

IC Ticket Report with Category Summary

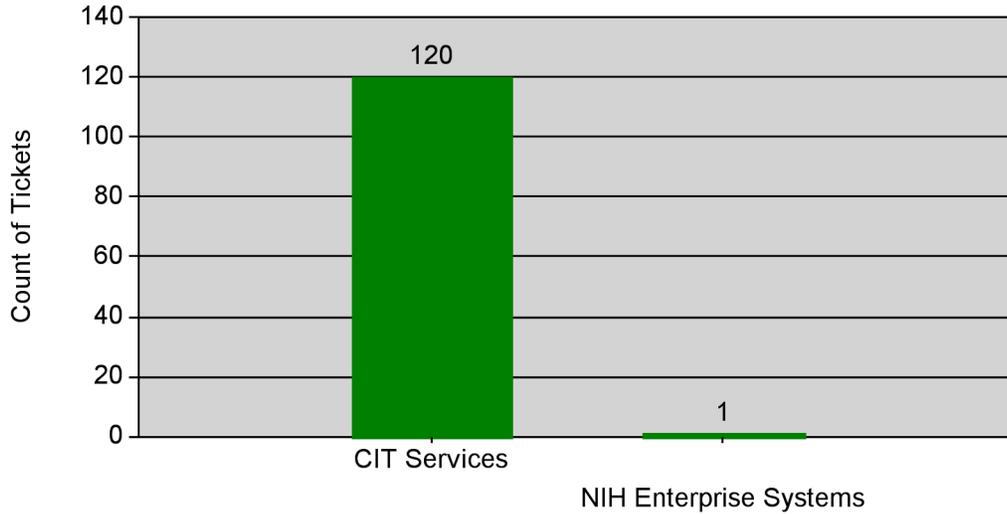


For the period: Sunday, June 01, 2008 12:00:00 AM to Monday, June 30, 2008 11:59:59 PM

Snapshot Date: 7/1/2008 12:26:38 PM

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

Tickets By Category Summary



Anonymous	121
CIT Services	120
Accounts	2
General Information	116
Telecommunications	1
Video	1
NIH Enterprise Systems	1
ITAS	1

IC Ticket Report with Category Summary

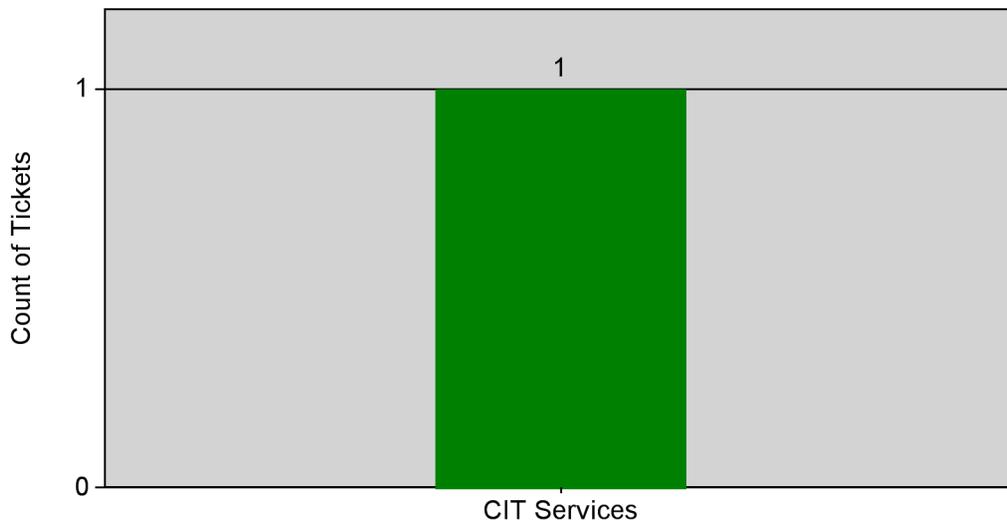


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Tickets By Category Summary



AoA	1
CIT Services	1
Accounts	1

IC Ticket Report with Category Summary

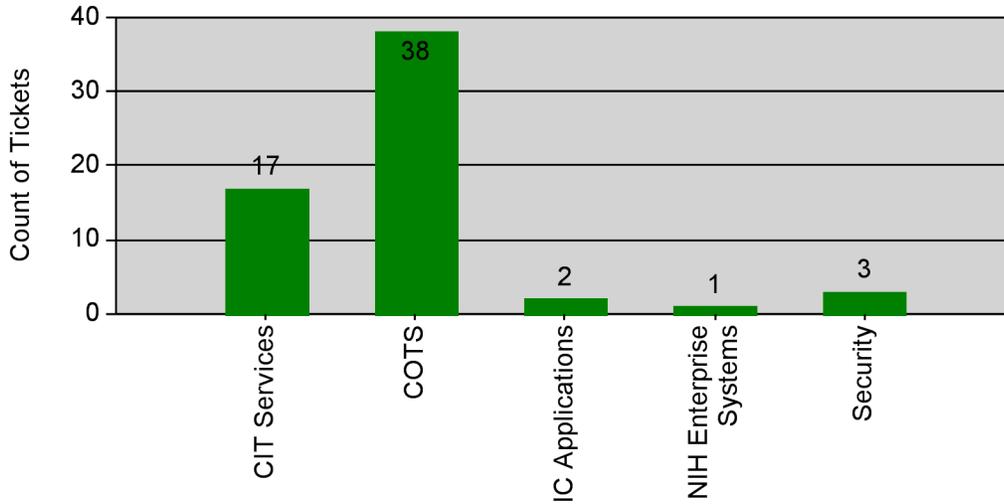


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Tickets By Category Summary



BCRS	61
CIT Services	17
Accounts	6
Back Office Support	4
Email	5
General Information	2
COTS	38
Application Support	12
Hardware	26
IC Applications	2
CC Technical Operations	1
Local LAN	1
NIH Enterprise Systems	1
GovTrip User Call	1
Security	3
Security	3

IC Ticket Report with Category Summary

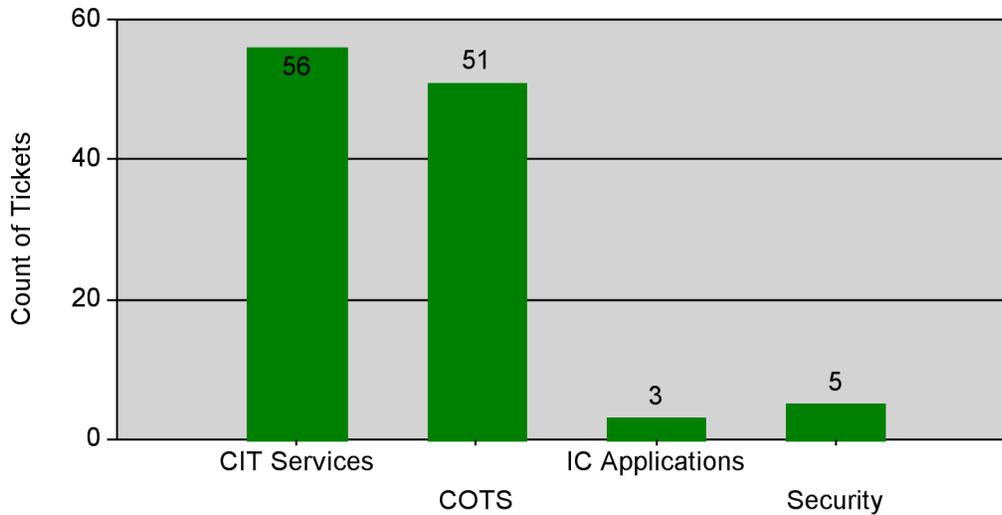


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Tickets By Category Summary



BHPR	115
CIT Services	56
Accounts	25
Back Office Support	15
Conference Room Support-Equipment Setup	1
Connectivity	3
Email	8
General Information	2
Training	1
Wireless Services	1
COTS	51
Application Support	17
Hardware	34
IC Applications	3
Local LAN	2
Web Site Issue (non-CIT)	1

IC Ticket Report with Category Summary



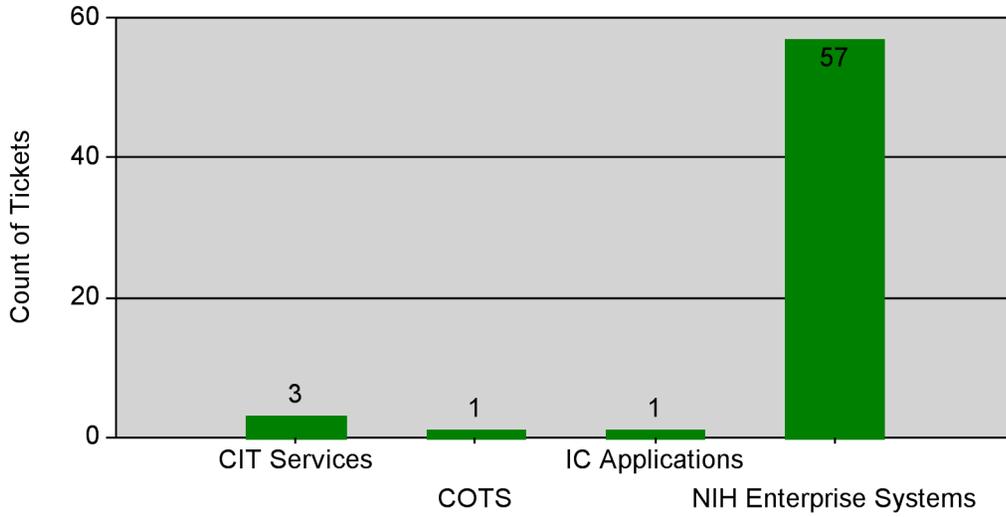
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Security	5
Anti Virus SW	1
Security	4

Tickets By Category Summary



CBER	62
CIT Services	3
Accounts	1
Connectivity	1
Video	1
COTS	1
Application Support	1
IC Applications	1
Web Site Issue (non-CIT)	1
NIH Enterprise Systems	57
ITAS	57

IC Ticket Report with Category Summary

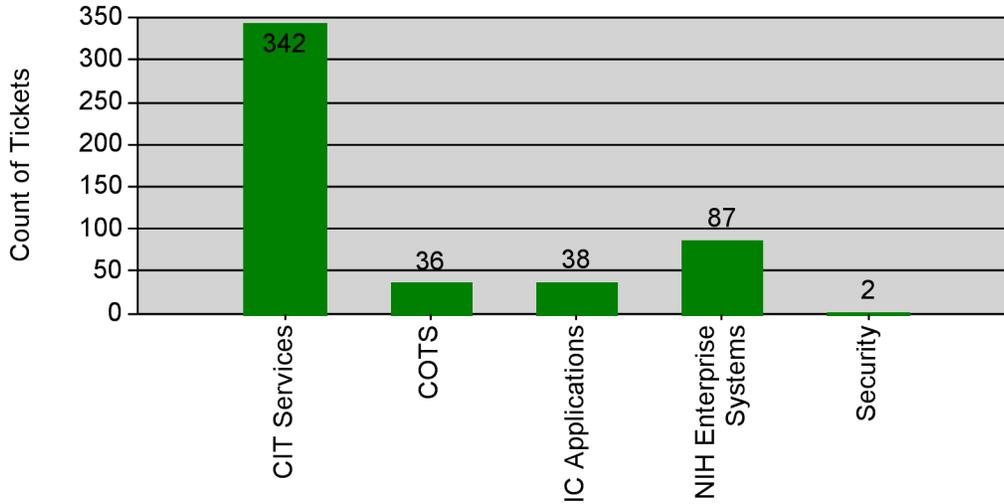


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Tickets By Category Summary



CC	505
CIT Services	342
Accounts	240
Back Office Support	7
CIT Categories	3
CIT Categories Remedy	1
Conference Room Support-Equipment Setup	1
Connectivity	8
Email	14
General Information	7
NIHnet	13
Telecommunications	12
Training	5
Video	1
Wireless Services	30
COTS	36
Application Support	19

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Hardware	17	
IC Applications		38
CC Clinical Applications	14	
CC Technical Operations	16	
Local LAN	3	
Web Site Issue (non-CIT)	5	
NIH Enterprise Systems		87
ADB	17	
Capital HR Security	2	
Capital HR User Error	1	
ITAS	10	
NBS-User Call	40	
NED	8	
NIH Data Warehouse	1	
NIH Services	1	
NVision	7	
Security		2
Security	2	

IC Ticket Report with Category Summary

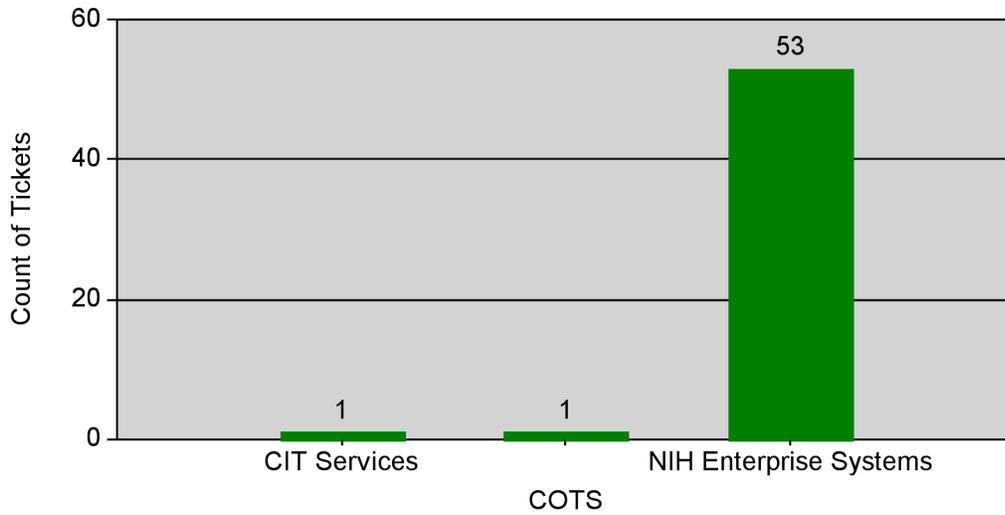


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Tickets By Category Summary



CDER	55
CIT Services	1
Email	1
COTS	1
Hardware	1
NIH Enterprise Systems	53
ITAS	53

IC Ticket Report with Category Summary

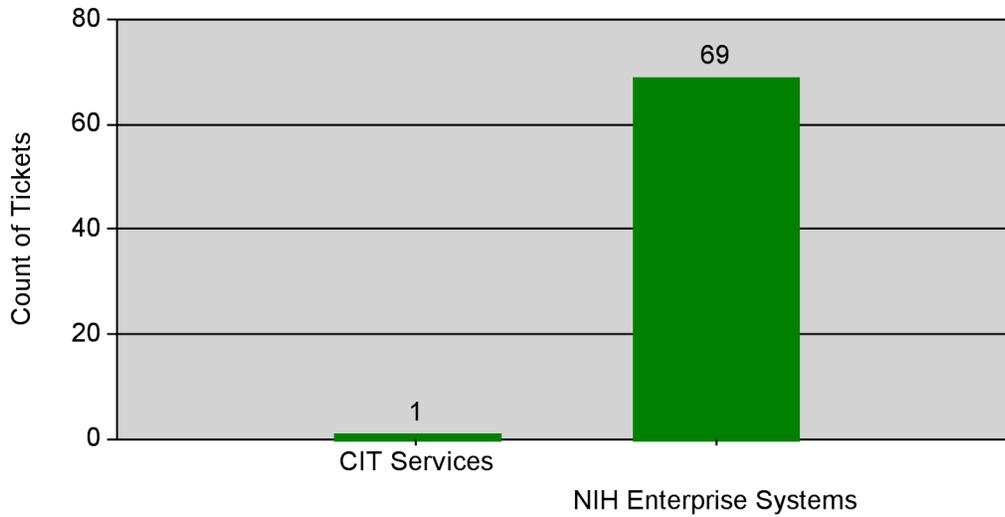


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Tickets By Category Summary



CDRH	70
CIT Services	1
Email	1
NIH Enterprise Systems	69
ITAS	69

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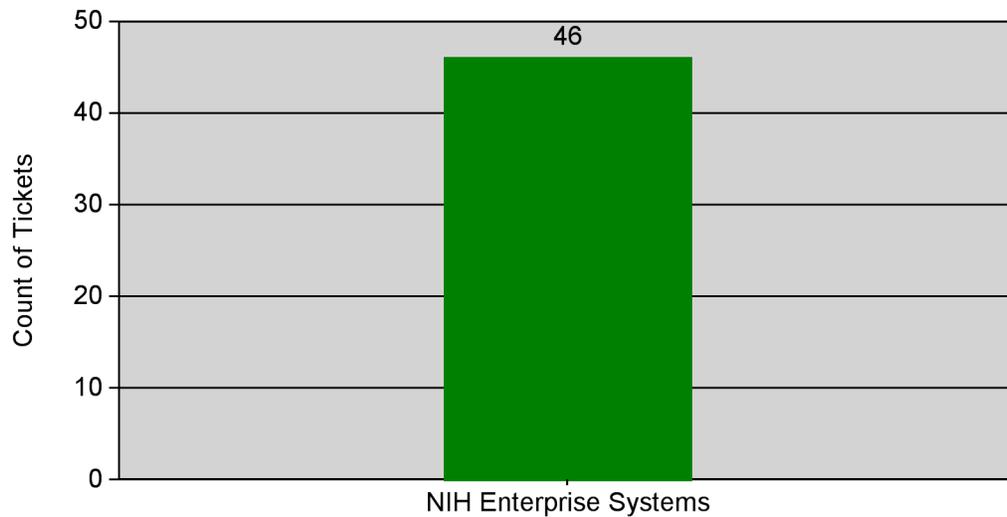


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Tickets By Category Summary



CFSAN	46
NIH Enterprise Systems	46
ITAS	46

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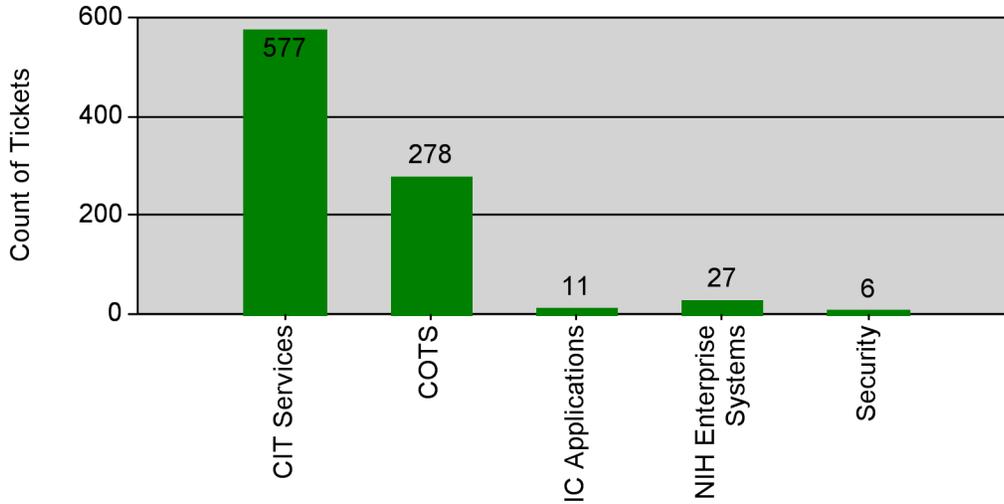


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Tickets By Category Summary



CIT	899
CIT Services	577
Accounts	133
ASR	2
Back Office Support	62
CIT Categories	22
CIT Categories Aspect	10
CIT Categories Knova	1
CIT Categories Remedy	37
CIT Categories-Aspect	1
Conference Room Support-Equipment Setup	1
Connectivity	22
Email	123
General Information	92
Hardware-Phones	1
iSDP/Software Distribution	2

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NIHnet	24	
OS/390	1	
Telecommunications	13	
Training	4	
Video	2	
Wireless Services	24	
COTS		278
Application Support	112	
Hardware	166	
IC Applications		11
Local LAN	8	
Web Site Issue (non-CIT)	3	
NIH Enterprise Systems		27
ADB	2	
Capital HR Security	1	
Capital HR Technical	1	
eRA-External	1	
eRA-IMPAC II	3	
ITAS	6	
NBS-User Call	9	
NED	4	
Security		6
Anti Virus SW	1	
Security	5	

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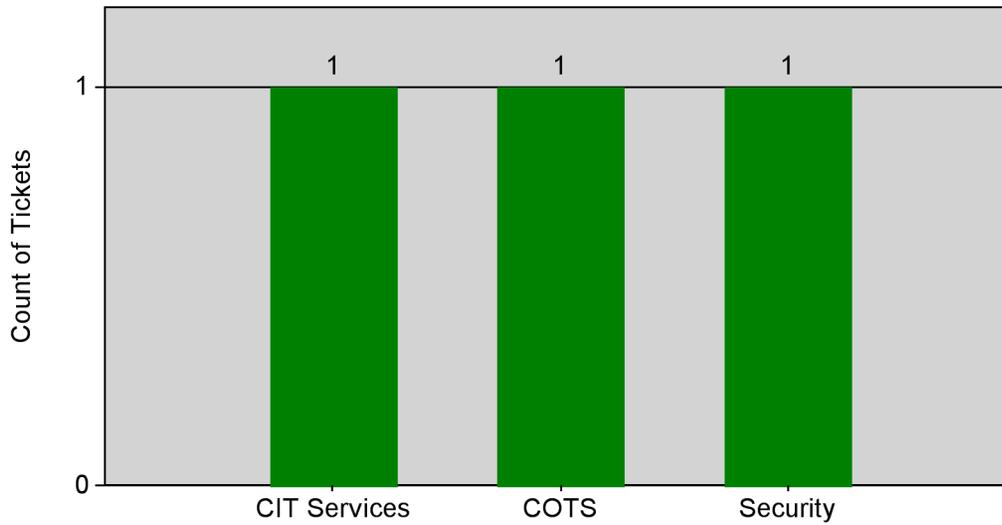


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Tickets By Category Summary



CQ	3
CIT Services	1
Back Office Support	1
COTS	1
Hardware	1
Security	1
Security	1

IC Ticket Report with Category Summary

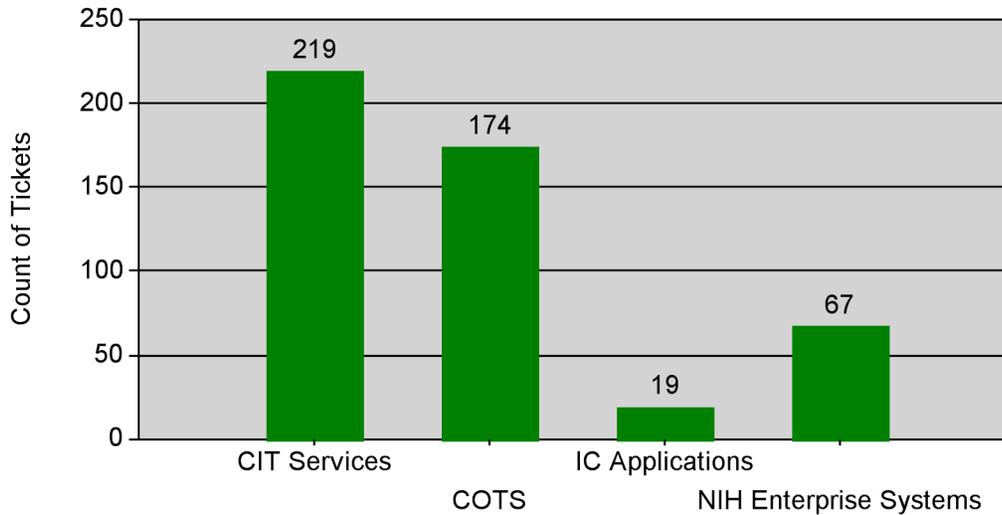


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Tickets By Category Summary



CSR	479
CIT Services	219
Accounts	78
Back Office Support	38
CIT Categories	3
CIT Categories Remedy	3
Conference Room Support-Equipment Setup	8
Conference Room Support-Monitor Conference	1
Conference Room Support-Reserve	11
Connectivity	9
Email	29
General Information	19
NIHnet	5
Telecommunications	3
Training	1
Wireless Services	11

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COTS	174
Application Support	74
Hardware	100
IC Applications	19
Local LAN	8
Web Site Issue (non-CIT)	11
NIH Enterprise Systems	67
eRA-COMMONS	21
eRA-External	1
eRA-IMPAC II	11
eRA-Infrastructure	1
eRA-Referral and Review	8
eRA-Reporting	1
eRA-Software BA	1
ITAS	3
NBS-User Call	12
NED	1
NIH Services	5
NVision	2

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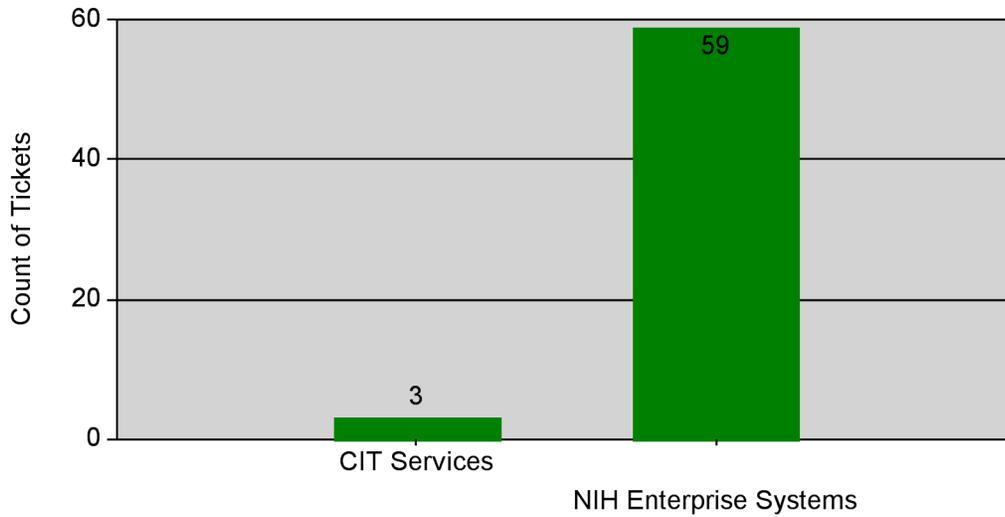


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Tickets By Category Summary



FDA-OC	62
CIT Services	3
Accounts	3
NIH Enterprise Systems	59
ITAS	59

IC Ticket Report with Category Summary

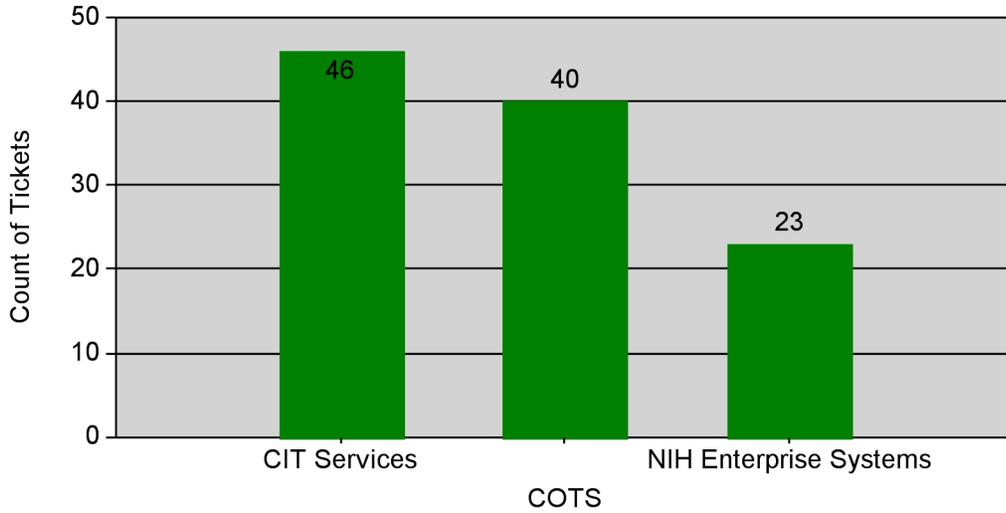


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Tickets By Category Summary



FIC	109
CIT Services	46
Accounts	16
Back Office Support	7
CIT Categories Remedy	1
Conference Room Support-Equipment Setup	2
Conference Room Support-Monitor Conference	1
Connectivity	3
Email	8
General Information	4
Telecommunications	1
Wireless Services	3
COTS	40
Application Support	22
Hardware	18
NIH Enterprise Systems	23
ADB	2

IC Ticket Report with Category Summary



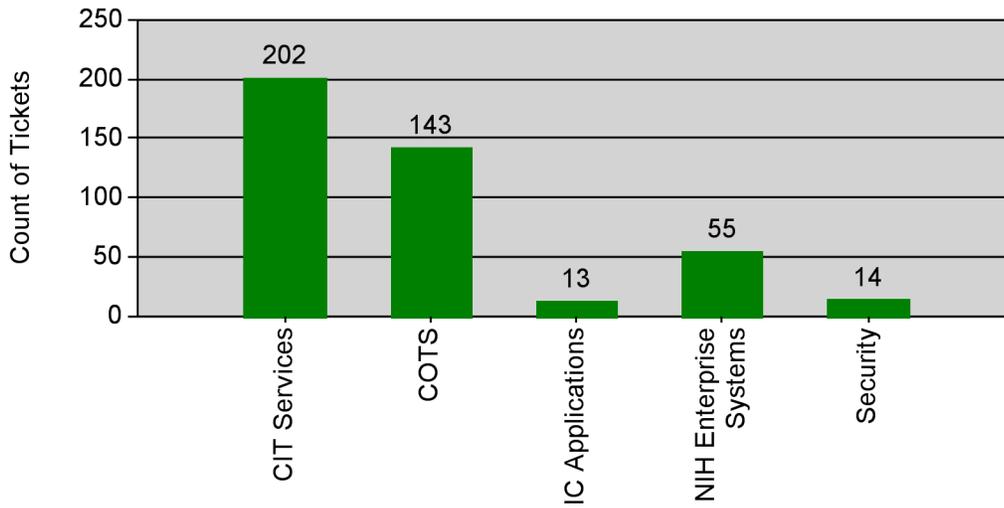
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eRA-Grants Management	1
eRA-IMPAC II	3
NBS-User Call	14
NED	2
NIH Services	1

Tickets By Category Summary



HHS	427
CIT Services	202
Accounts	104
Back Office Support	21
CIT Categories	7
Conference Room Support-Equipment Setup	1
Connectivity	8
Email	35
General Information	9
NIHnet	2
OS/390	4

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Telecommunications	1	
Training	1	
Video	2	
Wireless Services	7	
COTS		143
Application Support	62	
Hardware	81	
IC Applications		13
CC Clinical Applications	1	
CC Technical Operations	3	
Local LAN	3	
Web Site Issue (non-CIT)	6	
NIH Enterprise Systems		55
ADB	1	
eRA-DB	4	
eRA-External	1	
eRA-Grants Management	7	
eRA-IMPAC II	18	
eRA-Reporting	1	
eRA-Software BA	1	
eRA-UAT	1	
ITAS	6	
NBS-User Call	2	
NED	4	
NIH Services	9	
Security		14
Anti Virus SW	4	
Security	10	

IC Ticket Report with Category Summary

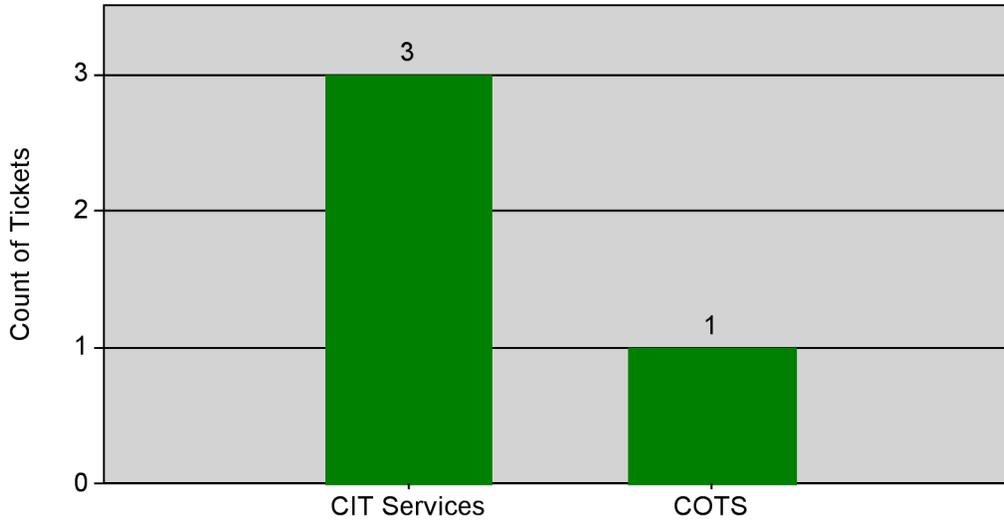


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Tickets By Category Summary



HRSA-OC	4
CIT Services	3
Accounts	2
Back Office Support	1
COTS	1
Hardware	1

IC Ticket Report with Category Summary

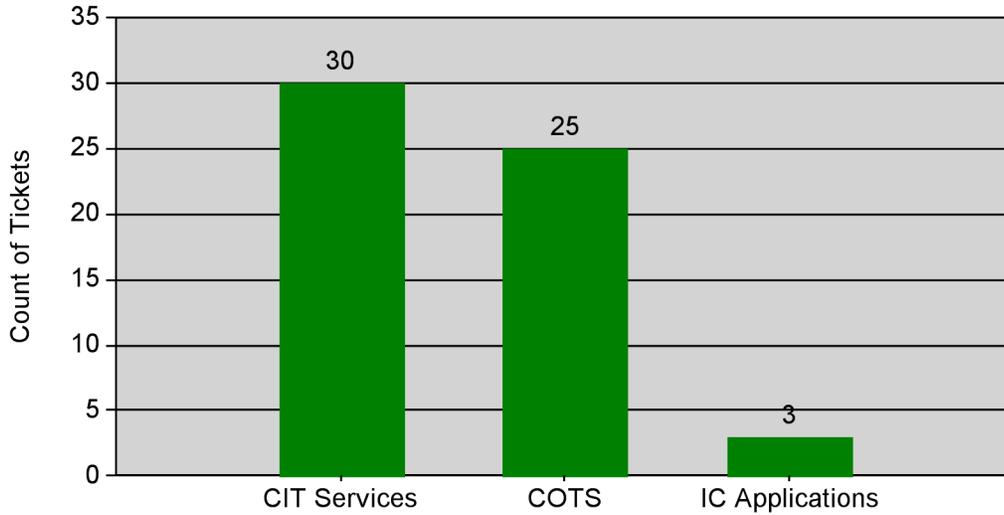


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Tickets By Category Summary



HSB	58
CIT Services	30
Accounts	12
Back Office Support	5
CIT Categories	1
Connectivity	1
Email	7
General Information	1
Video	1
Wireless Services	2
COTS	25
Application Support	9
Hardware	16
IC Applications	3
Local LAN	1
Web Site Issue (non-CIT)	2

IC Ticket Report with Category Summary

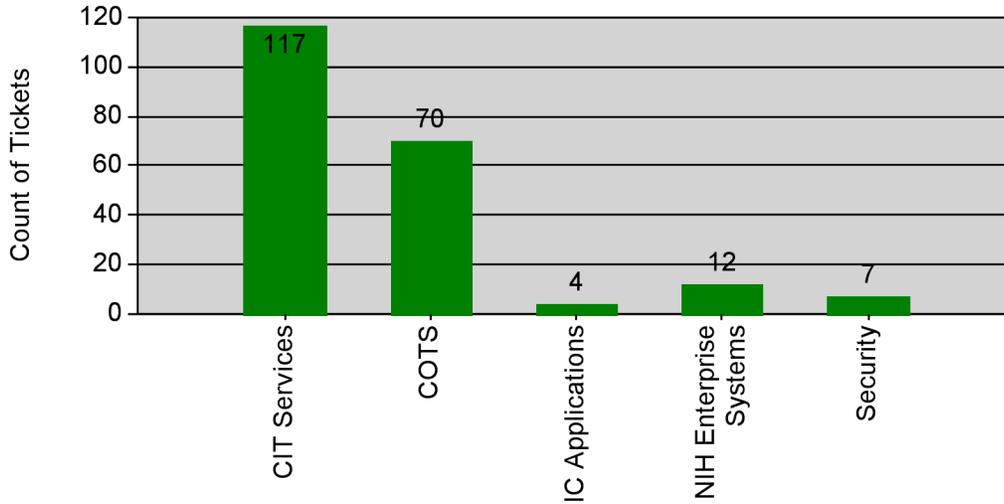


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Tickets By Category Summary



NCCAM	210
CIT Services	117
Accounts	34
Back Office Support	35
Conference Room Support-Equipment Setup	12
Conference Room Support-Reserve	1
Connectivity	4
Email	9
General Information	4
iSDP/Software Distribution	2
NIHnet	1
Telecommunications	1
Training	2
Wireless Services	12
COTS	70
Application Support	21

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Hardware	49	
IC Applications		4
CC Clinical Applications	1	
Local LAN	2	
Web Site Issue (non-CIT)	1	
NIH Enterprise Systems		12
Capital HR Security	1	
eRA-External	1	
eRA-Referral and Review	1	
ITAS	1	
NBS-User Call	4	
NED	1	
NIH Services	3	
Security		7
Anti Virus SW	1	
Security	6	

IC Ticket Report with Category Summary

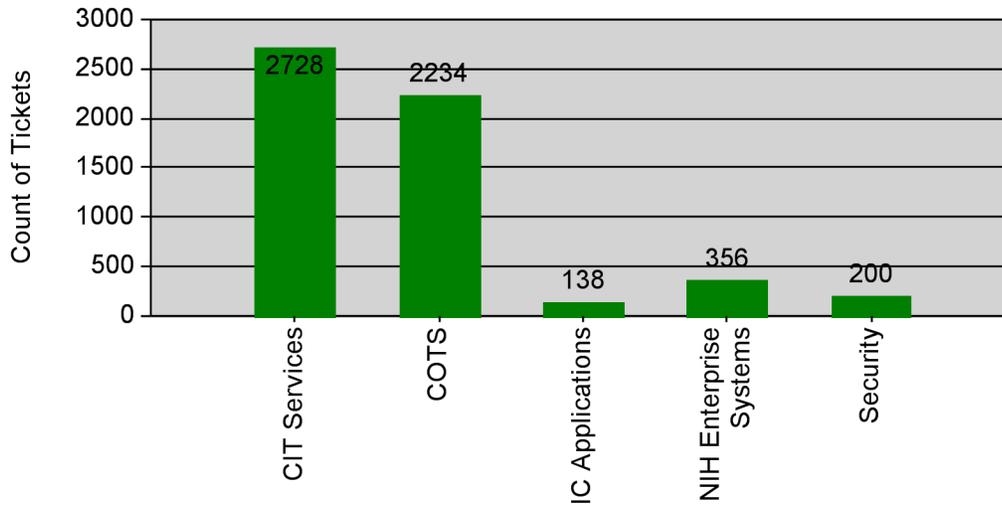


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Tickets By Category Summary



NCI	5656
CIT Services	2728
Accounts	1240
Back Office Support	496
CIT Categories	41
CIT Categories Remedy	3
Conference Room Support-Equipment Setup	107
Connectivity	137
Email	311
General Information	110
Hardware-Phones	2
Helix Support	10
iSDP/Software Distribution	6
NIHnet	71
Telecommunications	43
Training	6

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Video	16
Wireless Services	129
COTS	2234
Application Support	729
Hardware	1505
IC Applications	138
CC Clinical Applications	13
CC Clinical Applications-ATV	1
CC Technical Operations	6
E-Grants	3
Local LAN	74
Web Site Issue (non-CIT)	41
NIH Enterprise Systems	356
ADB	64
Capital HR Change Management	1
Capital HR Func App Suppt	1
Capital HR Security	6
Capital HR Technical	1
Capital HR User Error	1
eRA-COMMONS	6
eRA-External	2
eRA-Grants Management	1
eRA-IMPAC II	5
eRA-Partnership Issues	1
eRA-Referral and Review	3
eRA-Software BA	2
ITAS	19
NBS-User Call	168
NED	45

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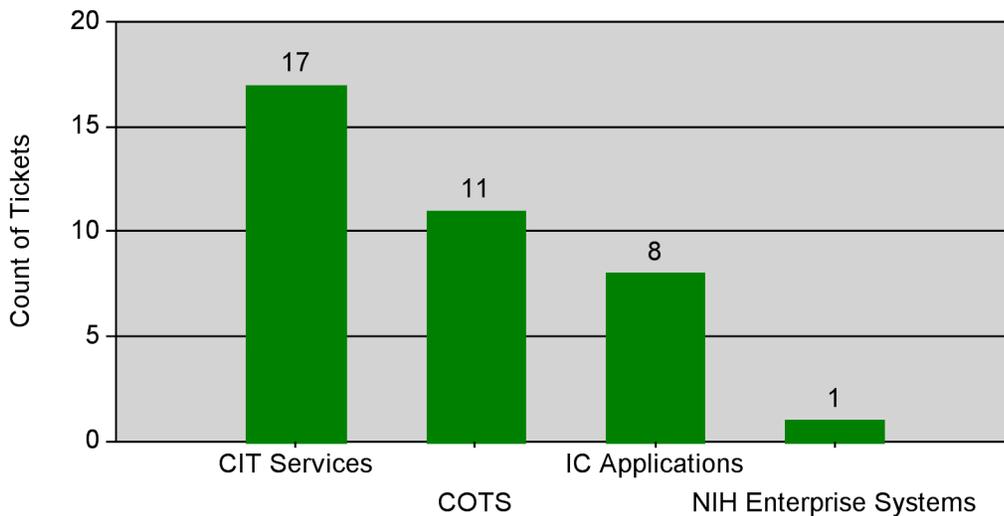
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NIH Data Warehouse	1
NIH Services	24
NVision	5

Security 200

Anti Virus SW	12
Security	188

Tickets By Category Summary



NCMHD 37

CIT Services 17

Accounts	9
Back Office Support	5
Email	2
NIHnet	1

COTS 11

Application Support	3
Hardware	8

IC Applications 8

OIT Categories	2
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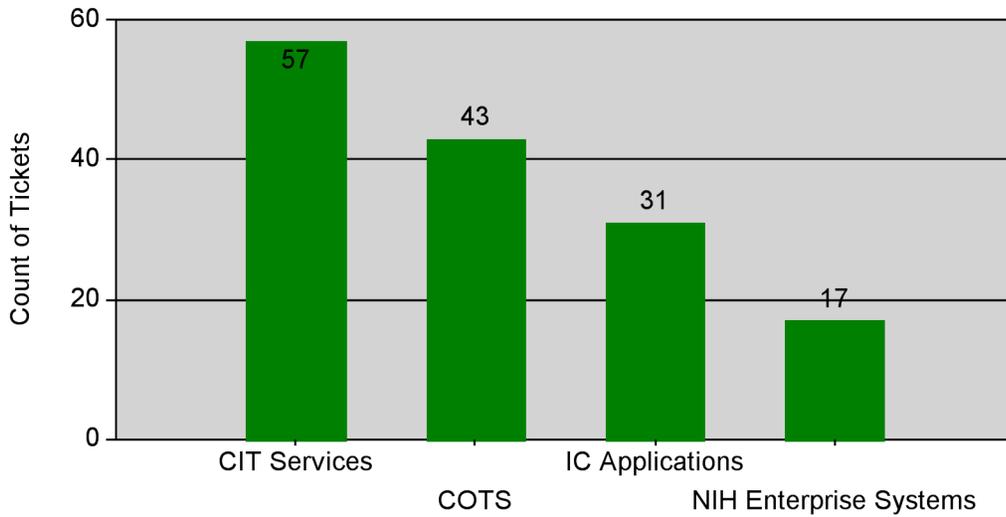
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Web Site Issue (non-CIT)	6
NIH Enterprise Systems	1
NBS-User Call	1

Tickets By Category Summary



NCRR	148
CIT Services	57
Accounts	14
Back Office Support	10
CIT Categories	1
CIT Categories Remedy	3
Connectivity	4
Email	10
General Information	8
Telecommunications	2
Wireless Services	5
COTS	43
Application Support	18

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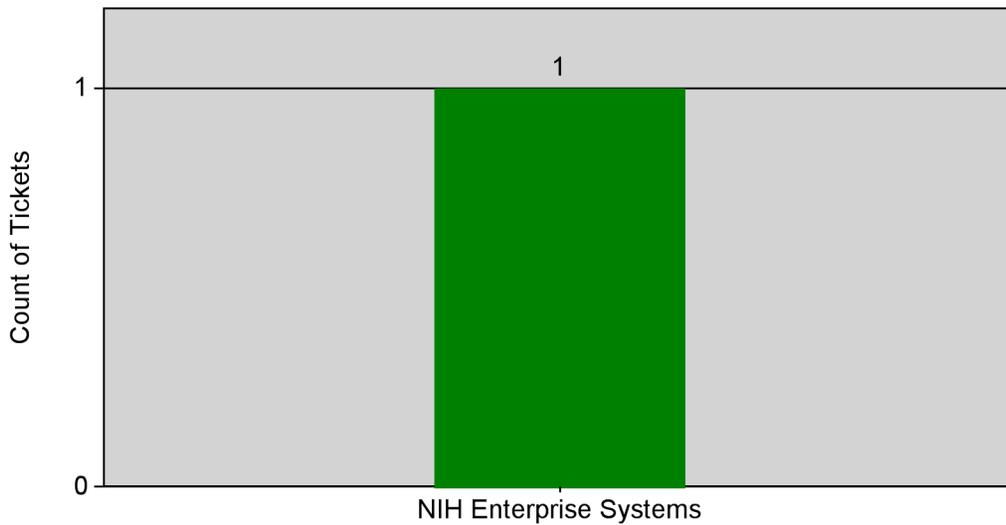
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Hardware	25
IC Applications	31
Web Site Issue (non-CIT)	31
NIH Enterprise Systems	17
ADB	3
eRA-IMPAC II	1
eRA-Infrastructure	1
eRA-Referral and Review	2
ITAS	1
NBS-User Call	4
NED	2
NIH Services	2
NVision	1

Tickets By Category Summary



NCTR	1
NIH Enterprise Systems	1
ITAS	1

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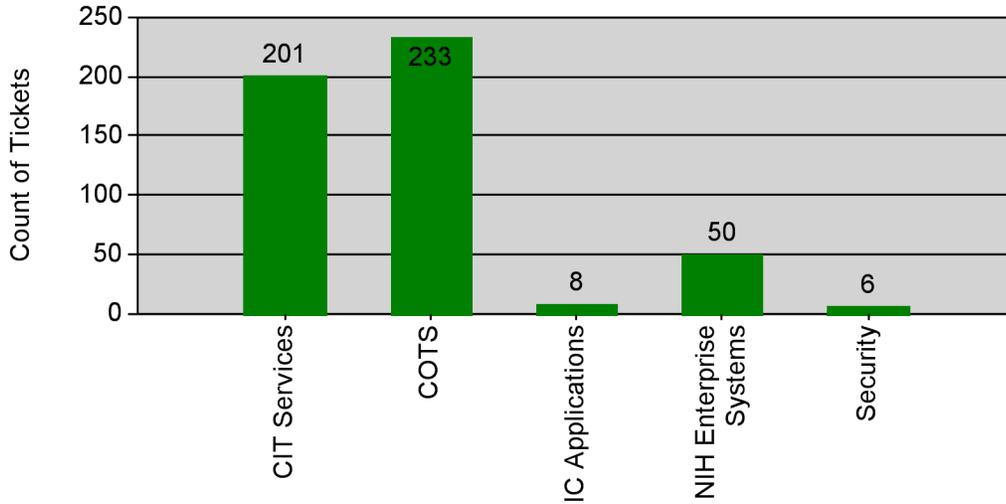


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Tickets By Category Summary



NEI	498
CIT Services	201
Accounts	100
Back Office Support	31
CIT Categories	5
Conference Room Support-Equipment Setup	2
Connectivity	5
Email	29
General Information	8
iSDP/Software Distribution	1
NIHnet	8
Telecommunications	6
Training	1
Wireless Services	5
COTS	233
Application Support	85

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Hardware	148	
IC Applications		8
CC Technical Operations	1	
Local LAN	3	
Web Site Issue (non-CIT)	4	
NIH Enterprise Systems		50
ADB	9	
Capital HR Func App Suppt	1	
Capital HR Security	3	
eRA-COMMONS	1	
eRA-IMPAC II	1	
eRA-Referral and Review	1	
eRA-Software BA	1	
ITAS	2	
NBS-User Call	23	
NED	2	
NIH Data Warehouse	2	
NIH Services	3	
NVision	1	
Security		6
Anti Virus SW	2	
Security	4	

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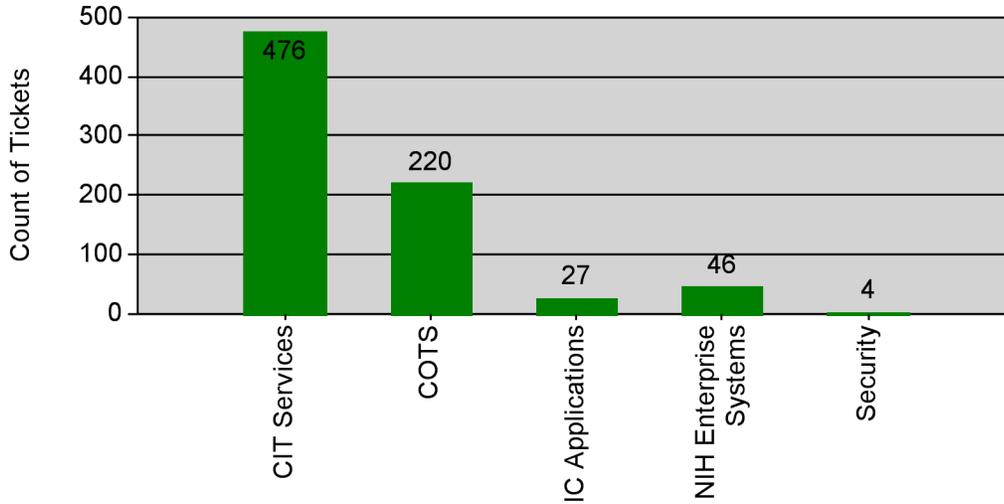


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Tickets By Category Summary



NHGRI	773
CIT Services	476
Accounts	229
ASR	1
Back Office Support	37
CIT Categories	74
Conference Room Support-Equipment Setup	9
Conference Room Support-Monitor Conference	3
Conference Room Support-Reserve	1
Connectivity	15
Email	36
General Information	15
Helix Support	1
iSDP/Software Distribution	1
NIHnet	13
Telecommunications	6

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Training	3	
Unix Support	14	
Video	2	
Wireless Services	16	
COTS		220
Application Support	87	
Hardware	133	
IC Applications		27
CC Clinical Applications	3	
CC Technical Operations	2	
Local LAN	9	
Web Site Issue (non-CIT)	13	
NIH Enterprise Systems		46
ADB	6	
Capital HR Func App Suppt	1	
Capital HR Security	1	
eRA-IMPAC II	2	
eRA-Partnership Issues	1	
ITAS	3	
NBS-User Call	19	
NED	4	
NIH Data Warehouse	1	
NIH Services	4	
NIH Services-NEES	1	
NVision	3	
Security		4
Security	4	

IC Ticket Report with Category Summary

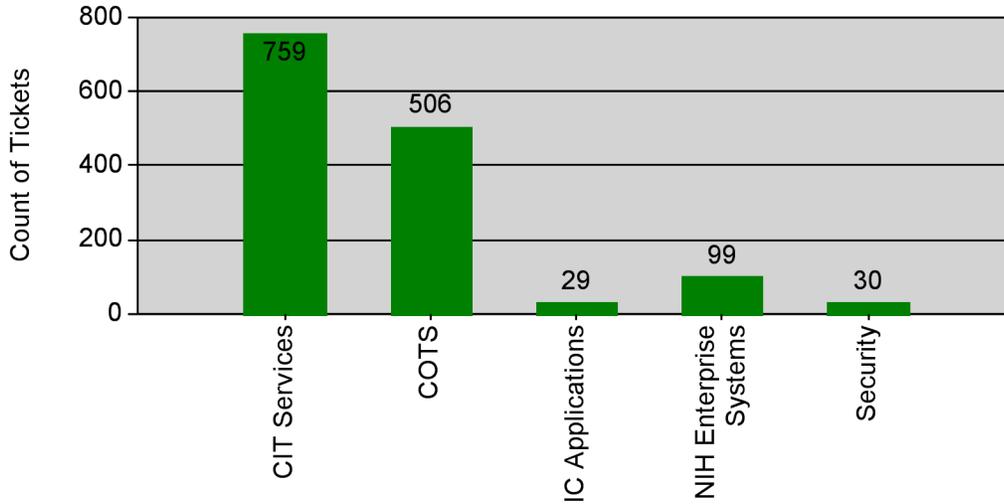


For the period: Sunday, June 01, 2008 12:00:00 AM to Monday, June 30, 2008 11:59:59 PM

Snapshot Date: 7/1/2008 12:26:38 PM

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

Tickets By Category Summary



NHLBI		1423
CIT Services		759
Accounts		311
Back Office Support		156
CIT Categories		8
CIT Categories Remedy		1
Conference Room Support-Equipment Setup		34
Conference Room Support-Monitor Conference		1
Connectivity		61
Email		86
General Information		25
Hardware-Phones		2
Helix Support		4
NIHnet		10
Telecommunications		16
Video		1

IC Ticket Report with Category Summary



For the period: Sunday, June 01, 2008 12:00:00 AM to Monday, June 30, 2008 11:59:59 PM

Snapshot Date: 7/1/2008 12:26:38 PM

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

Wireless Services	43	
COTS		506
Application Support	137	
Hardware	369	
IC Applications		29
CC Clinical Applications	3	
CC Clinical Applications-ATV	1	
CC Technical Operations	4	
E-Grants	1	
Local LAN	13	
Web Site Issue (non-CIT)	7	
NIH Enterprise Systems		99
ADB	14	
Capital HR Interface	1	
Capital HR Security	2	
eRA-COMMONS	3	
eRA-External	1	
eRA-Grants Management	1	
eRA-IMPAC II	1	
ITAS	5	
NBS-User Call	46	
NED	6	
NIH Data Warehouse	3	
NIH Services	15	
NVision	1	
Security		30
Anti Virus SW	6	
Security	24	

IC Ticket Report with Category Summary

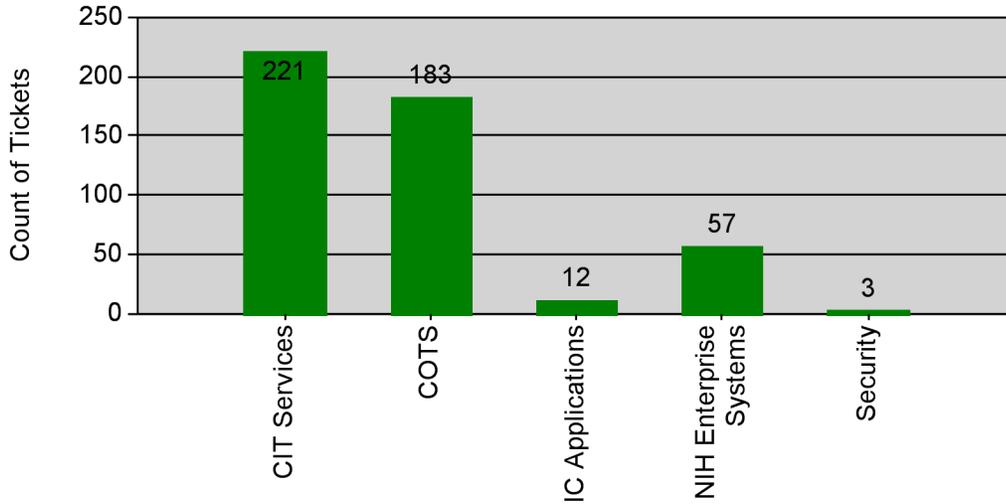


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Snapshot Date: 7/1/2008 12:26:38 PM

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

Tickets By Category Summary



NIA	476
CIT Services	221
Accounts	92
Back Office Support	20
CIT Categories	4
Conference Room Support-Equipment Setup	12
Conference Room Support-Reserve	1
Connectivity	9
Email	23
General Information	16
iSDP/Software Distribution	1
NIHnet	12
Telecommunications	6
Training	3
Video	2
Wireless Services	20

IC Ticket Report with Category Summary



For the period: Sunday, June 01, 2008 12:00:00 AM to Monday, June 30, 2008 11:59:59 PM

Snapshot Date: 7/1/2008 12:26:38 PM

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

COTS	183
Application Support	40
Hardware	143
IC Applications	12
Local LAN	7
Web Site Issue (non-CIT)	5
NIH Enterprise Systems	57
ADB	10
Capital HR User Error	1
eRA-COMMONS	3
eRA-IMPAC II	2
eRA-Referral and Review	1
ITAS	4
NBS-User Call	31
NED	2
NIH Services	3
Security	3
Security	3

IC Ticket Report with Category Summary

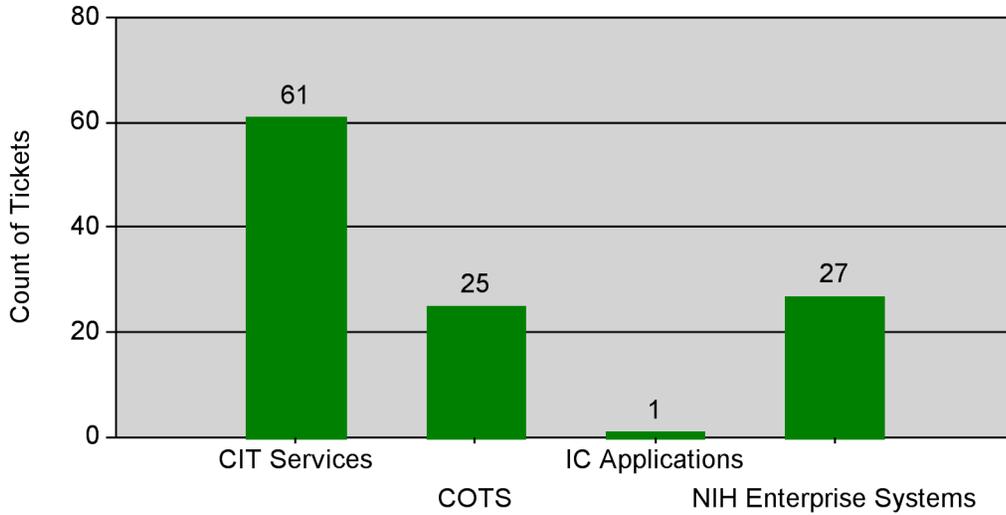


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Snapshot Date: 7/1/2008 12:26:38 PM

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

Tickets By Category Summary



NIAAA	114
CIT Services	61
Accounts	31
Back Office Support	4
Conference Room Support-Equipment Setup	2
Email	8
General Information	3
NIHnet	7
Telecommunications	1
Training	1
Wireless Services	4
COTS	25
Application Support	9
Hardware	16
IC Applications	1
Web Site Issue (non-CIT)	1

IC Ticket Report with Category Summary



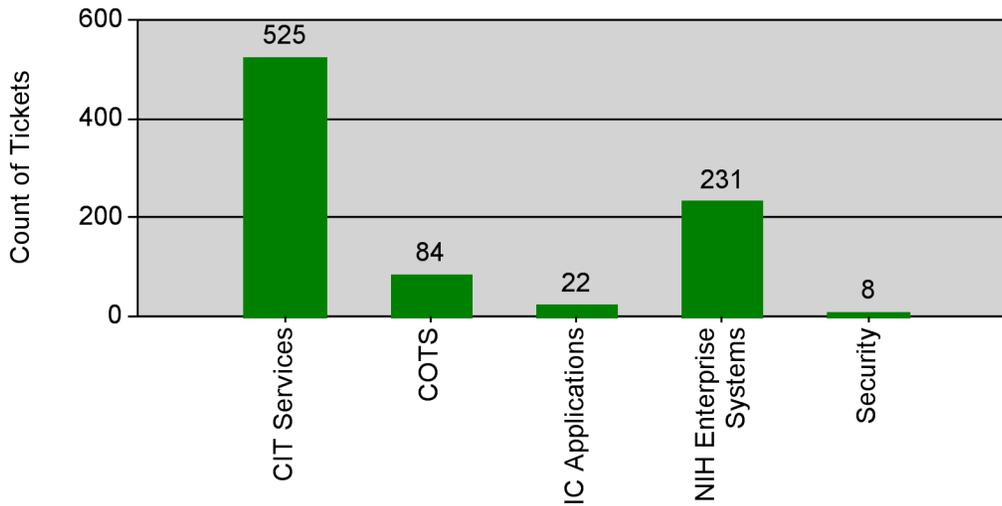
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Snapshot Date: 7/1/2008 12:26:38 PM

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

NIH Enterprise Systems		27
ADB		3
Capital HR Security		1
eRA-COMMONS		2
eRA-Infrastructure		1
ITAS		1
NBS-User Call		5
NED		9
NIH Services		5

Tickets By Category Summary



NIAID		870
CIT Services		525
Accounts		301
Back Office Support		41
CIT Categories		7
CIT Categories Remedy		1
Conference Room Support-Equipment Setup		5

IC Ticket Report with Category Summary



For the period: Sunday, June 01, 2008 12:00:00 AM to Monday, June 30, 2008 11:59:59 PM

Snapshot Date: 7/1/2008 12:26:38 PM

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

Connectivity	6	
Email	41	
General Information	14	
Helix Support	2	
iSDP/Software Distribution	1	
NIHnet	5	
OS/390	1	
Telecommunications	18	
Training	3	
Video	2	
Wireless Services	77	
COTS		84
Application Support	27	
Hardware	57	
IC Applications		22
CC Clinical Applications	5	
CC Technical Operations	4	
Local LAN	3	
Web Site Issue (non-CIT)	10	
NIH Enterprise Systems		231
ADB	36	
Capital HR Security	2	
Capital HR Technical	1	
Capital HR Workflow/Worklist	1	
eRA-COMMONS	3	
eRA-External	1	
eRA-IMPAC II	5	
eRA-Reporting	1	
ITAS	12	

IC Ticket Report with Category Summary



For the period: Sunday, June 01, 2008 12:00:00 AM to Monday, June 30, 2008 11:59:59 PM

Snapshot Date: 7/1/2008 12:26:38 PM

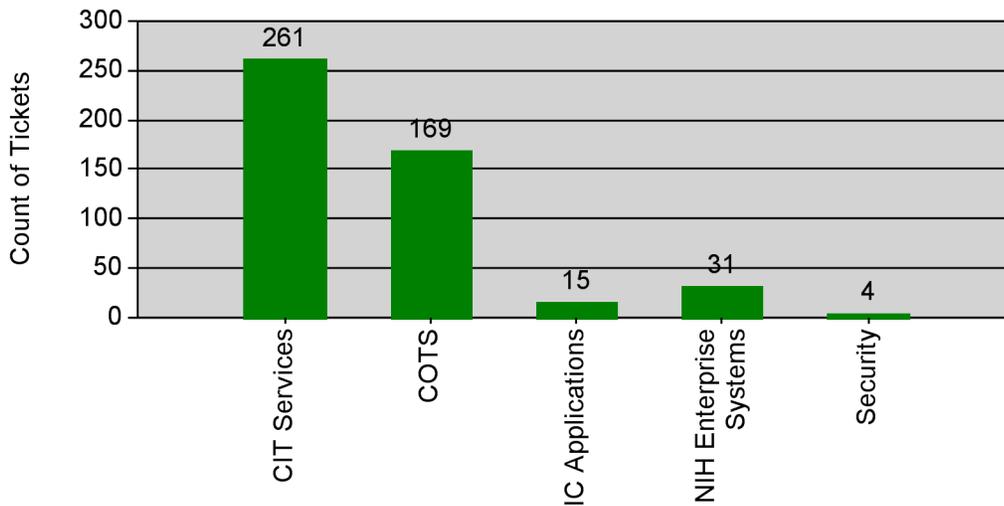
Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

NBS-User Call	137
NED	13
NIH Data Warehouse	4
NIH Services	12
NVision	3

Security	8
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Anti Virus SW	1
Security	7

Tickets By Category Summary



NIAMS	480
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CIT Services	261
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Accounts	106
Back Office Support	50
Conference Room Support-Equipment Setup	5
Conference Room Support-Monitor Conference	1
Conference Room Support-Reserve	4
Connectivity	11

IC Ticket Report with Category Summary



For the period: Sunday, June 01, 2008 12:00:00 AM to Monday, June 30, 2008 11:59:59 PM

Snapshot Date: 7/1/2008 12:26:38 PM

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

Email	37	
General Information	11	
Hardware-Phones	1	
NIHnet	7	
Telecommunications	6	
Wireless Services	22	
COTS		169
Application Support	52	
Hardware	117	
IC Applications		15
CC Clinical Applications	2	
Local LAN	10	
Web Site Issue (non-CIT)	3	
NIH Enterprise Systems		31
ADB	3	
eRA-IMPAC II	3	
NBS-User Call	18	
NED	4	
NIH Services	2	
NVision	1	
Security		4
Security	4	

IC Ticket Report with Category Summary

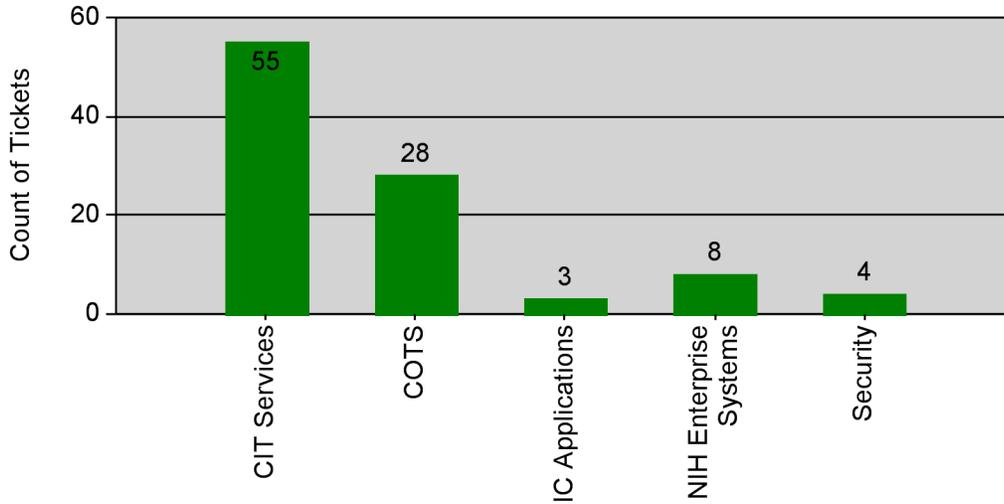


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Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Tickets By Category Summary



NIBIB	98
CIT Services	55
Accounts	29
ASR	1
Back Office Support	6
Conference Room Support-Equipment Setup	1
Connectivity	1
Email	3
Telecommunications	1
Training	1
Wireless Services	12
COTS	28
Application Support	18
Hardware	10
IC Applications	3
Local LAN	2

IC Ticket Report with Category Summary



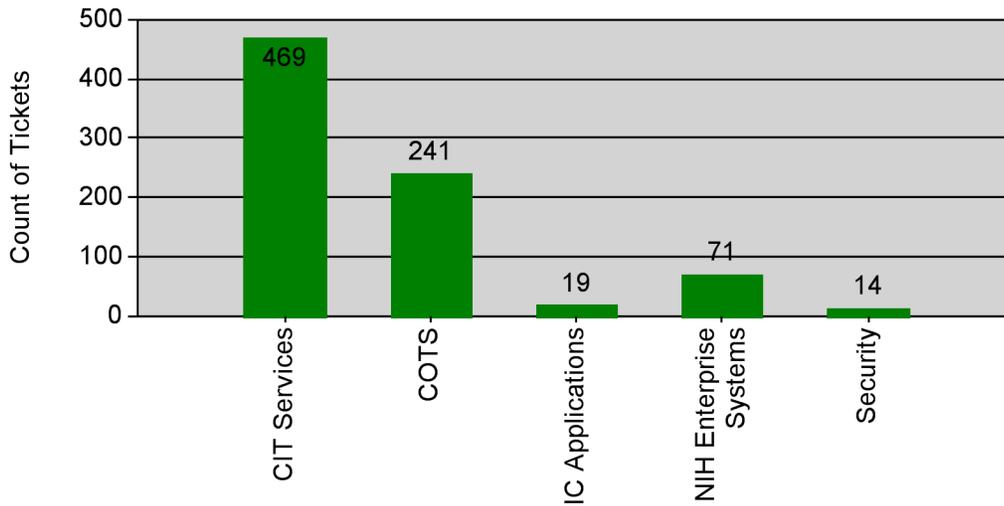
For the period: Sunday, June 01, 2008 12:00:00 AM to Monday, June 30, 2008 11:59:59 PM

Snapshot Date: 7/1/2008 12:26:38 PM

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

Web Site Issue (non-CIT)	1
NIH Enterprise Systems	8
eRA-COMMONS	2
eRA-IMPAC II	2
NBS-User Call	1
NED	1
NVision	2
Security	4
Security	4

Tickets By Category Summary



NICHD	814
CIT Services	469
Accounts	302
Back Office Support	51
CIT Categories	4
Conference Room Support-Equipment Setup	4
Connectivity	18

IC Ticket Report with Category Summary



For the period: Sunday, June 01, 2008 12:00:00 AM to Monday, June 30, 2008 11:59:59 PM

Snapshot Date: 7/1/2008 12:26:38 PM

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

Email	43	
General Information	13	
Helix Support	2	
NIHnet	6	
Telecommunications	6	
Training	4	
Video	1	
Wireless Services	15	
COTS		241
Application Support	103	
Hardware	138	
IC Applications		19
CC Clinical Applications	1	
CC Clinical Applications-ATV	1	
CC Technical Operations	2	
Local LAN	12	
Web Site Issue (non-CIT)	3	
NIH Enterprise Systems		71
ADB	13	
eRA-COMMONS	4	
eRA-IMPAC II	4	
ITAS	5	
NBS-User Call	30	
NED	4	
NIH Data Warehouse	3	
NIH Services	5	
NVision	3	
Security		14
Anti Virus SW	3	

IC Ticket Report with Category Summary



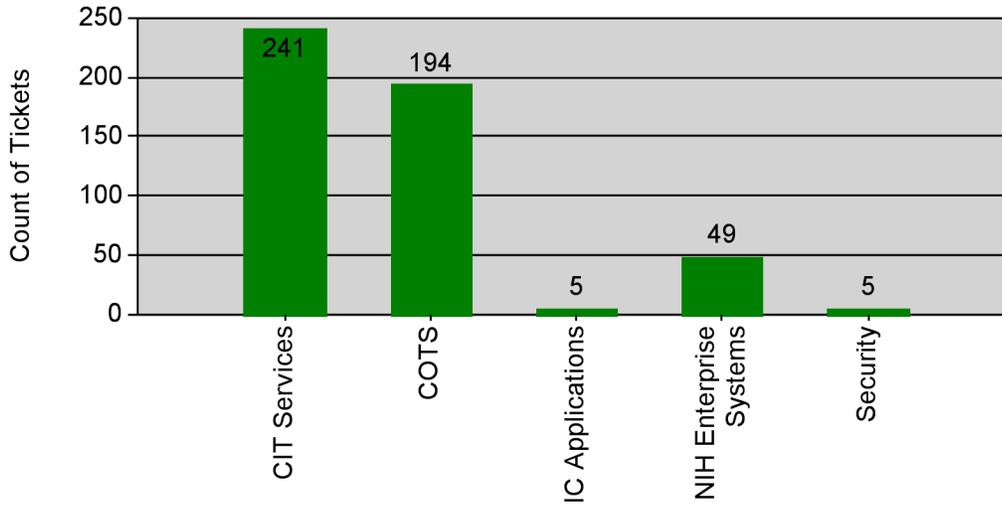
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Snapshot Date: 7/1/2008 12:26:38 PM

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

Security 11

Tickets By Category Summary



NIDA	494
CIT Services	241
Accounts	135
Back Office Support	23
CIT Categories	2
Connectivity	10
Email	27
General Information	12
iSDP/Software Distribution	1
NIHnet	4
Telecommunications	9
Training	1
Video	2
Wireless Services	15
COTS	194
Application Support	66

IC Ticket Report with Category Summary



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Snapshot Date: 7/1/2008 12:26:38 PM

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

Hardware	128	
IC Applications		5
Local LAN	4	
Web Site Issue (non-CIT)	1	
NIH Enterprise Systems		49
ADB	8	
eRA-COMMONS	3	
eRA-IMPAC II	3	
eRA-Infrastructure	1	
ITAS	4	
NBS-User Call	25	
NED	1	
NIH Services	1	
NVision	3	
Security		5
Security	5	

IC Ticket Report with Category Summary

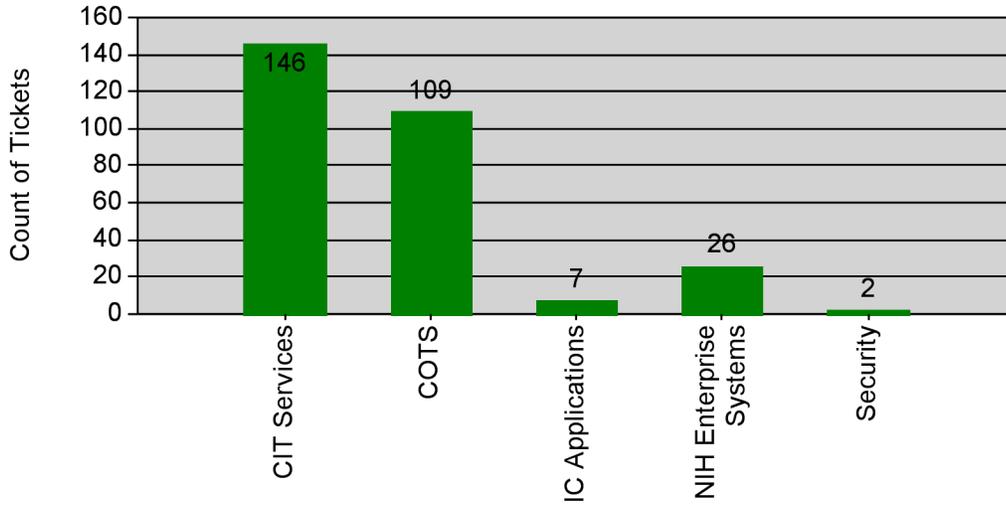


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Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Tickets By Category Summary



NIDCD	290
CIT Services	146
Accounts	76
Back Office Support	19
CIT Categories	1
CIT Categories Remedy	3
Connectivity	5
Email	12
General Information	9
Helix Support	2
NIHnet	1
Telecommunications	5
Training	2
Wireless Services	11
COTS	109
Application Support	47

IC Ticket Report with Category Summary



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Snapshot Date: 7/1/2008 12:26:38 PM

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

Hardware	62	
IC Applications		7
CC Clinical Applications	2	
Local LAN	4	
Web Site Issue (non-CIT)	1	
NIH Enterprise Systems		26
ADB	4	
Capital HR Security	1	
eRA-COMMONS	2	
eRA-IMPAC II	3	
eRA-Reporting	1	
ITAS	4	
NBS-User Call	5	
NED	4	
NIH Services	2	
Security		2
Security	2	

IC Ticket Report with Category Summary

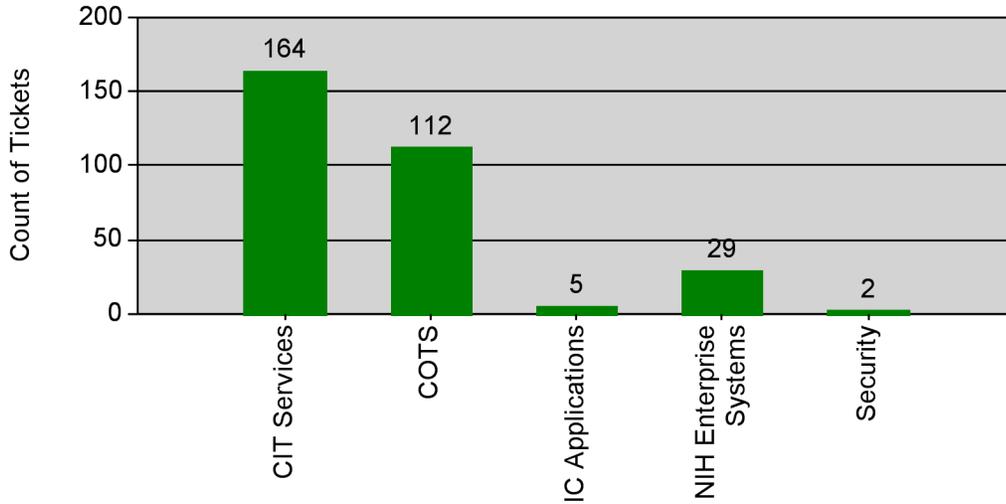


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Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Tickets By Category Summary



NIDCR	312
CIT Services	164
Accounts	97
Back Office Support	18
Conference Room Support-Equipment Setup	2
Connectivity	4
Email	20
General Information	8
NIHnet	4
Telecommunications	2
Training	1
Wireless Services	8
COTS	112
Application Support	54
Hardware	58
IC Applications	5
CC Clinical Applications	1

IC Ticket Report with Category Summary



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Snapshot Date: 7/1/2008 12:26:38 PM

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

Local LAN	1	
Web Site Issue (non-CIT)	3	
NIH Enterprise Systems		29
ADB	8	
eRA-COMMONS	1	
eRA-Grants Management	1	
eRA-IMPAC II	3	
ITAS	1	
NBS-User Call	11	
NED	1	
NIH Data Warehouse	1	
NVision	2	
Security		2
Anti Virus SW	1	
Security	1	

IC Ticket Report with Category Summary

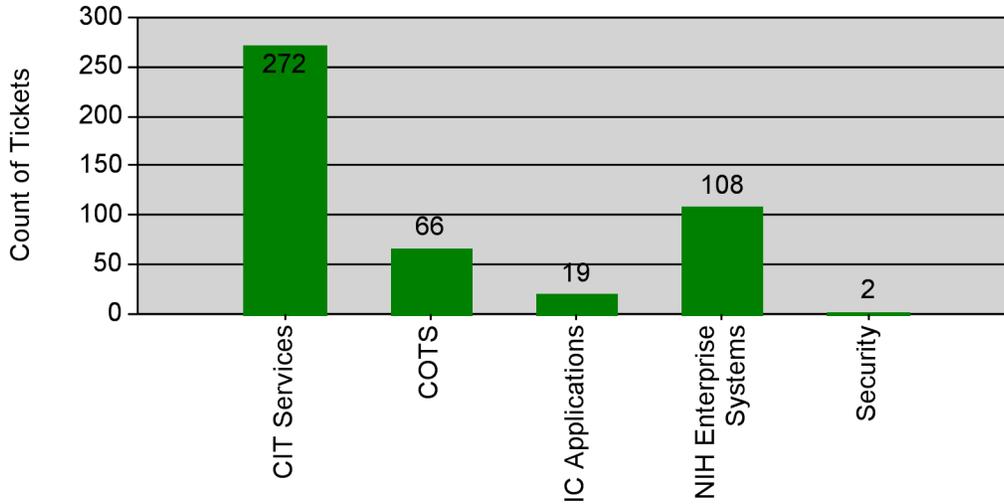


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Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Tickets By Category Summary



NIDDK	467
CIT Services	272
Accounts	196
Back Office Support	15
CIT Categories	2
Conference Room Support-Equipment Setup	1
Connectivity	9
Email	14
General Information	8
Helix Support	4
NIHnet	3
Telecommunications	10
Training	4
Wireless Services	6
COTS	66
Application Support	27

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.

Hardware	39	
IC Applications		19
CC Clinical Applications	6	
CC Clinical Applications-ATV	3	
CC Technical Operations	3	
Local LAN	3	
Web Site Issue (non-CIT)	4	
NIH Enterprise Systems		108
ADB	13	
Capital HR Security	1	
eRA-External	1	
eRA-IMPAC II	1	
eRA-Referral and Review	1	
ITAS	2	
NBS-User Call	77	
NED	3	
NIH Services	3	
NVision	6	
Security		2
Security	2	

IC Ticket Report with Category Summary

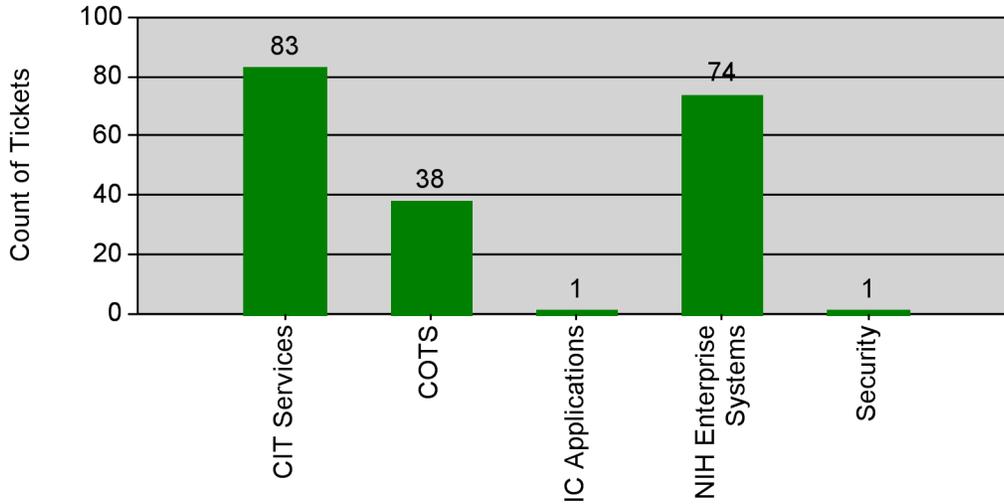


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Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Tickets By Category Summary



NIEHS	197
CIT Services	83
Accounts	55
Back Office Support	5
CIT Categories	4
Connectivity	2
Email	6
General Information	2
NIHnet	1
Training	1
Video	1
Wireless Services	6
COTS	38
Application Support	15
Hardware	23
IC Applications	1
Local LAN	1

IC Ticket Report with Category Summary



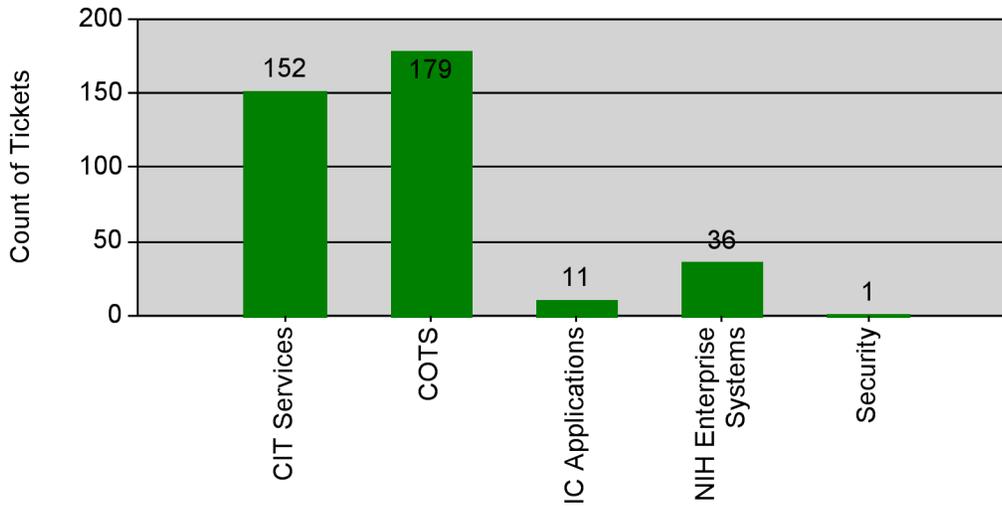
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Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

NIH Enterprise Systems	74
ADB	3
Capital HR Security	1
eRA-COMMONS	1
ITAS	2
NBS-User Call	61
NED	2
NIH Services	3
NVision	1
Security	1
Security	1

Tickets By Category Summary



NIGMS	379
CIT Services	152
Accounts	44
Back Office Support	30
CIT Categories	7

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.

Conference Room Support-Equipment Setup	15	
Connectivity	4	
Email	11	
General Information	7	
NIHnet	1	
Wireless Services	33	
COTS		179
Application Support	74	
Hardware	105	
IC Applications		11
E-Grants	3	
Local LAN	2	
Web Site Issue (non-CIT)	6	
NIH Enterprise Systems		36
Capital HR Security	1	
eRA-COMMONS	5	
eRA-Grants Management	6	
eRA-IMPAC II	8	
eRA-Training	1	
NBS-User Call	12	
NED	1	
NIH Services	2	
Security		1
Security	1	

IC Ticket Report with Category Summary

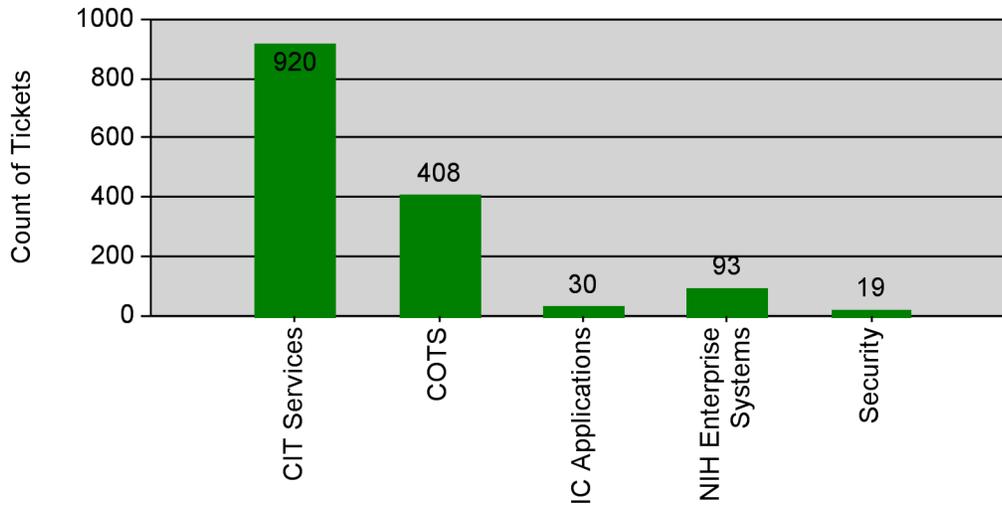


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Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Tickets By Category Summary



NIMH	1470
CIT Services	920
Accounts	594
Back Office Support	93
CIT Categories	9
CIT Categories Remedy	4
Conference Room Support-Equipment Setup	14
Connectivity	19
Email	83
General Information	27
Helix Support	6
iSDP/Software Distribution	1
NIHnet	15
Telecommunications	12
Training	2
Video	1

IC Ticket Report with Category Summary



For the period: Sunday, June 01, 2008 12:00:00 AM to Monday, June 30, 2008 11:59:59 PM

Snapshot Date: 7/1/2008 12:26:38 PM

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

Wireless Services	40	
COTS		408
Application Support	162	
Hardware	246	
IC Applications		30
CC Clinical Applications	4	
CC Clinical Applications-ATV	2	
Local LAN	19	
Web Site Issue (non-CIT)	5	
NIH Enterprise Systems		93
ADB	19	
Capital HR Security	3	
Capital HR Workflow/Worklist	1	
eRA-COMMONS	2	
eRA-IMPAC II	9	
eRA-Infrastructure	2	
eRA-Reporting	1	
eRA-Software BA	1	
ITAS	4	
NBS-User Call	35	
NED	10	
NIH Services	6	
Security		19
Anti Virus SW	1	
Security	18	

IC Ticket Report with Category Summary

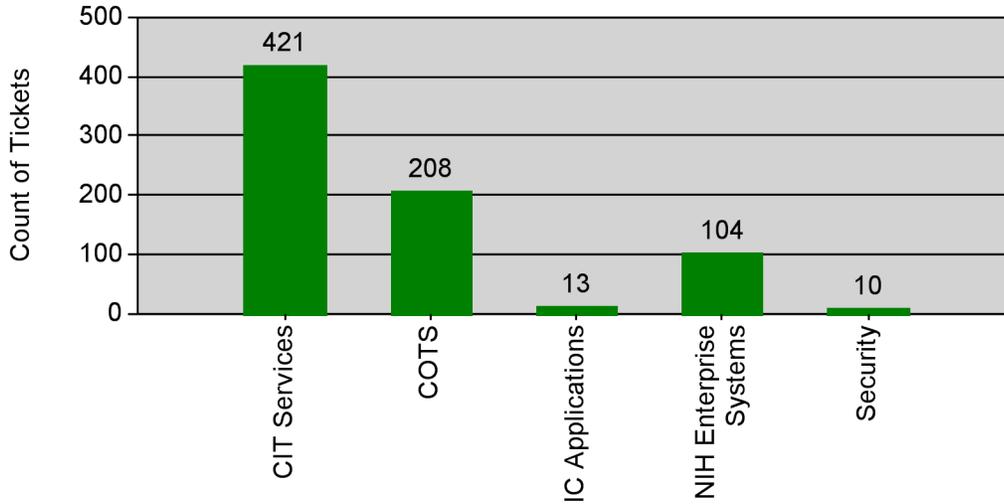


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Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Tickets By Category Summary



NINDS	756
CIT Services	421
Accounts	216
Back Office Support	73
CIT Categories	6
Conference Room Support-Equipment Setup	4
Connectivity	22
Email	39
General Information	23
Helix Support	3
NIHnet	7
Telecommunications	11
Training	2
Wireless Services	15
COTS	208
Application Support	88

IC Ticket Report with Category Summary



For the period: Sunday, June 01, 2008 12:00:00 AM to Monday, June 30, 2008 11:59:59 PM

Snapshot Date: 7/1/2008 12:26:38 PM

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

Hardware	120	
IC Applications		13
CC Clinical Applications	1	
CC Technical Operations	2	
Local LAN	4	
Web Site Issue (non-CIT)	6	
NIH Enterprise Systems		104
ADB	18	
Capital HR Security	1	
Capital HR User Error	1	
eRA-Grants Management	1	
eRA-IMPAC II	2	
eRA-Referral and Review	1	
eRA-Reporting	1	
ITAS	11	
NBS-User Call	62	
NED	3	
NIH Services	2	
NVision	1	
Security		10
Security	10	

IC Ticket Report with Category Summary

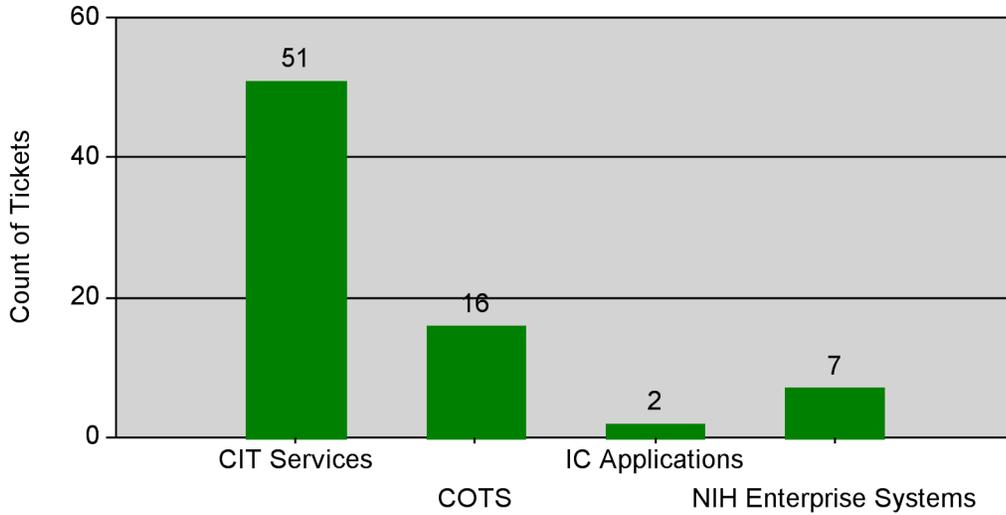


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Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Tickets By Category Summary



NINR	76
CIT Services	51
Accounts	22
Back Office Support	6
CIT Categories	3
Conference Room Support-Equipment Setup	1
Connectivity	1
Email	3
iSDP/Software Distribution	1
NIHnet	1
Telecommunications	1
Wireless Services	12
COTS	16
Application Support	4
Hardware	12
IC Applications	2
Local LAN	1

IC Ticket Report with Category Summary



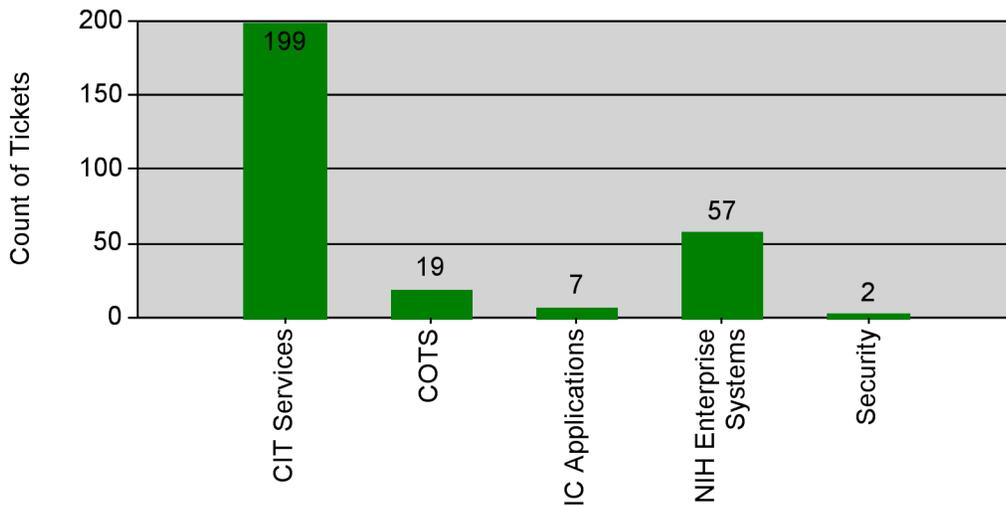
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Snapshot Date: 7/1/2008 12:26:38 PM

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

Web Site Issue (non-CIT)	1
NIH Enterprise Systems	7
ADB	1
eRA-Training	1
ITAS	1
NBS-User Call	1
NED	1
NIH Services	2

Tickets By Category Summary



NLM	284
CIT Services	199
Accounts	146
Back Office Support	16
Connectivity	4
Email	10
General Information	4
Helix Support	2

IC Ticket Report with Category Summary



For the period: Sunday, June 01, 2008 12:00:00 AM to Monday, June 30, 2008 11:59:59 PM

Snapshot Date: 7/1/2008 12:26:38 PM

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

Telecommunications	6	
Training	1	
Wireless Services	10	
COTS		19
Application Support	10	
Hardware	9	
IC Applications		7
CC Clinical Applications	1	
CC Technical Operations	1	
Local LAN	1	
Web Site Issue (non-CIT)	4	
NIH Enterprise Systems		57
ADB	3	
eRA-COMMONS	1	
eRA-IMPAC II	1	
ITAS	7	
NBS-User Call	34	
NED	7	
NIH Data Warehouse	1	
NIH Services	1	
NVision	2	
Security		2
Security	2	

IC Ticket Report with Category Summary

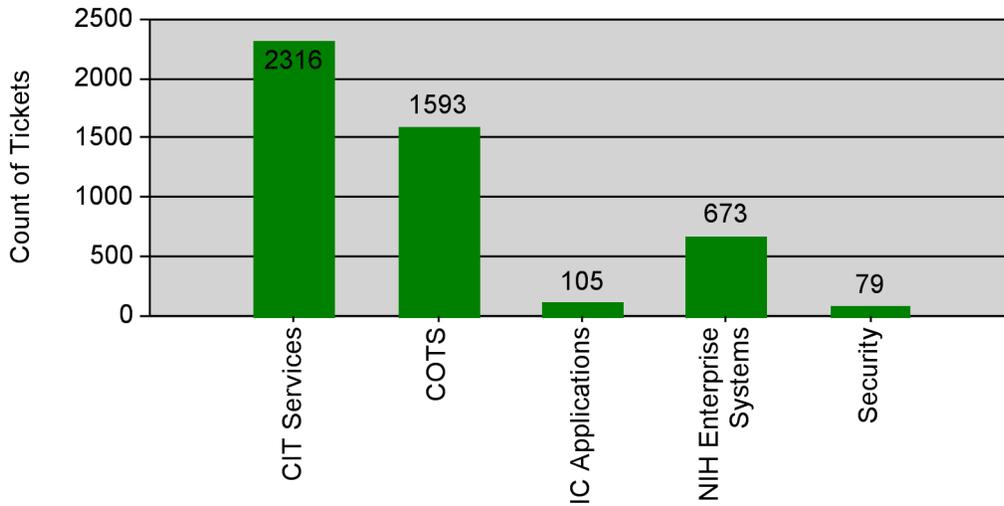


For the period: Sunday, June 01, 2008 12:00:00 AM to Monday, June 30, 2008 11:59:59 PM

Snapshot Date: 7/1/2008 12:26:38 PM

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

Tickets By Category Summary



OD	4766
CIT Services	2316
Accounts	935
ASR	3
Back Office Support	482
CIT Categories	23
CIT Categories Remedy	13
Conference Room Support-Equipment Setup	51
Conference Room Support-Monitor Conference	1
Conference Room Support-Reserve	6
Connectivity	128
Email	298
General Information	116
Hardware-Phones	2
Helix Support	1
iSDP/Software Distribution	2

IC Ticket Report with Category Summary



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NIH Cabling Infrastructure-Cabling	1
NIHnet	42
OS/390	2
Telecommunications	56
Training	16
Video	7
Wireless Services	131
COTS	1593
Application Support	519
Hardware	1074
IC Applications	105
E-Grants	4
Local LAN	37
OIT Categories	7
Web Site Issue (non-CIT)	57
NIH Enterprise Systems	673
ADB	48
Capital HR Change Management	1
Capital HR Func App Suppt	5
Capital HR Security	5
Capital HR Technical	3
Capital HR User Error	4
eRA-COMMONS	6
eRA-External	5
eRA-Grants Management	5
eRA-IMPAC II	46
eRA-Infrastructure	2
eRA-Referral and Review	4
eRA-Reporting	2

IC Ticket Report with Category Summary



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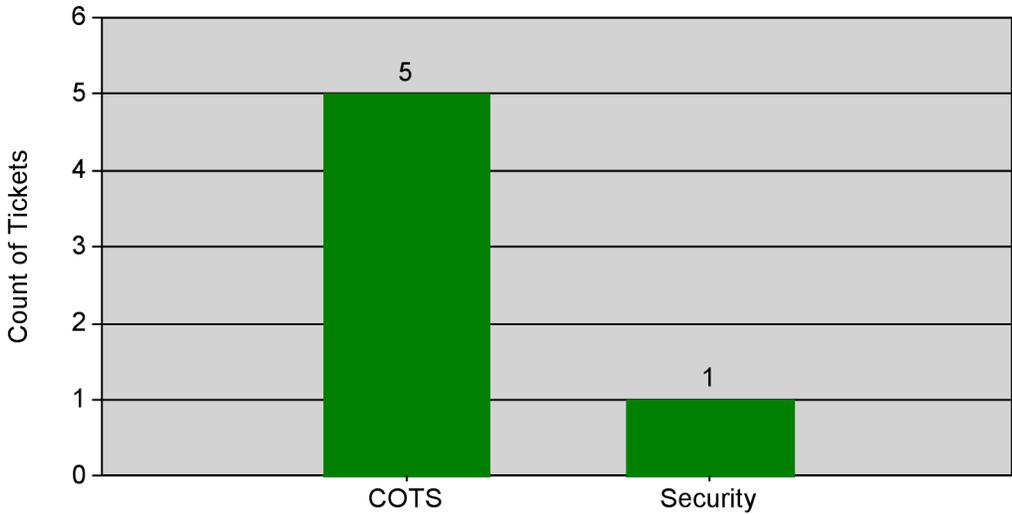
Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

eRA-Software BA	3
ITAS	36
NBS Break/Fix	1
NBS Enhancement	6
NBS Int. Des/Dev	1
NBS-User Call	382
NED	29
NIH Data Warehouse	12
NIH Services	51
NVision	16

Security	79
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Anti Virus SW	1
Security	78

Tickets By Category Summary



OEOCR	6
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COTS	5
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Hardware	5
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IC Ticket Report with Category Summary



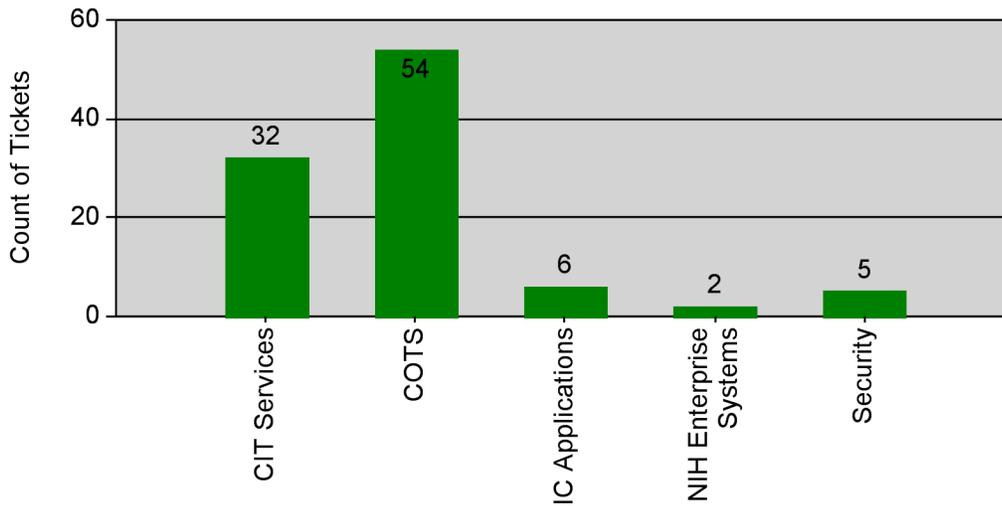
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Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Security	1
Security	1

Tickets By Category Summary



OFAM	99
CIT Services	32
Accounts	18
Back Office Support	5
Connectivity	1
Email	4
General Information	2
Wireless Services	2
COTS	54
Application Support	18
Hardware	36
IC Applications	6
CC Technical Operations	1
Local LAN	2

IC Ticket Report with Category Summary



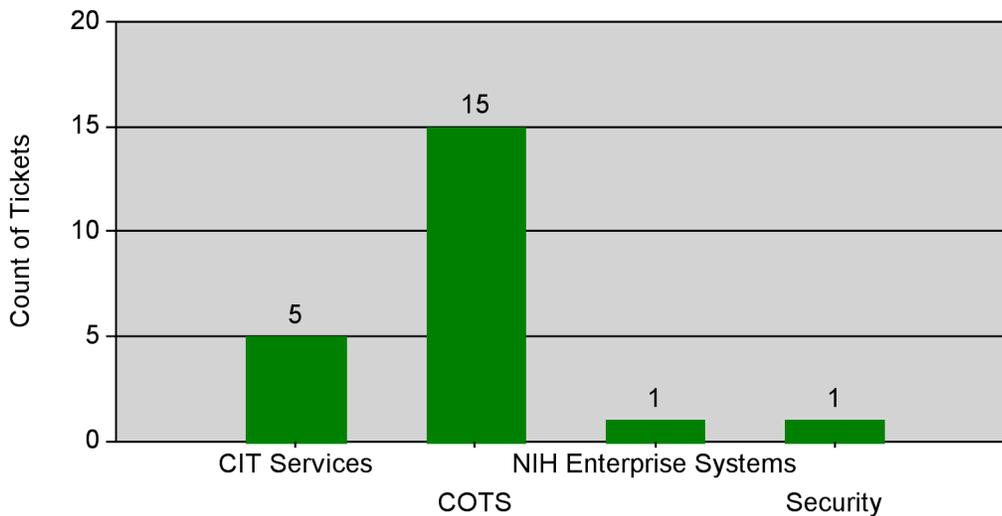
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Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Web Site Issue (non-CIT)	3
NIH Enterprise Systems	2
ITAS	2
Security	5
Anti Virus SW	2
Security	3

Tickets By Category Summary



OFM	22
CIT Services	5
Accounts	2
Back Office Support	1
Email	2
COTS	15
Application Support	5
Hardware	10
NIH Enterprise Systems	1
Capital HR Security	1

IC Ticket Report with Category Summary



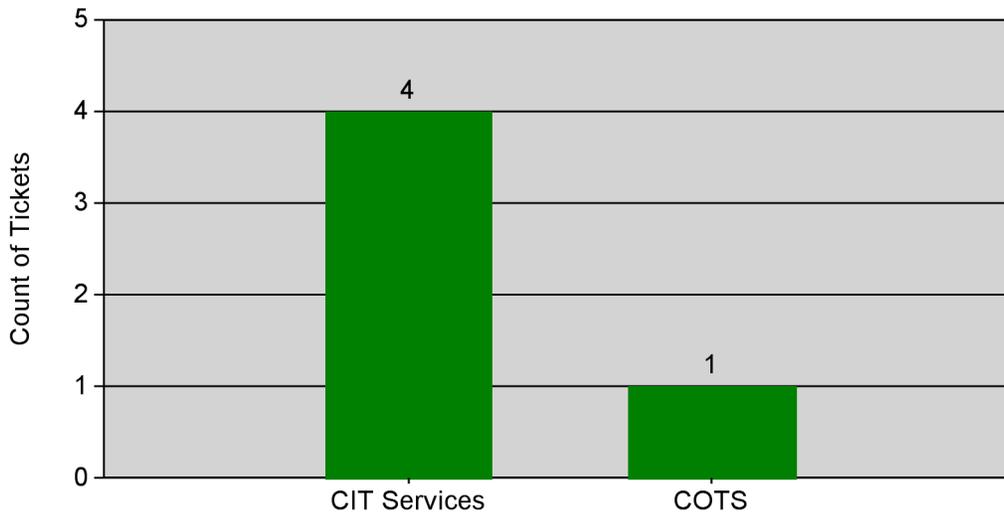
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Security	1
Security	1

Tickets By Category Summary



OHIT	5
CIT Services	4
Back Office Support	3
Email	1
COTS	1
Hardware	1

IC Ticket Report with Category Summary

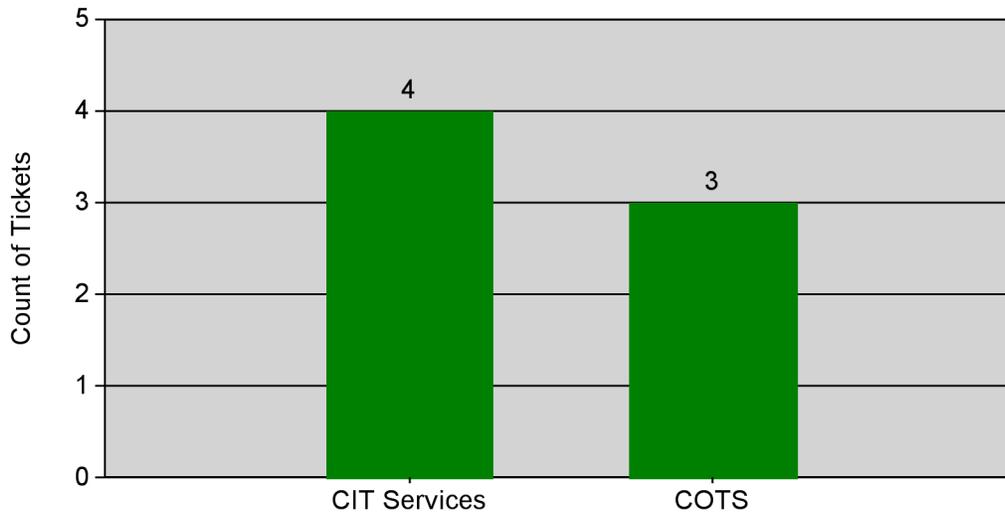


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Tickets By Category Summary



OIHA	7
CIT Services	4
Accounts	3
Back Office Support	1
COTS	3
Hardware	3

IC Ticket Report with Category Summary

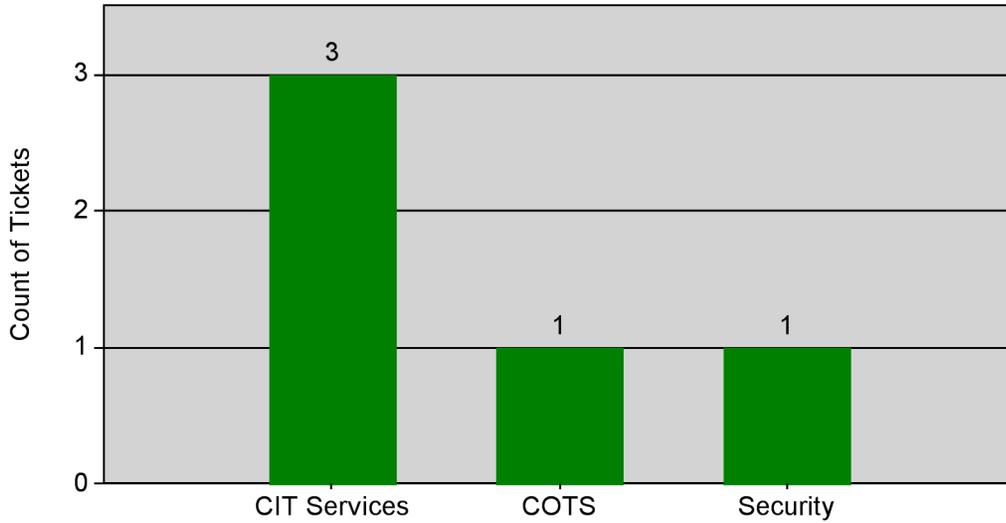


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Tickets By Category Summary



OL	5
CIT Services	3
Accounts	1
Back Office Support	2
COTS	1
Application Support	1
Security	1
Security	1

IC Ticket Report with Category Summary

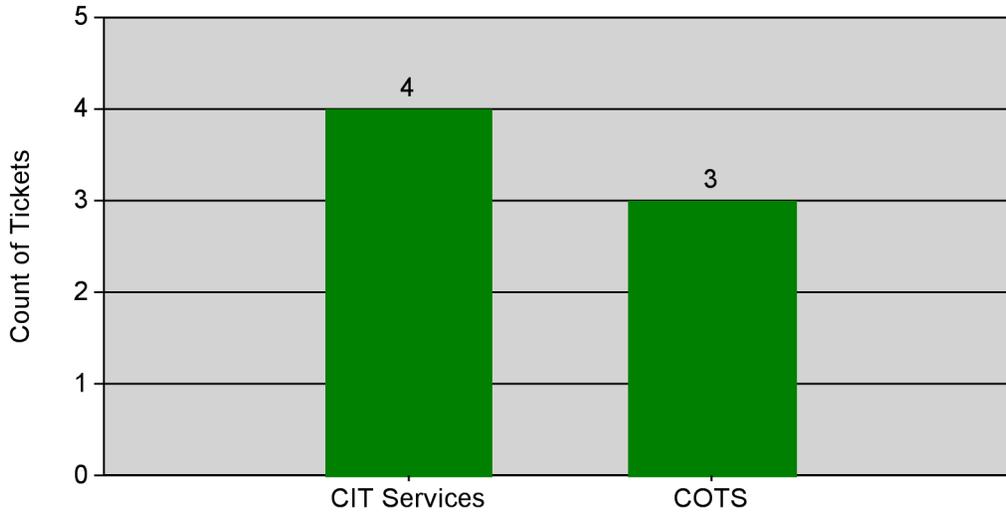


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Tickets By Category Summary



OM		7
CIT Services		4
Accounts	2	
Back Office Support	1	
Connectivity	1	
COTS		3
Hardware	3	

IC Ticket Report with Category Summary

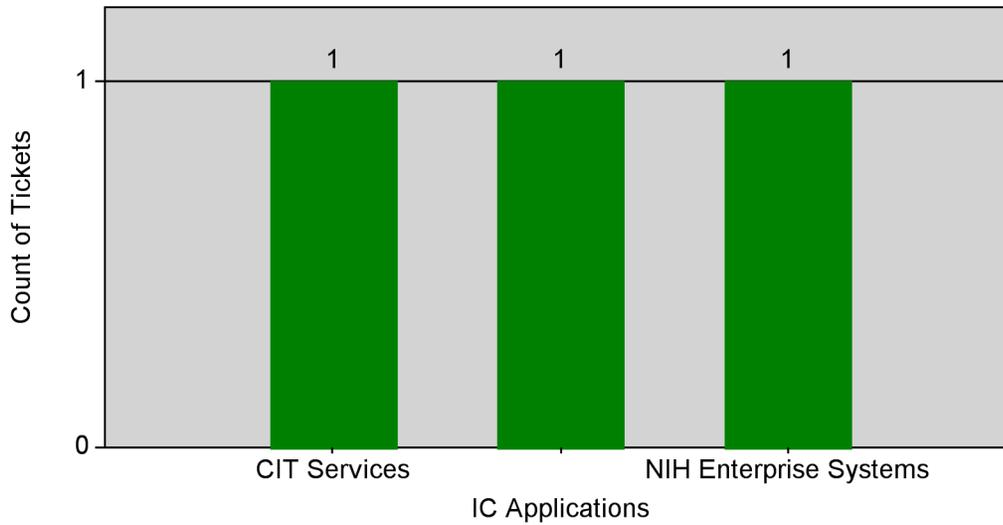


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Tickets By Category Summary



OMH	3
CIT Services	1
Training	1
IC Applications	1
Local LAN	1
NIH Enterprise Systems	1
NED	1

IC Ticket Report with Category Summary

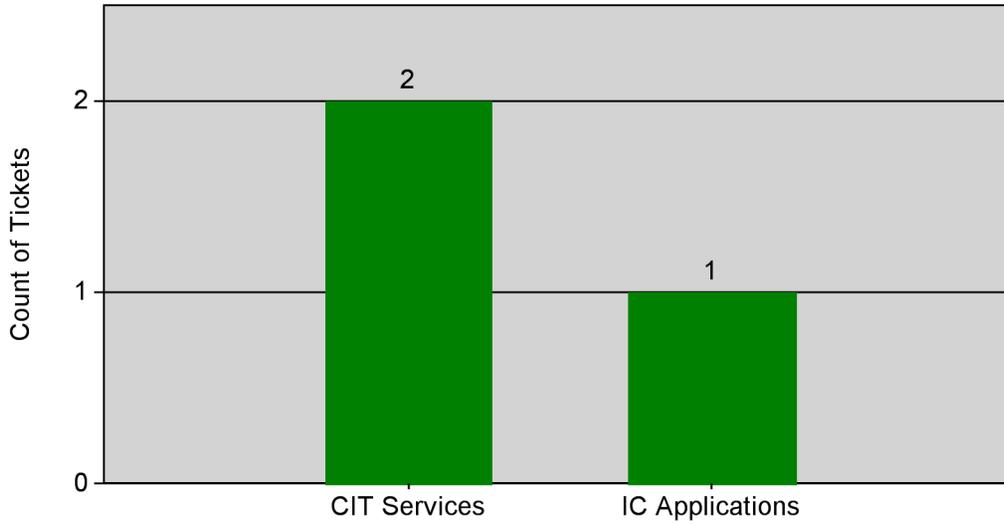


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Tickets By Category Summary



OPE	3
CIT Services	2
Back Office Support	2
IC Applications	1
Web Site Issue (non-CIT)	1

IC Ticket Report with Category Summary

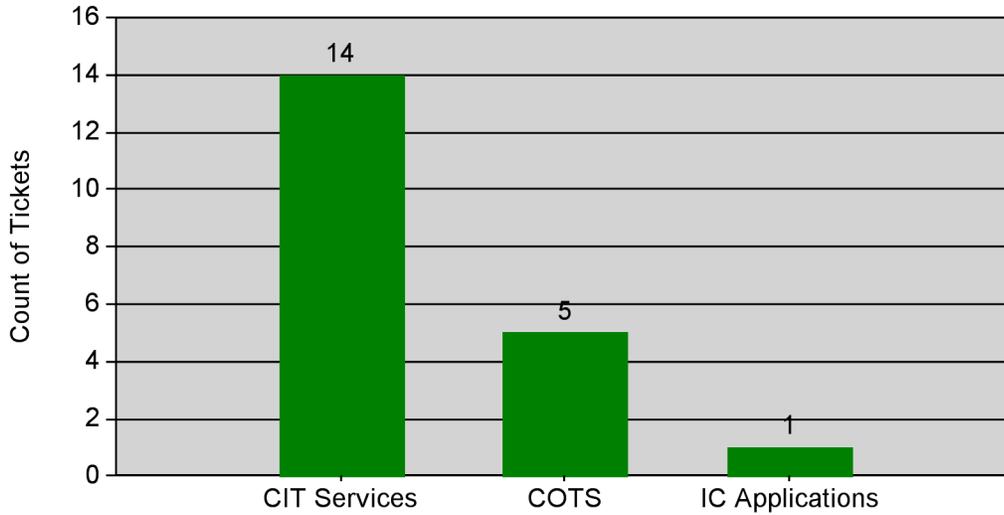


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Tickets By Category Summary



OPR	20
CIT Services	14
Accounts	7
Back Office Support	3
Email	4
COTS	5
Application Support	2
Hardware	3
IC Applications	1
Web Site Issue (non-CIT)	1

IC Ticket Report with Category Summary

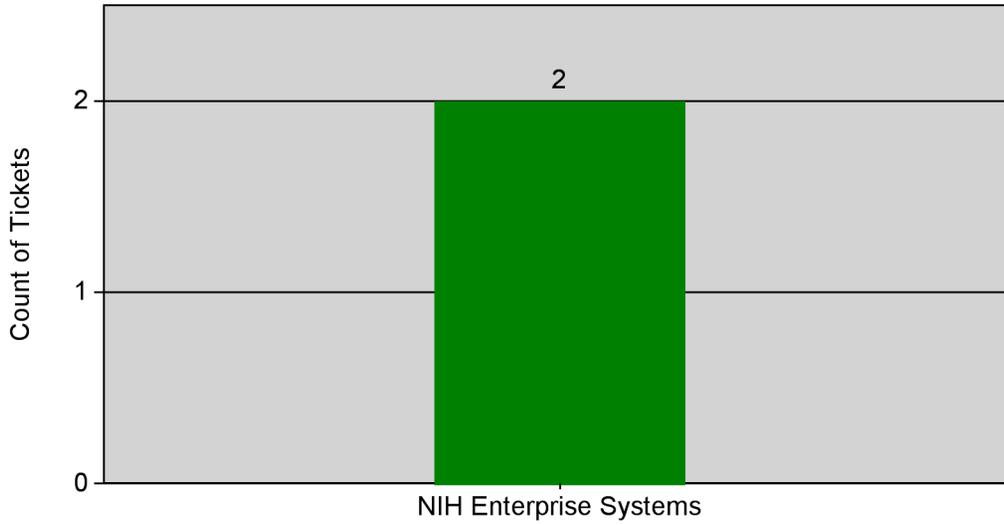


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Tickets By Category Summary



ORA	2
NIH Enterprise Systems	2
ITAS	2

IC Ticket Report with Category Summary

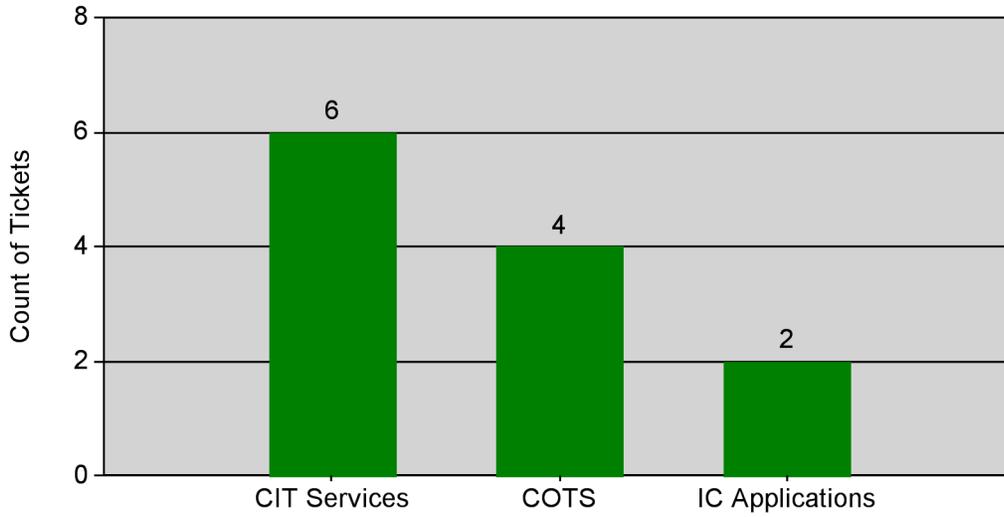


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Tickets By Category Summary



ORHP	12
CIT Services	6
Accounts	2
Back Office Support	1
Email	3
COTS	4
Hardware	4
IC Applications	2
Web Site Issue (non-CIT)	2

IC Ticket Report with Category Summary

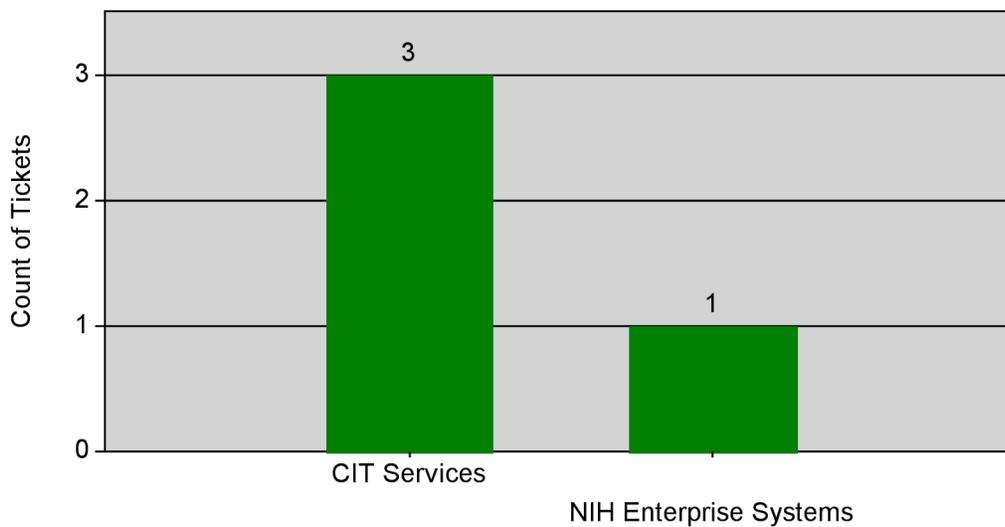


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Tickets By Category Summary



OT	4
CIT Services	3
CIT Categories	3
NIH Enterprise Systems	1
eRA-COMMONS	1

IC Ticket Report with Category Summary

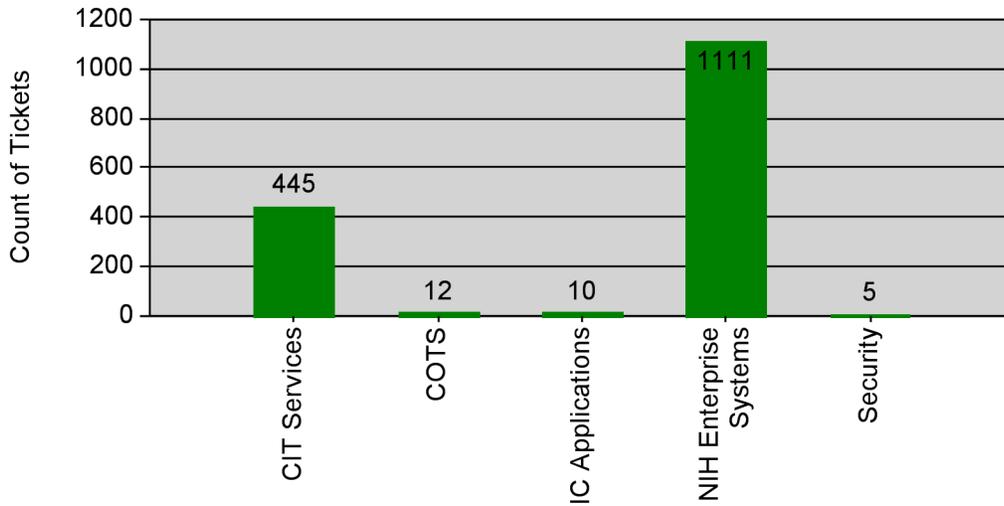


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Tickets By Category Summary



OTHER	1583
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CIT Services	445
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Accounts	258
ASR	1
Back Office Support	11
CIT Categories	21
CIT Categories Remedy	1
Connectivity	2
Email	70
General Information	59
iSDP/Software Distribution	1
NIHnet	3
OS/390	9
Pubs	1
Training	1
Video	6

IC Ticket Report with Category Summary



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Wireless Services	1	
COTS		12
Application Support	6	
Hardware	6	
IC Applications		10
CC Clinical Applications	1	
CC Technical Operations	1	
Web Site Issue (non-CIT)	8	
NIH Enterprise Systems		1111
ADB	1	
eRA-COMMONS	728	
eRA-CRISP	1	
eRA-DB	4	
eRA-External	305	
eRA-Grants Management	5	
eRA-IMPAC II	6	
eRA-Infrastructure	1	
eRA-Partnership Issues	4	
eRA-Referral and Review	47	
eRA-Reporting	1	
eRA-S2S	1	
ITAS	2	
NBS-User Call	2	
NIH Data Warehouse	1	
NIH Services	2	
Security		5
Security	5	

IC Ticket Report with Category Summary

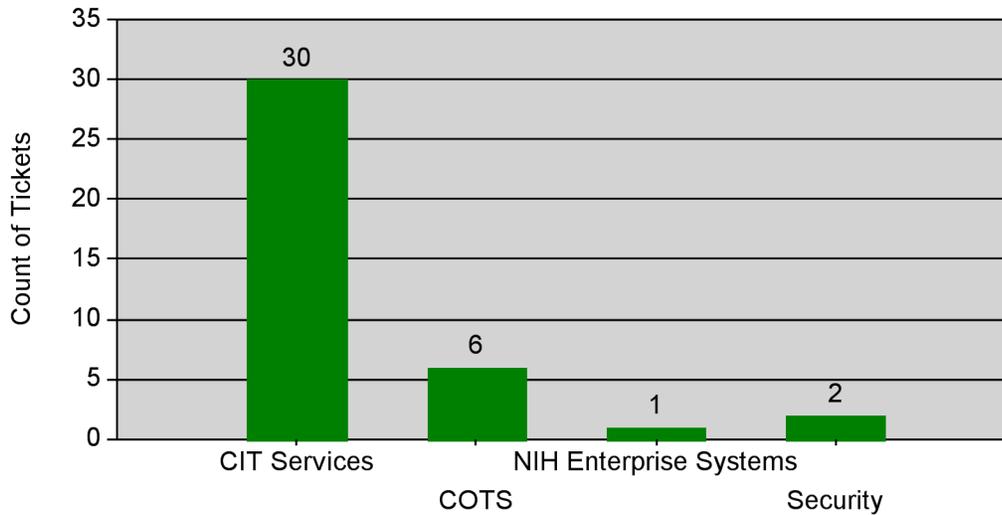


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Tickets By Category Summary



Region	39
CIT Services	30
Accounts	27
Back Office Support	1
Email	2
COTS	6
Application Support	3
Hardware	3
NIH Enterprise Systems	1
ITAS	1
Security	2
Anti Virus SW	1
Security	1