

## IC Ticket Report with Category Summary

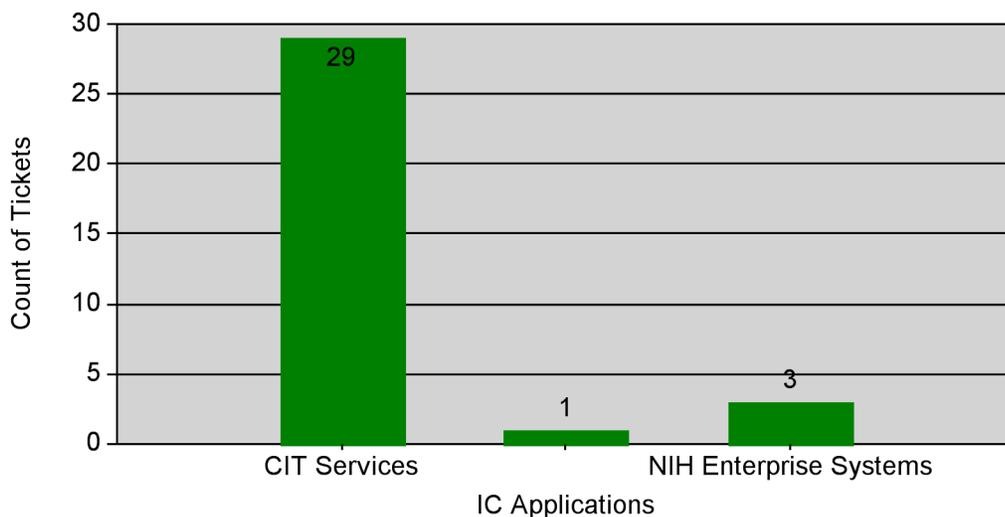


For the period: Sunday, February 01, 2009 12:00:00 AM to Saturday, February 28, 2009 11:59:59 PM

Snapshot Date: 3/1/2009 6:48:06 AM

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

### Tickets By Category Summary



<b>Anonymous</b>	<b>33</b>
<b>CIT Services</b>	<b>29</b>
Email	1
General Information	28
<b>IC Applications</b>	<b>1</b>
CC Clinical Applications	1
<b>NIH Enterprise Systems</b>	<b>3</b>
eRA-External	2
ITAS	1

# IC Ticket Report with Category Summary

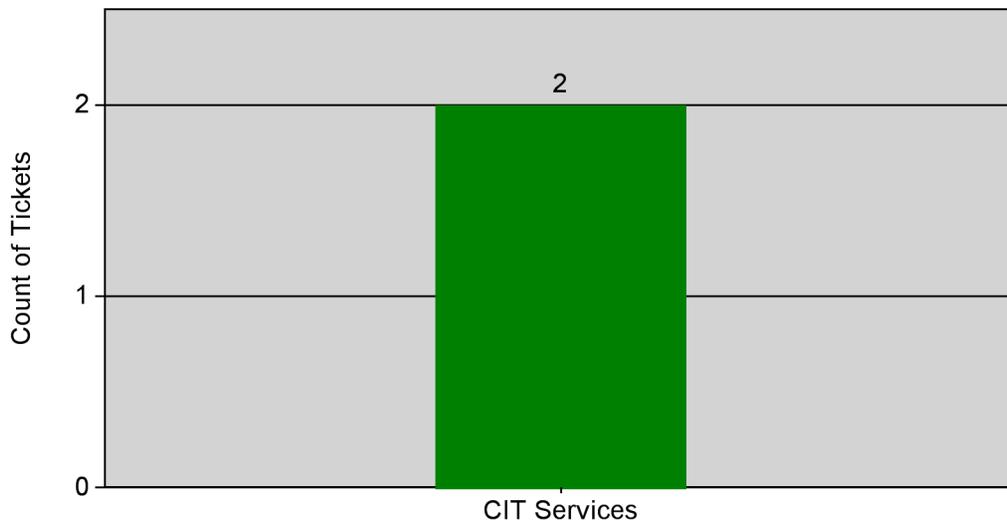


For the period: Sunday, February 01, 2009 12:00:00 AM to Saturday, February 28, 2009 11:59:59 PM

Snapshot Date: 3/1/2009 6:48:06 AM

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

**Tickets By Category Summary**



<b>AoA</b>	<b>2</b>
<b>CIT Services</b>	<b>2</b>
CIT Categories	2

# IC Ticket Report with Category Summary

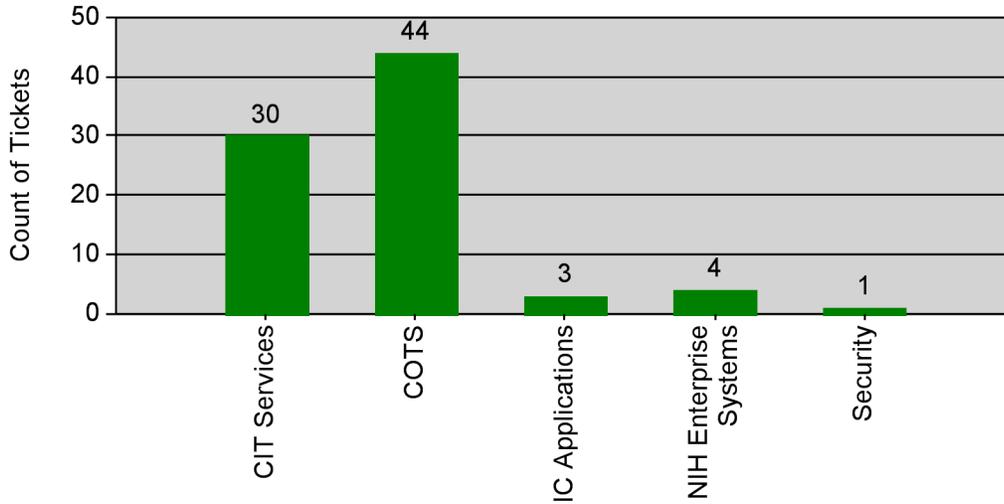


For the period: Sunday, February 01, 2009 12:00:00 AM to Saturday, February 28, 2009 11:59:59 PM

Snapshot Date: 3/1/2009 6:48:06 AM

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

Tickets By Category Summary



<b>BCRS</b>	<b>82</b>
<b>CIT Services</b>	<b>30</b>
Accounts	10
ASR	1
Back Office Support	7
Email	9
General Information	2
Wireless Services	1
<b>COTS</b>	<b>44</b>
Application Support	25
Hardware	19
<b>IC Applications</b>	<b>3</b>
CC Clinical Applications	1
CC Technical Operations	1
Local LAN	1
<b>NIH Enterprise Systems</b>	<b>4</b>
GovTrip User Call	1

## IC Ticket Report with Category Summary



For the period: Sunday, February 01, 2009 12:00:00 AM to Saturday, February 28, 2009 11:59:59 PM

Snapshot Date: 3/1/2009 6:48:06 AM

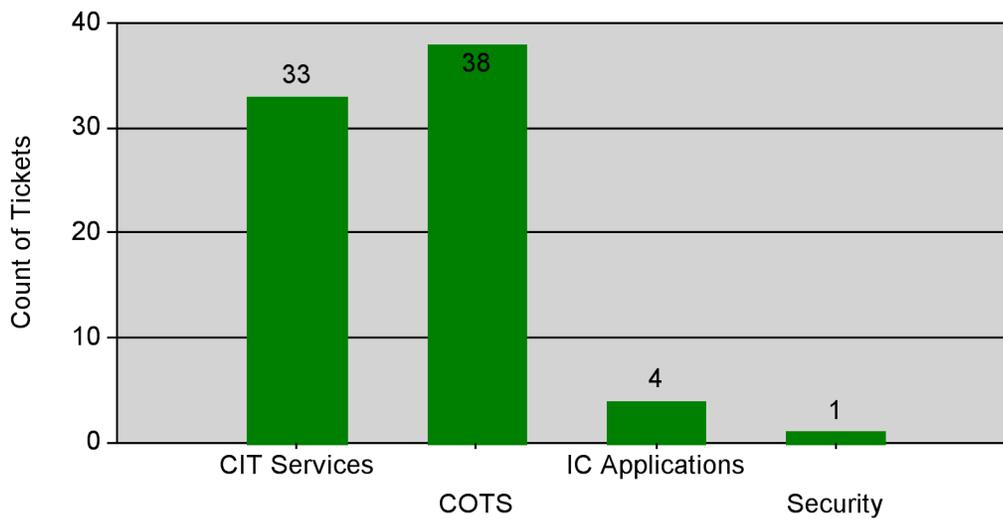
Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

ITAS	1
NBS-User Call	1
NIH Services	1

<b>Security</b>	<b>1</b>
-----------------	----------

Security	1
----------	---

Tickets By Category Summary



<b>BHPR</b>	<b>76</b>
-------------	-----------

<b>CIT Services</b>	<b>33</b>
---------------------	-----------

Accounts	11
Back Office Support	7
CIT Categories	1
Email	12
General Information	1
Wireless Services	1

<b>COTS</b>	<b>38</b>
-------------	-----------

Application Support	17
Hardware	21

## IC Ticket Report with Category Summary



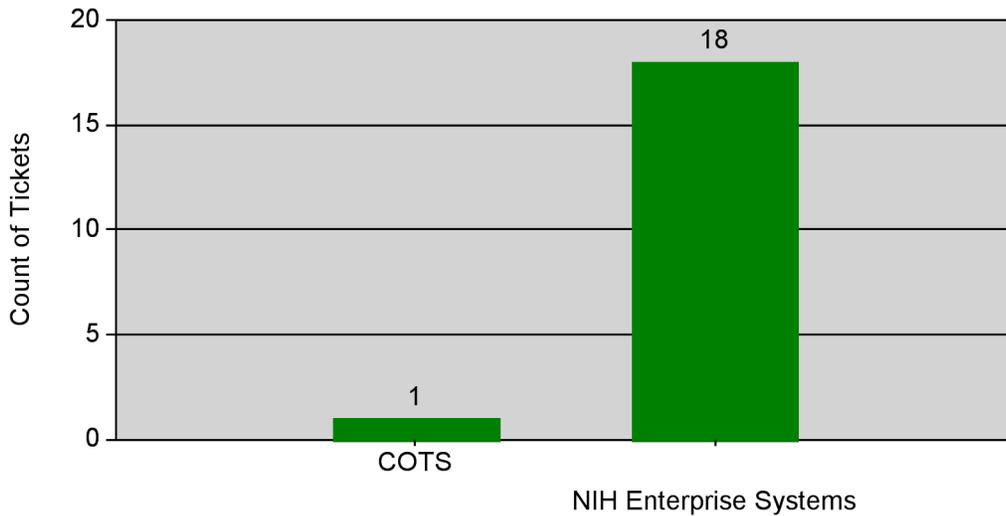
For the period: Sunday, February 01, 2009 12:00:00 AM to Saturday, February 28, 2009 11:59:59 PM

Snapshot Date: 3/1/2009 6:48:06 AM

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

<b>IC Applications</b>	<b>4</b>
CC Technical Operations	1
Web Site Issue (non-CIT)	3
<b>Security</b>	<b>1</b>
Security	1

**Tickets By Category Summary**



<b>CBER</b>	<b>19</b>
<b>COTS</b>	<b>1</b>
Application Support	1
<b>NIH Enterprise Systems</b>	<b>18</b>
ITAS	18

# IC Ticket Report with Category Summary

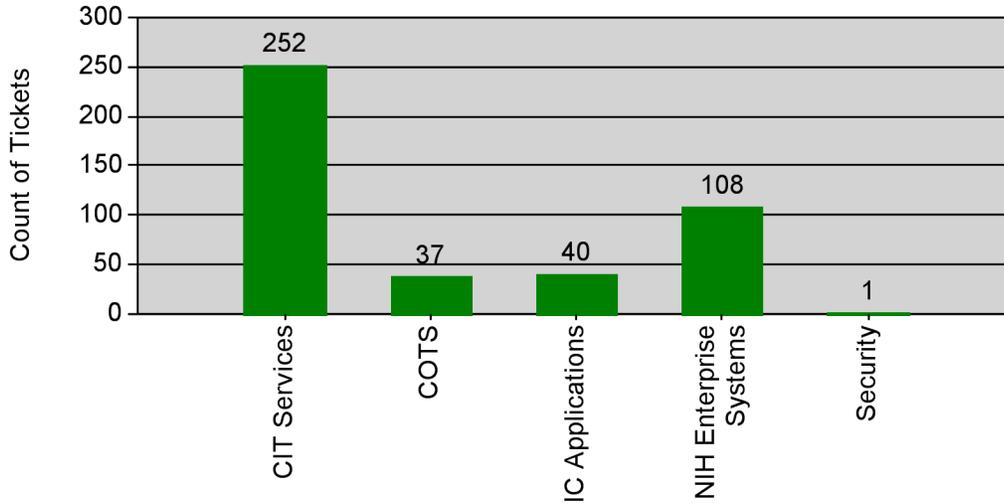


For the period: Sunday, February 01, 2009 12:00:00 AM to Saturday, February 28, 2009 11:59:59 PM

Snapshot Date: 3/1/2009 6:48:06 AM

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

Tickets By Category Summary



<b>CC</b>	<b>438</b>
<b>CIT Services</b>	<b>252</b>
Accounts	145
Back Office Support	7
CIT Categories	4
Conference Room Support-Equipment Setup	1
Connectivity	5
Email	13
General Information	15
NIHnet	12
Telecommunications	10
Video	3
Wireless Services	37
<b>COTS</b>	<b>37</b>
Application Support	20
Hardware	17

## IC Ticket Report with Category Summary



For the period: Sunday, February 01, 2009 12:00:00 AM to Saturday, February 28, 2009 11:59:59 PM

Snapshot Date: 3/1/2009 6:48:06 AM

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

<b>IC Applications</b>	<b>40</b>
CC Clinical Applications	11
CC Clinical Applications-ATV	8
CC Technical Operations	11
Local LAN	8
Web Site Issue (non-CIT)	2
<b>NIH Enterprise Systems</b>	<b>108</b>
ADB	23
Capital HR Func App Suppt	1
Capital HR Non-App Specific	1
ITAS	8
NBS-User Call	46
NED	15
NIH Data Warehouse	3
NIH Services	8
NVision	3
<b>Security</b>	<b>1</b>
Security	1

## IC Ticket Report with Category Summary

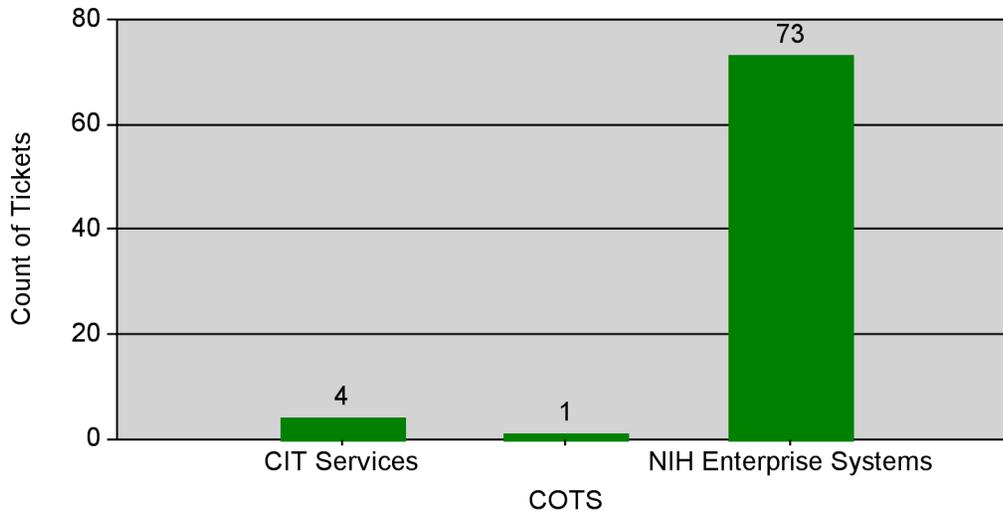


For the period: Sunday, February 01, 2009 12:00:00 AM to Saturday, February 28, 2009 11:59:59 PM

Snapshot Date: 3/1/2009 6:48:06 AM

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

**Tickets By Category Summary**



<b>CDER</b>	<b>78</b>
<b>CIT Services</b>	<b>4</b>
Accounts	3
General Information	1
<b>COTS</b>	<b>1</b>
Application Support	1
<b>NIH Enterprise Systems</b>	<b>73</b>
ITAS	73

# IC Ticket Report with Category Summary

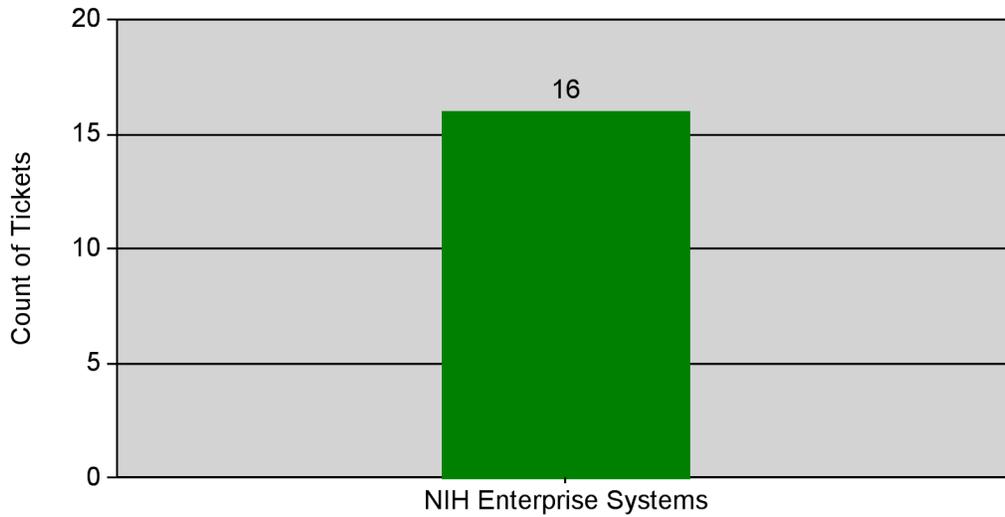


For the period: Sunday, February 01, 2009 12:00:00 AM to Saturday, February 28, 2009 11:59:59 PM

Snapshot Date: 3/1/2009 6:48:06 AM

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

**Tickets By Category Summary**



<b>CDRH</b>	<b>16</b>
<b>NIH Enterprise Systems</b>	<b>16</b>
ITAS	16

## IC Ticket Report with Category Summary

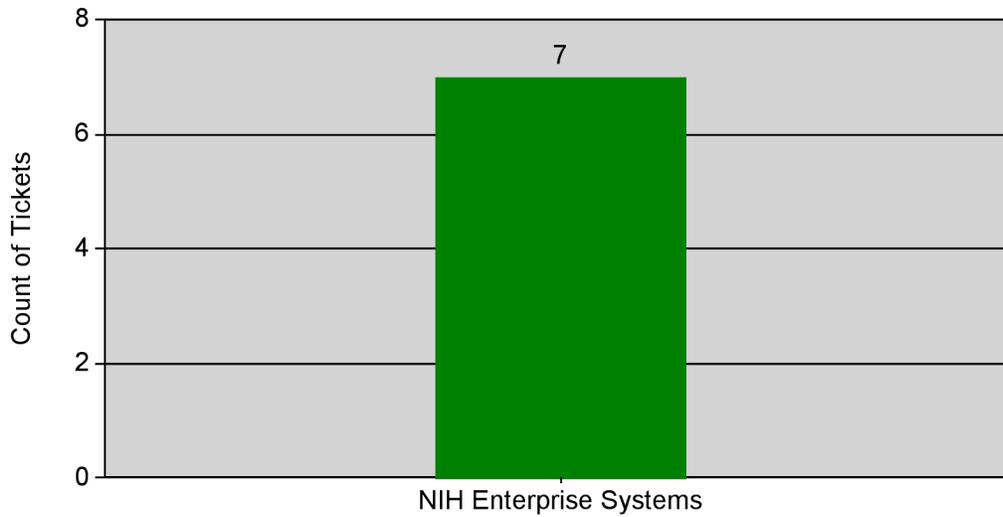


For the period: Sunday, February 01, 2009 12:00:00 AM to Saturday, February 28, 2009 11:59:59 PM

Snapshot Date: 3/1/2009 6:48:06 AM

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

### Tickets By Category Summary



<b>CFSAN</b>	<b>7</b>
<b>NIH Enterprise Systems</b>	<b>7</b>
ITAS	7

# IC Ticket Report with Category Summary

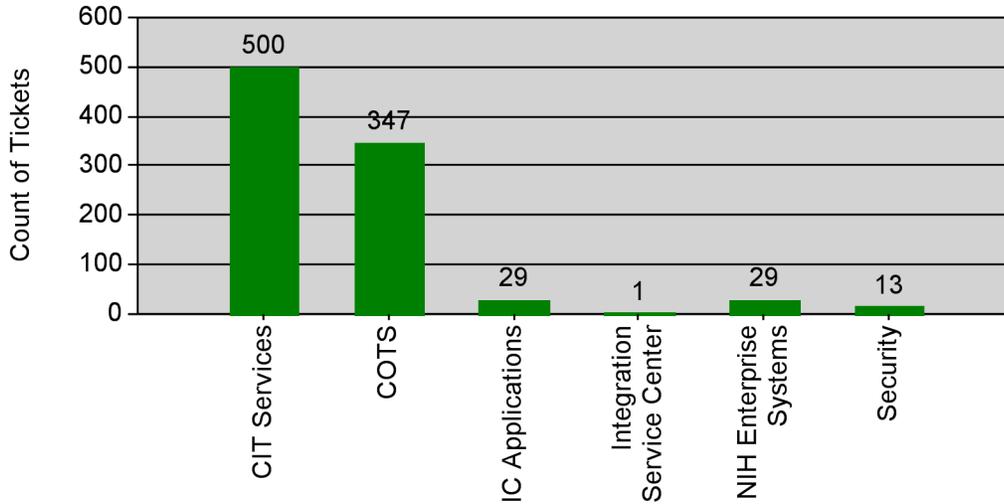


For the period: Sunday, February 01, 2009 12:00:00 AM to Saturday, February 28, 2009 11:59:59 PM

Snapshot Date: 3/1/2009 6:48:06 AM

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

Tickets By Category Summary



<b>CIT</b>	<b>919</b>
<b>CIT Services</b>	<b>500</b>
Accounts	176
Back Office Support	23
CIT Categories	5
CIT Categories Aspect	2
CIT Categories Remedy	16
CIT Categories-Aspect	1
Conference Room Support-Equipment Setup	3
Conference Room Support-Reserve	2
Connectivity	34
Email	66
General Information	90
Hardware-Phones	1
Helix Support	1
NIHnet	20

## IC Ticket Report with Category Summary



For the period: Sunday, February 01, 2009 12:00:00 AM to Saturday, February 28, 2009 11:59:59 PM

Snapshot Date: 3/1/2009 6:48:06 AM

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

OS/390	1
Telecommunications	9
Training	3
Video	1
Wireless Services	46
<b>COTS</b>	<b>347</b>
Application Support	206
Hardware	141
<b>IC Applications</b>	<b>29</b>
Local LAN	20
Web Site Issue (non-CIT)	9
<b>Integration Service Center</b>	<b>1</b>
Integration Service Center	1
<b>NIH Enterprise Systems</b>	<b>29</b>
ADB	3
Capital HR Func App Suppt	3
ITAS	3
NBS-User Call	7
NED	6
NIH Data Warehouse	2
NIH Services	5
<b>Security</b>	<b>13</b>
Security	13

## IC Ticket Report with Category Summary

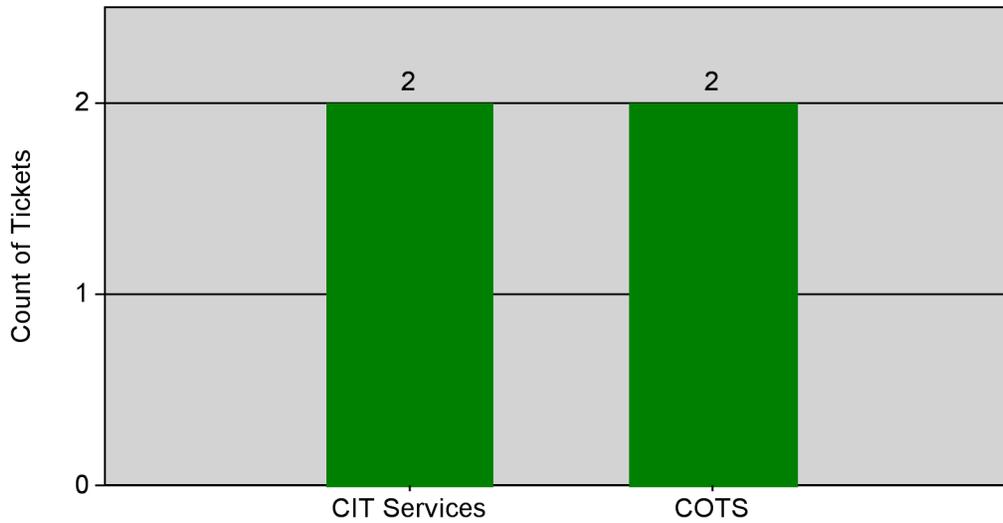


For the period: Sunday, February 01, 2009 12:00:00 AM to Saturday, February 28, 2009 11:59:59 PM

Snapshot Date: 3/1/2009 6:48:06 AM

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

**Tickets By Category Summary**



<b>CQ</b>	<b>4</b>
<b>CIT Services</b>	<b>2</b>
Email	2
<b>COTS</b>	<b>2</b>
Application Support	1
Hardware	1

# IC Ticket Report with Category Summary

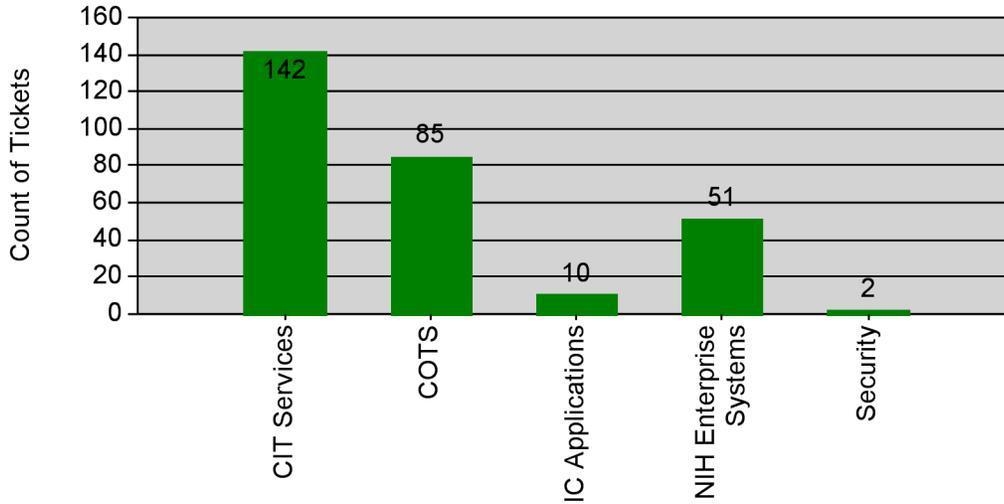


For the period: Sunday, February 01, 2009 12:00:00 AM to Saturday, February 28, 2009 11:59:59 PM

Snapshot Date: 3/1/2009 6:48:06 AM

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

Tickets By Category Summary



<b>CSR</b>	<b>290</b>
<b>CIT Services</b>	<b>142</b>
Accounts	45
Back Office Support	23
CIT Categories Remedy	2
Conference Room Support-Equipment Setup	2
Conference Room Support-Reserve	4
Connectivity	13
Email	24
General Information	5
iSDP/Software Distribution	1
NIHnet	12
Wireless Services	11
<b>COTS</b>	<b>85</b>
Application Support	40
Hardware	45

## IC Ticket Report with Category Summary



For the period: Sunday, February 01, 2009 12:00:00 AM to Saturday, February 28, 2009 11:59:59 PM

Snapshot Date: 3/1/2009 6:48:06 AM

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

<b>IC Applications</b>	<b>10</b>
Local LAN	6
Web Site Issue (non-CIT)	4
<b>NIH Enterprise Systems</b>	<b>51</b>
ADB	1
eRA-COMMONS	6
eRA-DB	5
eRA-External	2
eRA-IMPAC II	4
eRA-Infrastructure	5
eRA-Referral and Review	4
eRA-Reporting	2
ITAS	5
NBS-User Call	13
NIH Services	4
<b>Security</b>	<b>2</b>
Security	2

## IC Ticket Report with Category Summary

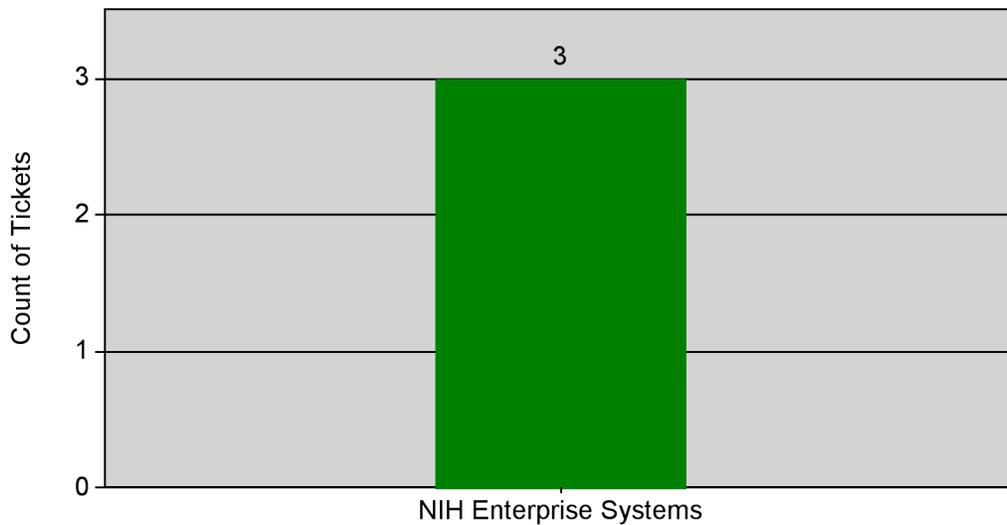


For the period: Sunday, February 01, 2009 12:00:00 AM to Saturday, February 28, 2009 11:59:59 PM

Snapshot Date: 3/1/2009 6:48:06 AM

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

**Tickets By Category Summary**



<b>CVM</b>	<b>3</b>
<b>NIH Enterprise Systems</b>	<b>3</b>
ITAS	3

## IC Ticket Report with Category Summary

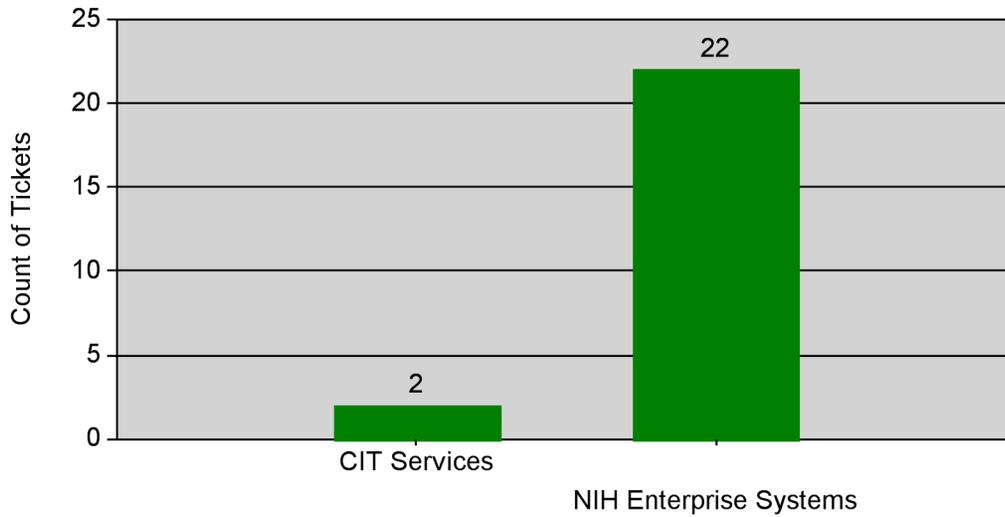


For the period: Sunday, February 01, 2009 12:00:00 AM to Saturday, February 28, 2009 11:59:59 PM

Snapshot Date: 3/1/2009 6:48:06 AM

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

**Tickets By Category Summary**



<b>FDA-OC</b>	<b>24</b>
<b>CIT Services</b>	<b>2</b>
Accounts	1
CIT Categories	1
<b>NIH Enterprise Systems</b>	<b>22</b>
ITAS	22

# IC Ticket Report with Category Summary

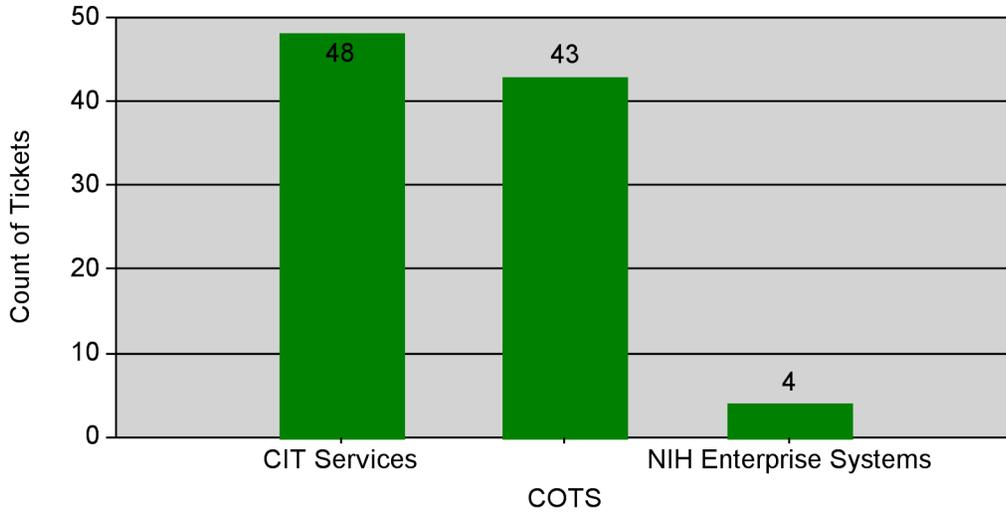


For the period: Sunday, February 01, 2009 12:00:00 AM to Saturday, February 28, 2009 11:59:59 PM

Snapshot Date: 3/1/2009 6:48:06 AM

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

**Tickets By Category Summary**



<b>FIC</b>	<b>95</b>
<b>CIT Services</b>	<b>48</b>
Accounts	12
Back Office Support	3
CIT Categories	1
Conference Room Support-Equipment Setup	5
Connectivity	6
Email	5
General Information	7
NIHnet	1
Telecommunications	3
Wireless Services	5
<b>COTS</b>	<b>43</b>
Application Support	23
Hardware	20
<b>NIH Enterprise Systems</b>	<b>4</b>
ADB	2

# IC Ticket Report with Category Summary



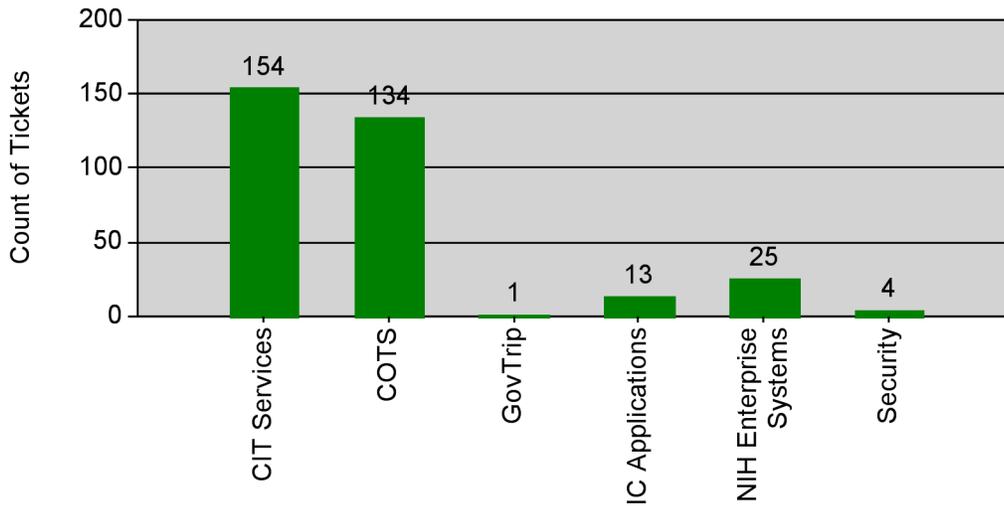
For the period: Sunday, February 01, 2009 12:00:00 AM to Saturday, February 28, 2009 11:59:59 PM

Snapshot Date: 3/1/2009 6:48:06 AM

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

eRA-Infrastructure	1
NIH Services-NEES	1

**Tickets By Category Summary**



<b>HHS</b>	<b>331</b>
<b>CIT Services</b>	<b>154</b>
Accounts	63
Back Office Support	31
Conference Room Support-Equipment Setup	2
Connectivity	4
Email	36
General Information	6
iSDP/Software Distribution	1
Wireless Services	11
<b>COTS</b>	<b>134</b>
Application Support	63
Hardware	71
<b>GovTrip</b>	<b>1</b>
GovTrip	1

## IC Ticket Report with Category Summary



For the period: Sunday, February 01, 2009 12:00:00 AM to Saturday, February 28, 2009 11:59:59 PM

Snapshot Date: 3/1/2009 6:48:06 AM

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

<b>IC Applications</b>	<b>13</b>
CC Technical Operations	2
Local LAN	3
Web Site Issue (non-CIT)	8
<b>NIH Enterprise Systems</b>	<b>25</b>
ADB	1
eRA-DB	4
eRA-Grants Management	3
eRA-IMPAC II	4
eRA-Infrastructure	2
eRA-Referral and Review	1
GovTrip User Call	2
ITAS	2
NBS-User Call	1
NED	4
NIH Services	1
<b>Security</b>	<b>4</b>
Anti Virus SW	2
Security	2

## IC Ticket Report with Category Summary

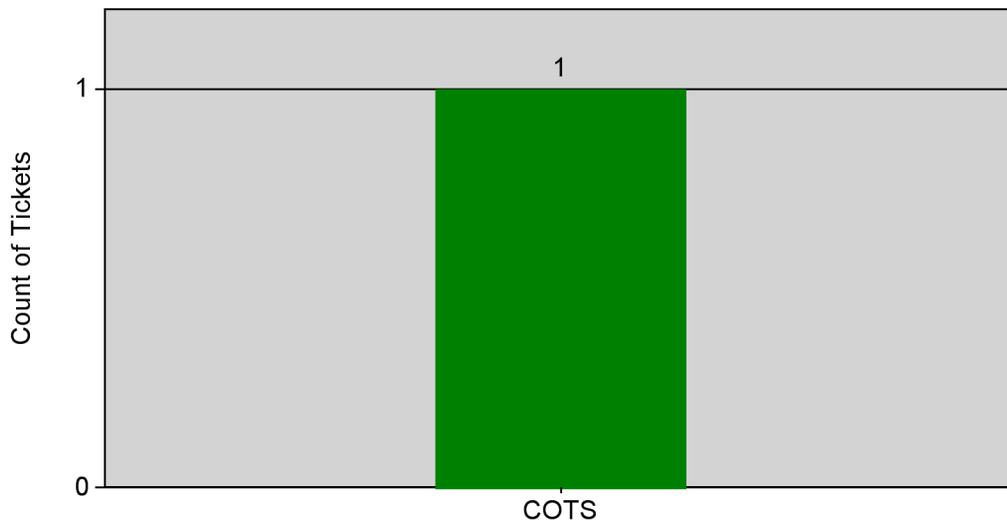


For the period: Sunday, February 01, 2009 12:00:00 AM to Saturday, February 28, 2009 11:59:59 PM

Snapshot Date: 3/1/2009 6:48:06 AM

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

### Tickets By Category Summary



<b>HRSA-OC</b>	<b>1</b>
<b>COTS</b>	<b>1</b>
Hardware	1

## IC Ticket Report with Category Summary

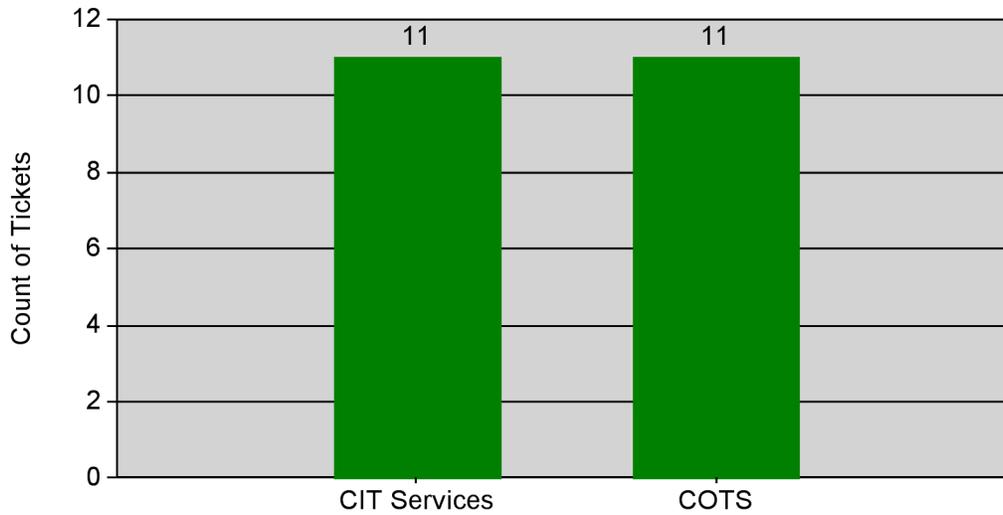


For the period: Sunday, February 01, 2009 12:00:00 AM to Saturday, February 28, 2009 11:59:59 PM

Snapshot Date: 3/1/2009 6:48:06 AM

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

**Tickets By Category Summary**



<b>HSB</b>	<b>22</b>
<b>CIT Services</b>	<b>11</b>
Accounts	3
Back Office Support	1
Email	7
<b>COTS</b>	<b>11</b>
Application Support	6
Hardware	5

## IC Ticket Report with Category Summary

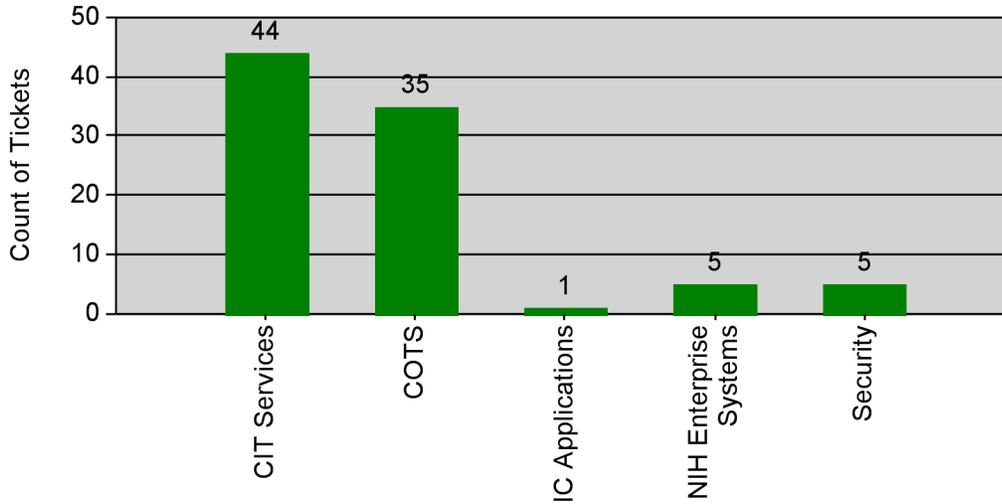


For the period: Sunday, February 01, 2009 12:00:00 AM to Saturday, February 28, 2009 11:59:59 PM

Snapshot Date: 3/1/2009 6:48:06 AM

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

Tickets By Category Summary



<b>NCCAM</b>	<b>90</b>
<b>CIT Services</b>	<b>44</b>
Accounts	19
Back Office Support	3
Conference Room Support-Equipment Setup	1
Connectivity	1
Email	11
General Information	3
Telecommunications	2
Video	1
Wireless Services	3
<b>COTS</b>	<b>35</b>
Application Support	15
Hardware	20
<b>IC Applications</b>	<b>1</b>
Local LAN	1

# IC Ticket Report with Category Summary



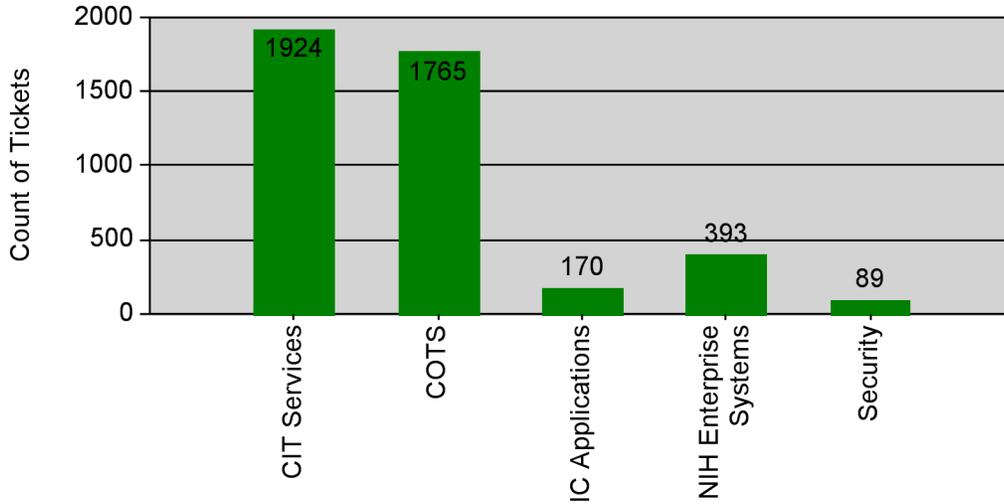
For the period: Sunday, February 01, 2009 12:00:00 AM to Saturday, February 28, 2009 11:59:59 PM

Snapshot Date: 3/1/2009 6:48:06 AM

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

<b>NIH Enterprise Systems</b>	<b>5</b>
eRA-Grants Management	1
ITAS	2
NIH Services	1
NVision	1
<b>Security</b>	<b>5</b>
Security	5

Tickets By Category Summary



<b>NCI</b>	<b>4341</b>
<b>CIT Services</b>	<b>1924</b>
Accounts	841
ASR	1
Back Office Support	219
CIT Categories	10
Conference Room Support-Equipment Setup	80
Conference Room Support-Monitor Conference	1
Connectivity	116

## IC Ticket Report with Category Summary



For the period: Sunday, February 01, 2009 12:00:00 AM to Saturday, February 28, 2009 11:59:59 PM

Snapshot Date: 3/1/2009 6:48:06 AM

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

Email	269
General Information	148
Helix Support	7
iSDP/Software Distribution	1
NIHnet	25
OS/390	1
Telecommunications	55
Training	3
Unix Support	1
Video	21
Wireless Services	125
<b>COTS</b>	<b>1765</b>
Application Support	749
Hardware	1016
<b>IC Applications</b>	<b>170</b>
CC Clinical Applications	12
CC Clinical Applications-ATV	7
CC Technical Operations	9
E-Grants	3
Local LAN	116
Web Site Issue (non-CIT)	23
<b>NIH Enterprise Systems</b>	<b>393</b>
ADB	62
Capital HR Func App Suppt	1
Capital HR Interface	1
Capital HR Security	1
Capital HR Technical	2
Capital HR User Error	1
eRA-COMMONS	2

## IC Ticket Report with Category Summary



For the period: Sunday, February 01, 2009 12:00:00 AM to Saturday, February 28, 2009 11:59:59 PM

Snapshot Date: 3/1/2009 6:48:06 AM

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

eRA-DB	2
eRA-External	7
eRA-Grants Management	3
eRA-IMPAC II	4
eRA-Infrastructure	3
eRA-Referral and Review	4
ITAS	19
NBS-User Call	113
NED	110
NIH Data Warehouse	6
NIH Services	42
NIH Services-NEES	4
NVision	6
<b>Security</b>	<b>89</b>
Anti Virus SW	7
Security	82

## IC Ticket Report with Category Summary

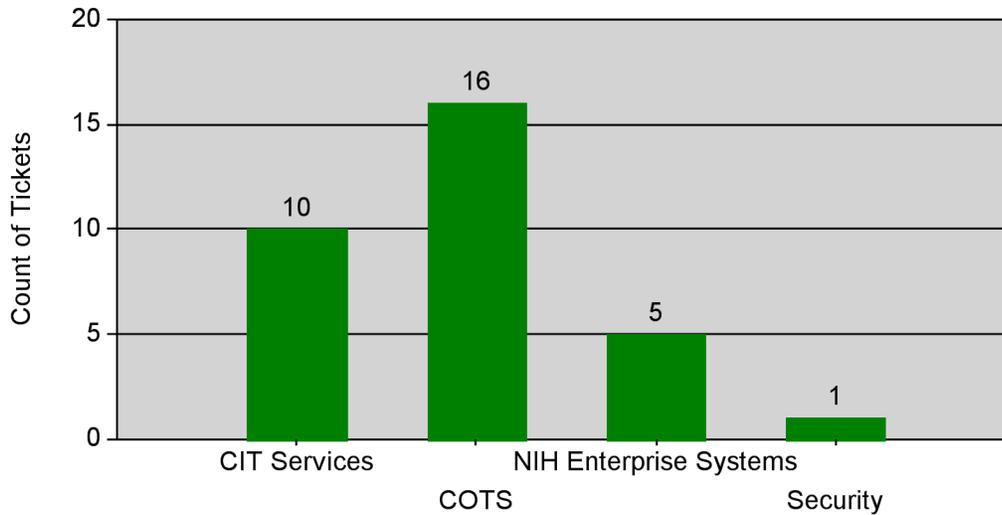


For the period: Sunday, February 01, 2009 12:00:00 AM to Saturday, February 28, 2009 11:59:59 PM

Snapshot Date: 3/1/2009 6:48:06 AM

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

**Tickets By Category Summary**



<b>NCMHD</b>	<b>32</b>
<b>CIT Services</b>	<b>10</b>
Accounts	6
Back Office Support	1
Email	2
General Information	1
<b>COTS</b>	<b>16</b>
Application Support	7
Hardware	9
<b>NIH Enterprise Systems</b>	<b>5</b>
eRA-IMPAC II	1
ITAS	1
NBS-User Call	2
NIH Services	1
<b>Security</b>	<b>1</b>
Anti Virus SW	1

# IC Ticket Report with Category Summary

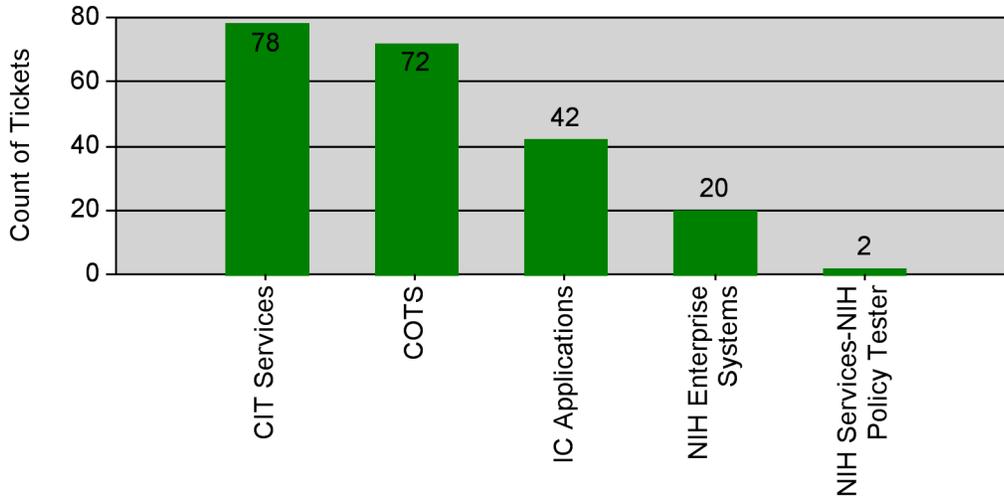


For the period: Sunday, February 01, 2009 12:00:00 AM to Saturday, February 28, 2009 11:59:59 PM

Snapshot Date: 3/1/2009 6:48:06 AM

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

Tickets By Category Summary



<b>NCRR</b>	<b>214</b>
<b>CIT Services</b>	<b>78</b>
Accounts	18
Back Office Support	7
CIT Categories	1
CIT Categories Remedy	1
Conference Room Support-Equipment Setup	1
Conference Room Support-Reserve	1
Connectivity	10
Email	21
General Information	3
NIHnet	3
Telecommunications	1
Video	2
Wireless Services	9
<b>COTS</b>	<b>72</b>
Application Support	43

## IC Ticket Report with Category Summary



For the period: Sunday, February 01, 2009 12:00:00 AM to Saturday, February 28, 2009 11:59:59 PM

Snapshot Date: 3/1/2009 6:48:06 AM

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

Hardware	29	
<b>IC Applications</b>		<b>42</b>
Local LAN	4	
Web Site Issue (non-CIT)	38	
<b>NIH Enterprise Systems</b>		<b>20</b>
Capital HR Security	1	
eRA-COMMONS	1	
eRA-DB	2	
eRA-Grants Management	1	
eRA-IMPAC II	2	
eRA-Infrastructure	3	
eRA-Referral and Review	3	
ITAS	2	
NBS-User Call	4	
NIH Services	1	
<b>NIH Services-NIH Policy Tester</b>		<b>2</b>
NIH Services-NIH Policy Tester	2	

# IC Ticket Report with Category Summary

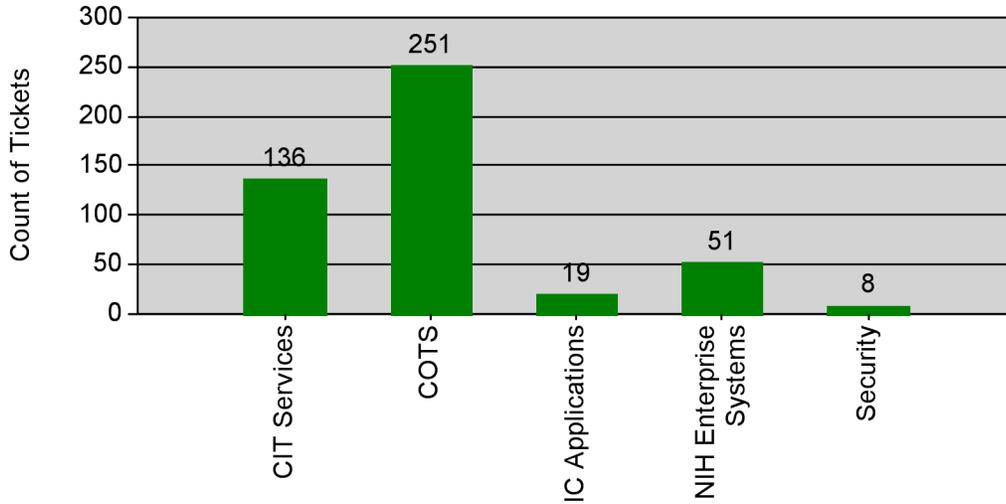


For the period: Sunday, February 01, 2009 12:00:00 AM to Saturday, February 28, 2009 11:59:59 PM

Snapshot Date: 3/1/2009 6:48:06 AM

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

Tickets By Category Summary



<b>NEI</b>	<b>465</b>
<b>CIT Services</b>	<b>136</b>
Accounts	64
Back Office Support	16
Conference Room Support-Monitor Conference	1
Conference Room Support-Reserve	2
Connectivity	7
Email	12
General Information	8
iSDP/Software Distribution	1
NIHnet	6
Project Work	2
Telecommunications	8
Video	4
Wireless Services	5
<b>COTS</b>	<b>251</b>
Application Support	151

## IC Ticket Report with Category Summary



For the period: Sunday, February 01, 2009 12:00:00 AM to Saturday, February 28, 2009 11:59:59 PM

Snapshot Date: 3/1/2009 6:48:06 AM

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

Hardware	100	
<b>IC Applications</b>		<b>19</b>
CC Clinical Applications	2	
CC Clinical Applications-ATV	1	
Local LAN	15	
Web Site Issue (non-CIT)	1	
<b>NIH Enterprise Systems</b>		<b>51</b>
ADB	15	
Capital HR Func App Suppt	2	
eRA-Grants Management	1	
eRA-IMPAC II	2	
eRA-Referral and Review	1	
eRA-Reporting	1	
ITAS	3	
NBS-User Call	16	
NED	5	
NIH Services	4	
NVision	1	
<b>Security</b>		<b>8</b>
Security	8	

## IC Ticket Report with Category Summary

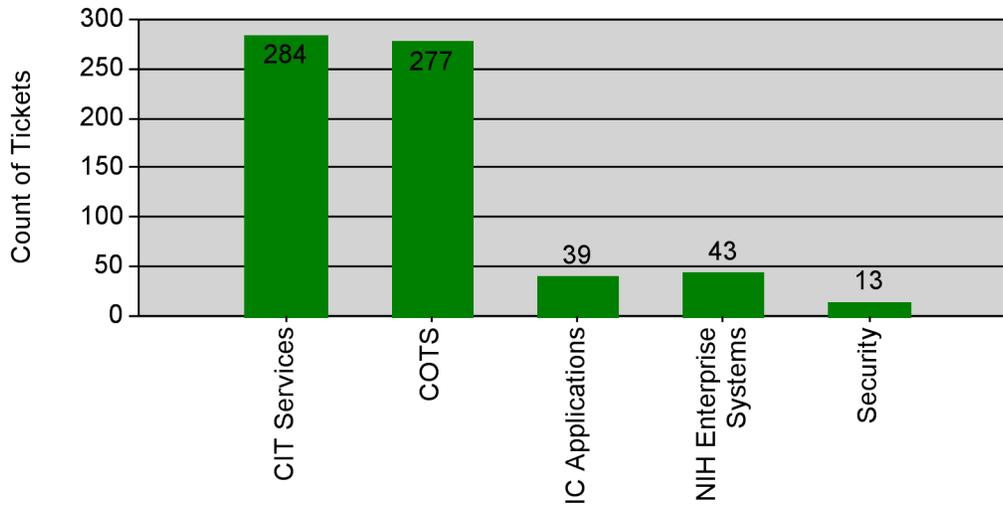


For the period: Sunday, February 01, 2009 12:00:00 AM to Saturday, February 28, 2009 11:59:59 PM

Snapshot Date: 3/1/2009 6:48:06 AM

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

**Tickets By Category Summary**



<b>NHGRI</b>	<b>656</b>
<b>CIT Services</b>	<b>284</b>
Accounts	130
Back Office Support	30
CIT Categories	1
Conference Room Support-Equipment Setup	3
Connectivity	16
Email	33
General Information	23
NIHnet	6
OS/390	1
Telecommunications	4
Training	3
Unix Support	10
Video	1
Wireless Services	23

## IC Ticket Report with Category Summary



For the period: Sunday, February 01, 2009 12:00:00 AM to Saturday, February 28, 2009 11:59:59 PM

Snapshot Date: 3/1/2009 6:48:06 AM

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

<b>COTS</b>	<b>277</b>
Application Support	134
Hardware	143
<b>IC Applications</b>	<b>39</b>
CC Clinical Applications	6
CC Clinical Applications-ATV	1
Local LAN	29
OIT Categories	1
Web Site Issue (non-CIT)	2
<b>NIH Enterprise Systems</b>	<b>43</b>
ADB	4
Capital HR Func App Suppt	1
eRA-External	1
eRA-Reporting	1
ITAS	2
NBS-User Call	16
NED	10
NIH Data Warehouse	2
NIH Services	4
NVision	2
<b>Security</b>	<b>13</b>
Security	13

# IC Ticket Report with Category Summary

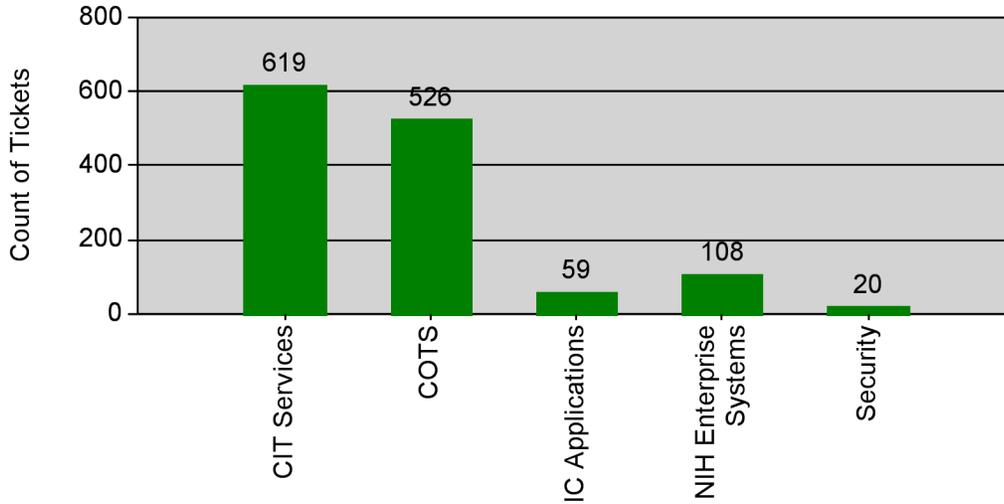


For the period: Sunday, February 01, 2009 12:00:00 AM to Saturday, February 28, 2009 11:59:59 PM

Snapshot Date: 3/1/2009 6:48:06 AM

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

**Tickets By Category Summary**



<b>NHLBI</b>	<b>1332</b>
<b>CIT Services</b>	<b>619</b>
Accounts	279
Back Office Support	78
CIT Categories Remedy	1
Conference Room Support-Equipment Setup	13
Connectivity	47
Email	102
General Information	38
Helix Support	2
iSDP/Software Distribution	2
NIHnet	9
OS/390	2
Telecommunications	18
Wireless Services	28
<b>COTS</b>	<b>526</b>
Application Support	239

## IC Ticket Report with Category Summary



For the period: Sunday, February 01, 2009 12:00:00 AM to Saturday, February 28, 2009 11:59:59 PM

Snapshot Date: 3/1/2009 6:48:06 AM

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

Hardware	287	
<b>IC Applications</b>		<b>59</b>
CC Clinical Applications	5	
CC Clinical Applications-ATV	1	
CC Technical Operations	3	
Local LAN	45	
Web Site Issue (non-CIT)	5	
<b>NIH Enterprise Systems</b>		<b>108</b>
ADB	14	
Capital HR Func App Suppt	1	
eRA-COMMONS	2	
eRA-DB	2	
eRA-Grants Management	4	
eRA-IMPAC II	3	
eRA-Infrastructure	2	
eRA-Referral and Review	2	
eRA-Reporting	3	
ITAS	5	
NBS-Sandbox	1	
NBS-User Call	40	
NED	10	
NIH Data Warehouse	3	
NIH Services	15	
NVision	1	
<b>Security</b>		<b>20</b>
Security	20	

# IC Ticket Report with Category Summary

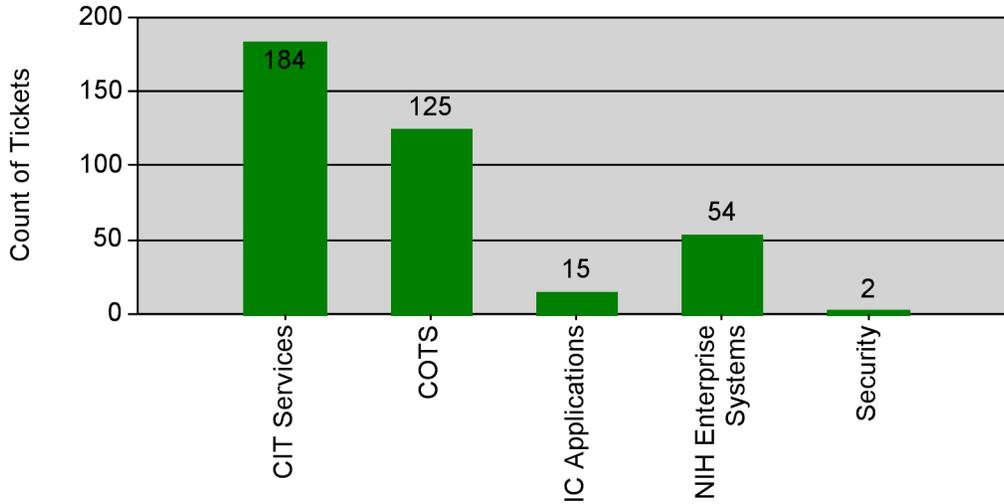


For the period: Sunday, February 01, 2009 12:00:00 AM to Saturday, February 28, 2009 11:59:59 PM

Snapshot Date: 3/1/2009 6:48:06 AM

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

Tickets By Category Summary



<b>NIA</b>	<b>380</b>
<b>CIT Services</b>	<b>184</b>
Accounts	70
Back Office Support	17
CIT Categories	1
Conference Room Support-Equipment Setup	5
Conference Room Support-Reserve	2
Connectivity	14
Email	26
General Information	15
NIHnet	3
Telecommunications	7
Video	3
Wireless Services	21
<b>COTS</b>	<b>125</b>
Application Support	51

## IC Ticket Report with Category Summary



For the period: Sunday, February 01, 2009 12:00:00 AM to Saturday, February 28, 2009 11:59:59 PM

Snapshot Date: 3/1/2009 6:48:06 AM

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

Hardware	74	
<b>IC Applications</b>		<b>15</b>
Local LAN	11	
Web Site Issue (non-CIT)	4	
<b>NIH Enterprise Systems</b>		<b>54</b>
ADB	2	
eRA-Grants Management	2	
eRA-IMPAC II	1	
eRA-Infrastructure	1	
eRA-Referral and Review	1	
eRA-Reporting	1	
eRA-Software BA	1	
GovTrip User Call	1	
ITAS	6	
NBS-User Call	27	
NED	2	
NIH Services	8	
NVision	1	
<b>Security</b>		<b>2</b>
Security	2	

# IC Ticket Report with Category Summary

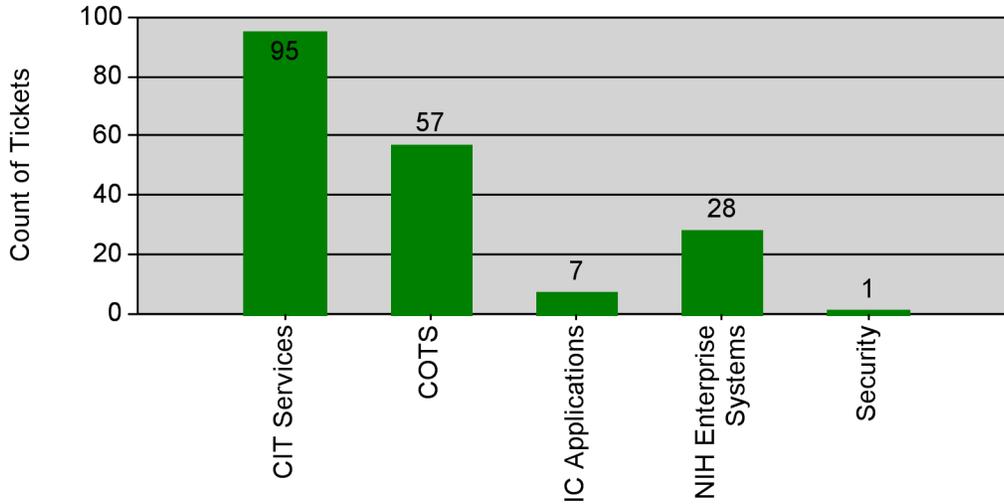


For the period: Sunday, February 01, 2009 12:00:00 AM to Saturday, February 28, 2009 11:59:59 PM

Snapshot Date: 3/1/2009 6:48:06 AM

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

**Tickets By Category Summary**



<b>NIAAA</b>	<b>188</b>
<b>CIT Services</b>	<b>95</b>
Accounts	35
Back Office Support	5
CIT Categories	1
CIT Categories-General Information	1
Conference Room Support-Equipment Setup	5
Connectivity	3
Email	11
General Information	5
NIHnet	16
Telecommunications	2
Video	4
Wireless Services	7
<b>COTS</b>	<b>57</b>
Application Support	33

## IC Ticket Report with Category Summary



For the period: Sunday, February 01, 2009 12:00:00 AM to Saturday, February 28, 2009 11:59:59 PM

Snapshot Date: 3/1/2009 6:48:06 AM

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

Hardware	24	
<b>IC Applications</b>		<b>7</b>
CC Technical Operations	1	
Local LAN	3	
Web Site Issue (non-CIT)	3	
<b>NIH Enterprise Systems</b>		<b>28</b>
ADB	5	
eRA-COMMONS	1	
eRA-Grants Management	1	
NBS-User Call	14	
NED	3	
NIH Data Warehouse	1	
NIH Services	3	
<b>Security</b>		<b>1</b>
Security	1	

## IC Ticket Report with Category Summary

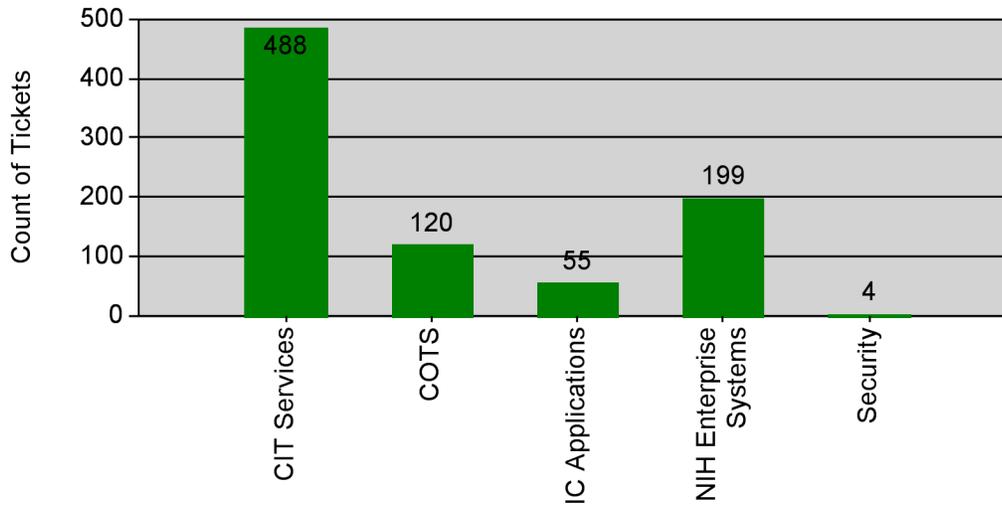


For the period: Sunday, February 01, 2009 12:00:00 AM to Saturday, February 28, 2009 11:59:59 PM

Snapshot Date: 3/1/2009 6:48:06 AM

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

**Tickets By Category Summary**



<b>NIAID</b>	<b>866</b>
<b>CIT Services</b>	<b>488</b>
Accounts	251
Back Office Support	44
CIT Categories	4
CIT Categories Remedy	1
Conference Room Support-Equipment Setup	3
Connectivity	12
Email	61
General Information	23
NIHnet	10
OS/390	1
Telecommunications	9
Training	1
Video	4
Wireless Services	64

## IC Ticket Report with Category Summary



For the period: Sunday, February 01, 2009 12:00:00 AM to Saturday, February 28, 2009 11:59:59 PM

Snapshot Date: 3/1/2009 6:48:06 AM

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

<b>COTS</b>	<b>120</b>
Application Support	67
Hardware	53
<b>IC Applications</b>	<b>55</b>
CC Clinical Applications	7
CC Clinical Applications-ATV	5
CC Technical Operations	3
Local LAN	30
Web Site Issue (non-CIT)	10
<b>NIH Enterprise Systems</b>	<b>199</b>
ADB	37
Capital HR Func App Suppt	4
Capital HR Security	2
eRA-COMMONS	3
eRA-IMPAC II	1
eRA-Referral and Review	2
eRA-Software BA	1
ITAS	18
NBS Enhancement	1
NBS-User Call	92
NED	21
NIH Data Warehouse	1
NIH Services	15
NVision	1
<b>Security</b>	<b>4</b>
Security	4

# IC Ticket Report with Category Summary

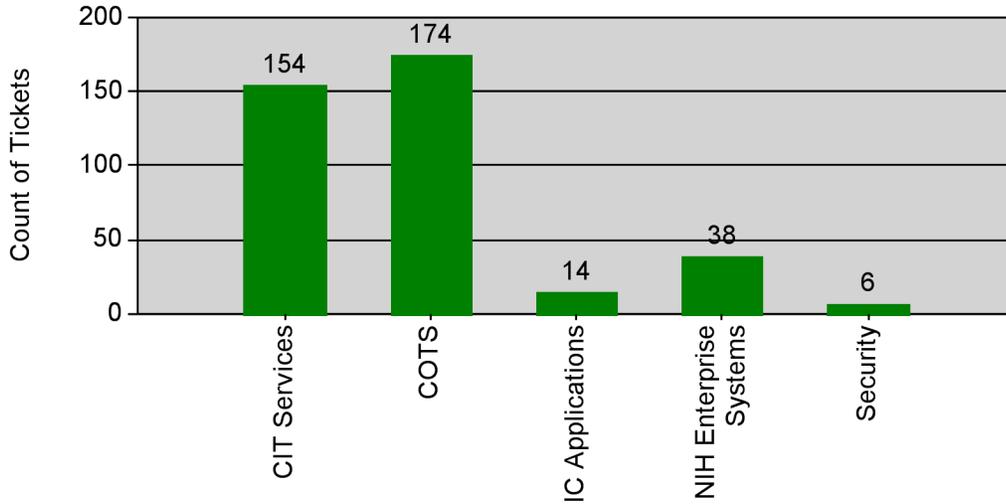


For the period: Sunday, February 01, 2009 12:00:00 AM to Saturday, February 28, 2009 11:59:59 PM

Snapshot Date: 3/1/2009 6:48:06 AM

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

Tickets By Category Summary



<b>NIAMS</b>	<b>386</b>
<b>CIT Services</b>	<b>154</b>
Accounts	62
Back Office Support	20
CIT Categories	2
CIT Categories Remedy	1
Conference Room Support-Equipment Setup	4
Conference Room Support-Reserve	4
Connectivity	9
Email	22
General Information	5
NIHnet	3
Telecommunications	10
Video	4
Wireless Services	8
<b>COTS</b>	<b>174</b>
Application Support	83

## IC Ticket Report with Category Summary



For the period: Sunday, February 01, 2009 12:00:00 AM to Saturday, February 28, 2009 11:59:59 PM

Snapshot Date: 3/1/2009 6:48:06 AM

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

Hardware	91	
<b>IC Applications</b>		<b>14</b>
CC Clinical Applications	2	
CC Technical Operations	1	
Local LAN	10	
Web Site Issue (non-CIT)	1	
<b>NIH Enterprise Systems</b>		<b>38</b>
ADB	3	
eRA-Referral and Review	1	
ITAS	2	
NBS-User Call	20	
NED	5	
NIH Services	7	
<b>Security</b>		<b>6</b>
Security	6	

# IC Ticket Report with Category Summary

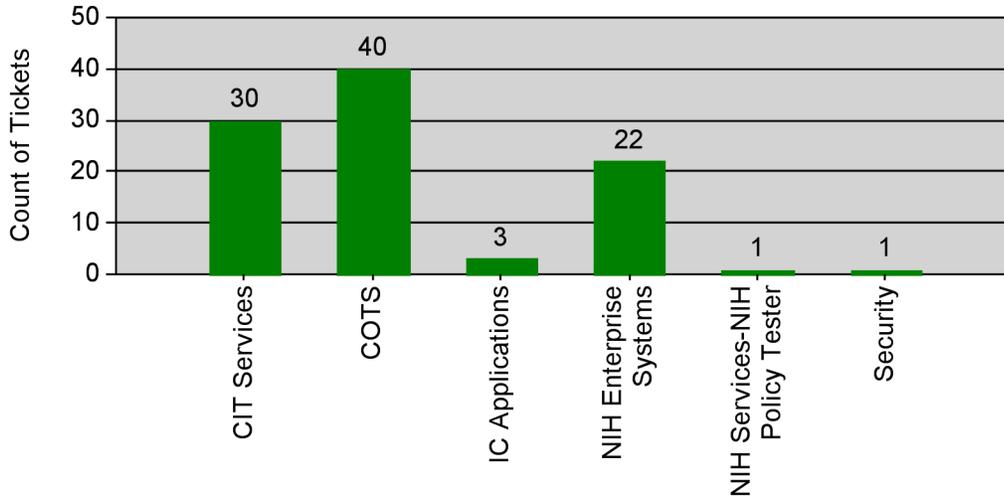


For the period: Sunday, February 01, 2009 12:00:00 AM to Saturday, February 28, 2009 11:59:59 PM

Snapshot Date: 3/1/2009 6:48:06 AM

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

**Tickets By Category Summary**



<b>NIBIB</b>	<b>97</b>
<b>CIT Services</b>	<b>30</b>
Accounts	14
ASR	1
Back Office Support	4
Conference Room Support-Equipment Setup	1
Connectivity	3
Email	7
<b>COTS</b>	<b>40</b>
Application Support	14
Hardware	26
<b>IC Applications</b>	<b>3</b>
Local LAN	3
<b>NIH Enterprise Systems</b>	<b>22</b>
ADB	2
Capital HR Func App Suppt	1

# IC Ticket Report with Category Summary



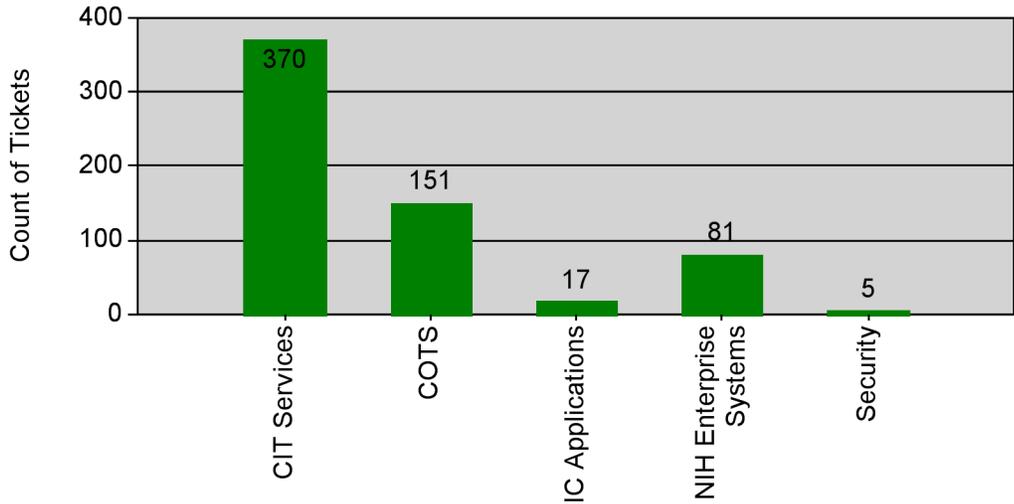
For the period: Sunday, February 01, 2009 12:00:00 AM to Saturday, February 28, 2009 11:59:59 PM

Snapshot Date: 3/1/2009 6:48:06 AM

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

eRA-COMMONS	1
eRA-External	1
eRA-IMPAC II	1
eRA-Software BA	1
ITAS	2
NBS-User Call	10
NED	2
NVision	1
<b>NIH Services-NIH Policy Tester</b>	<b>1</b>
NIH Services-NIH Policy Tester	1
<b>Security</b>	<b>1</b>
Security	1

Tickets By Category Summary



<b>NICHD</b>	<b>624</b>
<b>CIT Services</b>	<b>370</b>
Accounts	214
Back Office Support	22

## IC Ticket Report with Category Summary



For the period: Sunday, February 01, 2009 12:00:00 AM to Saturday, February 28, 2009 11:59:59 PM

Snapshot Date: 3/1/2009 6:48:06 AM

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

CIT Categories	1
Conference Room Support-Equipment Setup	13
Connectivity	23
Email	40
General Information	25
NIHnet	2
Telecommunications	9
Video	8
Wireless Services	13
<b>COTS</b>	<b>151</b>
Application Support	80
Hardware	71
<b>IC Applications</b>	<b>17</b>
CC Clinical Applications	5
Local LAN	8
Web Site Issue (non-CIT)	4
<b>NIH Enterprise Systems</b>	<b>81</b>
ADB	17
Capital HR Technical	1
eRA-COMMONS	2
eRA-DB	2
eRA-External	1
eRA-Referral and Review	1
ITAS	6
NBS-User Call	29
NED	12
NIH Data Warehouse	3
NIH Services	4
NVision	3

## IC Ticket Report with Category Summary



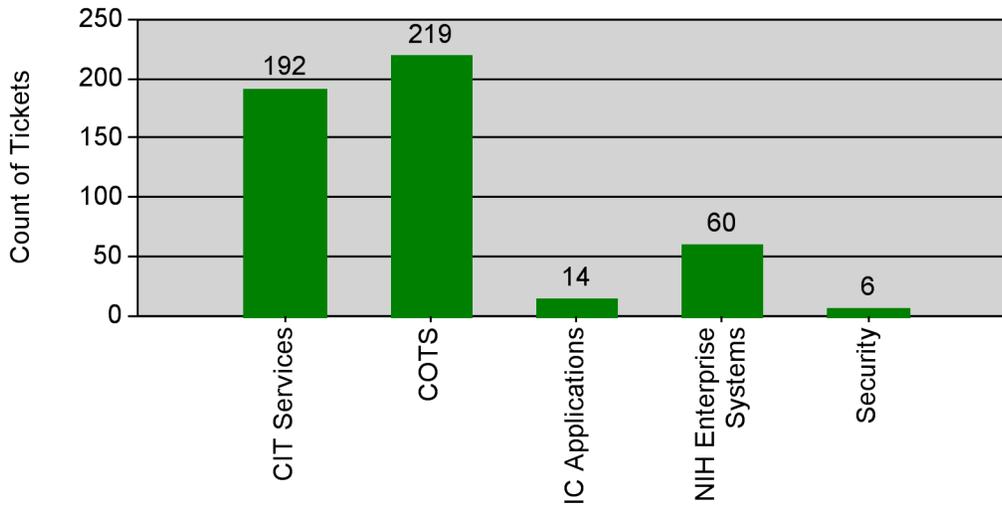
For the period: Sunday, February 01, 2009 12:00:00 AM to Saturday, February 28, 2009 11:59:59 PM

Snapshot Date: 3/1/2009 6:48:06 AM

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

<b>Security</b>	<b>5</b>
Anti Virus SW	1
Security	4

**Tickets By Category Summary**



<b>NIDA</b>	<b>491</b>
<b>CIT Services</b>	<b>192</b>
Accounts	84
Back Office Support	21
CIT Categories Remedy	2
Conference Room Support-Equipment Setup	5
Connectivity	12
Email	34
General Information	13
NIHnet	2
Telecommunications	5
Training	1
Video	3

## IC Ticket Report with Category Summary



For the period: Sunday, February 01, 2009 12:00:00 AM to Saturday, February 28, 2009 11:59:59 PM

Snapshot Date: 3/1/2009 6:48:06 AM

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

Wireless Services	10	
<b>COTS</b>		<b>219</b>
Application Support	121	
Hardware	98	
<b>IC Applications</b>		<b>14</b>
Local LAN	10	
Web Site Issue (non-CIT)	4	
<b>NIH Enterprise Systems</b>		<b>60</b>
ADB	7	
eRA-COMMONS	6	
eRA-Grants Management	3	
eRA-IMPAC II	4	
eRA-Referral and Review	1	
eRA-Training	1	
ITAS	4	
NBS-User Call	22	
NED	5	
NIH Services	6	
NIH Services-NEES	1	
<b>Security</b>		<b>6</b>
Anti Virus SW	1	
Security	5	

# IC Ticket Report with Category Summary

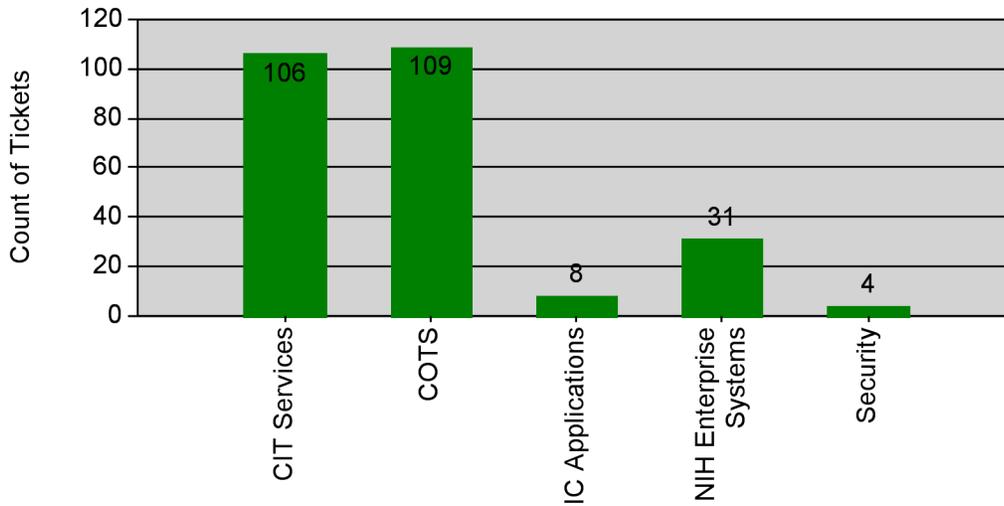


For the period: Sunday, February 01, 2009 12:00:00 AM to Saturday, February 28, 2009 11:59:59 PM

Snapshot Date: 3/1/2009 6:48:06 AM

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

Tickets By Category Summary



<b>NIDCD</b>	<b>258</b>
<b>CIT Services</b>	<b>106</b>
Accounts	40
ASR	1
Back Office Support	10
CIT Categories Remedy	1
Connectivity	5
Email	24
General Information	4
Helix Support	1
iSDP/Software Distribution	1
NIHnet	3
Training	1
Video	2
Wireless Services	13
<b>COTS</b>	<b>109</b>
Application Support	64

## IC Ticket Report with Category Summary



For the period: Sunday, February 01, 2009 12:00:00 AM to Saturday, February 28, 2009 11:59:59 PM

Snapshot Date: 3/1/2009 6:48:06 AM

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

Hardware	45	
<b>IC Applications</b>		<b>8</b>
CC Clinical Applications	1	
CC Technical Operations	2	
Local LAN	4	
Web Site Issue (non-CIT)	1	
<b>NIH Enterprise Systems</b>		<b>31</b>
ADB	8	
eRA-IMPAC II	1	
eRA-Software BA	1	
NBS-User Call	9	
NED	6	
NIH Services	6	
<b>Security</b>		<b>4</b>
Security	4	

# IC Ticket Report with Category Summary

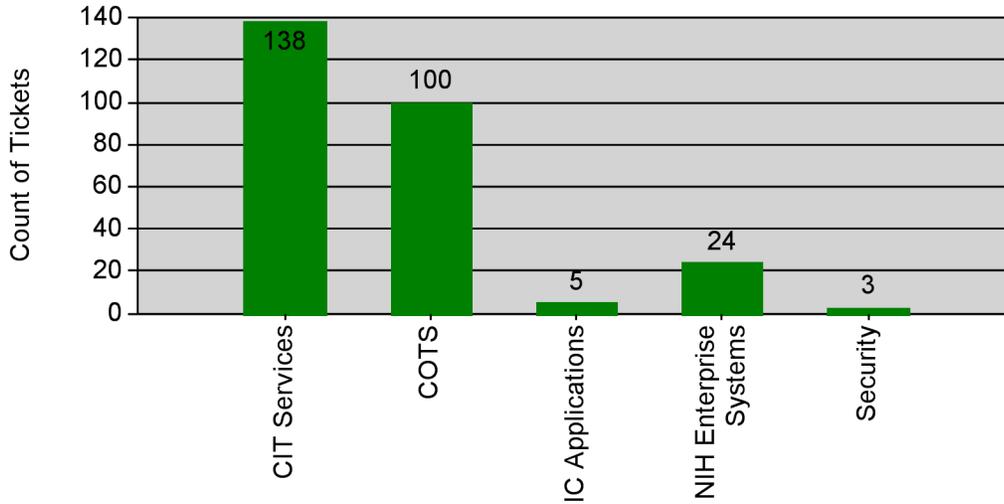


For the period: Sunday, February 01, 2009 12:00:00 AM to Saturday, February 28, 2009 11:59:59 PM

Snapshot Date: 3/1/2009 6:48:06 AM

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

Tickets By Category Summary



<b>NIDCR</b>	<b>270</b>
<b>CIT Services</b>	<b>138</b>
Accounts	52
Back Office Support	9
Conference Room Support-Equipment Setup	1
Connectivity	4
Email	37
General Information	8
NIHnet	7
Telecommunications	13
Video	1
Wireless Services	6
<b>COTS</b>	<b>100</b>
Application Support	47
Hardware	53
<b>IC Applications</b>	<b>5</b>
Local LAN	4

# IC Ticket Report with Category Summary



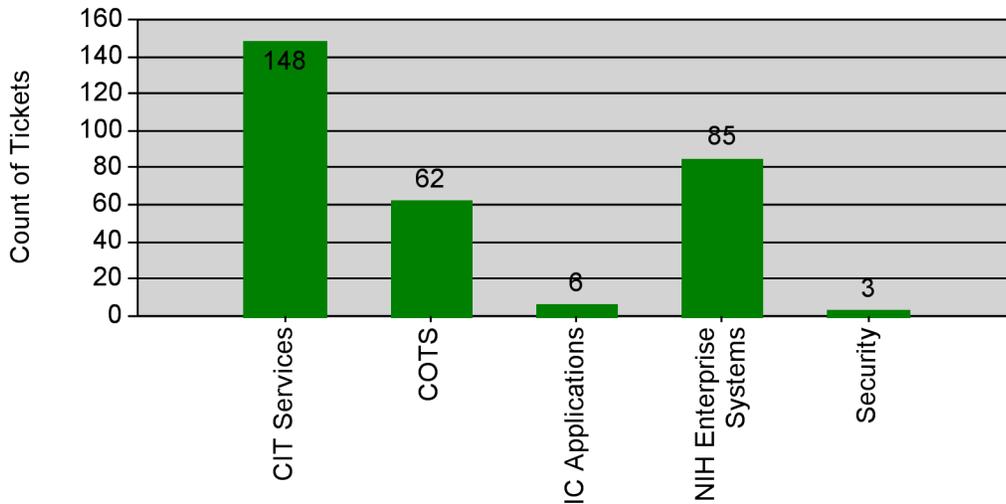
For the period: Sunday, February 01, 2009 12:00:00 AM to Saturday, February 28, 2009 11:59:59 PM

Snapshot Date: 3/1/2009 6:48:06 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
<b>NIH Enterprise Systems</b>	<b>24</b>
ADB	3
Capital HR Security	1
ITAS	2
NBS-User Call	12
NED	5
NVision	1
<b>Security</b>	<b>3</b>
Security	3

Tickets By Category Summary



<b>NIDDK</b>	<b>304</b>
<b>CIT Services</b>	<b>148</b>
Accounts	81
Back Office Support	7
CIT Categories	3
Connectivity	6

## IC Ticket Report with Category Summary



For the period: Sunday, February 01, 2009 12:00:00 AM to Saturday, February 28, 2009 11:59:59 PM

Snapshot Date: 3/1/2009 6:48:06 AM

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

Email	23	
General Information	9	
Helix Support	2	
NIHnet	1	
Telecommunications	7	
Wireless Services	9	
<b>COTS</b>		<b>62</b>
Application Support	35	
Hardware	27	
<b>IC Applications</b>		<b>6</b>
CC Clinical Applications	3	
CC Technical Operations	1	
Local LAN	2	
<b>NIH Enterprise Systems</b>		<b>85</b>
ADB	10	
Capital HR Security	1	
eRA-External	1	
eRA-Reporting	1	
ITAS	1	
NBS-User Call	48	
NED	9	
NIH Data Warehouse	3	
NIH Services	8	
NVision	3	
<b>Security</b>		<b>3</b>
Anti Virus SW	1	
Security	2	

# IC Ticket Report with Category Summary

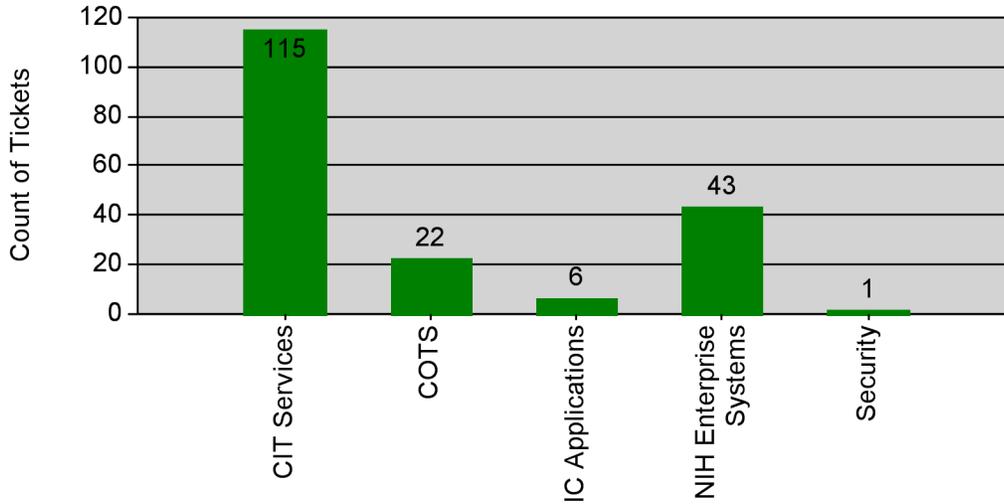


For the period: Sunday, February 01, 2009 12:00:00 AM to Saturday, February 28, 2009 11:59:59 PM

Snapshot Date: 3/1/2009 6:48:06 AM

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

Tickets By Category Summary



<b>NIEHS</b>	<b>187</b>
<b>CIT Services</b>	<b>115</b>
Accounts	71
Back Office Support	8
CIT Categories	2
CIT Categories Remedy	1
Connectivity	1
Email	11
General Information	2
Wireless Services	19
<b>COTS</b>	<b>22</b>
Application Support	8
Hardware	14
<b>IC Applications</b>	<b>6</b>
CC Technical Operations	1
Local LAN	1

# IC Ticket Report with Category Summary



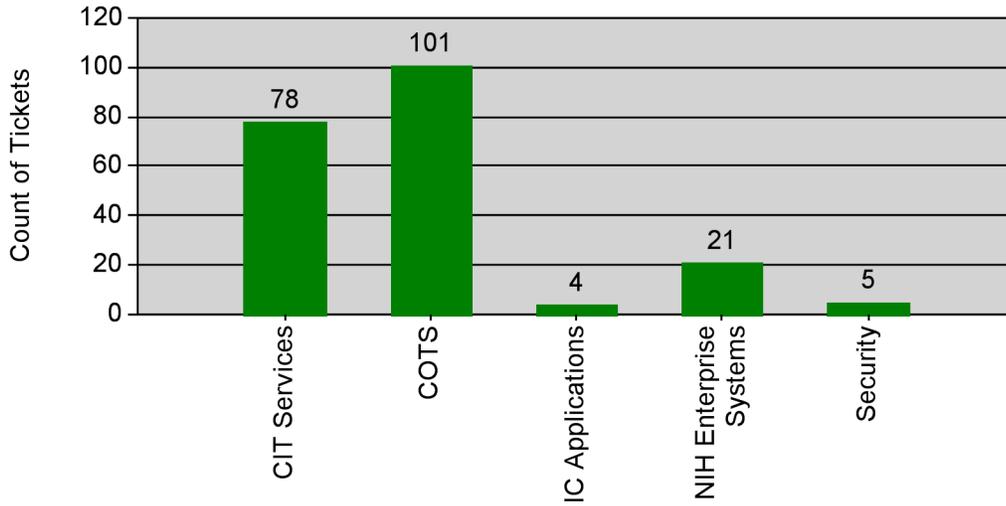
For the period: Sunday, February 01, 2009 12:00:00 AM to Saturday, February 28, 2009 11:59:59 PM

Snapshot Date: 3/1/2009 6:48:06 AM

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

Web Site Issue (non-CIT)	4	
<b>NIH Enterprise Systems</b>		<b>43</b>
ADB	5	
eRA-IMPAC II	1	
ITAS	5	
NBS-User Call	19	
NED	9	
NIH Data Warehouse	1	
NIH Services	2	
NIH Services-NEES	1	
<b>Security</b>		<b>1</b>
Security	1	

Tickets By Category Summary



<b>NIGMS</b>		<b>209</b>
<b>CIT Services</b>		<b>78</b>
Accounts	26	
Back Office Support	2	

## IC Ticket Report with Category Summary



For the period: Sunday, February 01, 2009 12:00:00 AM to Saturday, February 28, 2009 11:59:59 PM

Snapshot Date: 3/1/2009 6:48:06 AM

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

CIT Categories Remedy	1	
Conference Room Support-Equipment Setup	8	
Connectivity	6	
Email	7	
General Information	10	
NIHnet	2	
Telecommunications	3	
Wireless Services	13	
<b>COTS</b>		<b>101</b>
Application Support	34	
Hardware	67	
<b>IC Applications</b>		<b>4</b>
Local LAN	2	
Web Site Issue (non-CIT)	2	
<b>NIH Enterprise Systems</b>		<b>21</b>
ADB	1	
eRA-DB	3	
eRA-Grants Management	3	
eRA-IMPAC II	3	
eRA-Referral and Review	1	
eRA-Reporting	1	
eRA-Software BA	1	
ITAS	3	
NBS-User Call	2	
NIH Services	3	
<b>Security</b>		<b>5</b>
Anti Virus SW	1	
Security	4	

# IC Ticket Report with Category Summary

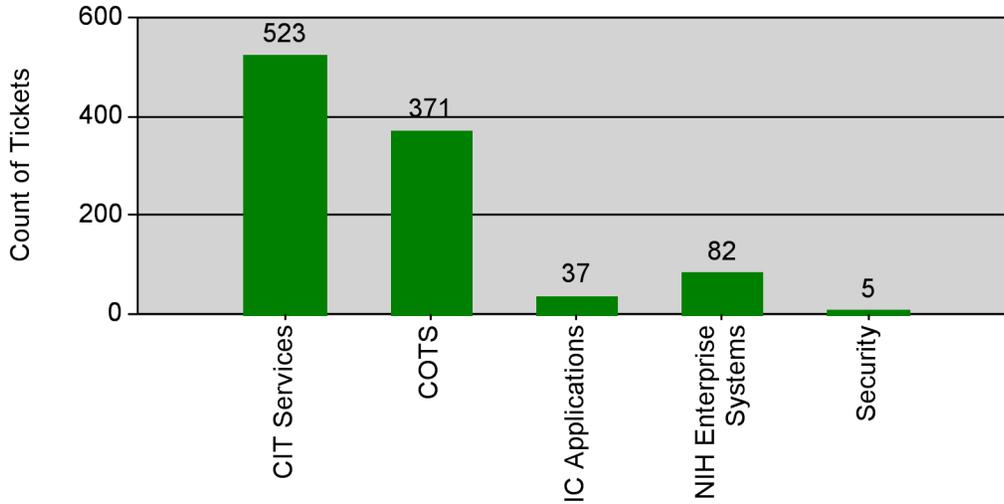


For the period: Sunday, February 01, 2009 12:00:00 AM to Saturday, February 28, 2009 11:59:59 PM

Snapshot Date: 3/1/2009 6:48:06 AM

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

Tickets By Category Summary



<b>NIMH</b>		<b>1018</b>
<b>CIT Services</b>		<b>523</b>
Accounts		269
Back Office Support		58
CIT Categories		4
CIT Categories Remedy		1
CIT Categories-General Information		1
Conference Room Support-Equipment Setup		13
Connectivity		25
Email		53
General Information		23
Helix Support		2
NIHnet		13
OS/390		3
Telecommunications		16
Video		3

## IC Ticket Report with Category Summary



For the period: Sunday, February 01, 2009 12:00:00 AM to Saturday, February 28, 2009 11:59:59 PM

Snapshot Date: 3/1/2009 6:48:06 AM

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

Wireless Services	39	
<b>COTS</b>		<b>371</b>
Application Support	161	
Hardware	210	
<b>IC Applications</b>		<b>37</b>
CC Clinical Applications	5	
CC Clinical Applications-ATV	1	
CC Technical Operations	1	
Local LAN	18	
Web Site Issue (non-CIT)	12	
<b>NIH Enterprise Systems</b>		<b>82</b>
ADB	12	
Capital HR Func App Suppt	3	
eRA-COMMONS	1	
eRA-External	3	
eRA-Grants Management	1	
eRA-IMPAC II	6	
eRA-Infrastructure	2	
eRA-Referral and Review	1	
ITAS	8	
NBS-User Call	25	
NED	12	
NIH Services	7	
NVision	1	
<b>Security</b>		<b>5</b>
Security	5	

## IC Ticket Report with Category Summary

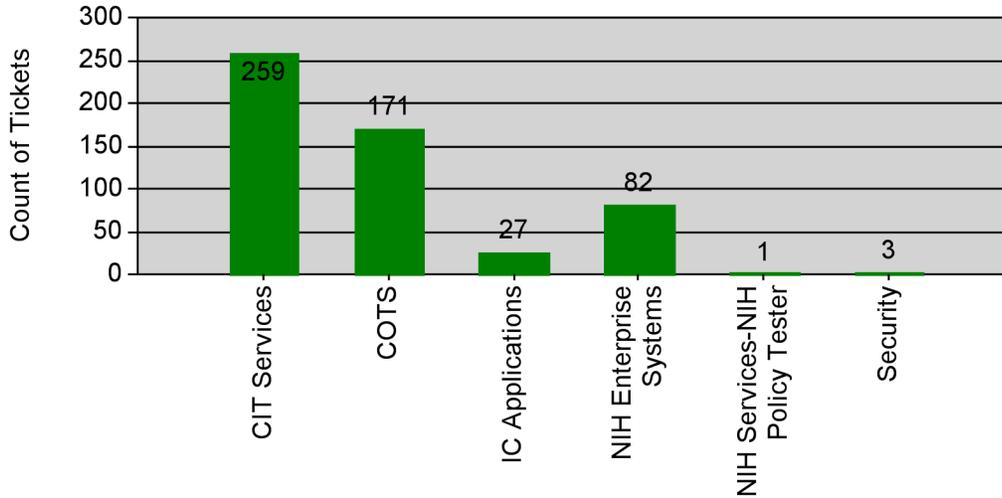


For the period: Sunday, February 01, 2009 12:00:00 AM to Saturday, February 28, 2009 11:59:59 PM

Snapshot Date: 3/1/2009 6:48:06 AM

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

**Tickets By Category Summary**



<b>NINDS</b>	<b>543</b>
--------------	------------

<b>CIT Services</b>	<b>259</b>
---------------------	------------

Accounts	124
Back Office Support	27
Conference Room Support-Equipment Setup	1
Connectivity	16
Email	44
General Information	9
Helix Support	1
NIHnet	9
Telecommunications	10
Video	2
Wireless Services	16

<b>COTS</b>	<b>171</b>
-------------	------------

Application Support	83
Hardware	88

## IC Ticket Report with Category Summary



For the period: Sunday, February 01, 2009 12:00:00 AM to Saturday, February 28, 2009 11:59:59 PM

Snapshot Date: 3/1/2009 6:48:06 AM

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

<b>IC Applications</b>		<b>27</b>
CC Clinical Applications	5	
CC Technical Operations	2	
Local LAN	12	
Web Site Issue (non-CIT)	8	
<b>NIH Enterprise Systems</b>		<b>82</b>
ADB	12	
eRA-COMMONS	2	
eRA-External	1	
eRA-Grants Management	1	
eRA-Referral and Review	1	
eRA-Reporting	1	
ITAS	6	
NBS-Sandbox	1	
NBS-User Call	39	
NED	12	
NIH Services	5	
NVision	1	
<b>NIH Services-NIH Policy Tester</b>		<b>1</b>
NIH Services-NIH Policy Tester	1	
<b>Security</b>		<b>3</b>
Security	3	

# IC Ticket Report with Category Summary

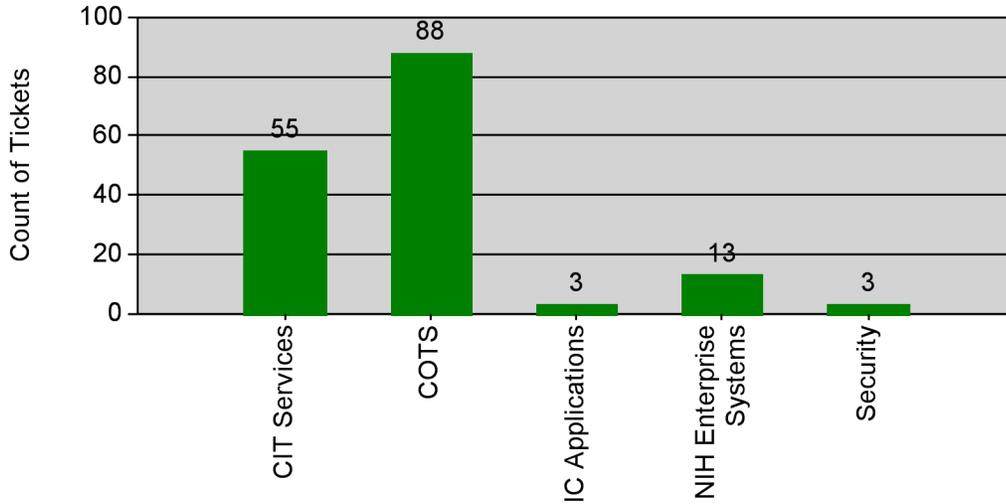


For the period: Sunday, February 01, 2009 12:00:00 AM to Saturday, February 28, 2009 11:59:59 PM

Snapshot Date: 3/1/2009 6:48:06 AM

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

Tickets By Category Summary



<b>NINR</b>	<b>162</b>
<b>CIT Services</b>	<b>55</b>
Accounts	19
Back Office Support	13
CIT Categories	1
Connectivity	3
Email	5
General Information	10
Wireless Services	4
<b>COTS</b>	<b>88</b>
Application Support	50
Hardware	38
<b>IC Applications</b>	<b>3</b>
Local LAN	3
<b>NIH Enterprise Systems</b>	<b>13</b>
eRA-External	1

# IC Ticket Report with Category Summary



For the period: Sunday, February 01, 2009 12:00:00 AM to Saturday, February 28, 2009 11:59:59 PM

Snapshot Date: 3/1/2009 6:48:06 AM

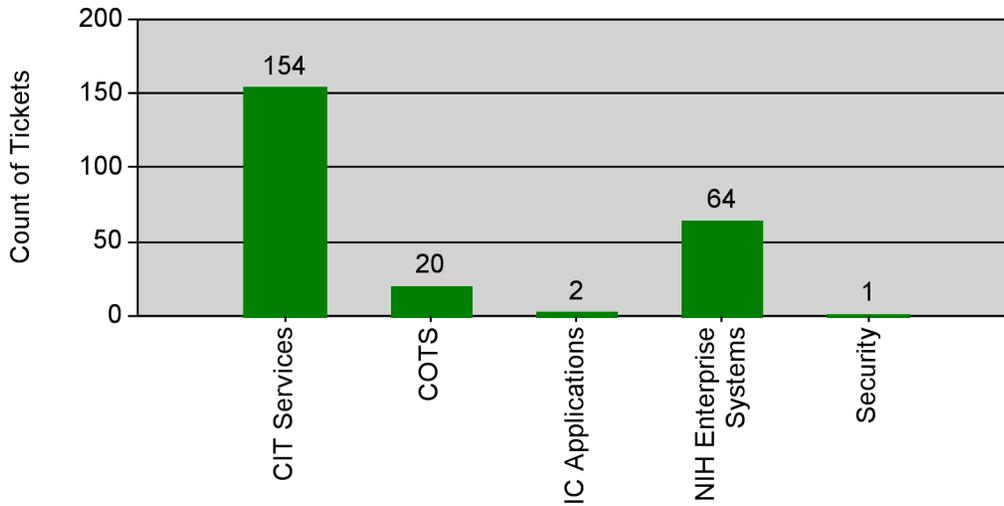
Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

ITAS	1
NBS-User Call	7
NED	3
NIH Data Warehouse	1

<b>Security</b>	<b>3</b>
-----------------	----------

Anti Virus SW	1
Security	2

**Tickets By Category Summary**



<b>NLM</b>	<b>241</b>
------------	------------

<b>CIT Services</b>	<b>154</b>
---------------------	------------

Accounts	96
Back Office Support	9
CIT Categories	1
Connectivity	3
Email	15
General Information	8
Telecommunications	9

## IC Ticket Report with Category Summary



For the period: Sunday, February 01, 2009 12:00:00 AM to Saturday, February 28, 2009 11:59:59 PM

Snapshot Date: 3/1/2009 6:48:06 AM

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

Training	2
Video	1
Wireless Services	10
<b>COTS</b>	<b>20</b>
Application Support	16
Hardware	4
<b>IC Applications</b>	<b>2</b>
Local LAN	1
Web Site Issue (non-CIT)	1
<b>NIH Enterprise Systems</b>	<b>64</b>
ADB	8
Capital HR Func App Suppt	1
Capital HR Security	1
eRA-COMMONS	1
ITAS	6
NBS-User Call	35
NED	9
NIH Services	1
NIH Services-NEES	1
NVision	1
<b>Security</b>	<b>1</b>
Security	1

# IC Ticket Report with Category Summary

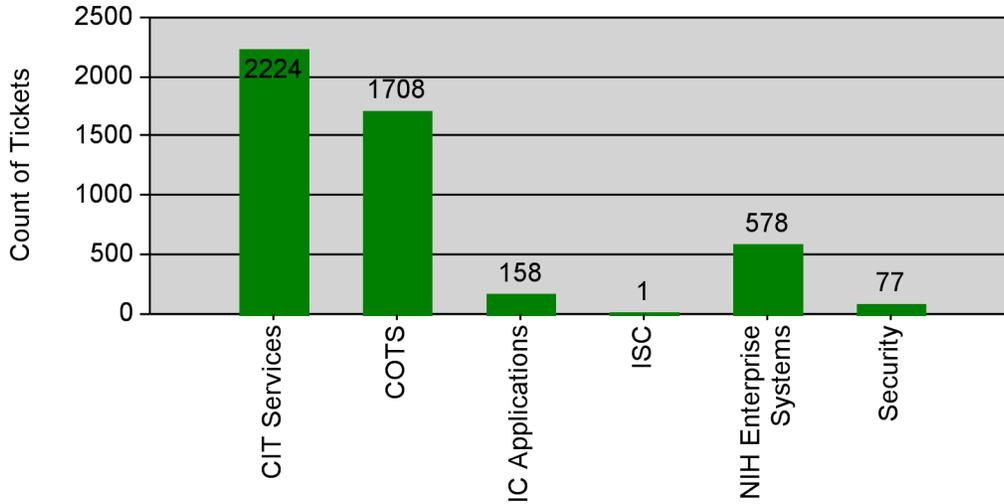


For the period: Sunday, February 01, 2009 12:00:00 AM to Saturday, February 28, 2009 11:59:59 PM

Snapshot Date: 3/1/2009 6:48:06 AM

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

**Tickets By Category Summary**



<b>OD</b>		<b>4746</b>
<b>CIT Services</b>		<b>2224</b>
Accounts		872
ASR		1
Back Office Support		362
CIT Categories		23
CIT Categories Remedy		11
CIT Categories-Aspect		1
Conference Room Support-Equipment Setup		43
Conference Room Support-Reserve		4
Connectivity		131
Email		385
General Information		130
NECS		1
NIHnet		27
OS/390		5

## IC Ticket Report with Category Summary



For the period: Sunday, February 01, 2009 12:00:00 AM to Saturday, February 28, 2009 11:59:59 PM

Snapshot Date: 3/1/2009 6:48:06 AM

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

Telecommunications	79
Training	5
Unix Support	1
Video	12
Wireless Services	131
<b>COTS</b>	<b>1708</b>
Application Support	758
Hardware	950
<b>IC Applications</b>	<b>158</b>
CC Technical Operations	1
E-Grants	1
Local LAN	111
Web Site Issue (non-CIT)	45
<b>ISC</b>	<b>1</b>
ISC	1
<b>NIH Enterprise Systems</b>	<b>578</b>
ADB	56
Capital HR Func App Suppt	3
Capital HR Interface	1
Capital HR Non-App Specific	1
Capital HR Security	3
Capital HR User Error	1
eRA-COMMONS	3
eRA-External	3
eRA-Grants Management	4
eRA-IMPAC II	20
eRA-Infrastructure	28
eRA-Referral and Review	9
eRA-Reporting	4

# IC Ticket Report with Category Summary



For the period: Sunday, February 01, 2009 12:00:00 AM to Saturday, February 28, 2009 11:59:59 PM

Snapshot Date: 3/1/2009 6:48:06 AM

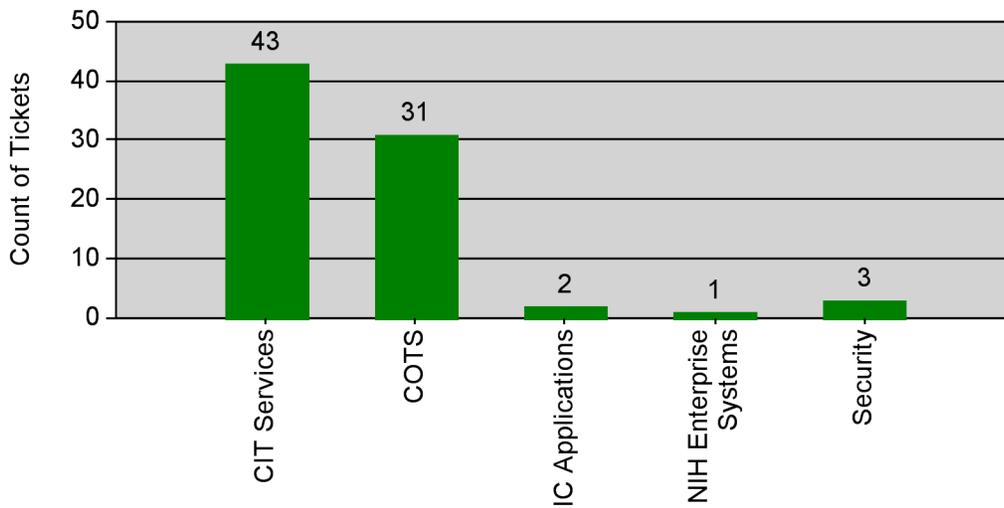
Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

eRA-Software BA	1
eRA-Training	1
GovTrip User Call	20
ITAS	39
NBS-Sandbox	3
NBS-User Call	220
NED	75
NIH Data Warehouse	13
NIH Services	62
NVision	8

<b>Security</b>	<b>77</b>
-----------------	-----------

Anti Virus SW	4
Security	73

**Tickets By Category Summary**



<b>OFAM</b>	<b>80</b>
-------------	-----------

<b>CIT Services</b>	<b>43</b>
---------------------	-----------

Accounts	21
----------	----

## IC Ticket Report with Category Summary



For the period: Sunday, February 01, 2009 12:00:00 AM to Saturday, February 28, 2009 11:59:59 PM

Snapshot Date: 3/1/2009 6:48:06 AM

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

Back Office Support	5	
CIT Categories	1	
Email	10	
General Information	3	
Training	1	
Wireless Services	2	
<b>COTS</b>		<b>31</b>
Application Support	5	
Hardware	26	
<b>IC Applications</b>		<b>2</b>
CC Clinical Applications	1	
Web Site Issue (non-CIT)	1	
<b>NIH Enterprise Systems</b>		<b>1</b>
Capital HR Interface	1	
<b>Security</b>		<b>3</b>
Anti Virus SW	1	
Security	2	

# IC Ticket Report with Category Summary

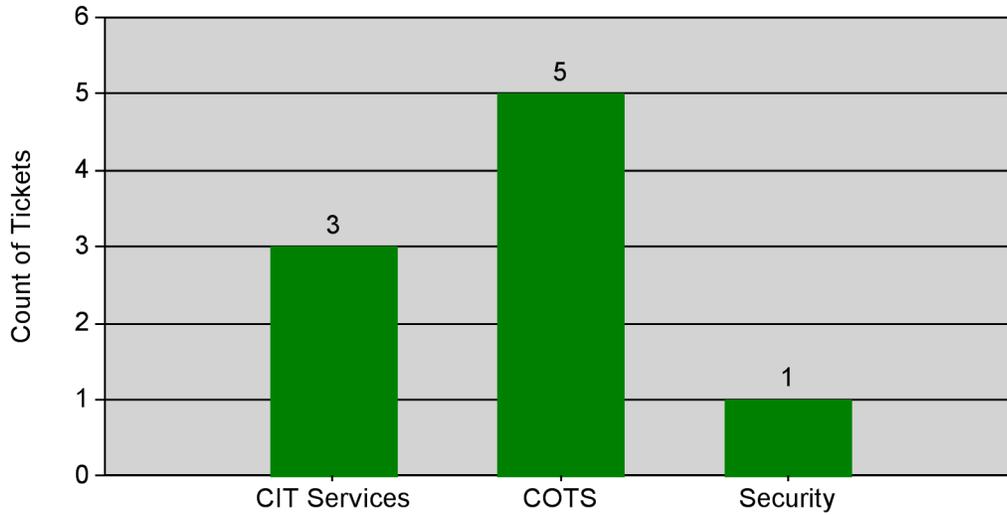


For the period: Sunday, February 01, 2009 12:00:00 AM to Saturday, February 28, 2009 11:59:59 PM

Snapshot Date: 3/1/2009 6:48:06 AM

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

**Tickets By Category Summary**



<b>OFM</b>	<b>9</b>
<b>CIT Services</b>	<b>3</b>
Email	3
<b>COTS</b>	<b>5</b>
Application Support	2
Hardware	3
<b>Security</b>	<b>1</b>
Security	1

## IC Ticket Report with Category Summary

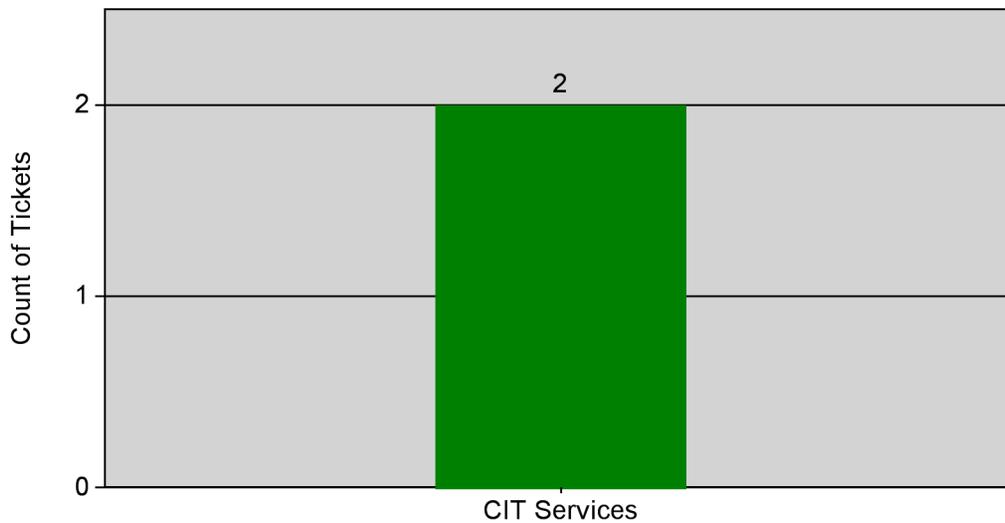


For the period: Sunday, February 01, 2009 12:00:00 AM to Saturday, February 28, 2009 11:59:59 PM

Snapshot Date: 3/1/2009 6:48:06 AM

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

**Tickets By Category Summary**



<b>OFPO</b>	<b>2</b>
<b>CIT Services</b>	<b>2</b>
Accounts	1
Email	1

## IC Ticket Report with Category Summary

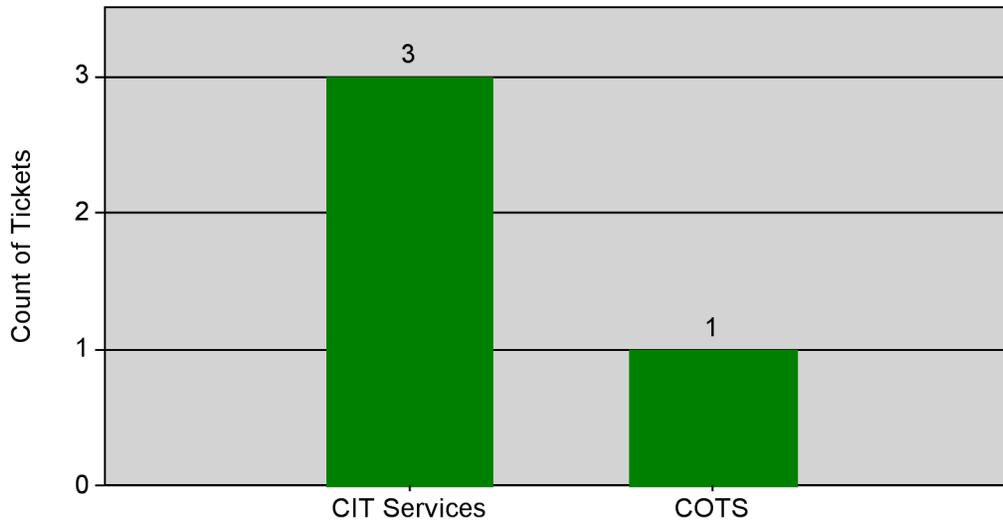


For the period: Sunday, February 01, 2009 12:00:00 AM to Saturday, February 28, 2009 11:59:59 PM

Snapshot Date: 3/1/2009 6:48:06 AM

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

**Tickets By Category Summary**



<b>OHIT</b>	<b>4</b>
<b>CIT Services</b>	<b>3</b>
Accounts	1
Email	2
<b>COTS</b>	<b>1</b>
Application Support	1

## IC Ticket Report with Category Summary

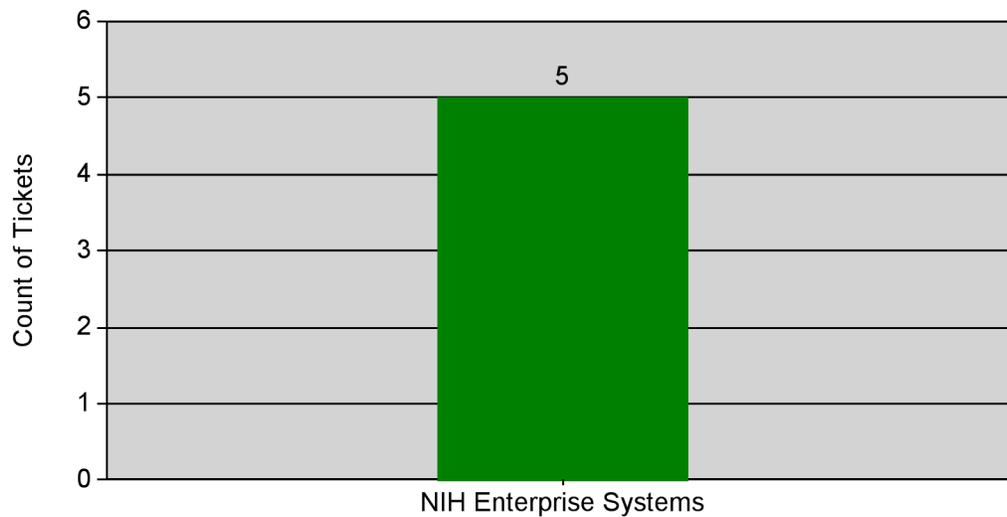


For the period: Sunday, February 01, 2009 12:00:00 AM to Saturday, February 28, 2009 11:59:59 PM

Snapshot Date: 3/1/2009 6:48:06 AM

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

**Tickets By Category Summary**



<b>OIM</b>	<b>5</b>
<b>NIH Enterprise Systems</b>	<b>5</b>
ITAS	5

## IC Ticket Report with Category Summary

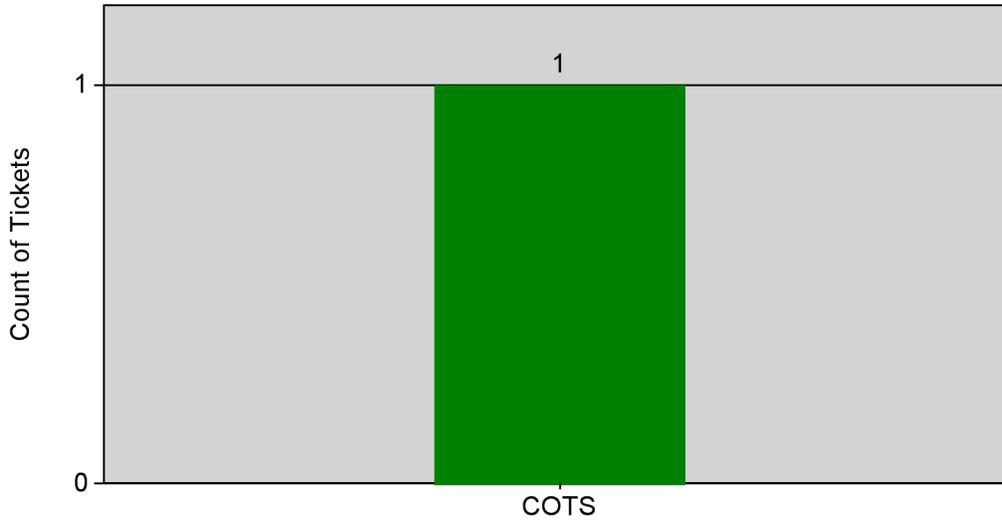


For the period: Sunday, February 01, 2009 12:00:00 AM to Saturday, February 28, 2009 11:59:59 PM

Snapshot Date: 3/1/2009 6:48:06 AM

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

### Tickets By Category Summary



<b>OL</b>	<b>1</b>
<b>COTS</b>	<b>1</b>
Application Support	1

## IC Ticket Report with Category Summary

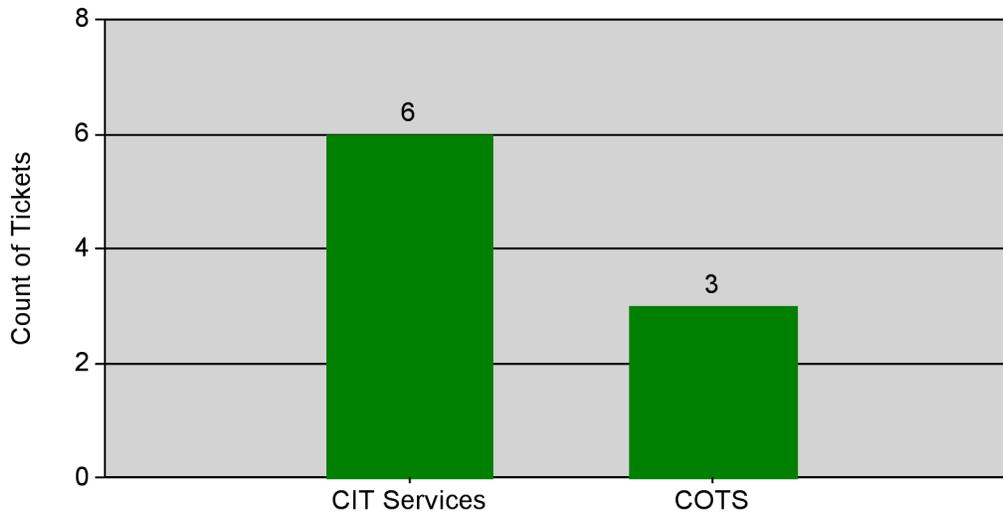


For the period: Sunday, February 01, 2009 12:00:00 AM to Saturday, February 28, 2009 11:59:59 PM

Snapshot Date: 3/1/2009 6:48:06 AM

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

**Tickets By Category Summary**



<b>OM</b>	<b>9</b>
<b>CIT Services</b>	<b>6</b>
Accounts	2
Back Office Support	2
Email	2
<b>COTS</b>	<b>3</b>
Application Support	1
Hardware	2

# IC Ticket Report with Category Summary

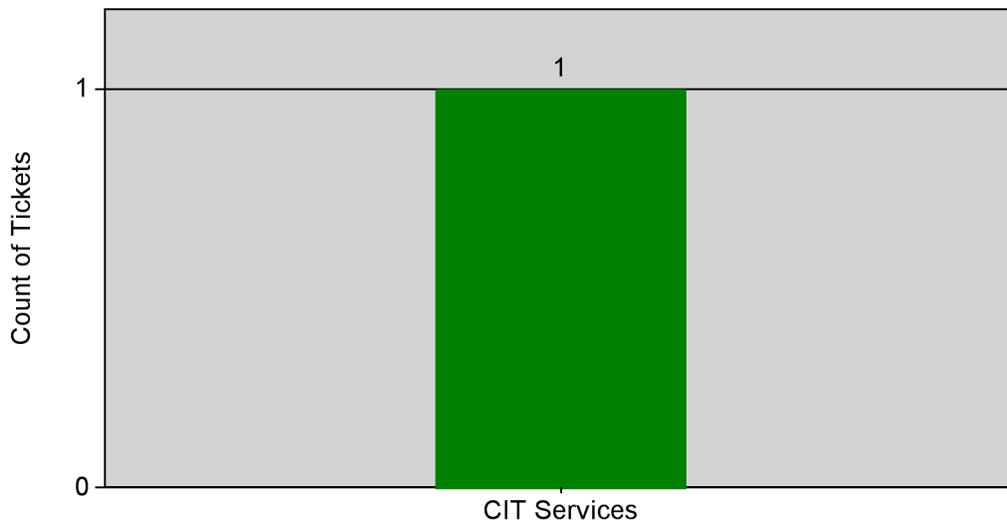


For the period: Sunday, February 01, 2009 12:00:00 AM to Saturday, February 28, 2009 11:59:59 PM

Snapshot Date: 3/1/2009 6:48:06 AM

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

**Tickets By Category Summary**



<b>OMH</b>	<b>1</b>
<b>CIT Services</b>	<b>1</b>
Accounts	1

# IC Ticket Report with Category Summary

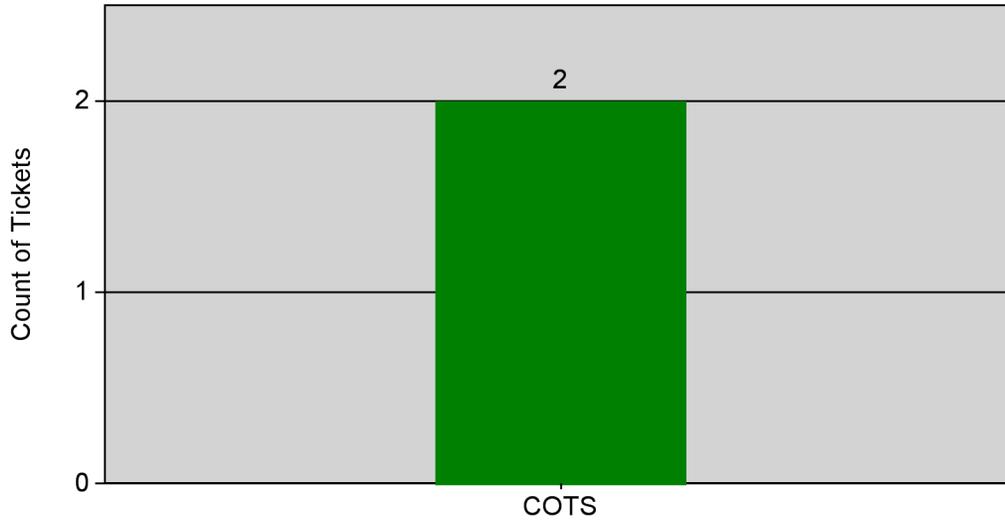


For the period: Sunday, February 01, 2009 12:00:00 AM to Saturday, February 28, 2009 11:59:59 PM

Snapshot Date: 3/1/2009 6:48:06 AM

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

**Tickets By Category Summary**



<b>OPE</b>	<b>2</b>
<b>COTS</b>	<b>2</b>
Application Support	2

# IC Ticket Report with Category Summary

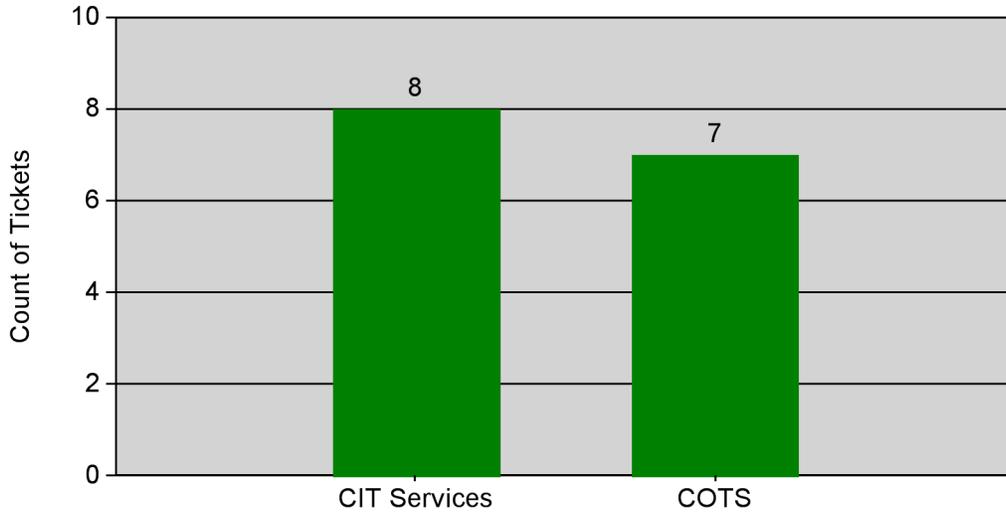


For the period: Sunday, February 01, 2009 12:00:00 AM to Saturday, February 28, 2009 11:59:59 PM

Snapshot Date: 3/1/2009 6:48:06 AM

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

**Tickets By Category Summary**



<b>OPR</b>	<b>15</b>
<b>CIT Services</b>	<b>8</b>
Accounts	6
Email	2
<b>COTS</b>	<b>7</b>
Application Support	4
Hardware	3

## IC Ticket Report with Category Summary

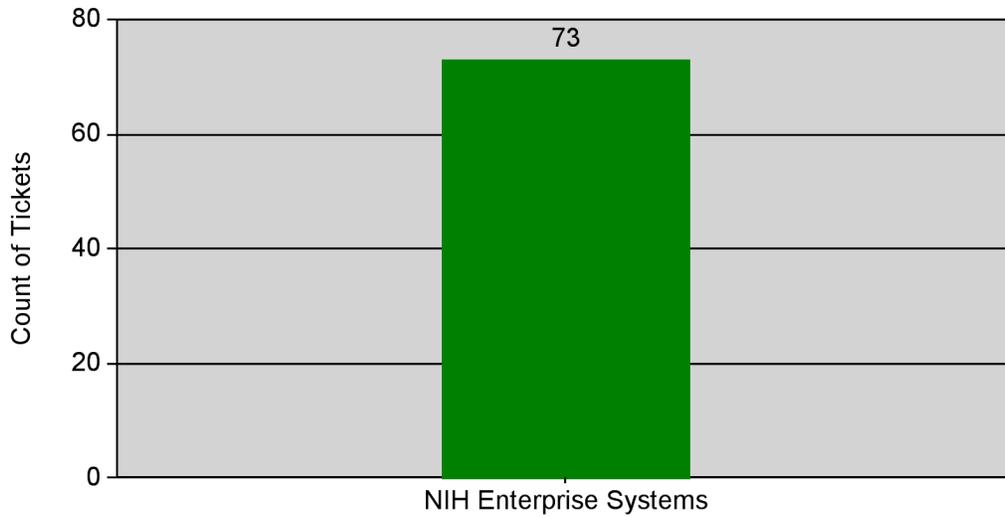


For the period: Sunday, February 01, 2009 12:00:00 AM to Saturday, February 28, 2009 11:59:59 PM

Snapshot Date: 3/1/2009 6:48:06 AM

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

**Tickets By Category Summary**



<b>ORA</b>	<b>73</b>
<b>NIH Enterprise Systems</b>	<b>73</b>
ITAS	73

# IC Ticket Report with Category Summary

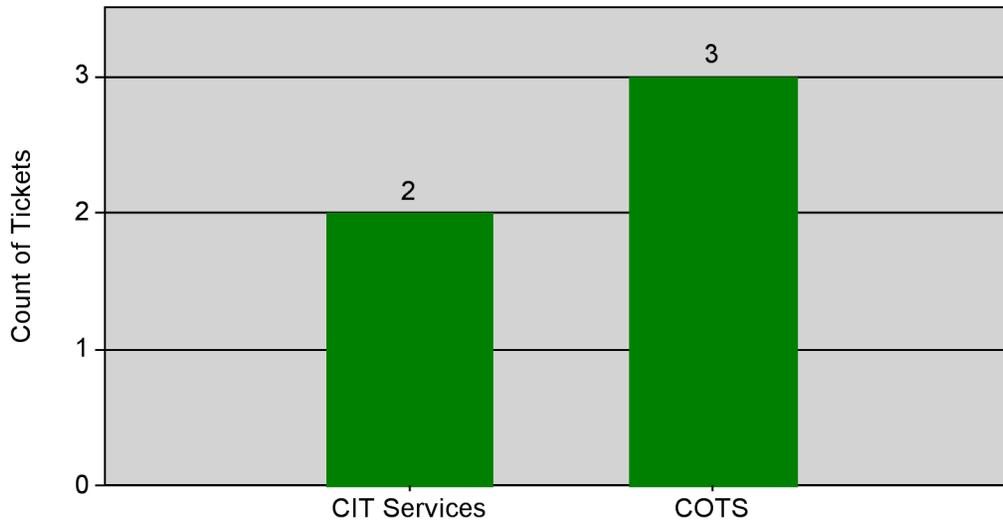


For the period: Sunday, February 01, 2009 12:00:00 AM to Saturday, February 28, 2009 11:59:59 PM

Snapshot Date: 3/1/2009 6:48:06 AM

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

**Tickets By Category Summary**



<b>ORHP</b>	<b>5</b>
<b>CIT Services</b>	<b>2</b>
Accounts	2
<b>COTS</b>	<b>3</b>
Application Support	1
Hardware	2

# IC Ticket Report with Category Summary

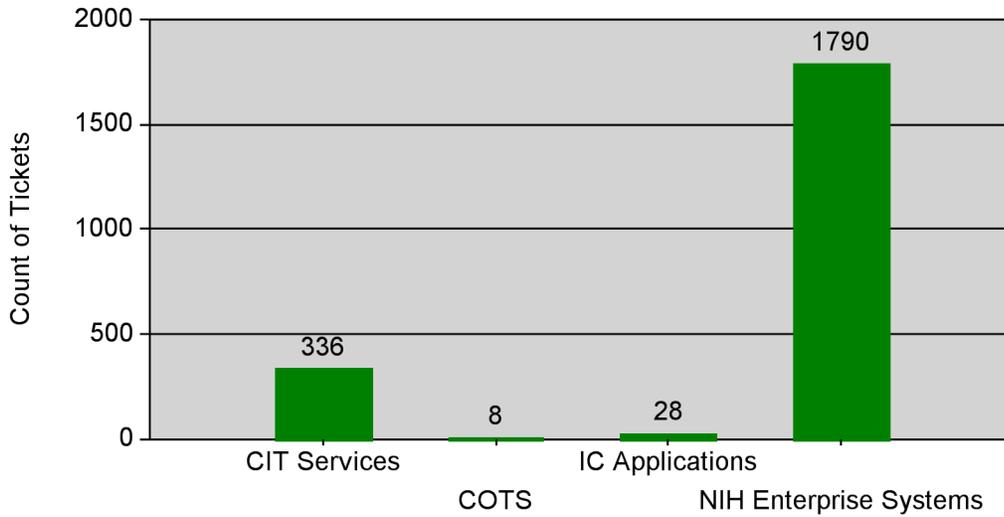


For the period: Sunday, February 01, 2009 12:00:00 AM to Saturday, February 28, 2009 11:59:59 PM

Snapshot Date: 3/1/2009 6:48:06 AM

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

**Tickets By Category Summary**



<b>OTHER</b>	<b>2162</b>
<b>CIT Services</b>	<b>336</b>
Accounts	210
Back Office Support	4
CIT Categories	32
Connectivity	2
Email	7
General Information	68
Helix Support	1
NIHnet	1
Pubs	1
Telecommunications	3
Training	1
Video	3
Wireless Services	3
<b>COTS</b>	<b>8</b>
Application Support	6

## IC Ticket Report with Category Summary



For the period: Sunday, February 01, 2009 12:00:00 AM to Saturday, February 28, 2009 11:59:59 PM

Snapshot Date: 3/1/2009 6:48:06 AM

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

Hardware	2	
<b>IC Applications</b>		<b>28</b>
CC Clinical Applications	2	
E-Grants	2	
Local LAN	2	
Web Site Issue (non-CIT)	22	
<b>NIH Enterprise Systems</b>		<b>1790</b>
Capital HR Func App Suppt	1	
eRA-COMMONS	1019	
eRA-DB	5	
eRA-External	678	
eRA-Grants Management	18	
eRA-IMPAC II	6	
eRA-Infrastructure	7	
eRA-Partnership Issues	5	
eRA-Referral and Review	32	
eRA-Reporting	1	
eRA-UAT	11	
ITAS	2	
NED	1	
NIH Services	4	

# IC Ticket Report with Category Summary

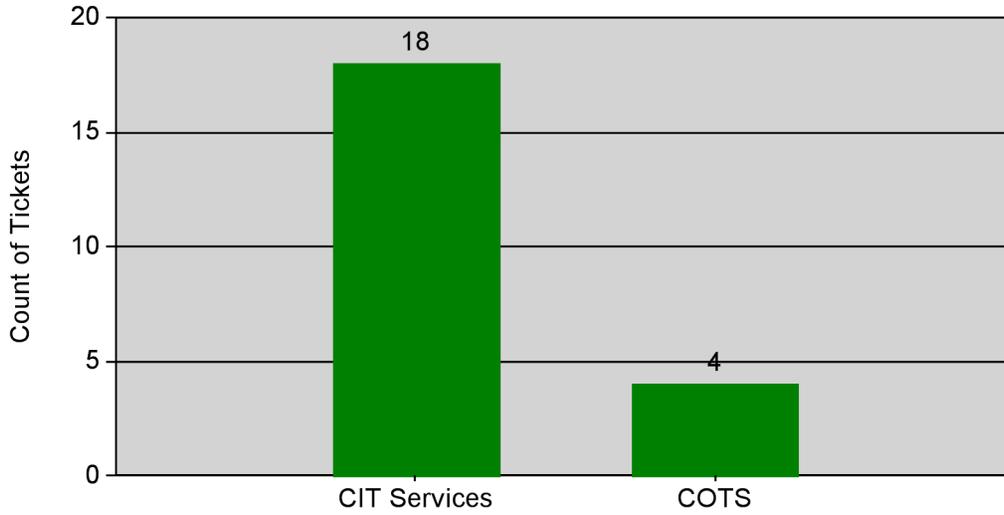


For the period: Sunday, February 01, 2009 12:00:00 AM to Saturday, February 28, 2009 11:59:59 PM

Snapshot Date: 3/1/2009 6:48:06 AM

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

**Tickets By Category Summary**



<b>Region</b>	<b>22</b>
<b>CIT Services</b>	<b>18</b>
Accounts	10
Back Office Support	2
Connectivity	1
Email	3
General Information	1
Wireless Services	1
<b>COTS</b>	<b>4</b>
Application Support	2
Hardware	2

## IC Ticket Report with Category Summary

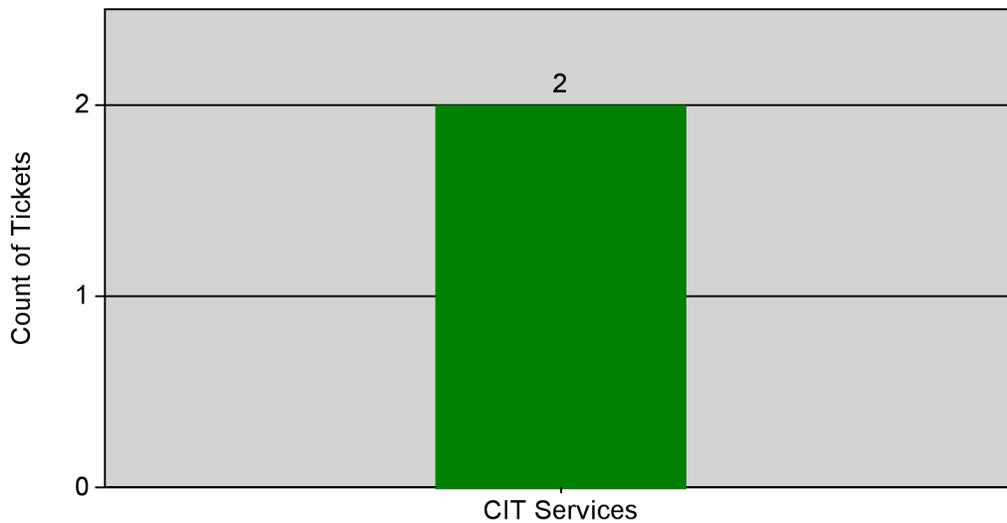


For the period: Sunday, February 01, 2009 12:00:00 AM to Saturday, February 28, 2009 11:59:59 PM

Snapshot Date: 3/1/2009 6:48:06 AM

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

**Tickets By Category Summary**



<b>VA</b>	<b>2</b>
<b>CIT Services</b>	<b>2</b>
Accounts	2