II	4
eRA-Reporting	1
ITAS	17
NBS-User Call	131
NED	10
NIH Data Warehouse	6
NIH Services	17
NVision	8
NIH Services-NIH Policy Tester	1
NIH Services-NIH Policy Tester	1
Security	7
Anti Virus SW	1
Security	6

IC Ticket Report with Category Summary

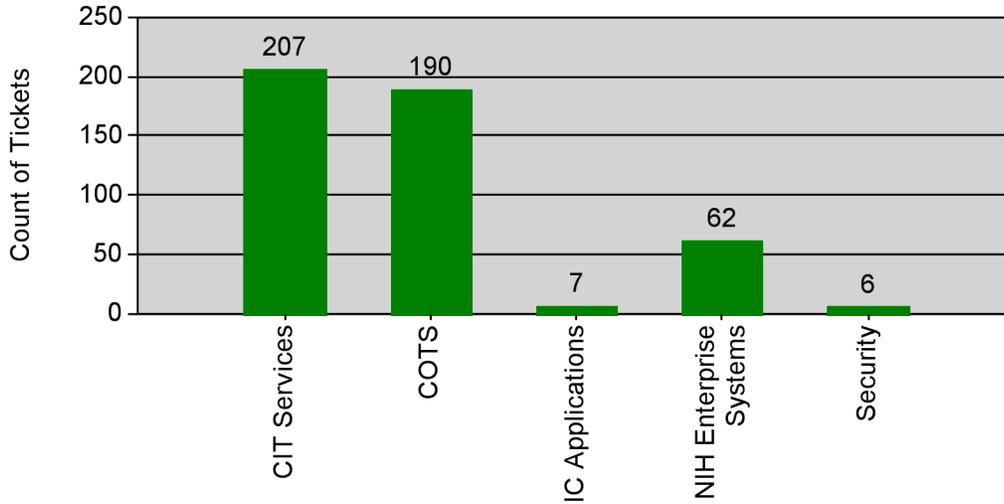


For the period: Friday, August 01, 2008 12:00:00 AM to Sunday, August 31, 2008 11:59:59 PM

Snapshot Date: 9/1/2008 6:48:04 AM

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

Tickets By Category Summary



NIAMS	472
CIT Services	207
Accounts	88
Back Office Support	39
CIT Categories	2
CIT Categories Remedy	1
Conference Room Support-Equipment Setup	13
Conference Room Support-Monitor Conference	1
Connectivity	13
Email	23
General Information	7
Hardware-Phones	1
NIHnet	3
Telecommunications	4
Wireless Services	12
COTS	190
Application Support	103

IC Ticket Report with Category Summary



For the period: Friday, August 01, 2008 12:00:00 AM to Sunday, August 31, 2008
11:59:59 PM

Snapshot Date: 9/1/2008 6:48:04 AM

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

Hardware	87	
IC Applications		7
CC Clinical Applications	2	
Local LAN	4	
Web Site Issue (non-CIT)	1	
NIH Enterprise Systems		62
ADB	8	
eRA-Grants Management	1	
eRA-IMPAC II	1	
eRA-Infrastructure	1	
eRA-Referral and Review	1	
ITAS	3	
NBS-NAppMan	1	
NBS-User Call	36	
NED	5	
NIH Services	2	
NVision	3	
Security		6
Anti Virus SW	1	
Security	5	

IC Ticket Report with Category Summary

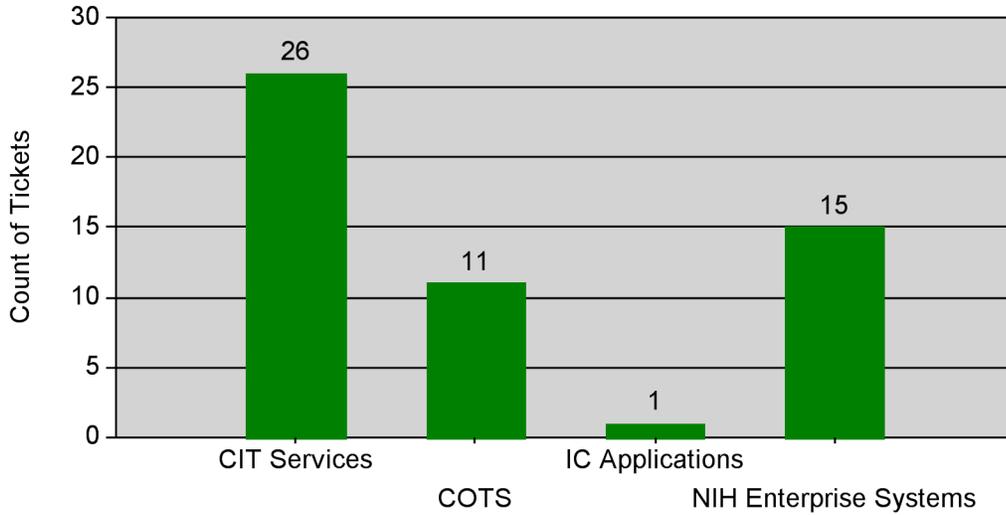


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Snapshot Date: 9/1/2008 6:48:04 AM

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

Tickets By Category Summary



NIBIB	53
CIT Services	26
Accounts	13
Back Office Support	1
Conference Room Support-Equipment Setup	1
Connectivity	1
General Information	1
Telecommunications	4
Wireless Services	5
COTS	11
Application Support	5
Hardware	6
IC Applications	1
E-Grants	1
NIH Enterprise Systems	15
ADB	3

IC Ticket Report with Category Summary



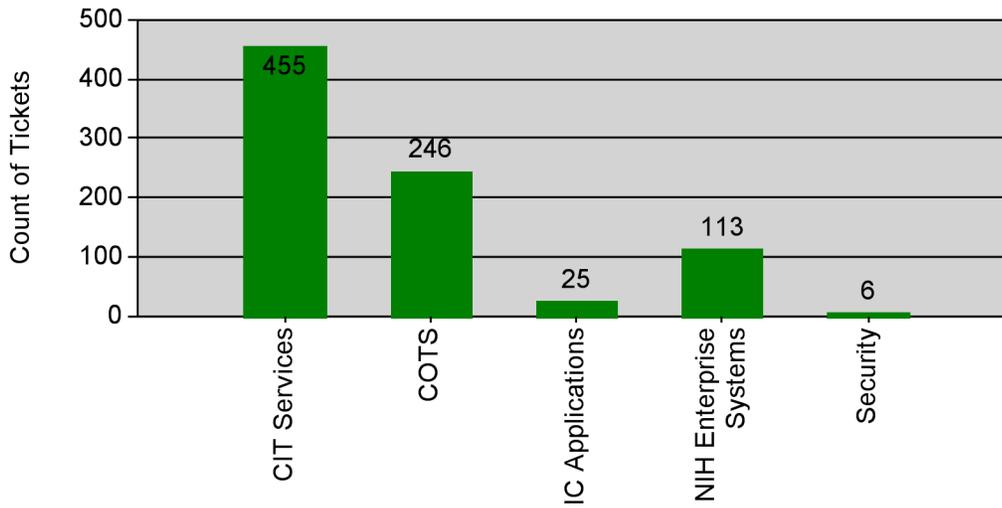
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Snapshot Date: 9/1/2008 6:48:04 AM

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

ITAS	1
NBS-User Call	4
NED	2
NIH Data Warehouse	4
NIH Services	1

Tickets By Category Summary



NICHD	845
CIT Services	455
Accounts	250
Back Office Support	31
CIT Categories	3
Conference Room Support-Equipment Setup	9
Connectivity	21
Email	64
General Information	7
Helix Support	3
NIHnet	8

IC Ticket Report with Category Summary



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11:59:59 PM

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

OS/390	2	
Telecommunications	21	
Training	5	
Wireless Services	31	
COTS		246
Application Support	97	
Hardware	149	
IC Applications		25
CC Clinical Applications	4	
Local LAN	9	
Web Site Issue (non-CIT)	12	
NIH Enterprise Systems		113
ADB	21	
Capital HR Interface	1	
Capital HR Security	1	
eRA-COMMONS	1	
eRA-External	2	
eRA-IMPAC II	4	
eRA-Infrastructure	1	
eRA-Referral and Review	1	
ITAS	4	
NBS-User Call	62	
NED	2	
NIDB Ann/Reports	2	
NIH Data Warehouse	3	
NIH Services	1	
NVision	7	
Security		6
Anti Virus SW	2	

IC Ticket Report with Category Summary



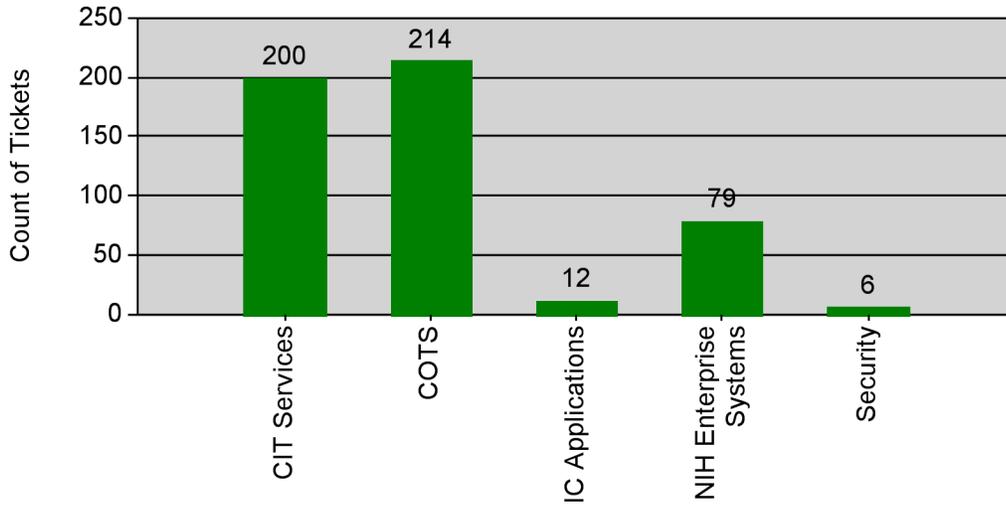
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Snapshot Date: 9/1/2008 6:48:04 AM

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

Security 4

Tickets By Category Summary



NIDA	511
CIT Services	200
Accounts	75
Back Office Support	16
CIT Categories	2
Conference Room Support-Equipment Setup	6
Connectivity	11
Email	47
General Information	7
Hardware-Phones	1
NIHnet	5
Pubs	1
Telecommunications	2
Training	1
Video	1

IC Ticket Report with Category Summary



For the period: Friday, August 01, 2008 12:00:00 AM to Sunday, August 31, 2008
11:59:59 PM

Snapshot Date: 9/1/2008 6:48:04 AM

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

Wireless Services	25	
COTS		214
Application Support	86	
Hardware	128	
IC Applications		12
Local LAN	5	
Web Site Issue (non-CIT)	7	
NIH Enterprise Systems		79
ADB	5	
Capital HR Security	1	
eRA-IMPAC II	1	
eRA-Referral and Review	1	
eRA-Reporting	1	
eRA-Software BA	2	
ITAS	6	
NBS-User Call	47	
NIH Data Warehouse	5	
NIH Services	3	
NIH Services-NEES	1	
NVision	6	
Security		6
Security	6	

IC Ticket Report with Category Summary

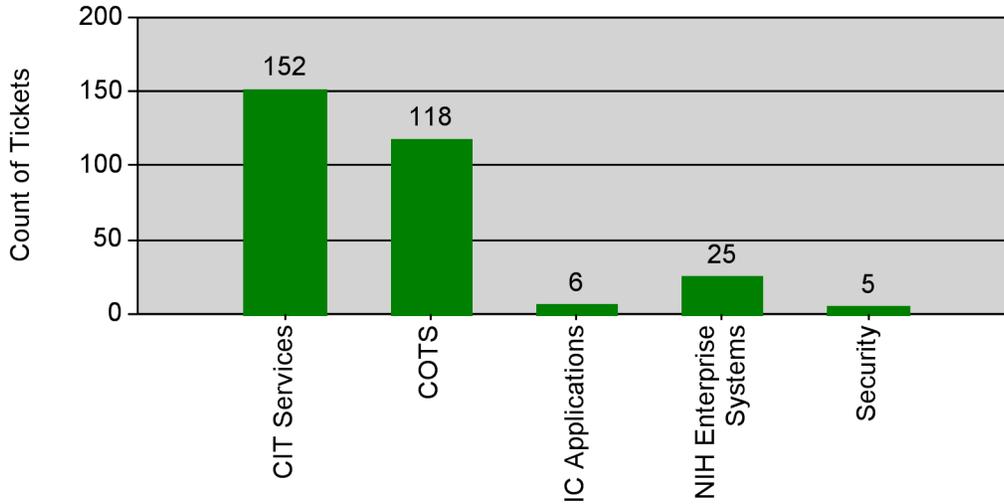


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Snapshot Date: 9/1/2008 6:48:04 AM

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

Tickets By Category Summary



NIDCD	306
CIT Services	152
Accounts	74
Back Office Support	22
CIT Categories	4
CIT Categories Remedy	1
Connectivity	6
Email	16
General Information	13
Helix Support	1
NIHnet	1
OS/390	1
Telecommunications	3
Training	4
Wireless Services	6
COTS	118
Application Support	52

IC Ticket Report with Category Summary



For the period: Friday, August 01, 2008 12:00:00 AM to Sunday, August 31, 2008
11:59:59 PM

Snapshot Date: 9/1/2008 6:48:04 AM

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

Hardware	66	
IC Applications		6
CC Clinical Applications	1	
CC Clinical Applications-ATV	2	
Local LAN	1	
Web Site Issue (non-CIT)	2	
NIH Enterprise Systems		25
ADB	10	
eRA-IMPAC II	1	
eRA-Referral and Review	1	
eRA-Reporting	2	
ITAS	3	
NBS-User Call	7	
NED	1	
Security		5
Security	5	

IC Ticket Report with Category Summary

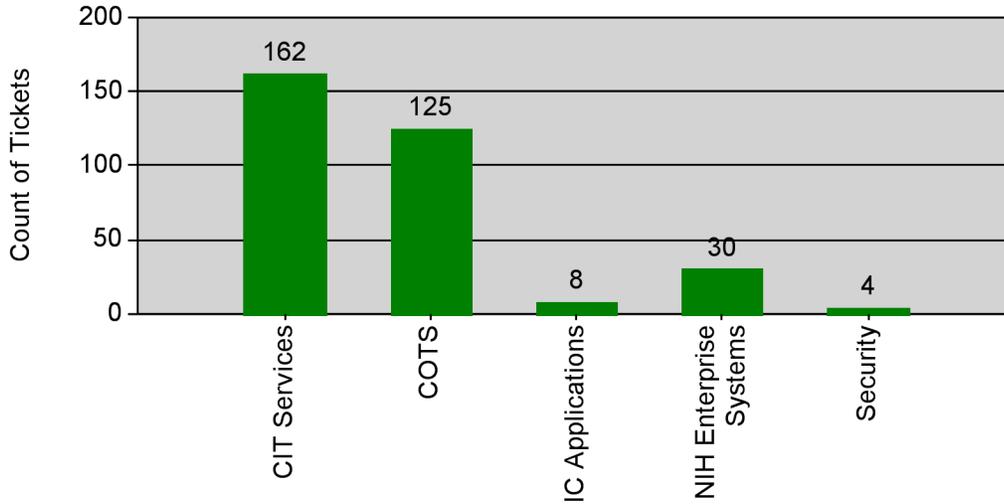


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Snapshot Date: 9/1/2008 6:48:04 AM

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

Tickets By Category Summary



NIDCR	329
CIT Services	162
Accounts	84
Back Office Support	19
CIT Categories	3
Conference Room Support-Equipment Setup	3
Connectivity	12
Email	17
General Information	5
NIHnet	4
Telecommunications	5
Video	1
Wireless Services	9
COTS	125
Application Support	53
Hardware	72

IC Ticket Report with Category Summary



For the period: Friday, August 01, 2008 12:00:00 AM to Sunday, August 31, 2008
11:59:59 PM

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

IC Applications		8
CC Clinical Applications	2	
Local LAN	3	
Web Site Issue (non-CIT)	3	
NIH Enterprise Systems		30
ADB	3	
eRA-Grants Management	1	
eRA-IMPAC II	1	
ITAS	3	
NBS-User Call	16	
NED	4	
NIDB Ann/Reports	1	
NIH Services	1	
Security		4
Anti Virus SW	1	
Security	3	

IC Ticket Report with Category Summary

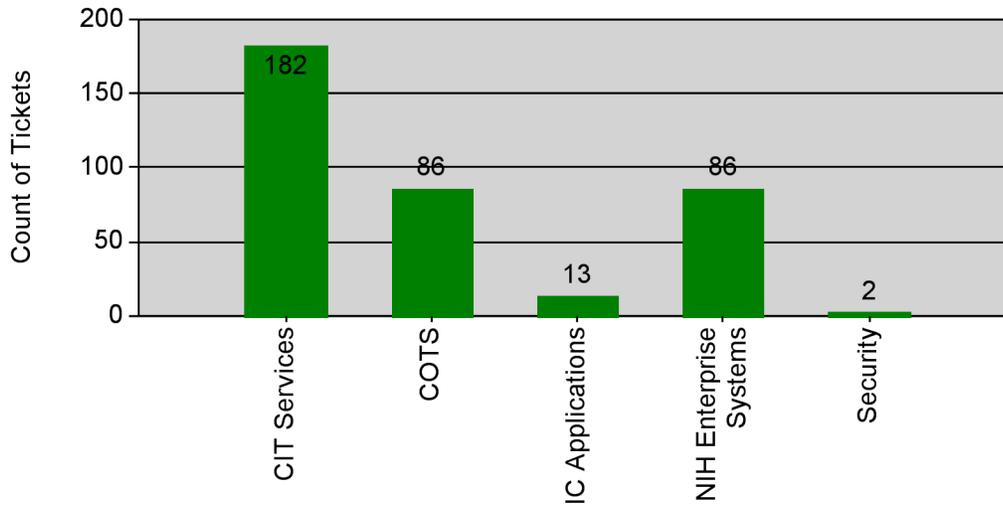


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Snapshot Date: 9/1/2008 6:48:04 AM

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

Tickets By Category Summary



NIDDK	369
CIT Services	182
Accounts	95
Back Office Support	10
CIT Categories	2
Connectivity	7
Email	20
General Information	15
Hardware-Phones	1
Helix Support	2
NIH Cabling Infrastructure-Cabling	1
NIHnet	6
Telecommunications	9
Training	5
Video	2
Wireless Services	7

IC Ticket Report with Category Summary



For the period: Friday, August 01, 2008 12:00:00 AM to Sunday, August 31, 2008
11:59:59 PM

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

COTS	86
Application Support	45
Hardware	41
IC Applications	13
CC Clinical Applications	2
CC Technical Operations	1
Local LAN	7
Web Site Issue (non-CIT)	3
NIH Enterprise Systems	86
ADB	13
ITAS	4
NBS-Sandbox	1
NBS-User Call	54
NED	1
NIDB Ann/Reports	1
NIH Data Warehouse	1
NIH Services	8
NVision	3
Security	2
Security	2

IC Ticket Report with Category Summary

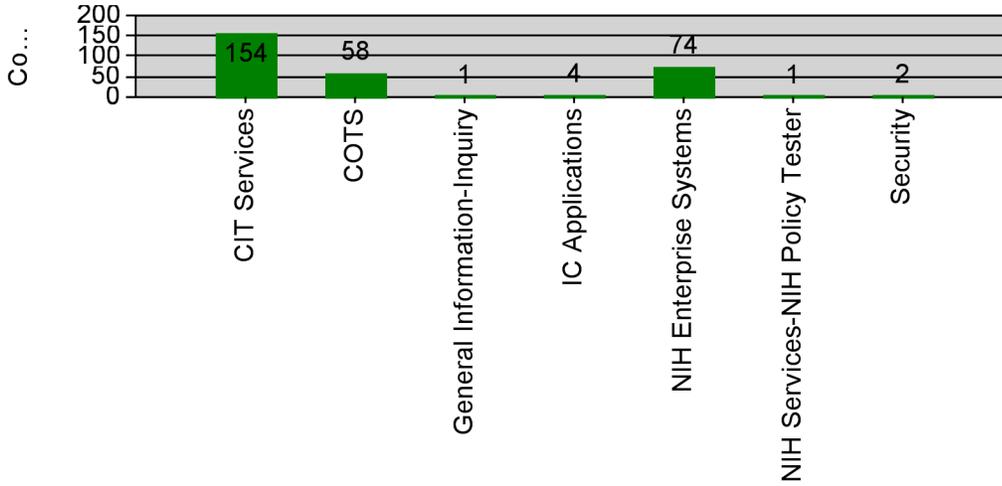


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Snapshot Date: 9/1/2008 6:48:04 AM

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

Tickets By Category Summary



NIEHS	294
CIT Services	154
Accounts	80
Back Office Support	6
CIT Categories Remedy	1
Conference Room Support-Equipment Setup	1
Connectivity	7
Email	10
General Information	8
iSDP/Software Distribution	3
NIHnet	2
Training	2
Wireless Services	34
COTS	58
Application Support	30
Hardware	28

IC Ticket Report with Category Summary



For the period: Friday, August 01, 2008 12:00:00 AM to Sunday, August 31, 2008
11:59:59 PM

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

General Information-Inquiry	1
General Information-Inquiry	1
IC Applications	4
CC Clinical Applications	1
Web Site Issue (non-CIT)	3
NIH Enterprise Systems	74
ADB	4
eRA-COMMONS	1
eRA-IMPAC II	1
eRA-Referral and Review	1
ITAS	2
NBS-User Call	50
NED	2
NIH Data Warehouse	3
NIH Services	5
NVision	5
NIH Services-NIH Policy Tester	1
NIH Services-NIH Policy Tester	1
Security	2
Security	2

IC Ticket Report with Category Summary

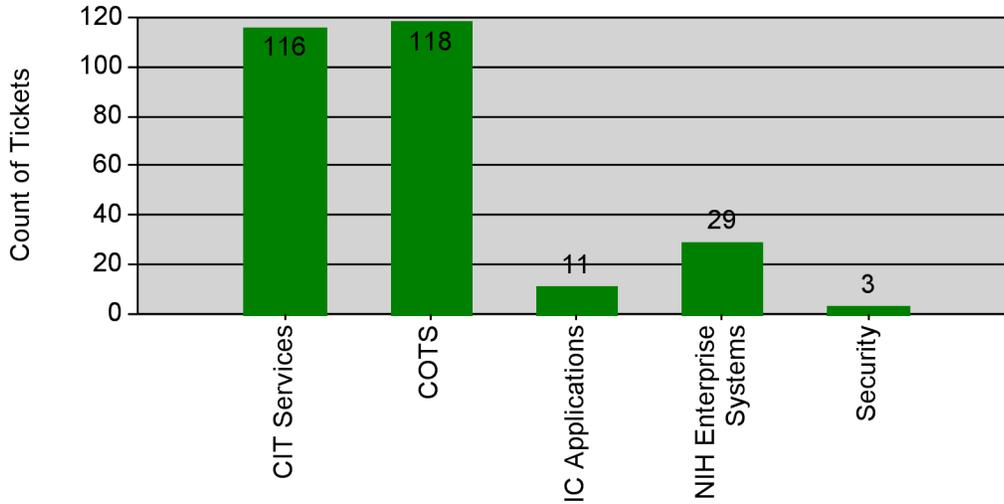


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Snapshot Date: 9/1/2008 6:48:04 AM

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

Tickets By Category Summary



NIGMS	277
CIT Services	116
Accounts	38
Back Office Support	14
CIT Categories Remedy	2
Conference Room Support-Equipment Setup	10
Conference Room Support-Monitor Conference	1
Connectivity	3
Email	12
General Information	12
NIHnet	6
Telecommunications	1
Video	1
Wireless Services	16
COTS	118
Application Support	54

IC Ticket Report with Category Summary



For the period: Friday, August 01, 2008 12:00:00 AM to Sunday, August 31, 2008
11:59:59 PM

Snapshot Date: 9/1/2008 6:48:04 AM

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

Hardware	64	
IC Applications		11
E-Grants	3	
Local LAN	2	
Web Site Issue (non-CIT)	6	
NIH Enterprise Systems		29
ADB	2	
eRA-DB	1	
eRA-Grants Management	5	
eRA-IMPAC II	9	
eRA-Reporting	1	
eRA-Software BA	1	
ITAS	2	
NBS-User Call	7	
NIH Services	1	
Security		3
Security	3	

IC Ticket Report with Category Summary

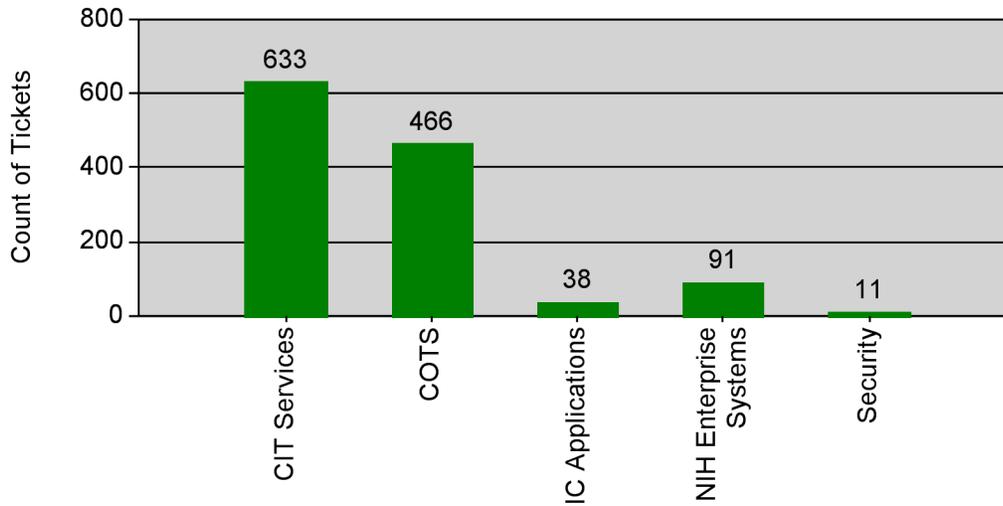


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Snapshot Date: 9/1/2008 6:48:04 AM

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

Tickets By Category Summary



NIMH		1239
CIT Services		633
Accounts		339
Back Office Support		74
CIT Categories		6
Conference Room Support-Equipment Setup		13
Connectivity		34
Email		67
General Information		11
Helix Support		2
NIHnet		11
Project Work		1
Pubs		2
Telecommunications		24
Training		3
Wireless Services		46

IC Ticket Report with Category Summary



For the period: Friday, August 01, 2008 12:00:00 AM to Sunday, August 31, 2008
11:59:59 PM

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

COTS	466
Application Support	222
Hardware	244
IC Applications	38
CC Clinical Applications	3
CC Clinical Applications-ATV	5
Local LAN	15
Web Site Issue (non-CIT)	15
NIH Enterprise Systems	91
ADB	23
eRA-DB	1
eRA-IMPAC II	1
eRA-Referral and Review	1
eRA-Reporting	4
GovTrip User Call	1
ITAS	3
NBS Enhancement	1
NBS-User Call	46
NED	5
NIH Data Warehouse	1
NIH Services	4
Security	11
Anti Virus SW	1
Security	10

IC Ticket Report with Category Summary

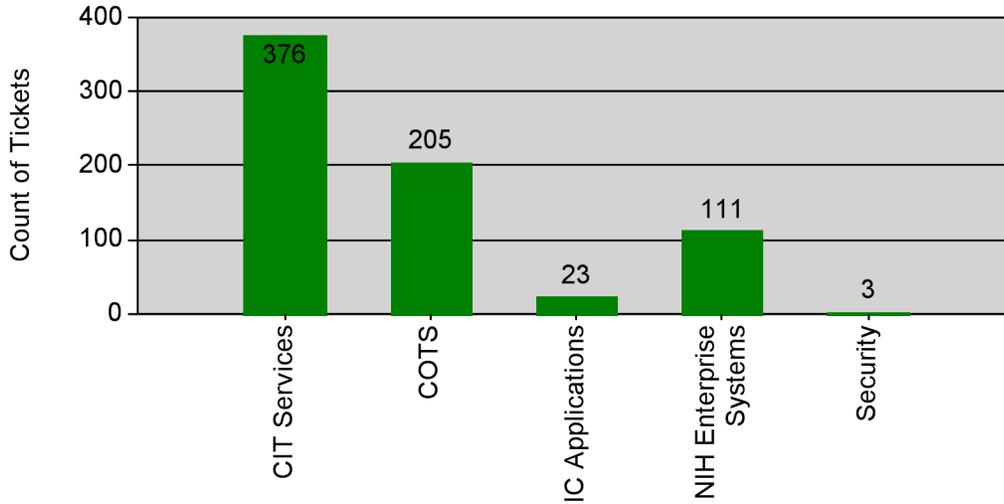


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Snapshot Date: 9/1/2008 6:48:04 AM

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

Tickets By Category Summary



NINDS	718
CIT Services	376
Accounts	132
Back Office Support	96
CIT Categories	4
Conference Room Support-Equipment Setup	2
Connectivity	21
Email	57
General Information	17
Helix Support	2
NIHnet	13
Telecommunications	9
Training	1
Wireless Services	22
COTS	205
Application Support	85

IC Ticket Report with Category Summary



For the period: Friday, August 01, 2008 12:00:00 AM to Sunday, August 31, 2008
11:59:59 PM

Snapshot Date: 9/1/2008 6:48:04 AM

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

Hardware	120	
IC Applications		23
CC Clinical Applications	3	
CC Technical Operations	1	
Local LAN	10	
Web Site Issue (non-CIT)	9	
NIH Enterprise Systems		111
ADB	30	
eRA-COMMONS	1	
eRA-IMPAC II	4	
eRA-Reporting	2	
ITAS	11	
NBS-Sandbox	1	
NBS-User Call	54	
NED	5	
NIH Data Warehouse	1	
NIH Services	2	
Security		3
Security	3	

IC Ticket Report with Category Summary

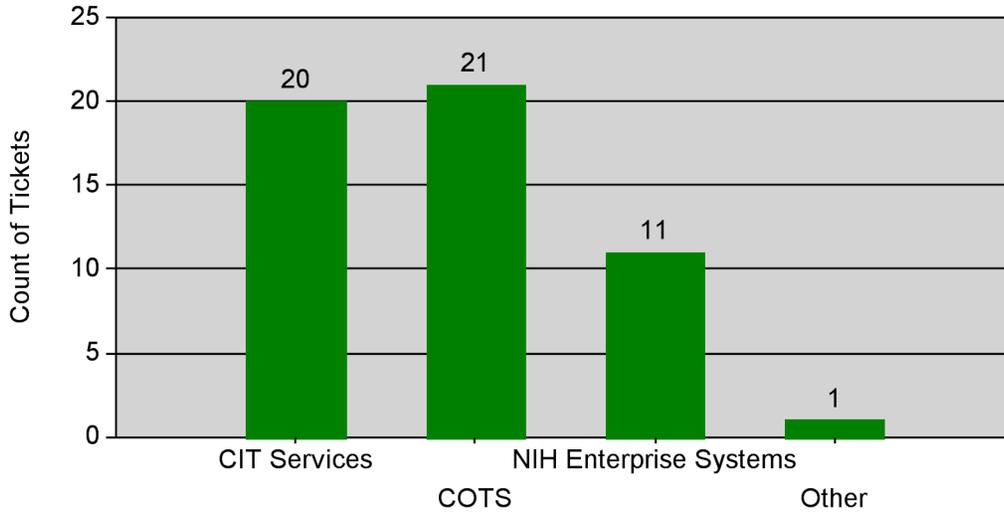


For the period: Friday, August 01, 2008 12:00:00 AM to Sunday, August 31, 2008 11:59:59 PM

Snapshot Date: 9/1/2008 6:48:04 AM

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

Tickets By Category Summary



NINR		53
CIT Services		20
Accounts	7	
Back Office Support	7	
CIT Categories	1	
General Information	1	
Wireless Services	4	
COTS		21
Application Support	15	
Hardware	6	
NIH Enterprise Systems		11
ADB	1	
Capital HR Security	1	
NBS-User Call	7	
NVision	2	
Other		1
Other	1	

IC Ticket Report with Category Summary

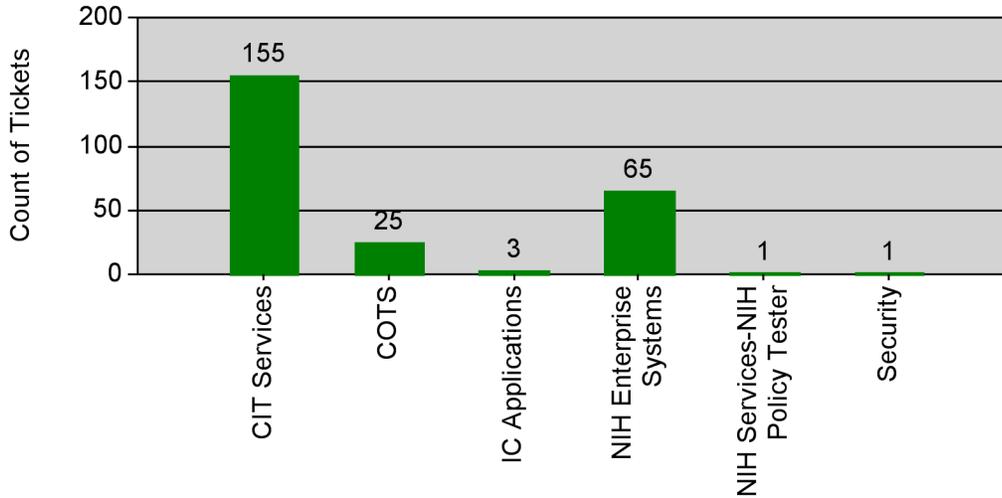


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Tickets By Category Summary



NLM	250
CIT Services	155
Accounts	81
Back Office Support	16
CIT Categories	2
CIT Categories Remedy	1
Connectivity	3
Email	11
General Information	9
iSDP/Software Distribution	1
NIHnet	1
Telecommunications	1
Wireless Services	29
COTS	25
Application Support	17
Hardware	8

IC Ticket Report with Category Summary



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IC Applications	3
Web Site Issue (non-CIT)	3
NIH Enterprise Systems	65
ADB	5
eRA-Reporting	1
ITAS	8
NBS-User Call	33
NED	4
NIH Data Warehouse	1
NIH Services	10
NVision	3
NIH Services-NIH Policy Tester	1
NIH Services-NIH Policy Tester	1
Security	1
Security	1

IC Ticket Report with Category Summary

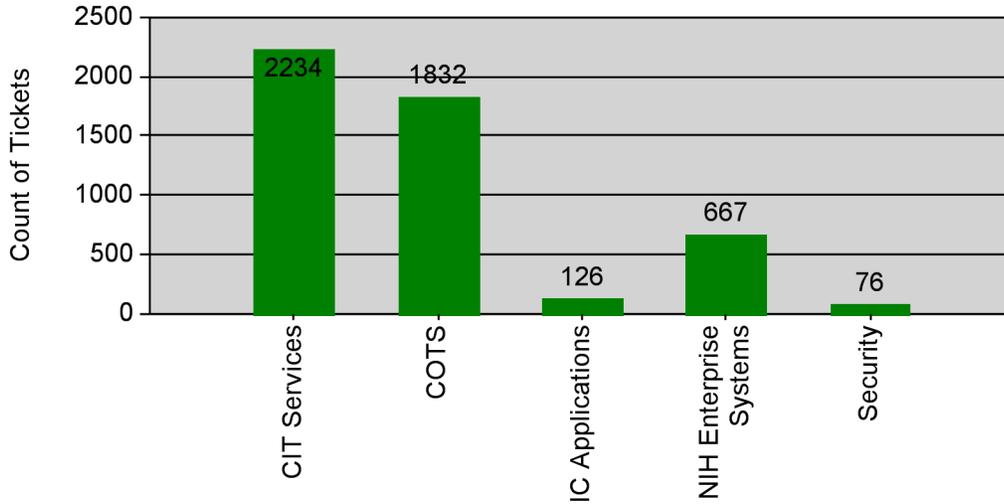


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Tickets By Category Summary



OD		4935
CIT Services		2234
Accounts	820	
ASR	2	
Back Office Support	437	
CIT Categories	36	
CIT Categories Aspect	1	
CIT Categories Remedy	21	
Conference Room Support-Equipment Setup	38	
Conference Room Support-Monitor Conference	2	
Conference Room Support-Reserve	21	
Connectivity	132	
Email	337	
General Information	99	
Hardware-Phones	1	
NIH Cabling Infrastructure-Cabling	1	

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.

NIHnet	49
OS/390	2
Telecommunications	60
Training	11
Video	6
Wireless Services	158
COTS	1832
Application Support	715
Hardware	1117
IC Applications	126
E-Grants	1
Local LAN	57
OIT Categories	11
Web Site Issue (non-CIT)	57
NIH Enterprise Systems	667
ADB	76
Capital HR Security	4
Capital HR Technical	1
Capital HR User Error	1
eRA-COMMONS	4
eRA-DB	3
eRA-External	3
eRA-Grants Management	2
eRA-IMPAC II	20
eRA-Infrastructure	3
eRA-Referral and Review	5
eRA-Reporting	2
eRA-Software BA	5
GovTrip User Call	7

IC Ticket Report with Category Summary



For the period: Friday, August 01, 2008 12:00:00 AM to Sunday, August 31, 2008 11:59:59 PM

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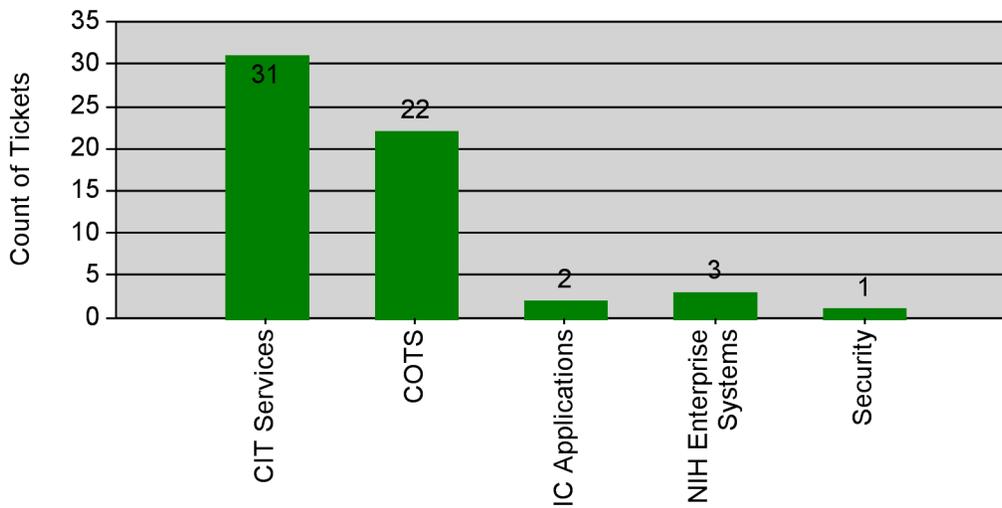
Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

ITAS	35
NBS Break/Fix	2
NBS Enhancement	1
NBS Int. Des/Dev	1
NBS-Sandbox	3
NBS-User Call	377
NED	27
NIH Data Warehouse	21
NIH Services	46
NVision	18

Security	76
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Anti Virus SW	4
Security	72

Tickets By Category Summary



OFAM	59
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CIT Services	31
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Accounts	16
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IC Ticket Report with Category Summary



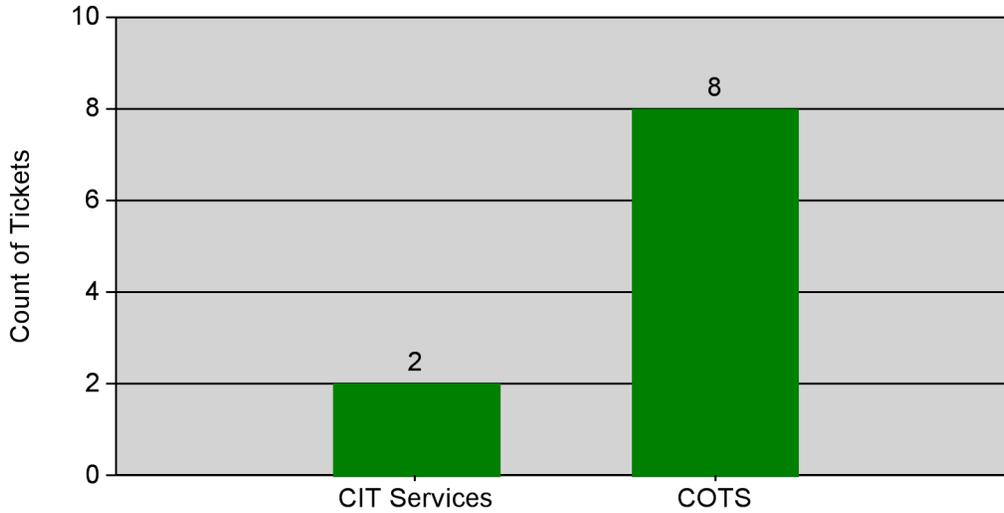
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Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Back Office Support	5	
Email	8	
General Information	2	
COTS		22
Application Support	9	
Hardware	13	
IC Applications		2
CC Clinical Applications	1	
Local LAN	1	
NIH Enterprise Systems		3
ITAS	2	
NIH Services	1	
Security		1
Security	1	

Tickets By Category Summary



OFM		10
CIT Services		2
Back Office Support	1	

IC Ticket Report with Category Summary



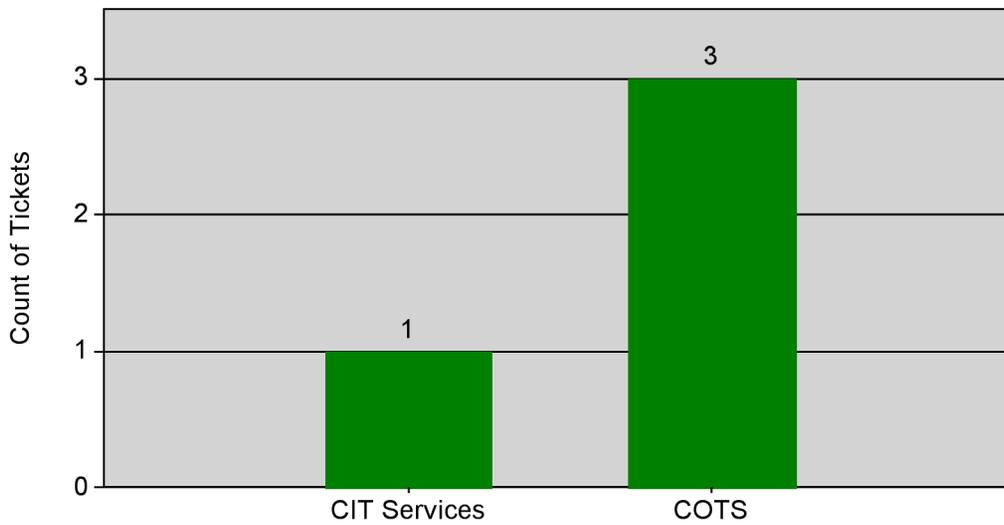
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Email	1
COTS	8
Application Support	1
Hardware	7

Tickets By Category Summary



OHIT	4
CIT Services	1
Back Office Support	1
COTS	3
Application Support	2
Hardware	1

IC Ticket Report with Category Summary

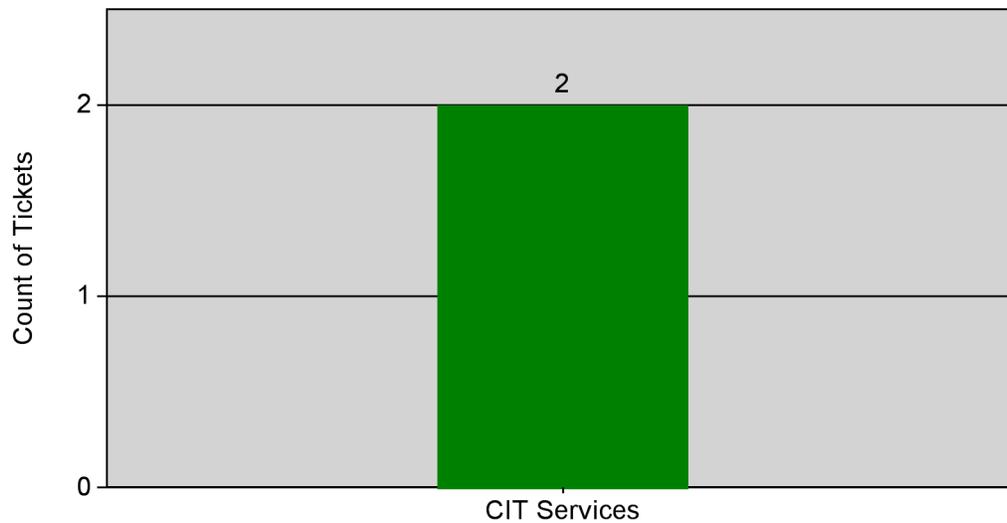


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Tickets By Category Summary



OIHA	2
CIT Services	2
Wireless Services	2

IC Ticket Report with Category Summary

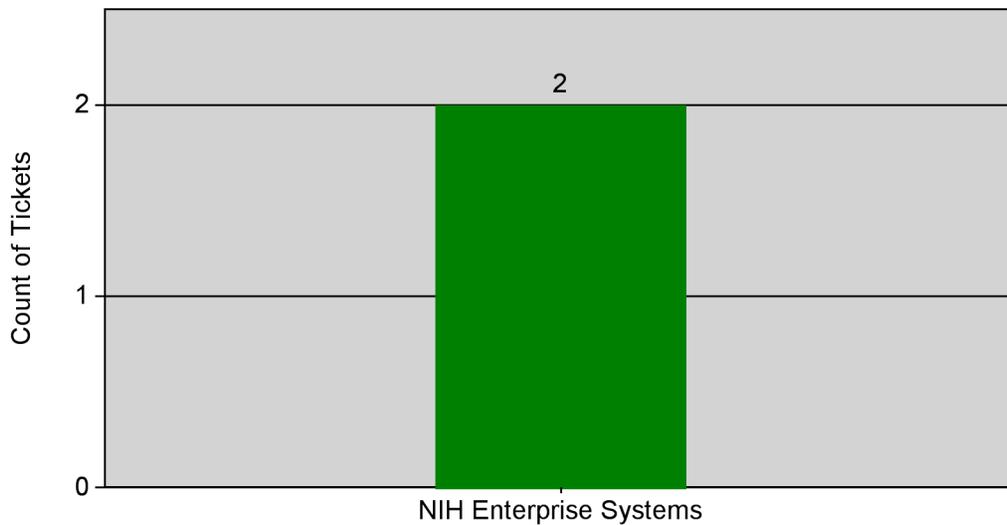


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Tickets By Category Summary



OIM	2
NIH Enterprise Systems	2
ITAS	2

IC Ticket Report with Category Summary

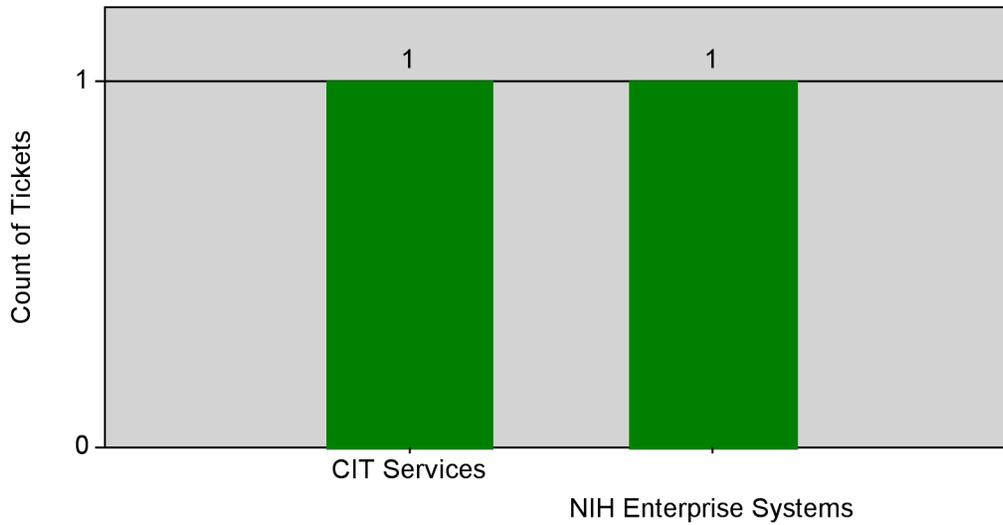


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Tickets By Category Summary



OL	2
CIT Services	1
Accounts	1
NIH Enterprise Systems	1
ITAS	1

IC Ticket Report with Category Summary

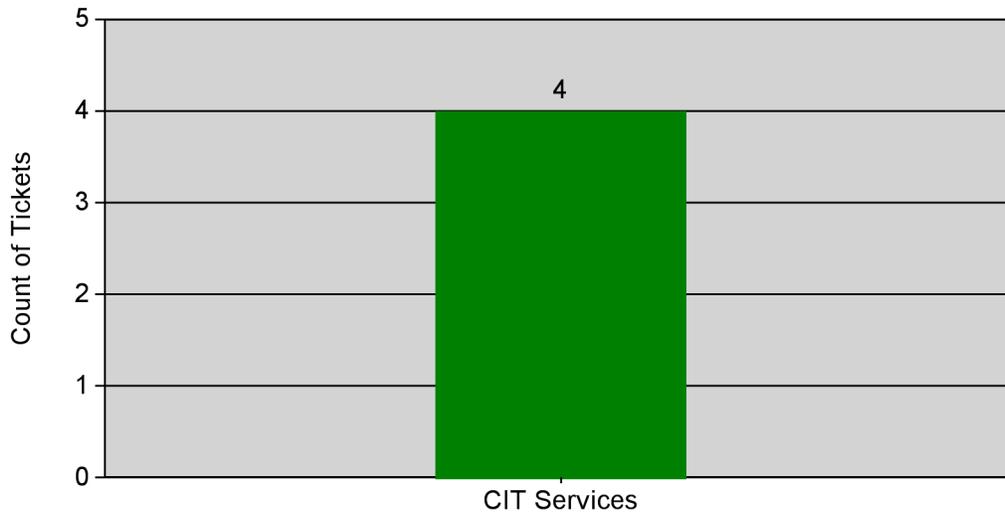


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Tickets By Category Summary



OM	4
CIT Services	4
Accounts	2
Back Office Support	1
Email	1

IC Ticket Report with Category Summary

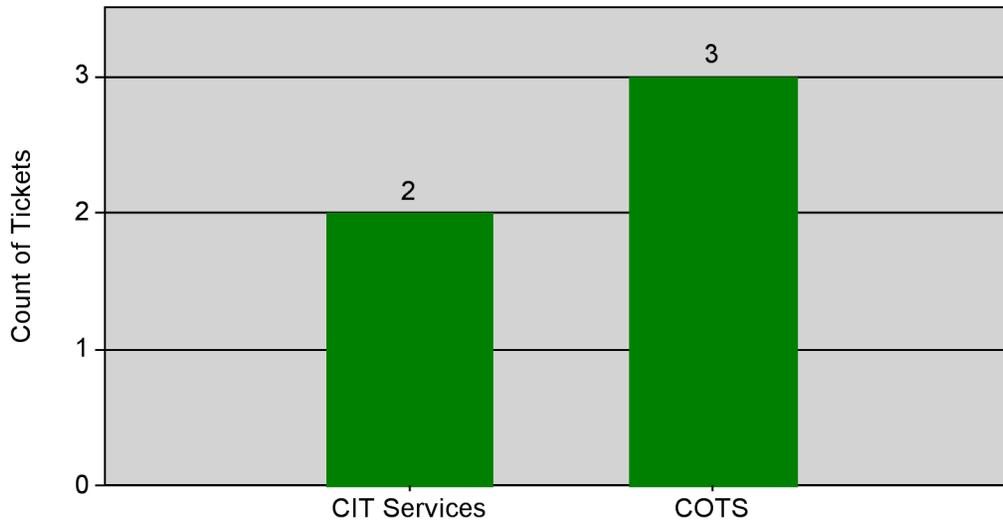


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Tickets By Category Summary



OMH	5
CIT Services	2
Email	2
COTS	3
Application Support	3

IC Ticket Report with Category Summary

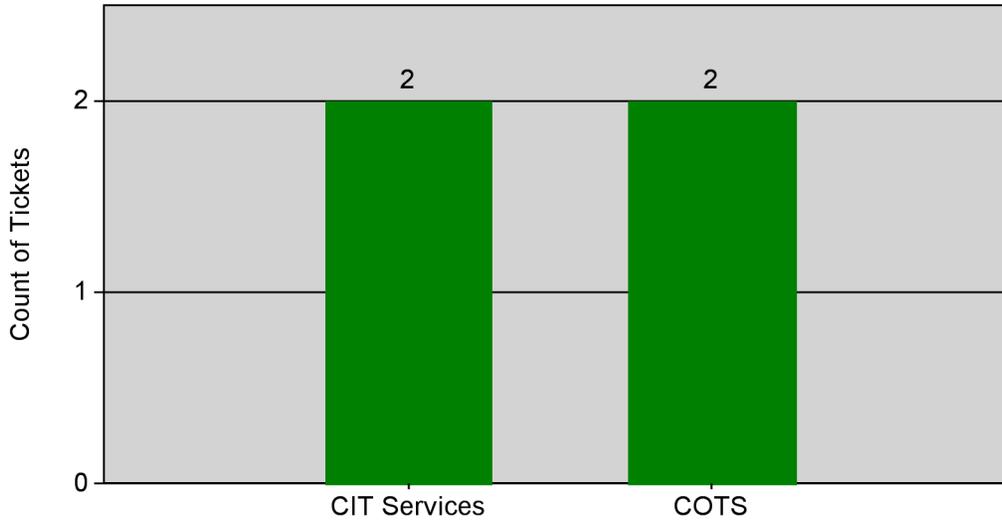


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Tickets By Category Summary



OPE	4
CIT Services	2
Back Office Support	1
CIT Categories	1
COTS	2
Application Support	1
Hardware	1

IC Ticket Report with Category Summary

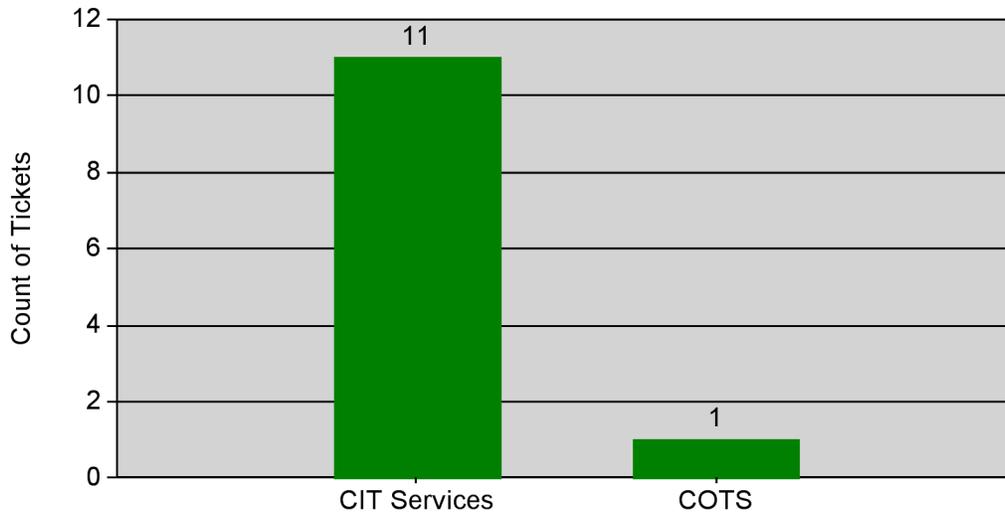


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Tickets By Category Summary



OPR		12
CIT Services		11
Accounts	7	
Connectivity	1	
Email	3	
COTS		1
Application Support	1	

IC Ticket Report with Category Summary

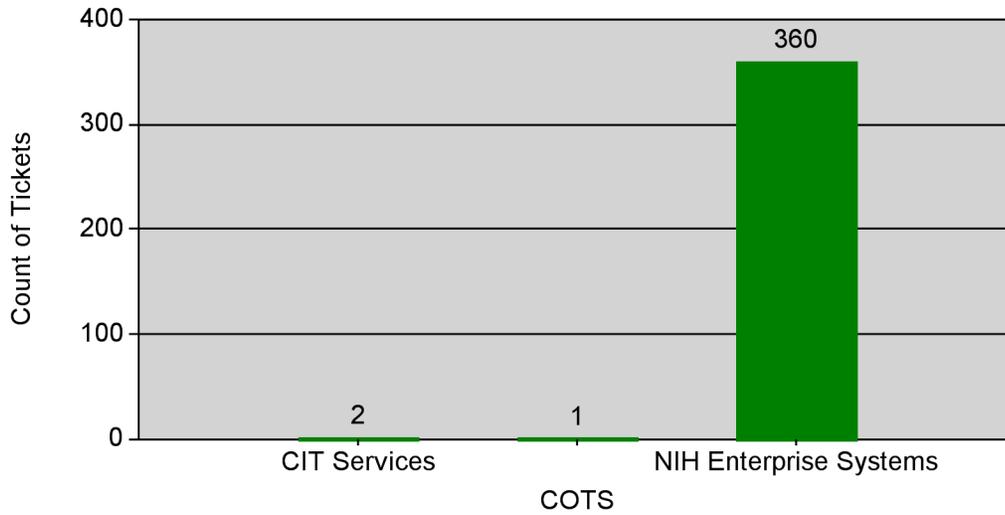


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Tickets By Category Summary



ORA	363
CIT Services	2
General Information	2
COTS	1
Hardware	1
NIH Enterprise Systems	360
ITAS	360

IC Ticket Report with Category Summary

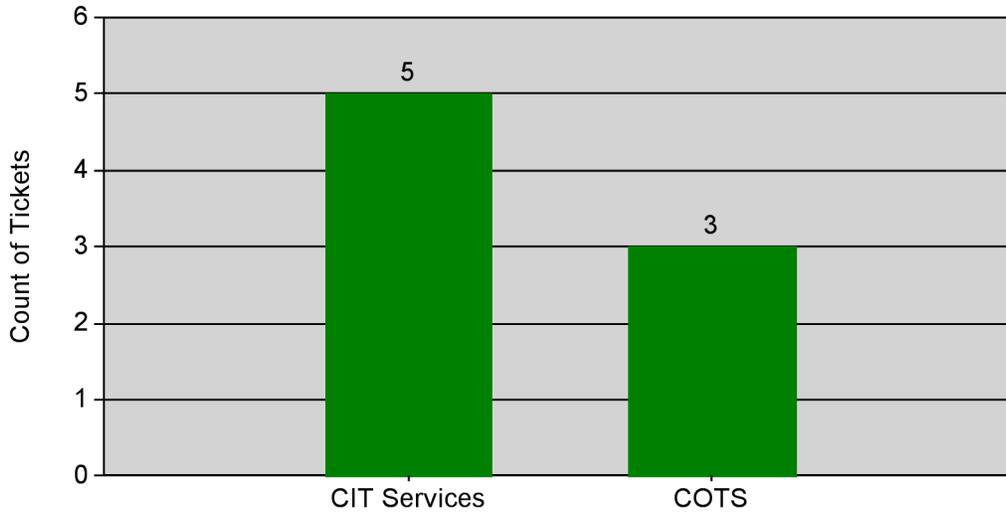


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Tickets By Category Summary



ORHP	8
CIT Services	5
Accounts	2
CIT Categories	1
Email	2
COTS	3
Application Support	1
Hardware	2

IC Ticket Report with Category Summary

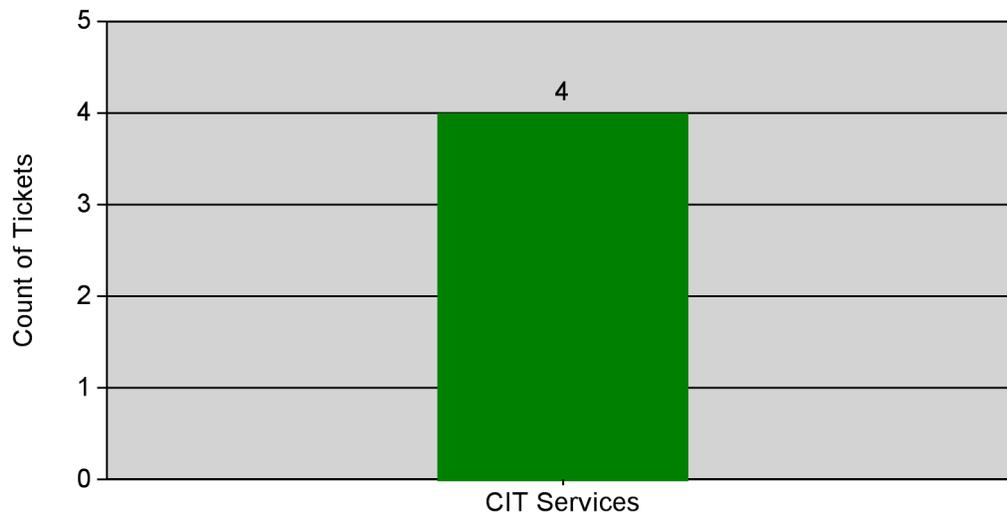


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Tickets By Category Summary



OT		4
CIT Services		4
Accounts	1	
CIT Categories	3	

IC Ticket Report with Category Summary

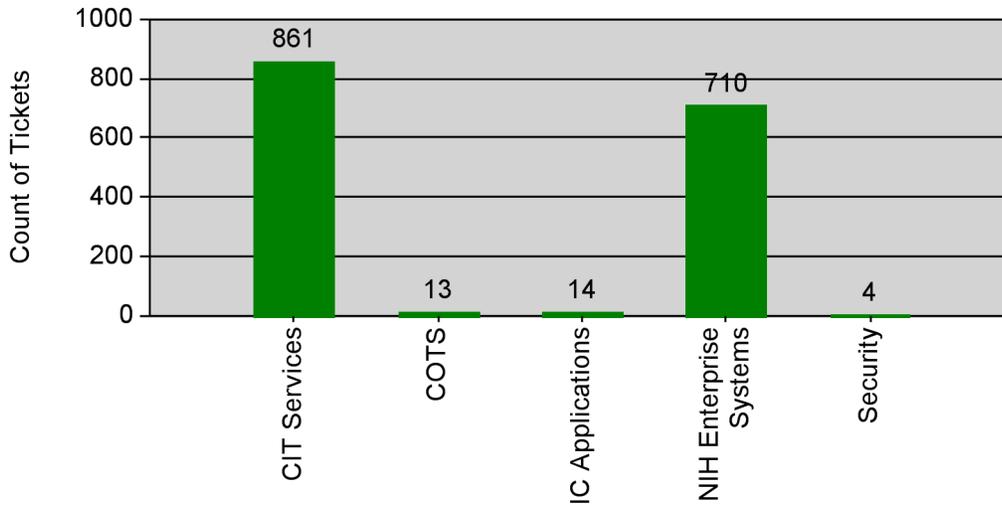


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Tickets By Category Summary



OTHER		1602
CIT Services		861
Accounts		163
Back Office Support		11
CIT Categories		503
Conference Room Support-Equipment Setup		1
Connectivity		7
Email		103
General Information		53
Helix Support		1
NIHnet		2
OS/390		8
Telecommunications		1
Training		4
Video		2
Wireless Services		2

IC Ticket Report with Category Summary



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COTS	13
Application Support	9
Hardware	4
IC Applications	14
CC Clinical Applications	1
CC Technical Operations	1
E-Grants	1
Web Site Issue (non-CIT)	11
NIH Enterprise Systems	710
ADB	3
eRA-COMMONS	410
eRA-DB	1
eRA-External	270
eRA-Grants Management	3
eRA-IMPAC II	1
eRA-Infrastructure	1
eRA-Referral and Review	8
eRA-Reporting	2
ITAS	6
NBS-User Call	1
NED	1
NIH Services	3
Security	4
Security	4

IC Ticket Report with Category Summary

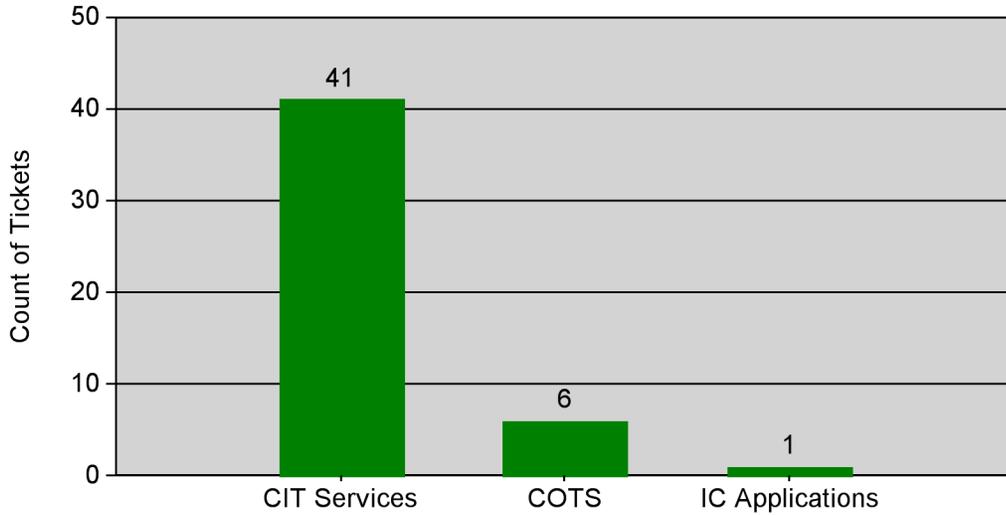


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Tickets By Category Summary



Region	48
CIT Services	41
Accounts	30
Back Office Support	2
Email	7
Wireless Services	2
COTS	6
Application Support	3
Hardware	3
IC Applications	1
Web Site Issue (non-CIT)	1