

IC Ticket Report with Category Summary

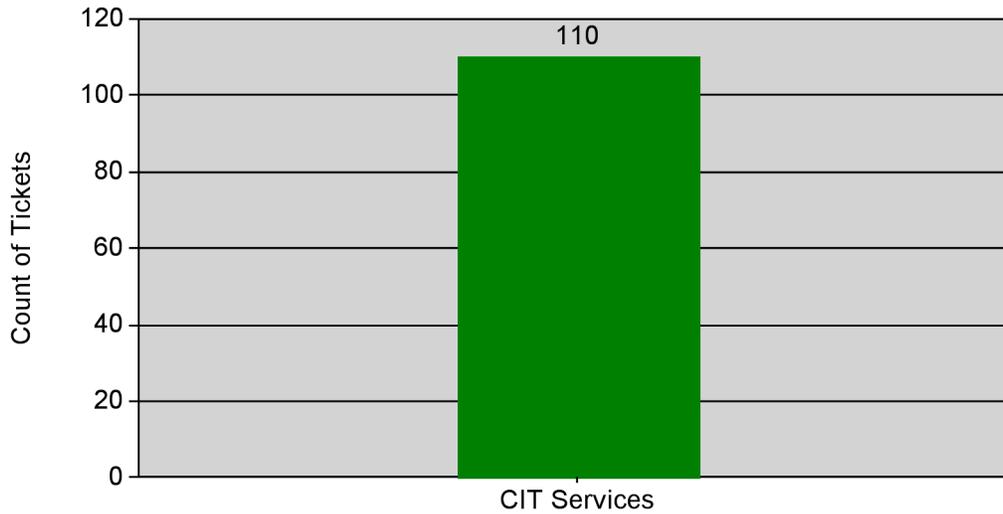


For the period: Thursday, May 01, 2008 12:00:00 AM to Saturday, May 31, 2008 11:59:59 PM

Snapshot Date: 6/1/2008 6:48:02 AM

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

Tickets By Category Summary



Anonymous	110
CIT Services	110
Accounts	1
CIT Categories	3
General Information	106

IC Ticket Report with Category Summary

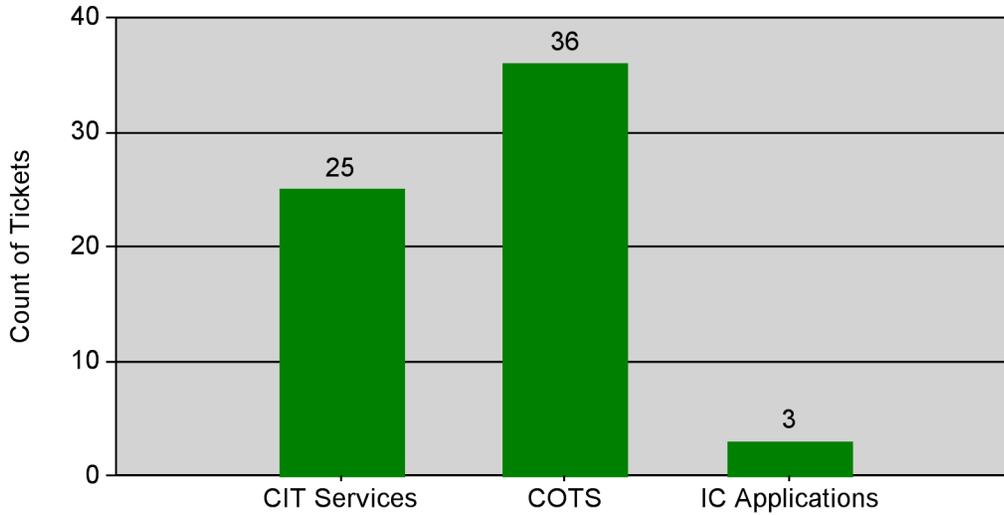


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Tickets By Category Summary



BCRS		64
CIT Services		25
Accounts	9	
Back Office Support	7	
Connectivity	1	
Email	8	
COTS		36
Application Support	12	
Hardware	24	
IC Applications		3
Local LAN	2	
Web Site Issue (non-CIT)	1	

IC Ticket Report with Category Summary

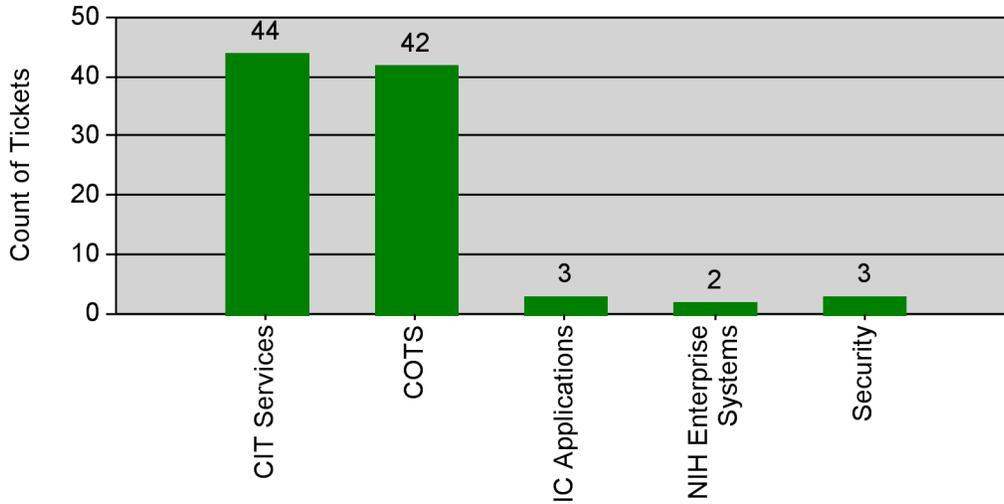


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Tickets By Category Summary



BHPR	94
CIT Services	44
Accounts	22
Back Office Support	7
CIT Categories Remedy	1
Connectivity	2
Email	6
General Information	1
NIHnet	1
Training	1
Wireless Services	3
COTS	42
Application Support	20
Hardware	22
IC Applications	3
Web Site Issue (non-CIT)	3

IC Ticket Report with Category Summary



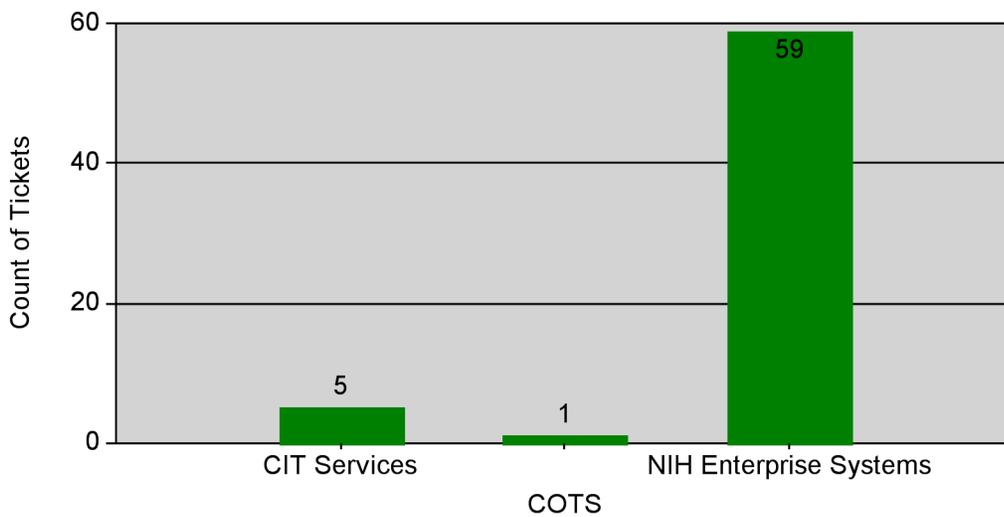
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NIH Enterprise Systems	2
ITAS	2
Security	3
Security	3

Tickets By Category Summary



CBER	65
CIT Services	5
Back Office Support	1
CIT Categories	3
Video	1
COTS	1
Hardware	1
NIH Enterprise Systems	59
ITAS	59

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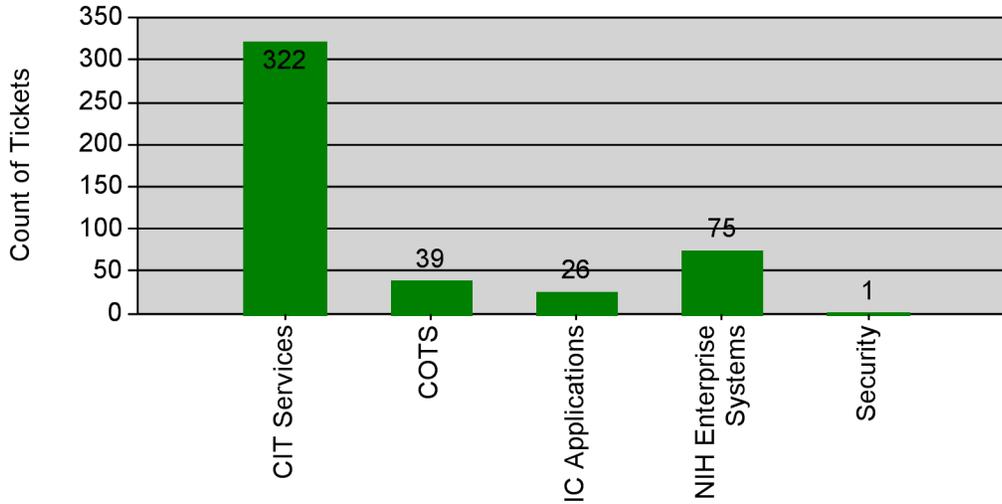


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Tickets By Category Summary



CC	463
CIT Services	322
Accounts	194
Back Office Support	10
CIT Categories	2
CIT Categories Remedy	2
Conference Room Support-Monitor Conference	1
Connectivity	9
Email	22
General Information	11
Helix Support	1
NIHnet	19
OS/390	1
Telecommunications	7
Training	2
Wireless Services	41

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COTS		39
Application Support	14	
Hardware	25	
IC Applications		26
CC Clinical Applications	8	
CC Clinical Applications-ATV	2	
CC Technical Operations	10	
Local LAN	2	
Web Site Issue (non-CIT)	4	
NIH Enterprise Systems		75
ADB	23	
Capital HR Func App Suppt	1	
eRA-COMMONS	1	
ITAS	6	
NBS-User Call	28	
NED	5	
NIH Data Warehouse	3	
NIH Services	4	
NVision	4	
Security		1
Security	1	

IC Ticket Report with Category Summary

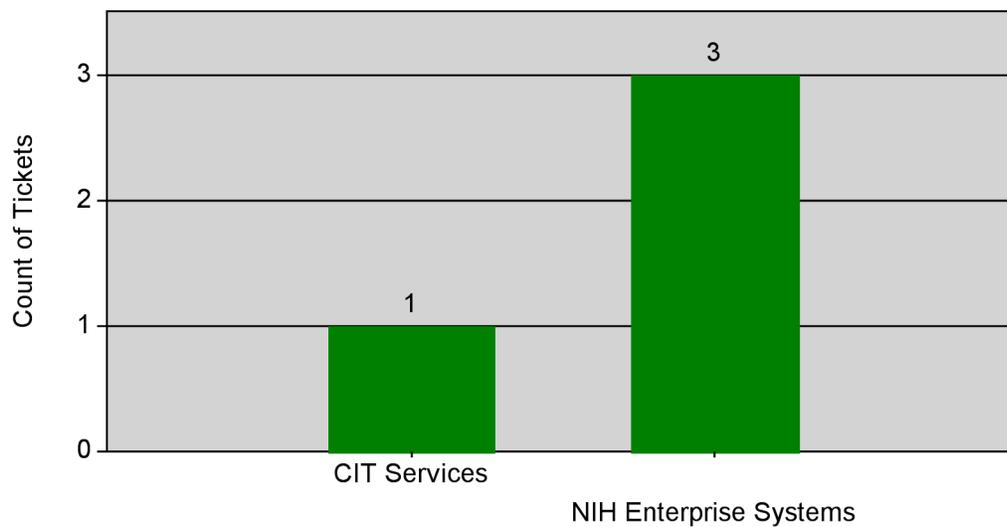


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Tickets By Category Summary



CDER	4
CIT Services	1
Video	1
NIH Enterprise Systems	3
ITAS	3

IC Ticket Report with Category Summary

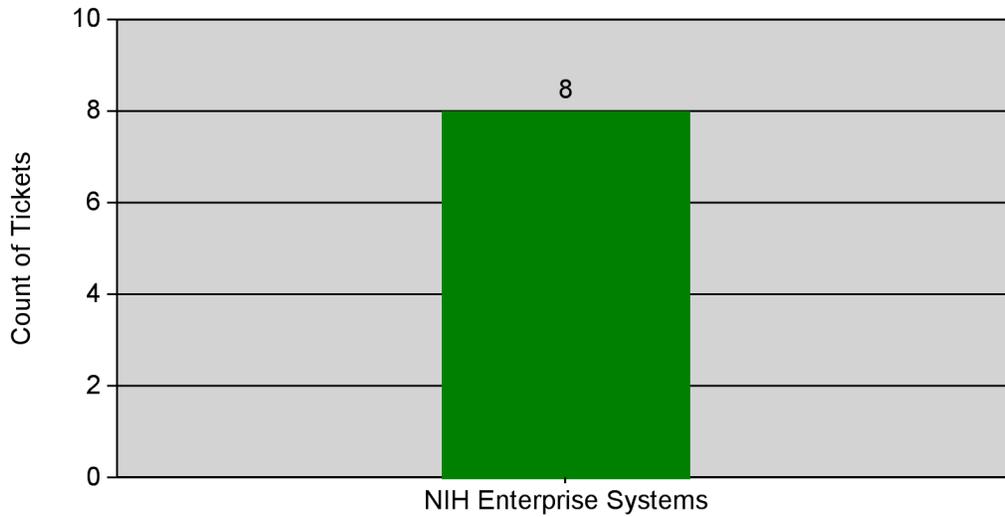


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Tickets By Category Summary



CDRH	8
NIH Enterprise Systems	8
ITAS	8

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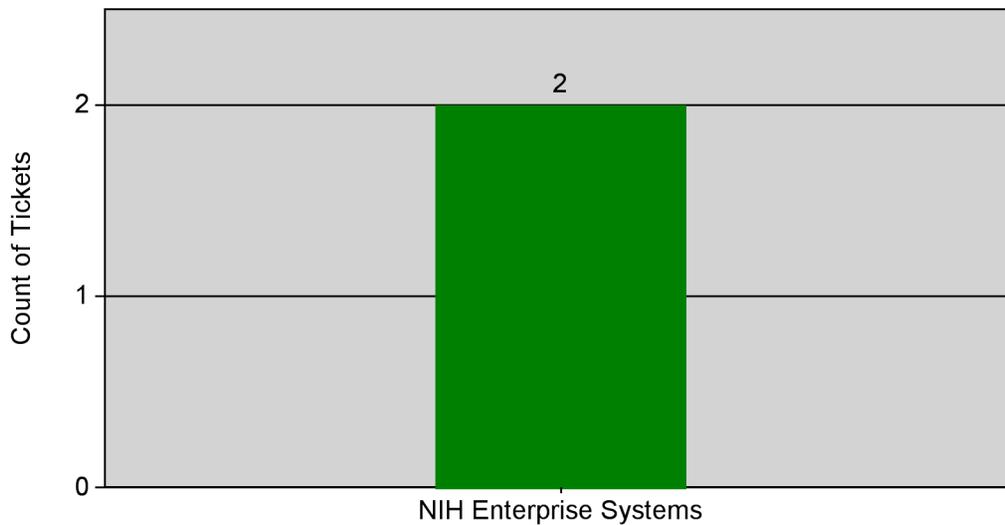


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Tickets By Category Summary



CFSAN	2
NIH Enterprise Systems	2
ITAS	2

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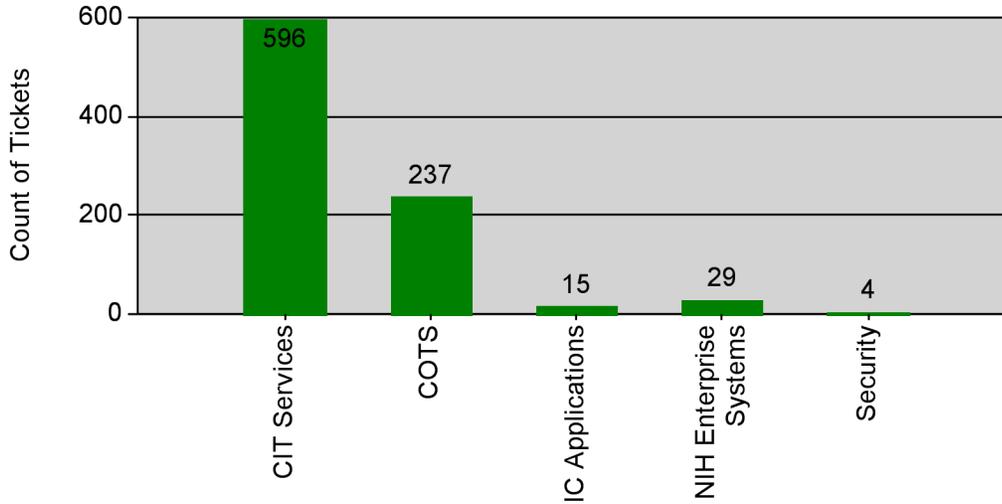


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Tickets By Category Summary



CIT	881
CIT Services	596
Accounts	155
Back Office Support	44
CIT Categories	13
CIT Categories Aspect	8
CIT Categories Remedy	24
Conference Room Support-Equipment Setup	1
Conference Room Support-Reserve	1
Connectivity	23
Email	134
General Information	99
Helix Support	2
NIHnet	35
OS/390	3
Telecommunications	14

IC Ticket Report with Category Summary



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Training	3	
Video	1	
Wireless Services	36	
COTS		237
Application Support	123	
Hardware	114	
IC Applications		15
Local LAN	11	
Web Site Issue (non-CIT)	4	
NIH Enterprise Systems		29
ADB	5	
eRA-COMMONS	2	
eRA-External	1	
eRA-Grants Management	1	
eRA-Infrastructure	1	
eRA-Referral and Review	1	
ITAS	3	
NBS-User Call	8	
NED	4	
NIH Services	2	
NVision	1	
Security		4
Anti Virus SW	1	
Security	3	

IC Ticket Report with Category Summary

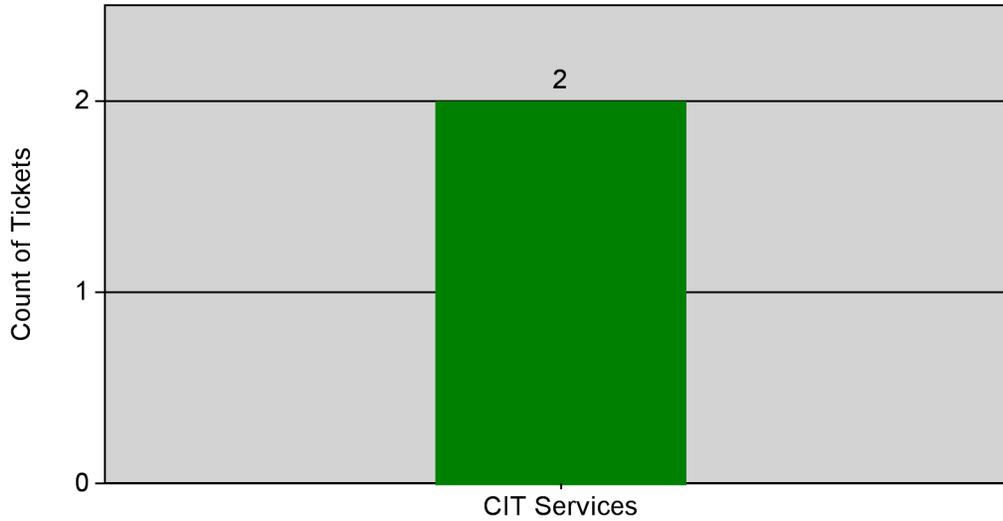


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Tickets By Category Summary



CQ	2
CIT Services	2
Training	1
Wireless Services	1

IC Ticket Report with Category Summary

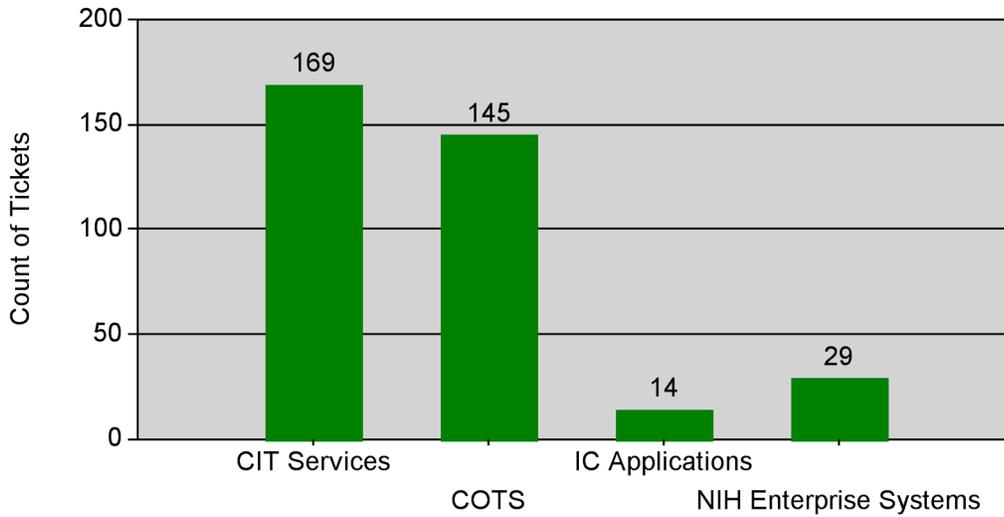


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Tickets By Category Summary



CSR	357
CIT Services	169
Accounts	70
Back Office Support	24
CIT Categories Remedy	2
Conference Room Support-Equipment Setup	10
Conference Room Support-Monitor Conference	1
Conference Room Support-Reserve	2
Connectivity	8
Email	21
General Information	16
NIHnet	2
Telecommunications	4
Training	1
Wireless Services	8
COTS	145
Application Support	61

IC Ticket Report with Category Summary



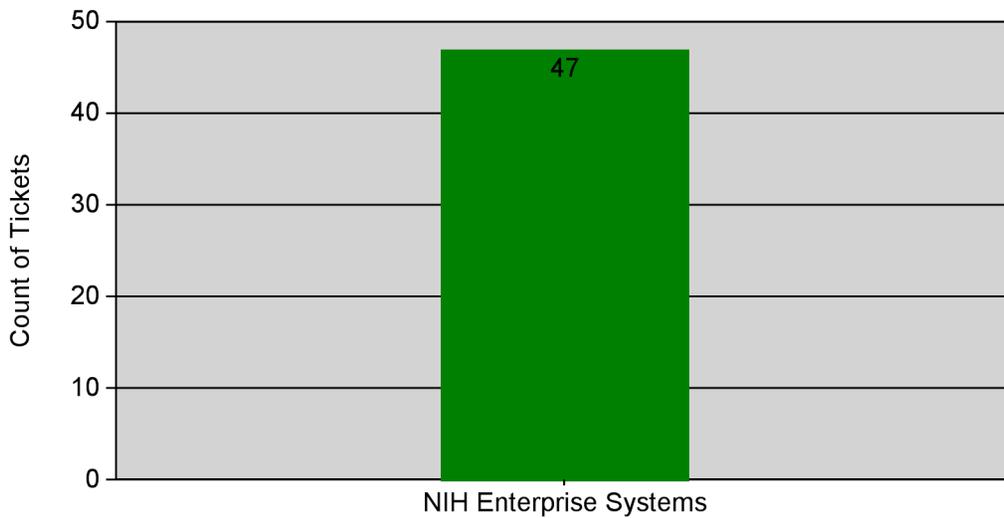
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Hardware	84
IC Applications	14
Local LAN	3
Web Site Issue (non-CIT)	11
NIH Enterprise Systems	29
Capital HR User Error	1
eRA-COMMONS	5
eRA-IMPAC II	5
ITAS	2
NBS-User Call	10
NED	1
NIH Services	2
NVision	3

Tickets By Category Summary



FDA-OC	47
NIH Enterprise Systems	47
ITAS	47

IC Ticket Report with Category Summary

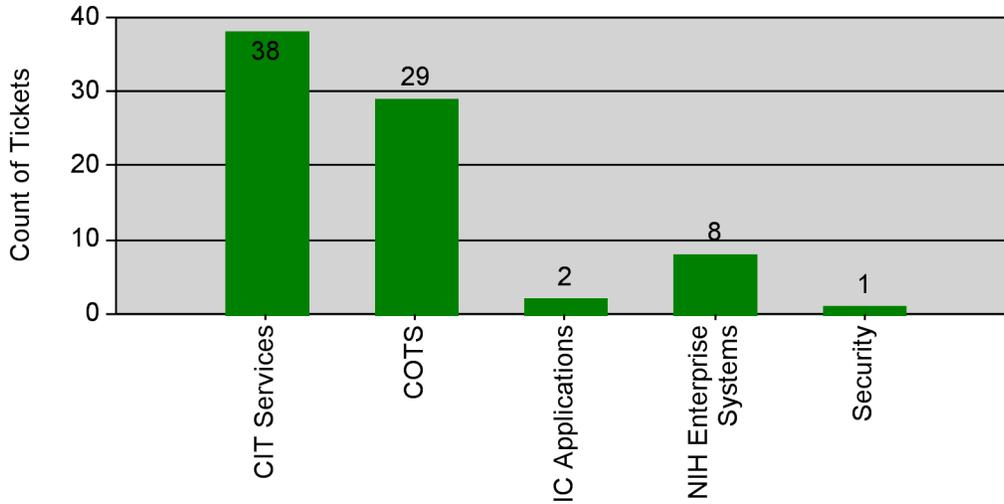


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Tickets By Category Summary



FIC	78
CIT Services	38
Accounts	15
Back Office Support	4
CIT Categories	1
Conference Room Support-Equipment Setup	1
Connectivity	1
Email	8
General Information	1
NIHnet	2
Telecommunications	3
Training	1
Wireless Services	1
COTS	29
Application Support	12
Hardware	17

IC Ticket Report with Category Summary



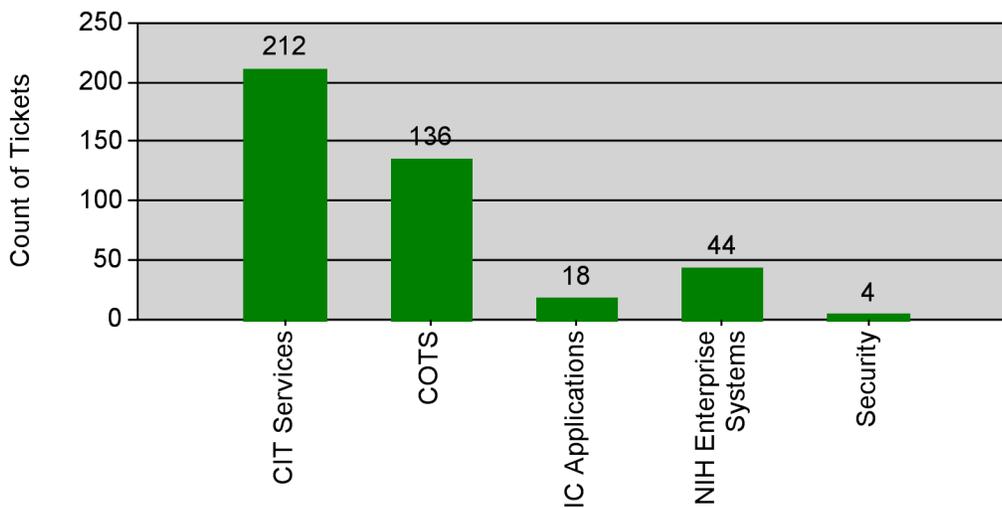
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IC Applications	2
Local LAN	1
Web Site Issue (non-CIT)	1
NIH Enterprise Systems	8
NBS-User Call	7
NED	1
Security	1
Security	1

Tickets By Category Summary



HHS	414
CIT Services	212
Accounts	78
Back Office Support	42
CIT Categories	4
Connectivity	7
Email	49
General Information	5

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iSDP/Software Distribution	1	
NIHnet	4	
OS/390	1	
Telecommunications	3	
Training	2	
Video	1	
Wireless Services	15	
COTS		136
Application Support	62	
Hardware	74	
IC Applications		18
CC Clinical Applications	1	
Local LAN	9	
Web Site Issue (non-CIT)	8	
NIH Enterprise Systems		44
ADB	2	
Capital HR Security	1	
eRA-Grants Management	1	
eRA-IMPAC II	24	
ITAS	10	
NBS-User Call	2	
NED	3	
NIH Services	1	
Security		4
Security	4	

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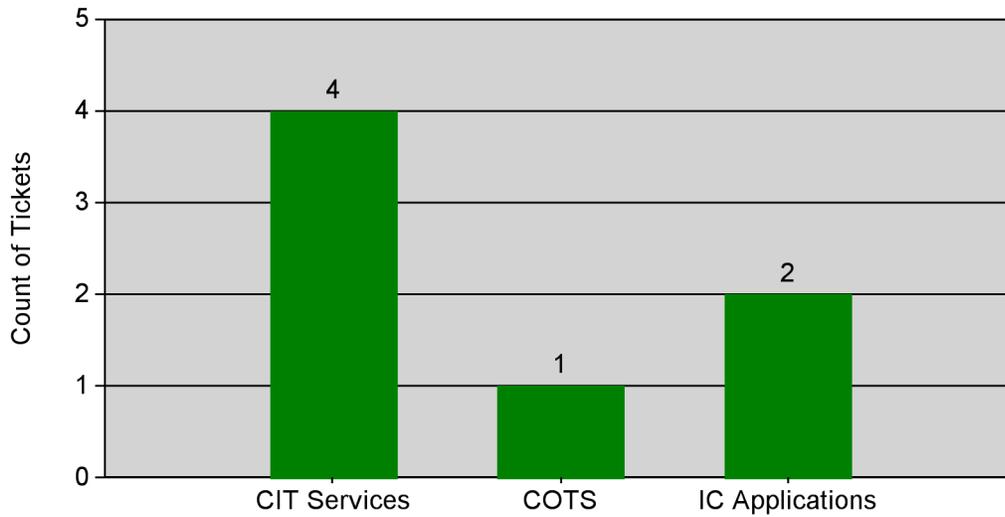


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Tickets By Category Summary



HRSA-OC	7
CIT Services	4
Accounts	3
General Information	1
COTS	1
Hardware	1
IC Applications	2
Local LAN	2

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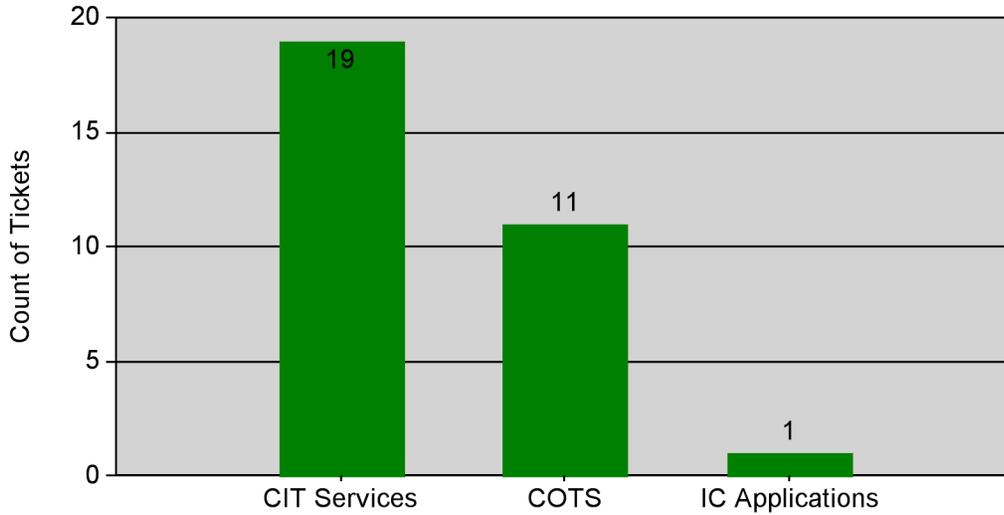


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Tickets By Category Summary



HSB	31
CIT Services	19
Accounts	10
Back Office Support	1
CIT Categories	1
Email	5
Wireless Services	2
COTS	11
Application Support	4
Hardware	7
IC Applications	1
Web Site Issue (non-CIT)	1

IC Ticket Report with Category Summary

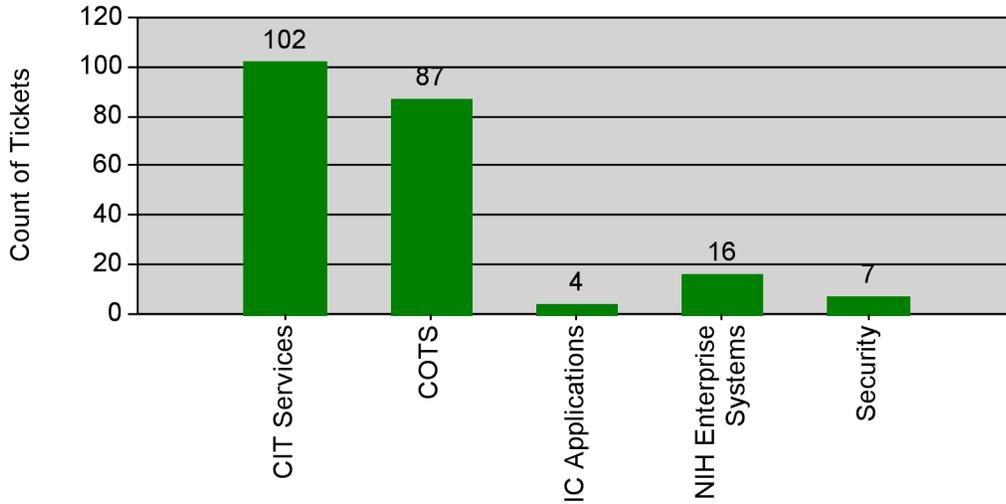


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Tickets By Category Summary



NCCAM	216
CIT Services	102
Accounts	35
Back Office Support	28
CIT Categories	1
Conference Room Support-Equipment Setup	7
Connectivity	1
Email	13
General Information	5
Telecommunications	1
Video	1
Wireless Services	10
COTS	87
Application Support	37
Hardware	50
IC Applications	4
CC Clinical Applications	2

IC Ticket Report with Category Summary



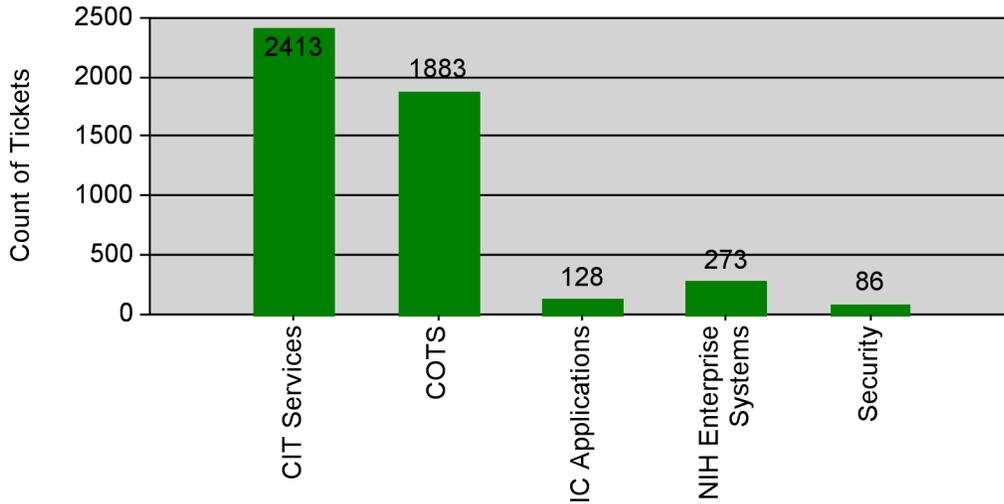
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Local LAN	1
Web Site Issue (non-CIT)	1
NIH Enterprise Systems	16
eRA-IMPAC II	2
NBS-User Call	3
NED	1
NIH Data Warehouse	2
NIH Services	6
NVision	2
Security	7
Anti Virus SW	3
Security	4

Tickets By Category Summary



NCI	4783
CIT Services	2413
Accounts	1111
Back Office Support	449

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CIT Categories	25
Conference Room Support-Equipment Setup	86
Conference Room Support-Monitor Conference	3
Conference Room Support-Reserve	1
Connectivity	106
Email	273
General Information	112
Helix Support	4
iSDP/Software Distribution	4
NIHnet	37
OS/390	3
Telecommunications	38
Training	9
Video	13
Wireless Services	139
COTS	1883
Application Support	595
Hardware	1288
IC Applications	128
CC Clinical Applications	16
CC Clinical Applications-ATV	2
CC Technical Operations	4
E-Grants	1
Local LAN	67
Web Site Issue (non-CIT)	38
NIH Enterprise Systems	273
ADB	67
Capital HR Security	3
Capital HR User Error	2

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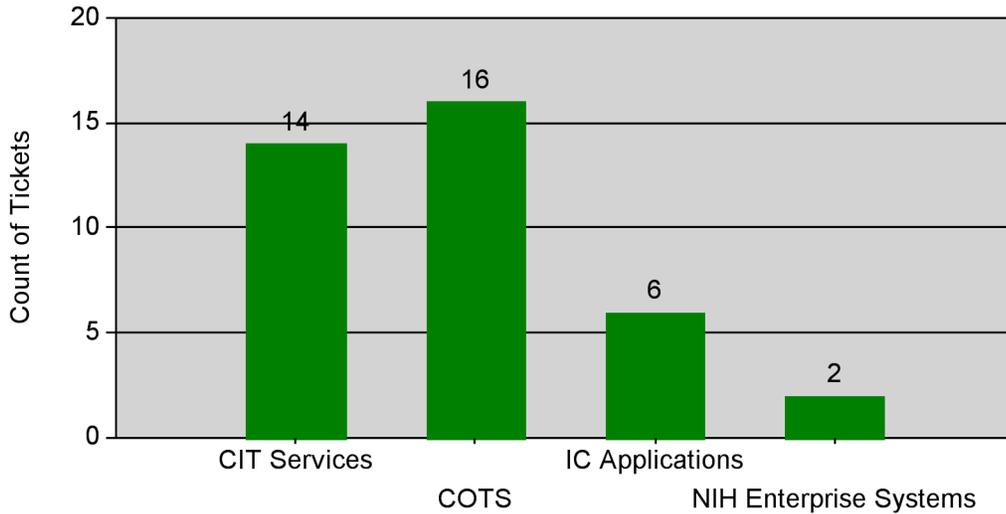
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eRA-COMMONS	1
eRA-CRISP	1
eRA-IMPAC II	7
eRA-Software BA	1
ITAS	16
NBS-User Call	125
NED	27
NIH Services	21
NVision	2

Security	86
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Anti Virus SW	19
Security	67

Tickets By Category Summary



NCMHD	38
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CIT Services	14
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Accounts	5
Back Office Support	3

IC Ticket Report with Category Summary



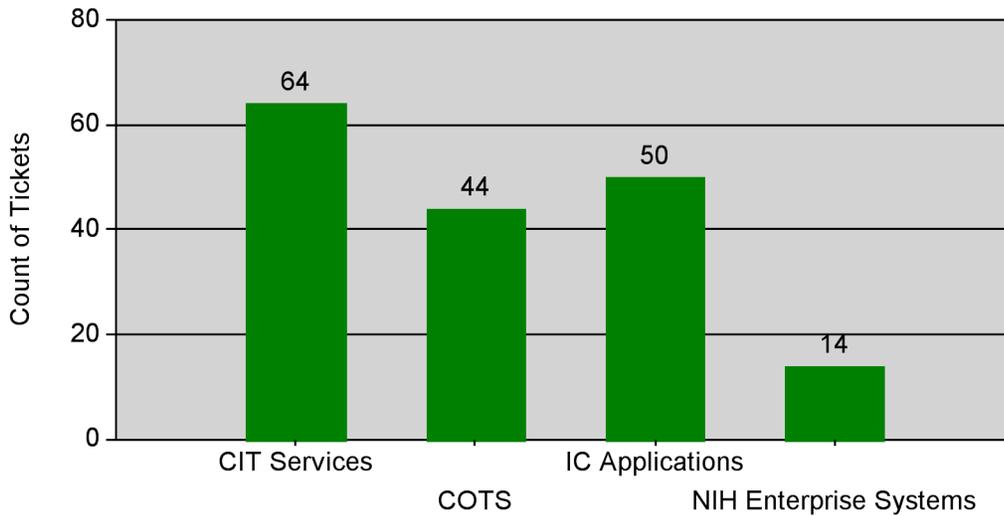
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Email	5
Telecommunications	1
COTS	16
Application Support	3
Hardware	13
IC Applications	6
Web Site Issue (non-CIT)	6
NIH Enterprise Systems	2
eRA-IMPAC II	2

Tickets By Category Summary



NCRR	172
CIT Services	64
Accounts	30
Back Office Support	9
CIT Categories Remedy	1
Conference Room Support-Equipment Setup	1
Connectivity	1

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Email	9	
General Information	6	
OS/390	1	
Wireless Services	6	
COTS		44
Application Support	22	
Hardware	22	
IC Applications		50
CC Technical Operations	1	
OIT Categories	1	
Web Site Issue (non-CIT)	48	
NIH Enterprise Systems		14
ADB	3	
eRA-COMMONS	1	
eRA-IMPAC II	2	
eRA-Infrastructure	1	
NBS-User Call	4	
NIH Services	2	
NVision	1	

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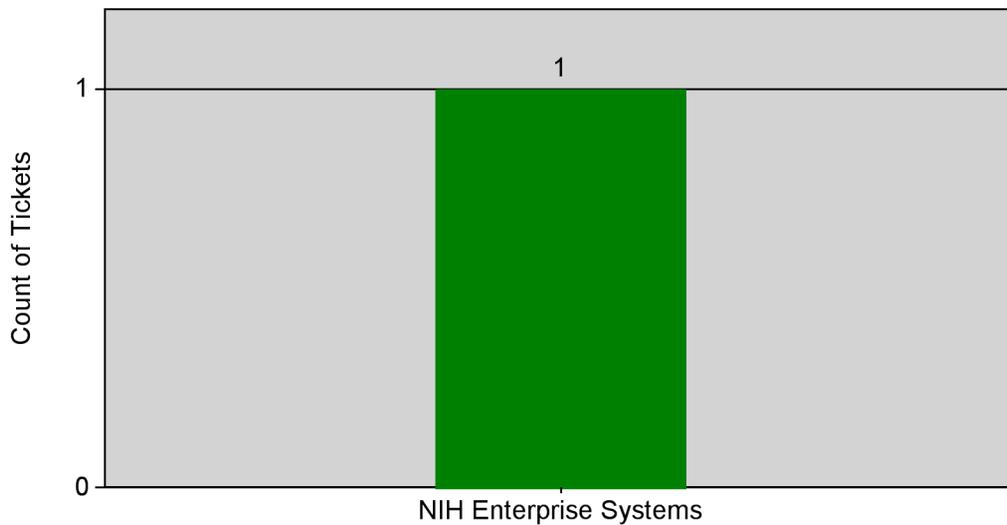


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Tickets By Category Summary



NCTR	1
NIH Enterprise Systems	1
ITAS	1

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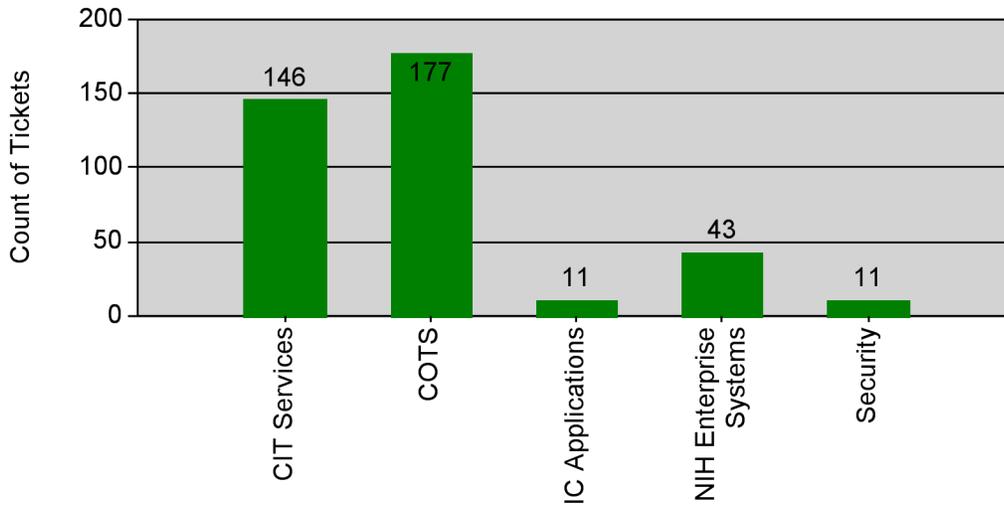


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Tickets By Category Summary



NEI	388
CIT Services	146
Accounts	76
Back Office Support	29
CIT Categories	1
Conference Room Support-Equipment Setup	1
Connectivity	5
Email	16
General Information	3
NIHnet	5
OS/390	1
Training	1
Wireless Services	8
COTS	177
Application Support	70
Hardware	107

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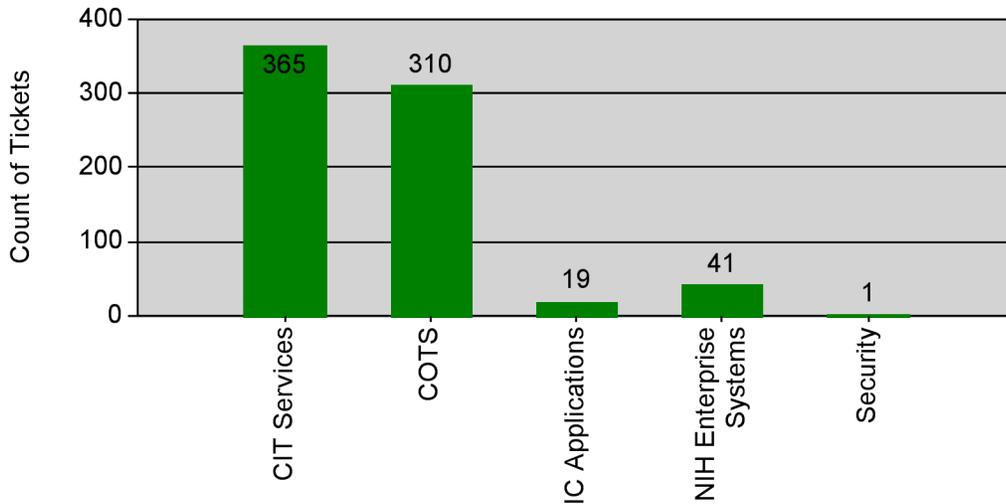
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Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

IC Applications	11
CC Clinical Applications	4
Local LAN	7
NIH Enterprise Systems	43
ADB	9
eRA-IMPAC II	2
ITAS	1
NBS-User Call	22
NED	2
NIH Data Warehouse	1
NIH Services	4
NVision	2
Security	11
Security	11

Tickets By Category Summary



NHGRI	736
CIT Services	365
Accounts	152

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Back Office Support	63
CIT Categories	20
CIT Categories Remedy	1
Conference Room Support-Equipment Setup	6
Connectivity	15
Email	49
General Information	6
Helix Support	2
NIHnet	6
Project Work	1
Telecommunications	5
Training	1
Unix Support	8
Video	6
Wireless Services	24
COTS	310
Application Support	145
Hardware	165
IC Applications	19
CC Clinical Applications	2
CC Technical Operations	3
E-Grants	1
Local LAN	9
Web Site Issue (non-CIT)	4
NIH Enterprise Systems	41
ADB	9
Capital HR Security	1
Capital HR Technical	1
eRA-COMMONS	2

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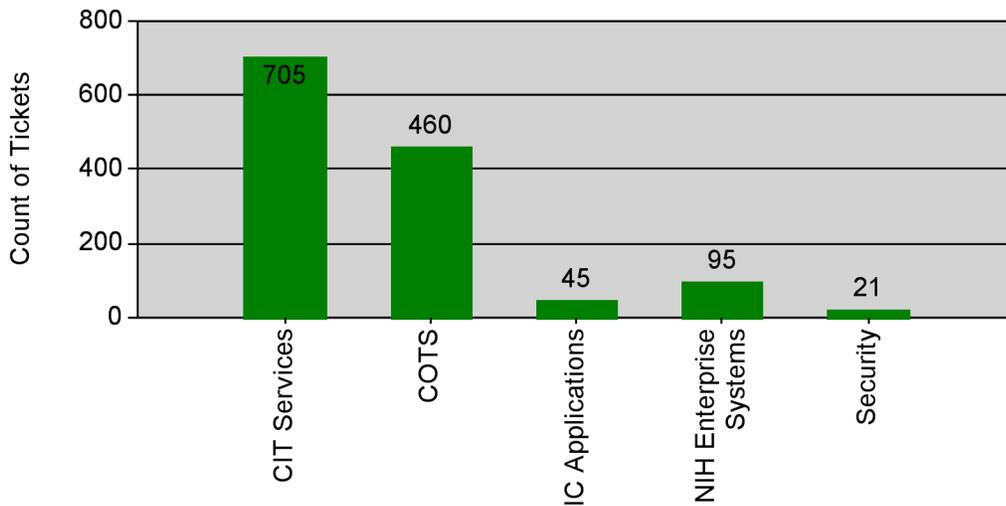
Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

eRA-IMPAC II	1
ITAS	1
NBS-User Call	22
NED	2
NIH Services	1
NVision	1

Security	1
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Anti Virus SW	1
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Tickets By Category Summary



NHLBI	1326
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CIT Services	705
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Accounts	249
Back Office Support	188
CIT Categories	8
Conference Room Support-Equipment Setup	19
Conference Room Support-Monitor Conference	1
Connectivity	65

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Email	78
General Information	27
Helix Support	1
iSDP/Software Distribution	1
NIHnet	11
OS/390	1
Telecommunications	7
Training	5
Video	4
Wireless Services	40
COTS	460
Application Support	184
Hardware	276
IC Applications	45
CC Clinical Applications	3
CC Clinical Applications-ATV	1
CC Technical Operations	1
Local LAN	23
Web Site Issue (non-CIT)	17
NIH Enterprise Systems	95
ADB	15
Capital HR Security	4
eRA-COMMONS	4
eRA-IMPAC II	3
eRA-Referral and Review	1
eRA-Software BA	1
ITAS	6
NBS-User Call	48
NED	8

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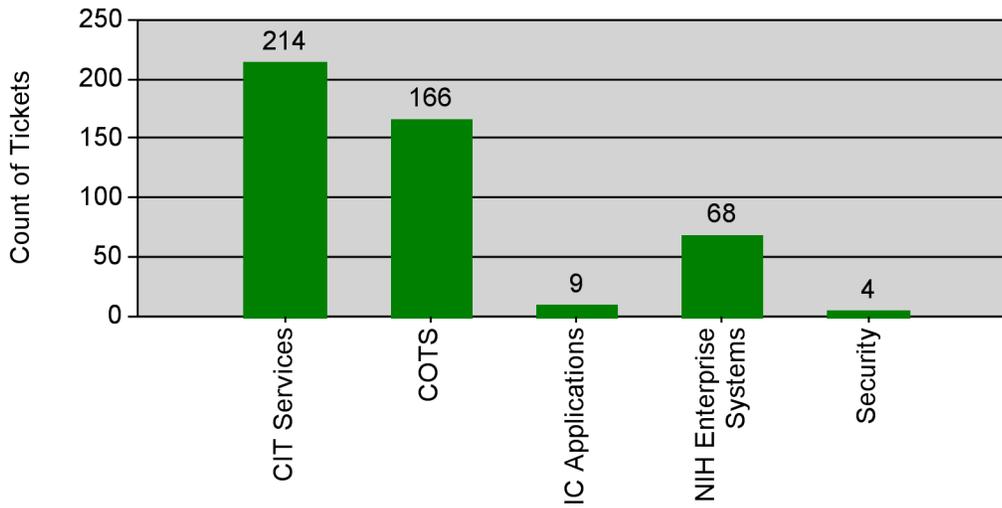
Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

NIH Services	3
NVision	2

Security	21
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Anti Virus SW	1
Security	20

Tickets By Category Summary



NIA	461
------------	------------

CIT Services	214
---------------------	------------

Accounts	84
Back Office Support	31
CIT Categories	5
CIT Categories Remedy	1
Conference Room Support-Equipment Setup	9
Conference Room Support-Reserve	1
Connectivity	12
Email	26
General Information	9

IC Ticket Report with Category Summary



For the period: Thursday, May 01, 2008 12:00:00 AM to Saturday, May 31, 2008 11:59:59 PM

Snapshot Date: 6/1/2008 6:48:02 AM

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

NIHnet	13	
Pubs	1	
Telecommunications	8	
Training	1	
Video	1	
Wireless Services	12	
COTS		166
Application Support	37	
Hardware	129	
IC Applications		9
Local LAN	5	
Web Site Issue (non-CIT)	4	
NIH Enterprise Systems		68
ADB	9	
Capital HR Technical	1	
eRA-COMMONS	2	
eRA-Grants Management	1	
eRA-IMPAC II	3	
ITAS	5	
NBS-Sandbox	3	
NBS-User Call	35	
NED	2	
NIH Data Warehouse	1	
NIH Services	5	
NVision	1	
Security		4
Anti Virus SW	1	
Security	3	

IC Ticket Report with Category Summary

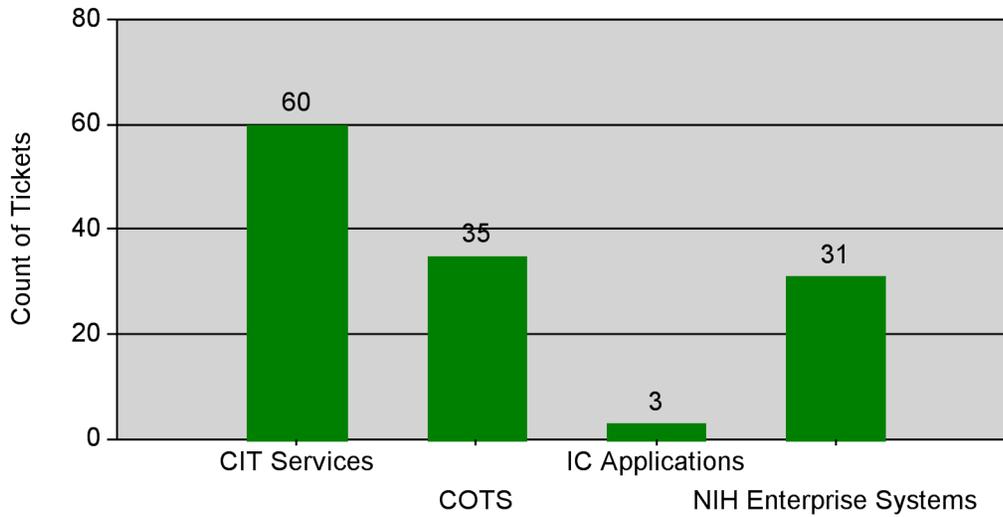


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Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Tickets By Category Summary



NIAAA	129
CIT Services	60
Accounts	24
Back Office Support	2
Conference Room Support-Equipment Setup	3
Connectivity	9
Email	4
General Information	4
NIHnet	8
Telecommunications	2
Video	1
Wireless Services	3
COTS	35
Application Support	16
Hardware	19
IC Applications	3
Local LAN	1

IC Ticket Report with Category Summary



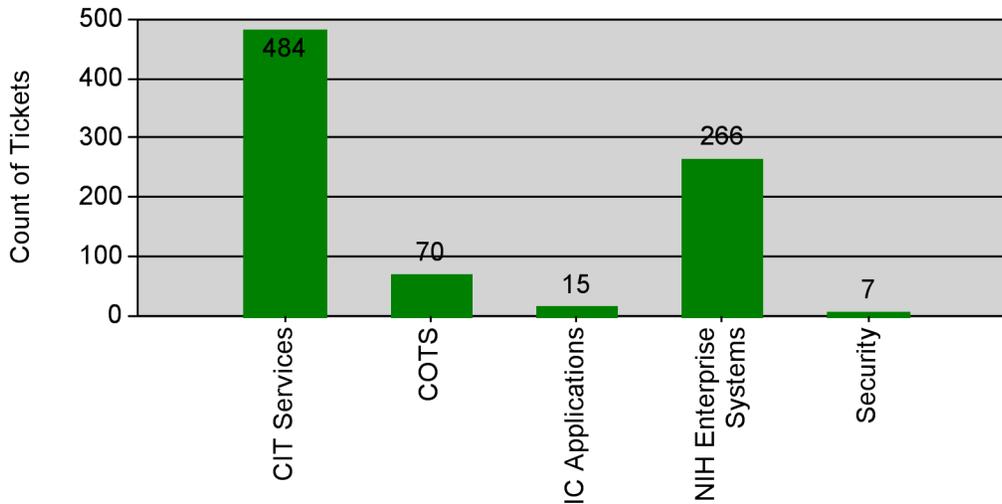
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Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Web Site Issue (non-CIT)	2
NIH Enterprise Systems	31
ADB	4
eRA-COMMONS	1
eRA-External	1
eRA-IMPAC II	3
ITAS	1
NBS-User Call	17
NED	1
NIH Services	3

Tickets By Category Summary



NIAID	842
CIT Services	484
Accounts	265
Back Office Support	26
CIT Categories	8
Conference Room Support-Equipment Setup	2

IC Ticket Report with Category Summary



For the period: Thursday, May 01, 2008 12:00:00 AM to Saturday, May 31, 2008 11:59:59 PM

Snapshot Date: 6/1/2008 6:48:02 AM

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

Connectivity	7
Email	38
General Information	18
Helix Support	1
iSDP/Software Distribution	2
NIHnet	5
OS/390	1
Telecommunications	18
Training	8
Video	3
Wireless Services	82
COTS	70
Application Support	33
Hardware	37
IC Applications	15
CC Clinical Applications	1
CC Technical Operations	1
E-Grants	1
Local LAN	2
Web Site Issue (non-CIT)	10
NIH Enterprise Systems	266
ADB	34
Capital HR Security	3
Capital HR Technical	1
Capital HR User Error	1
eRA-COMMONS	4
eRA-IMPAC II	7
ITAS	28
NBS-User Call	139

IC Ticket Report with Category Summary



For the period: Thursday, May 01, 2008 12:00:00 AM to Saturday, May 31, 2008 11:59:59 PM

Snapshot Date: 6/1/2008 6:48:02 AM

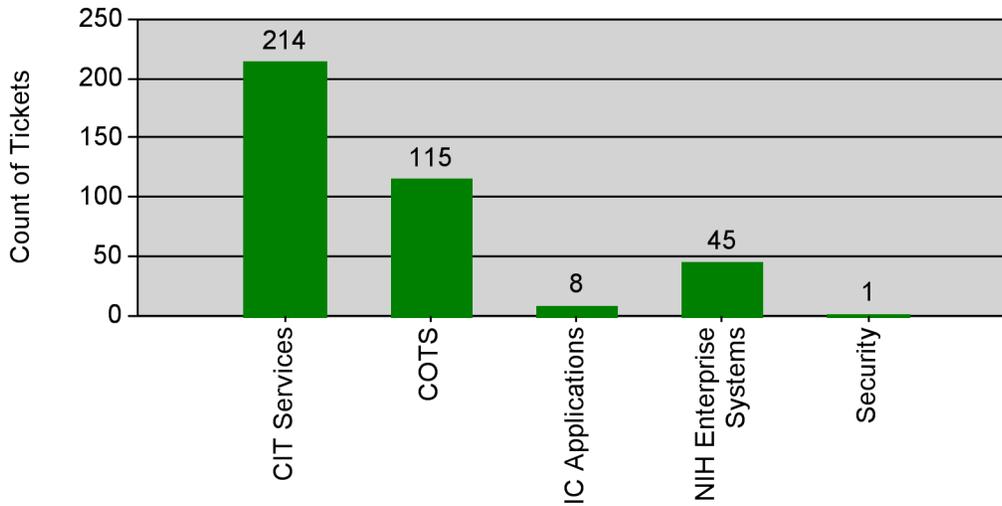
Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

NED	19
NIH Data Warehouse	1
NIH Services	22
NVision	7

Security	7
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Anti Virus SW	1
Security	6

Tickets By Category Summary



NIAMS	383
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CIT Services	214
---------------------	------------

Accounts	120
Back Office Support	13
CIT Categories	2
CIT Categories Remedy	1
Conference Room Support-Equipment Setup	20
Conference Room Support-Reserve	3
Connectivity	5

IC Ticket Report with Category Summary



For the period: Thursday, May 01, 2008 12:00:00 AM to Saturday, May 31, 2008 11:59:59 PM

Snapshot Date: 6/1/2008 6:48:02 AM

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

Email	15	
General Information	10	
NIHnet	4	
Telecommunications	9	
Video	2	
Wireless Services	10	
COTS		115
Application Support	47	
Hardware	68	
IC Applications		8
CC Clinical Applications	3	
Web Site Issue (non-CIT)	5	
NIH Enterprise Systems		45
ADB	9	
eRA-IMPAC II	5	
ITAS	4	
NBS-User Call	20	
NED	3	
NIH Services	4	
Security		1
Security	1	

IC Ticket Report with Category Summary

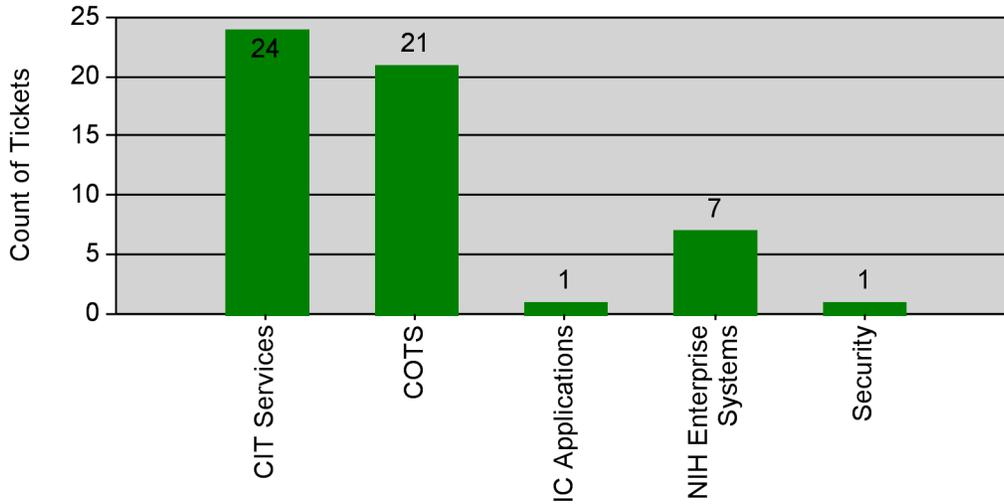


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Snapshot Date: 6/1/2008 6:48:02 AM

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

Tickets By Category Summary



NIBIB	54
CIT Services	24
Accounts	11
Back Office Support	4
CIT Categories	1
Conference Room Support-Equipment Setup	1
Connectivity	1
General Information	1
Telecommunications	2
Wireless Services	3
COTS	21
Application Support	11
Hardware	10
IC Applications	1
CC Technical Operations	1
NIH Enterprise Systems	7
eRA-IMPAC II	1

IC Ticket Report with Category Summary



For the period: Thursday, May 01, 2008 12:00:00 AM to Saturday, May 31, 2008 11:59:59 PM

Snapshot Date: 6/1/2008 6:48:02 AM

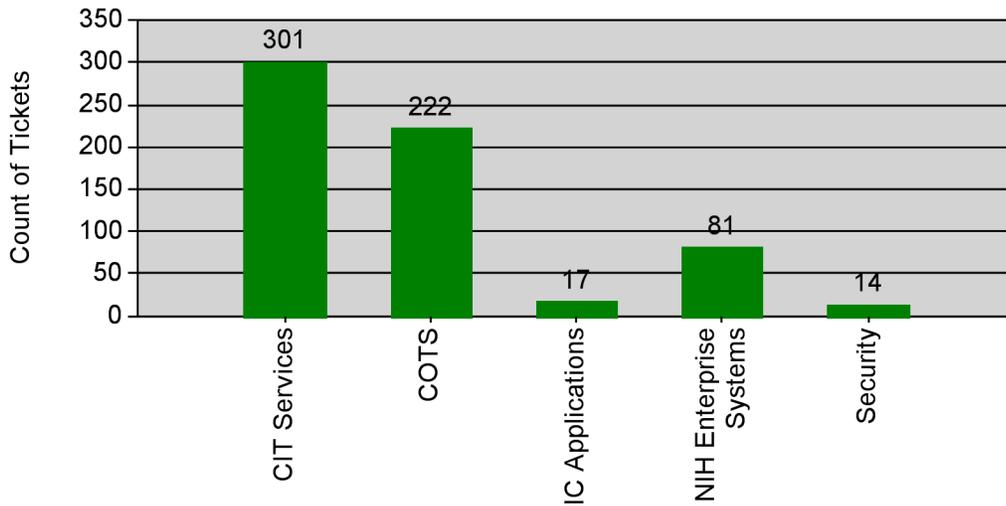
Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

NBS-User Call	3
NIH Services	1
NVision	2

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

Anti Virus SW	1
---------------	---

Tickets By Category Summary



NICHD	635
--------------	------------

CIT Services	301
---------------------	------------

Accounts	147
Back Office Support	35
CIT Categories	3
Conference Room Support-Equipment Setup	5
Connectivity	17
Email	44
General Information	10
Helix Support	1
NIHnet	9

IC Ticket Report with Category Summary



For the period: Thursday, May 01, 2008 12:00:00 AM to Saturday, May 31, 2008 11:59:59 PM

Snapshot Date: 6/1/2008 6:48:02 AM

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

Telecommunications	6	
Training	4	
Video	1	
Wireless Services	19	
COTS		222
Application Support	87	
Hardware	135	
IC Applications		17
CC Clinical Applications	3	
CC Technical Operations	1	
Local LAN	10	
Web Site Issue (non-CIT)	3	
NIH Enterprise Systems		81
ADB	16	
Capital HR Security	2	
eRA-COMMONS	1	
eRA-IMPAC II	5	
ITAS	3	
NBS-Sandbox	1	
NBS-User Call	42	
NED	7	
NIH Services	3	
NVision	1	
Security		14
Security	14	

IC Ticket Report with Category Summary

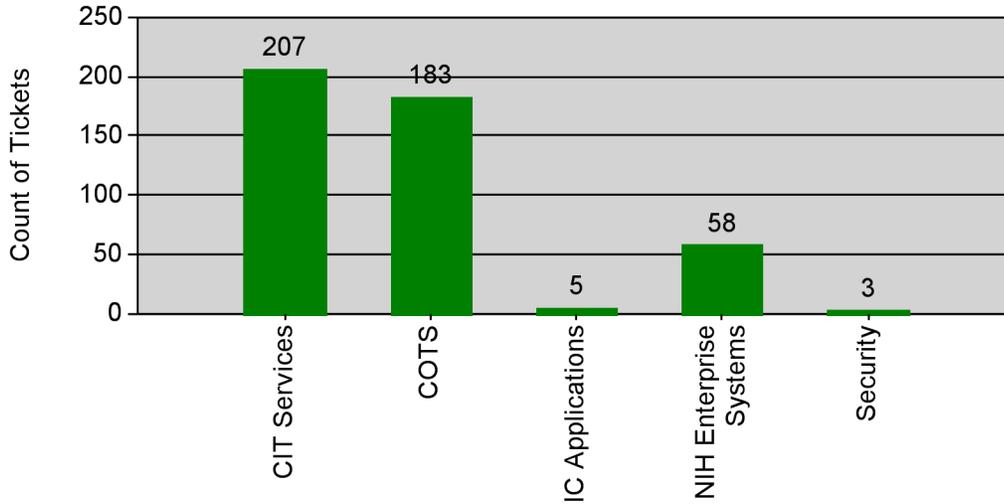


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Snapshot Date: 6/1/2008 6:48:02 AM

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

Tickets By Category Summary



NIDA	456
CIT Services	207
Accounts	99
Back Office Support	14
CIT Categories	6
Conference Room Support-Equipment Setup	7
Conference Room Support-Monitor Conference	1
Connectivity	5
Email	22
General Information	9
NIHnet	2
Telecommunications	9
Wireless Services	33
COTS	183
Application Support	53
Hardware	130

IC Ticket Report with Category Summary



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Snapshot Date: 6/1/2008 6:48:02 AM

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

IC Applications	5
Local LAN	4
Web Site Issue (non-CIT)	1
NIH Enterprise Systems	58
ADB	10
eRA-COMMONS	2
eRA-IMPAC II	1
eRA-Infrastructure	1
ITAS	3
NBS-User Call	30
NED	5
NIH Data Warehouse	1
NIH Services	4
NVision	1
Security	3
Security	3

IC Ticket Report with Category Summary

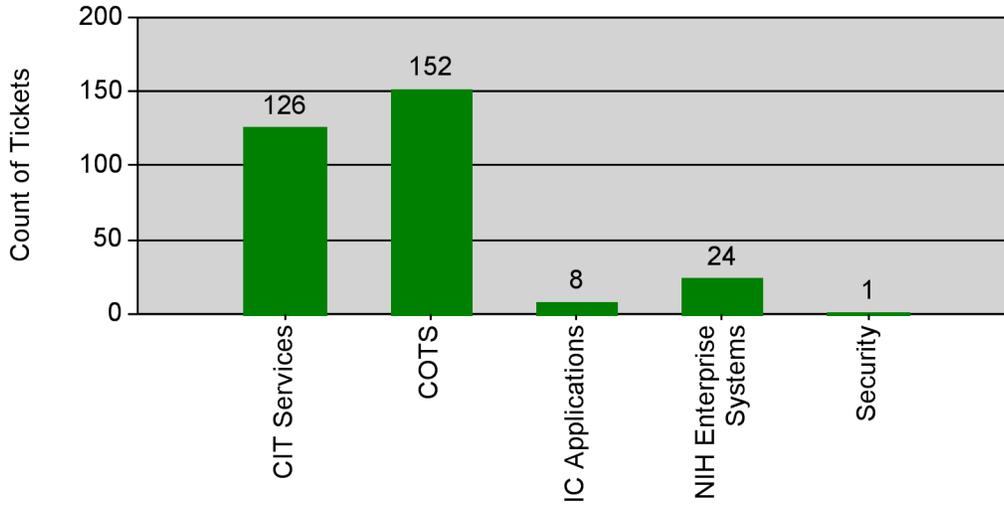


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Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Tickets By Category Summary



NIDCD	311
CIT Services	126
Accounts	54
Back Office Support	25
CIT Categories	1
Conference Room Support-Equipment Setup	1
Connectivity	4
Email	15
General Information	8
NIHnet	2
OS/390	2
Telecommunications	5
Training	2
Wireless Services	7
COTS	152
Application Support	62

IC Ticket Report with Category Summary



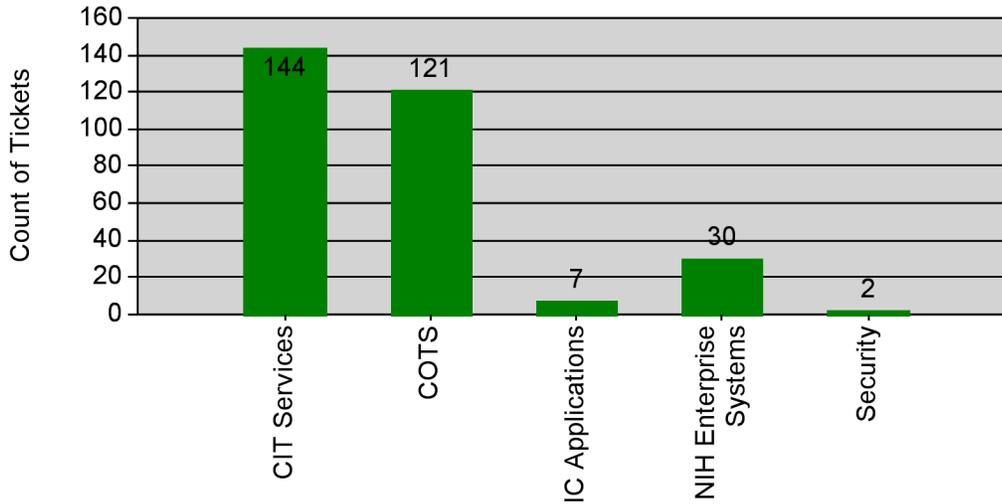
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Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Hardware	90
IC Applications	8
Local LAN	8
NIH Enterprise Systems	24
ADB	7
eRA-IMPAC II	5
NBS-User Call	3
NIH Data Warehouse	3
NIH Services	5
NVision	1
Security	1
Security	1

Tickets By Category Summary



NIDCR	304
CIT Services	144
Accounts	78
Back Office Support	14

IC Ticket Report with Category Summary



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Snapshot Date: 6/1/2008 6:48:02 AM

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

CIT Categories	2	
Conference Room Support-Equipment Setup	5	
Connectivity	3	
Email	19	
General Information	7	
NIHnet	4	
Telecommunications	5	
Training	1	
Wireless Services	6	
COTS		121
Application Support	56	
Hardware	65	
IC Applications		7
CC Clinical Applications	3	
CC Technical Operations	2	
Web Site Issue (non-CIT)	2	
NIH Enterprise Systems		30
ADB	7	
Capital HR Security	2	
eRA-IMPAC II	2	
ITAS	2	
NBS-User Call	12	
NED	1	
NIH Services	2	
NVision	2	
Security		2
Security	2	

IC Ticket Report with Category Summary

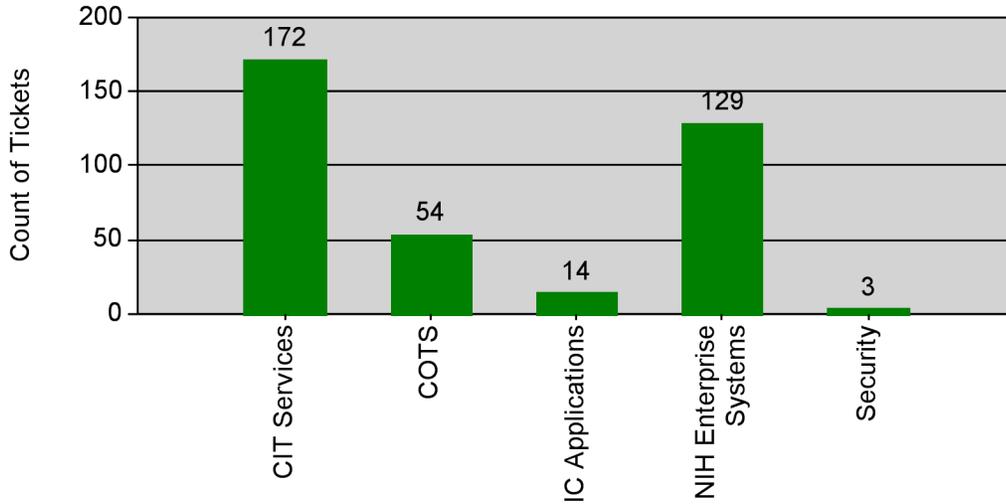


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Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Tickets By Category Summary



NIDDK	372
CIT Services	172
Accounts	91
Back Office Support	8
CIT Categories	4
Conference Room Support-Equipment Setup	1
Connectivity	10
Email	18
General Information	12
NIHnet	3
Telecommunications	9
Training	4
Video	1
Wireless Services	11
COTS	54
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	27	
IC Applications		14
CC Clinical Applications	5	
CC Clinical Applications-ATV	1	
Local LAN	1	
Web Site Issue (non-CIT)	7	
NIH Enterprise Systems		129
ADB	11	
Capital HR Change Management	1	
eRA-COMMONS	3	
eRA-External	1	
eRA-IMPAC II	7	
ITAS	7	
NBS-User Call	74	
NED	10	
NIH Data Warehouse	6	
NIH Services	6	
NVision	3	
Security		3
Anti Virus SW	1	
Security	2	

IC Ticket Report with Category Summary

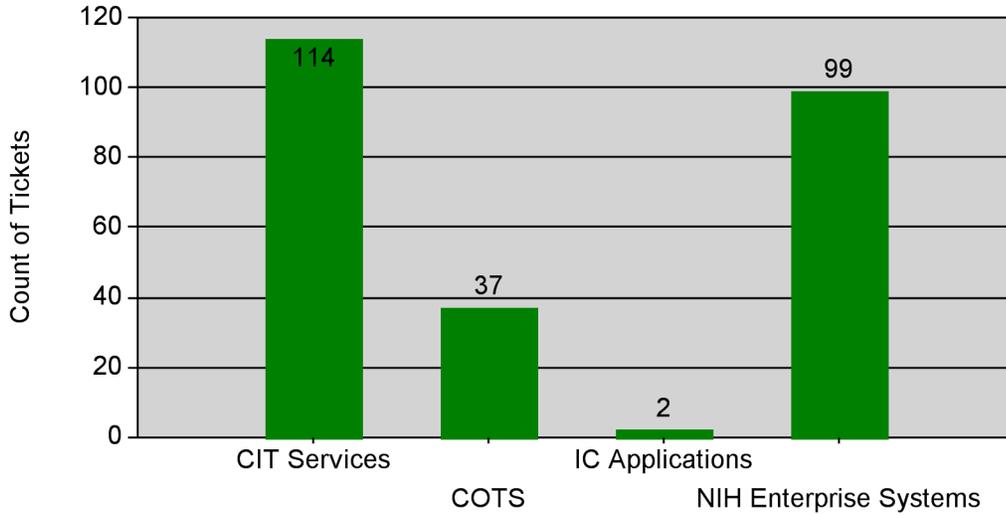


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Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Tickets By Category Summary



NIEHS	252
CIT Services	114
Accounts	56
Back Office Support	15
CIT Categories	3
Conference Room Support-Equipment Setup	1
Connectivity	1
Email	10
General Information	17
Training	1
Video	1
Wireless Services	9
COTS	37
Application Support	23
Hardware	14
IC Applications	2
Local LAN	1

IC Ticket Report with Category Summary



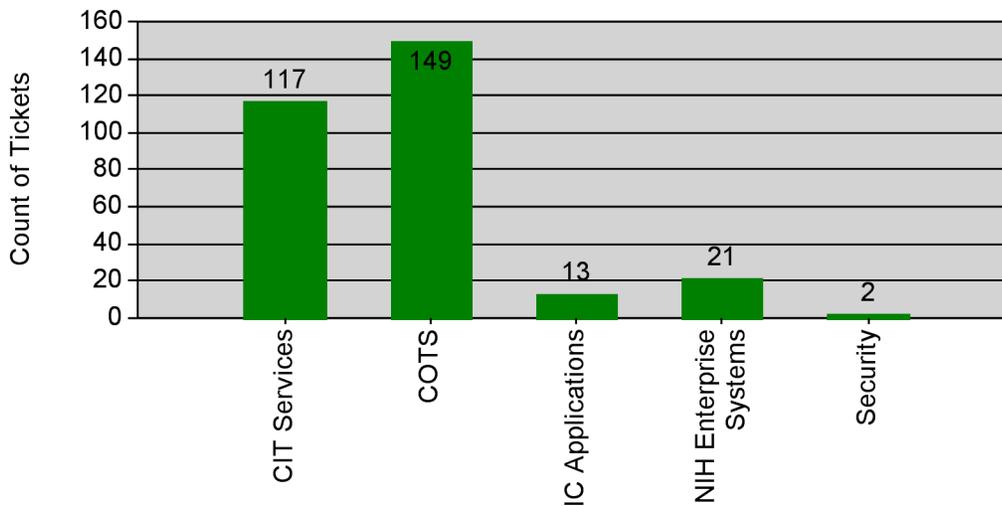
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Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Web Site Issue (non-CIT)	1
NIH Enterprise Systems	99
ADB	3
Capital HR Security	1
eRA-COMMONS	2
ITAS	7
NBS-User Call	81
NED	3
NIH Data Warehouse	1
NIH Services	1

Tickets By Category Summary



NIGMS	302
CIT Services	117
Accounts	32
Back Office Support	21
CIT Categories	6
CIT Categories Remedy	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.

Conference Room Support-Equipment Setup	6	
Connectivity	4	
Email	23	
General Information	5	
Telecommunications	1	
Wireless Services	17	
COTS		149
Application Support	69	
Hardware	80	
IC Applications		13
CC Technical Operations	1	
E-Grants	2	
Local LAN	1	
Web Site Issue (non-CIT)	9	
NIH Enterprise Systems		21
eRA-COMMONS	3	
eRA-IMPAC II	6	
eRA-Software BA	1	
ITAS	2	
NBS-User Call	3	
NED	1	
NIH Services	4	
NVision	1	
Security		2
Security	2	

IC Ticket Report with Category Summary

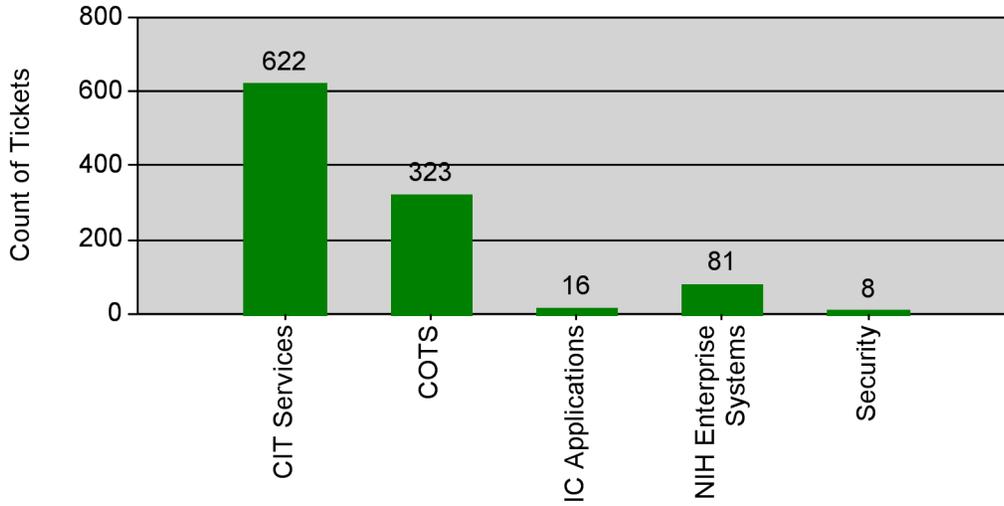


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Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Tickets By Category Summary



NIMH	1050
CIT Services	622
Accounts	342
Back Office Support	74
CIT Categories	2
Conference Room Support-Equipment Setup	10
Connectivity	23
Email	63
General Information	24
Helix Support	5
iSDP/Software Distribution	4
NIHnet	15
OS/390	2
Telecommunications	12
Training	3
Video	3

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.

Wireless Services	40	
COTS		323
Application Support	133	
Hardware	190	
IC Applications		16
Local LAN	8	
Web Site Issue (non-CIT)	8	
NIH Enterprise Systems		81
ADB	20	
Capital HR Security	2	
Capital HR Technical	1	
eRA-COMMONS	1	
eRA-IMPAC II	7	
ITAS	4	
NBS-User Call	36	
NED	1	
NIH Services	9	
Security		8
Security	8	

IC Ticket Report with Category Summary

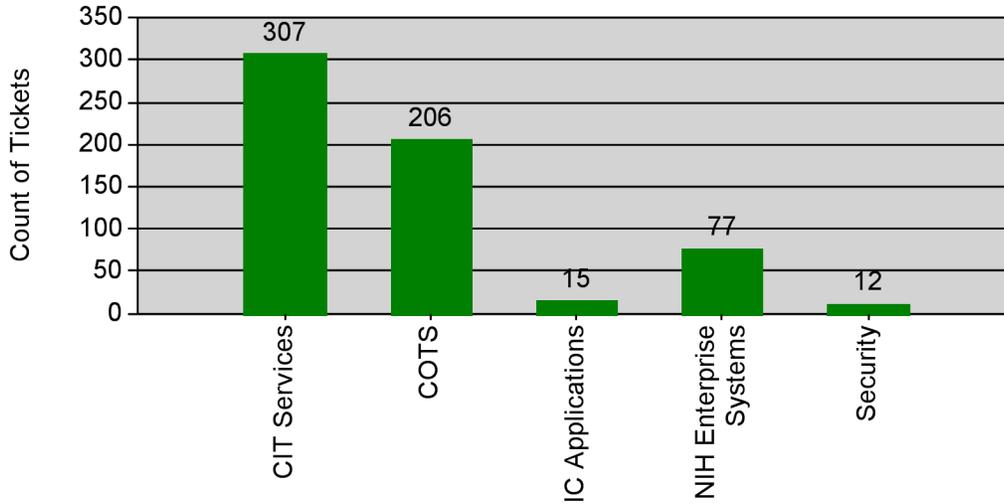


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Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Tickets By Category Summary



NINDS	617
CIT Services	307
Accounts	136
ASR	1
Back Office Support	60
CIT Categories	8
Conference Room Support-Equipment Setup	1
Conference Room Support-Reserve	1
Connectivity	20
Email	44
General Information	12
iSDP/Software Distribution	2
NIHnet	1
Telecommunications	3
Training	1
Wireless Services	17

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.

COTS	206
Application Support	85
Hardware	121
IC Applications	15
CC Clinical Applications	5
Local LAN	6
Web Site Issue (non-CIT)	4
NIH Enterprise Systems	77
ADB	15
eRA-COMMONS	1
eRA-IMPAC II	4
eRA-Software BA	1
ITAS	8
NBS-User Call	41
NED	4
NIH Services	3
Security	12
Security	12

IC Ticket Report with Category Summary

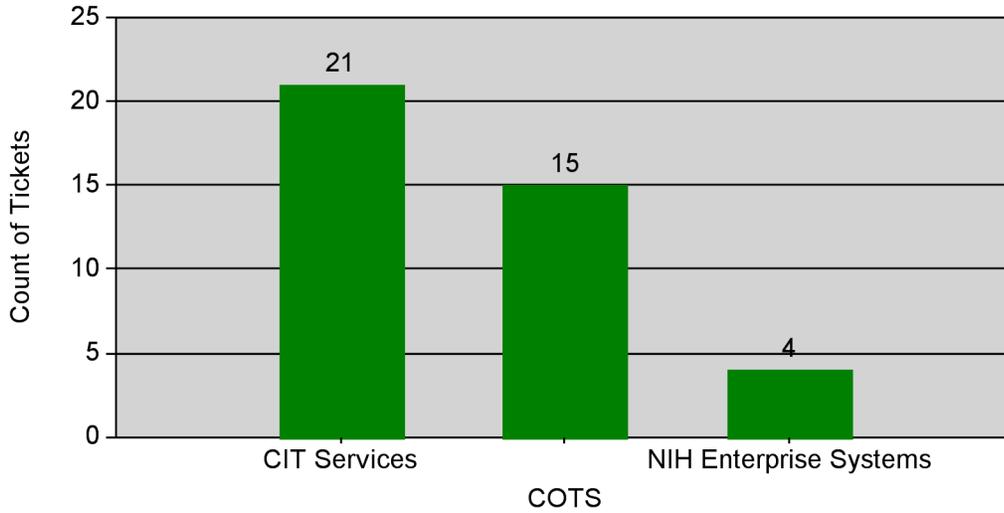


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Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Tickets By Category Summary



NINR	40
CIT Services	21
Accounts	1
Back Office Support	12
CIT Categories	2
Email	2
Telecommunications	1
Wireless Services	3
COTS	15
Application Support	7
Hardware	8
NIH Enterprise Systems	4
eRA-IMPAC II	1
NBS-User Call	2
NVision	1

IC Ticket Report with Category Summary

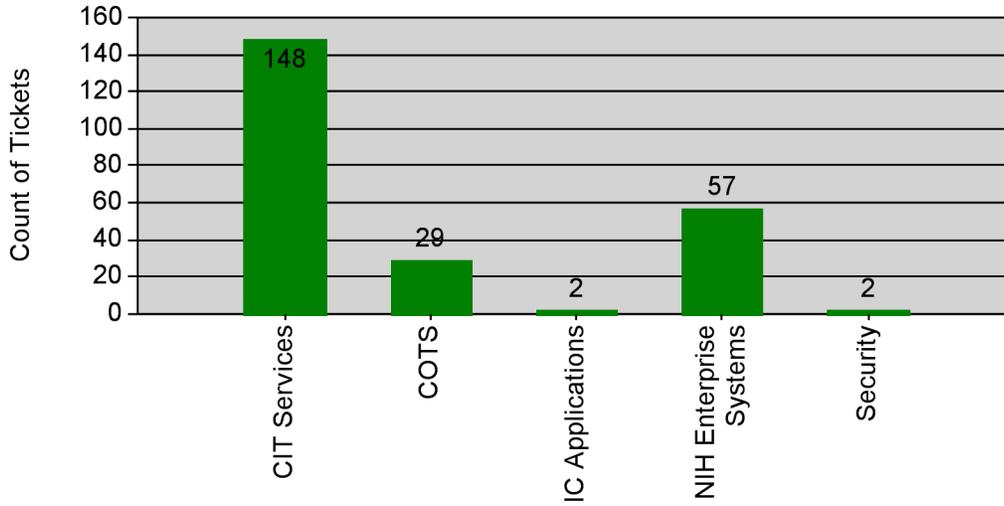


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Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Tickets By Category Summary



NLM	238
CIT Services	148
Accounts	98
Back Office Support	6
CIT Categories	2
Conference Room Support-Equipment Setup	1
Connectivity	4
Email	10
General Information	12
Telecommunications	4
Wireless Services	11
COTS	29
Application Support	20
Hardware	9
IC Applications	2
Local LAN	2

IC Ticket Report with Category Summary



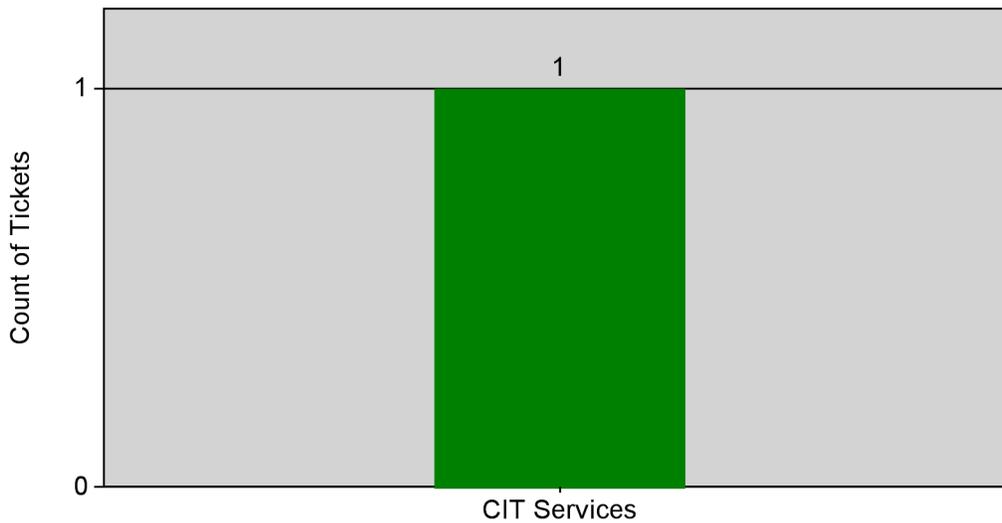
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Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

NIH Enterprise Systems	57
ADB	10
eRA-COMMONS	2
eRA-IMPAC II	1
ITAS	3
NBS-User Call	31
NED	2
NIH Data Warehouse	1
NIH Services	6
NVision	1
Security	2
Anti Virus SW	2

Tickets By Category Summary



NON-NIH	1
CIT Services	1
Connectivity	1

IC Ticket Report with Category Summary

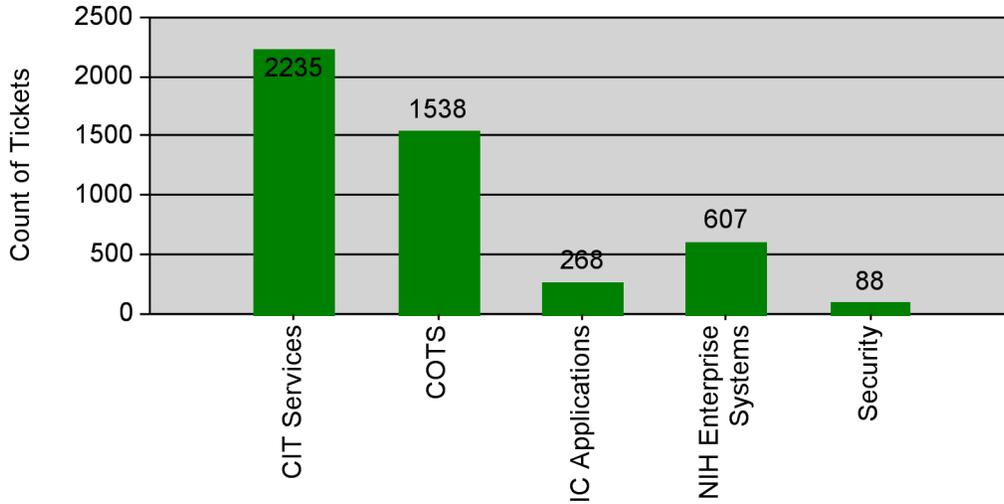


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Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Tickets By Category Summary



OD		4736
CIT Services		2235
Accounts		913
Back Office Support		409
CIT Categories		35
CIT Categories Remedy		18
Conference Room Support-Equipment Setup		46
Conference Room Support-Reserve		3
Connectivity		105
Email		322
General Information		122
iSDP/Software Distribution		3
NIH Cabling Infrastructure-IGDB Support		1
NIHnet		35
Telecommunications		67
Training		12

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.

Video	6
Wireless Services	138
COTS	1538
Application Support	499
Hardware	1039
IC Applications	268
CC Clinical Applications	1
E-Grants	1
Local LAN	52
OIT Categories	146
Web Site Issue (non-CIT)	68
NIH Enterprise Systems	607
ADB	72
Capital HR Change Management	1
Capital HR Interface	1
Capital HR Non-App Specific	2
Capital HR Security	9
Capital HR Technical	1
Capital HR User Error	2
eRA-COMMONS	6
eRA-IMPAC II	51
eRA-Infrastructure	1
eRA-Software BA	2
ITAS	34
NBS Enhancement	1
NBS Int. Des/Dev	1
NBS-Sandbox	2
NBS-User Call	336
NED	19

IC Ticket Report with Category Summary



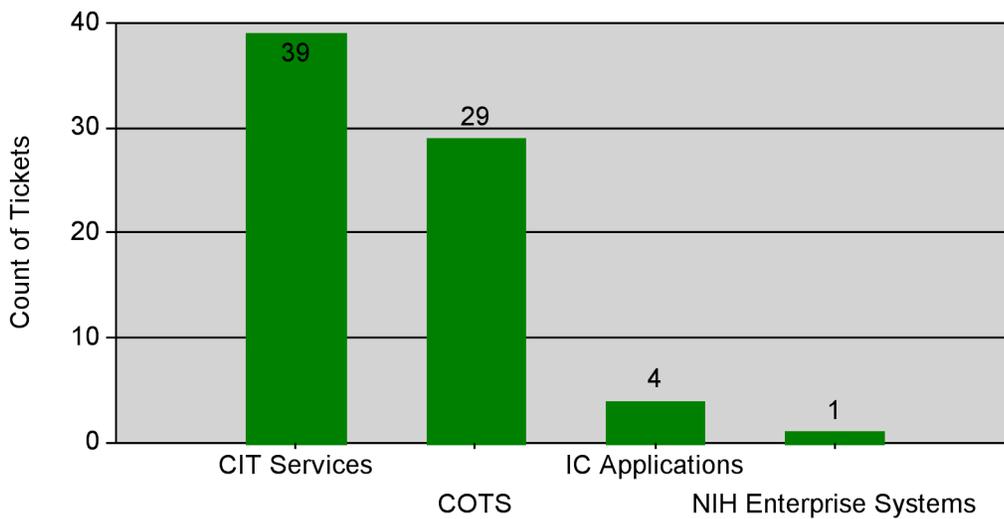
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Snapshot Date: 6/1/2008 6:48:02 AM

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

NIH Data Warehouse	7
NIH Services	49
NVision	10
Security	88
Security	88

Tickets By Category Summary



OFAM	73
CIT Services	39
Accounts	21
Back Office Support	3
Connectivity	3
Email	7
General Information	1
Telecommunications	1
Wireless Services	3
COTS	29
Application Support	11

IC Ticket Report with Category Summary



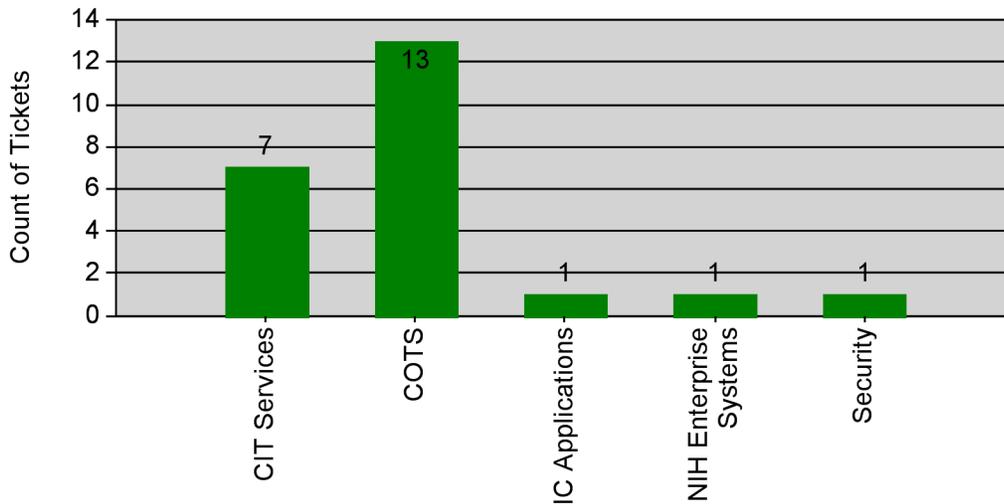
For the period: Thursday, May 01, 2008 12:00:00 AM to Saturday, May 31, 2008 11:59:59 PM

Snapshot Date: 6/1/2008 6:48:02 AM

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

Hardware	18
IC Applications	4
CC Technical Operations	1
Web Site Issue (non-CIT)	3
NIH Enterprise Systems	1
ITAS	1

Tickets By Category Summary



OFM	23
CIT Services	7
Accounts	1
Back Office Support	2
Email	2
Wireless Services	2
COTS	13
Application Support	6
Hardware	7
IC Applications	1
Local LAN	1

IC Ticket Report with Category Summary



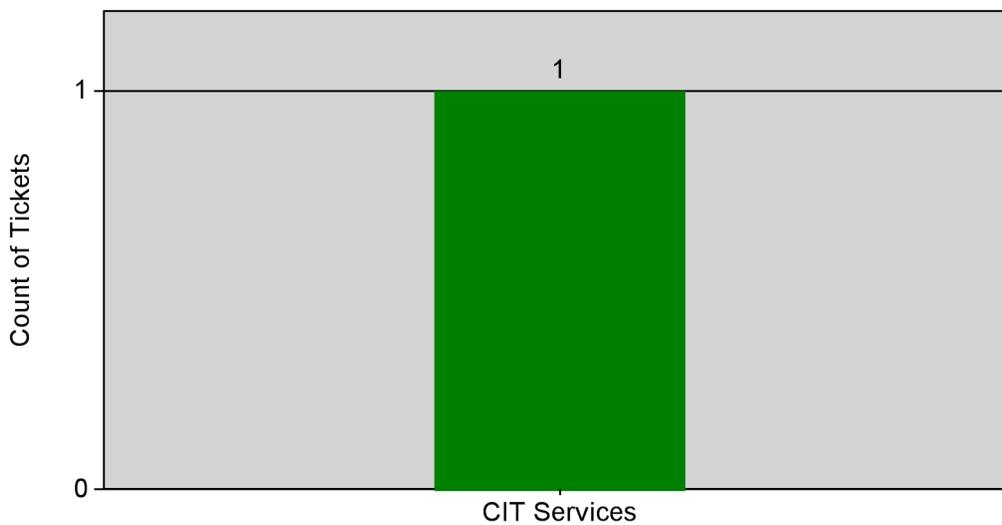
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Snapshot Date: 6/1/2008 6:48:02 AM

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NIH Enterprise Systems	1
eRA-IMPAC II	1
Security	1
Security	1

Tickets By Category Summary



OFPO	1
CIT Services	1
Accounts	1

IC Ticket Report with Category Summary

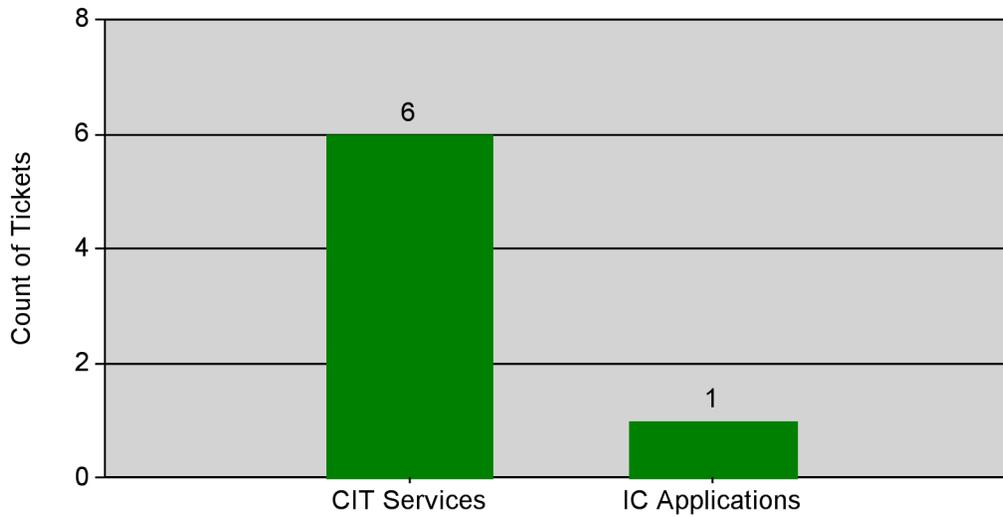


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Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Tickets By Category Summary



OHIT		7
CIT Services		6
Accounts	1	
Back Office Support	3	
Connectivity	1	
Email	1	
IC Applications		1
Local LAN	1	

IC Ticket Report with Category Summary

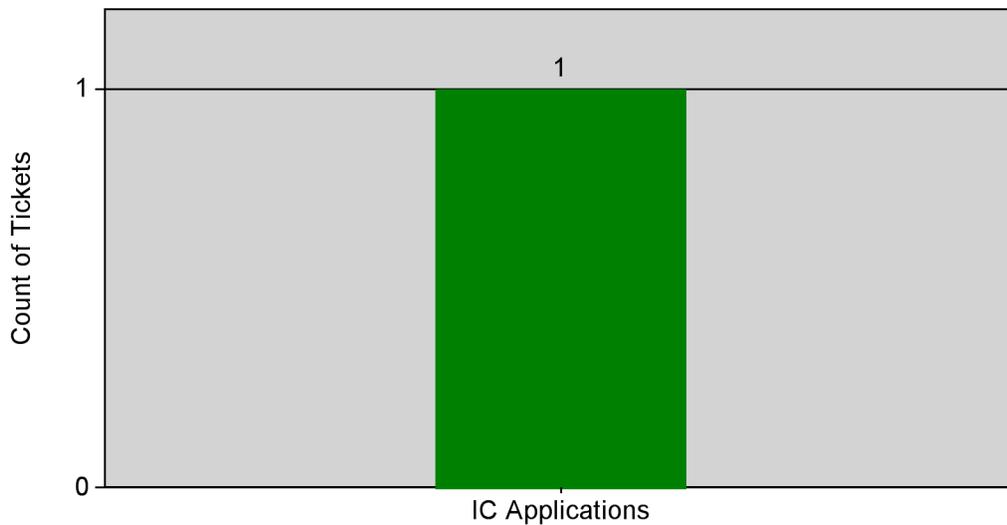


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Snapshot Date: 6/1/2008 6:48:02 AM

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

Tickets By Category Summary



OL	1
IC Applications	1
Local LAN	1

IC Ticket Report with Category Summary

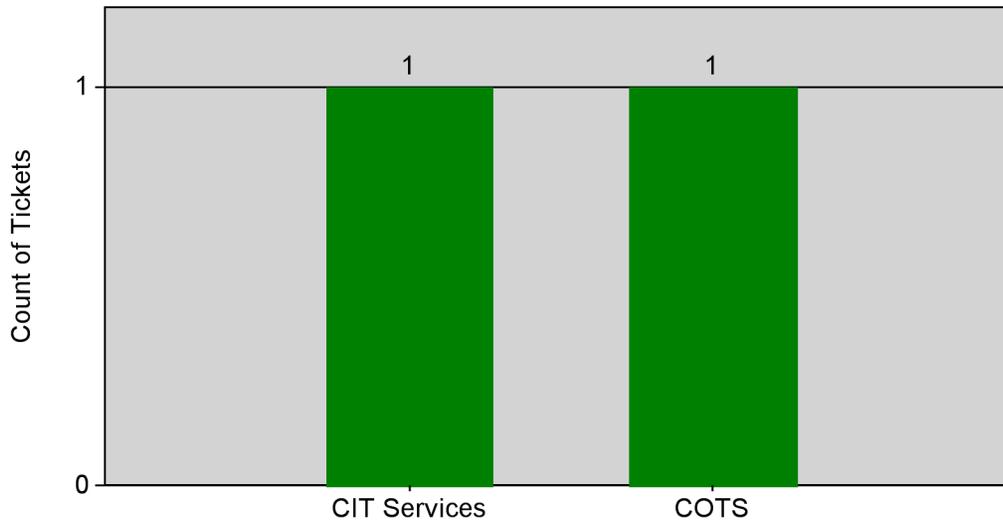


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Snapshot Date: 6/1/2008 6:48:02 AM

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

Tickets By Category Summary



OM	2
CIT Services	1
Email	1
COTS	1
Application Support	1

IC Ticket Report with Category Summary

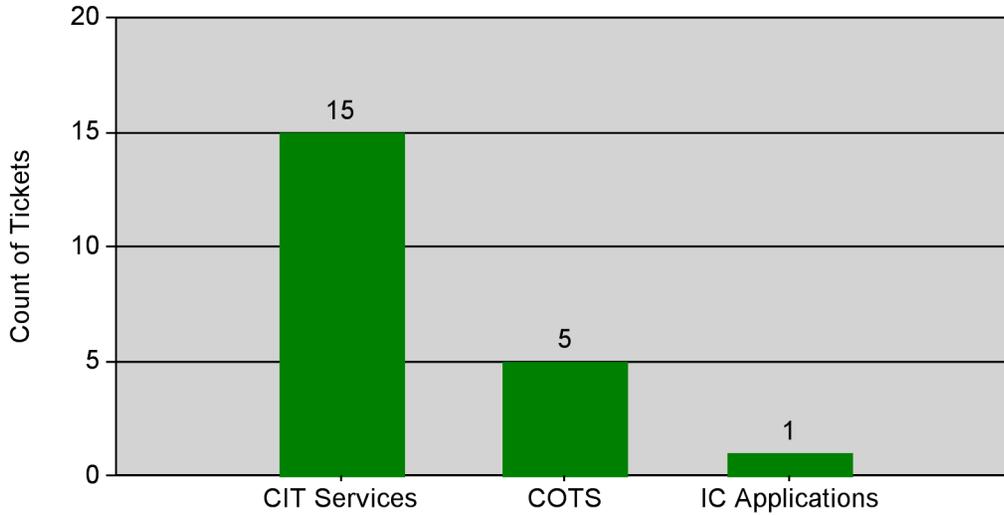


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Snapshot Date: 6/1/2008 6:48:02 AM

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Tickets By Category Summary



OPR	21
CIT Services	15
Accounts	10
Back Office Support	3
Email	2
COTS	5
Application Support	3
Hardware	2
IC Applications	1
Local LAN	1

IC Ticket Report with Category Summary

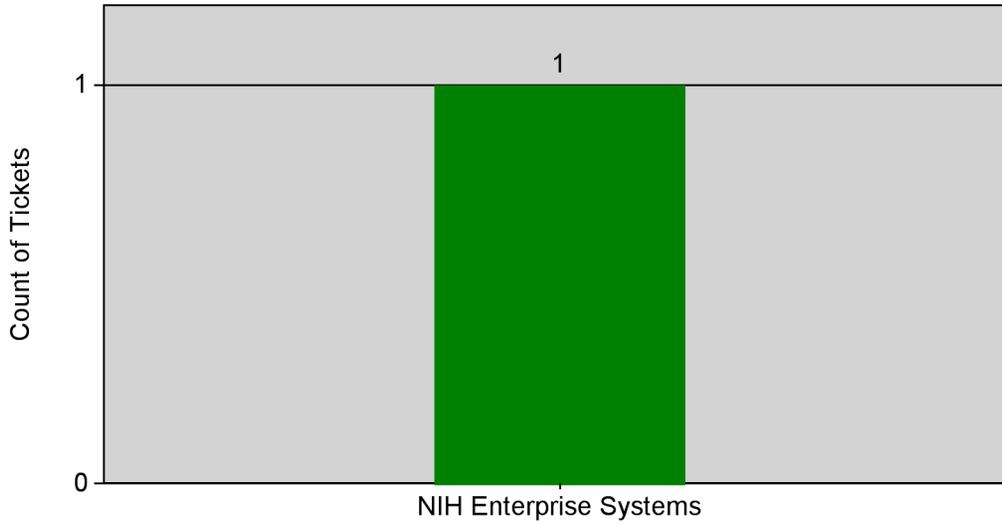


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Tickets By Category Summary



ORA	1
NIH Enterprise Systems	1
ITAS	1

IC Ticket Report with Category Summary

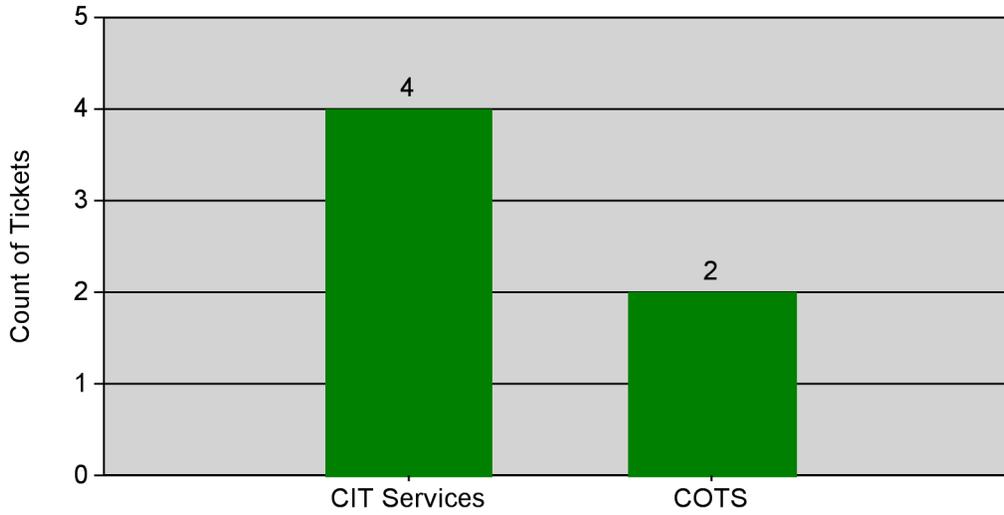


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Snapshot Date: 6/1/2008 6:48:02 AM

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Tickets By Category Summary



ORHP	6
CIT Services	4
Accounts	4
COTS	2
Application Support	1
Hardware	1

IC Ticket Report with Category Summary

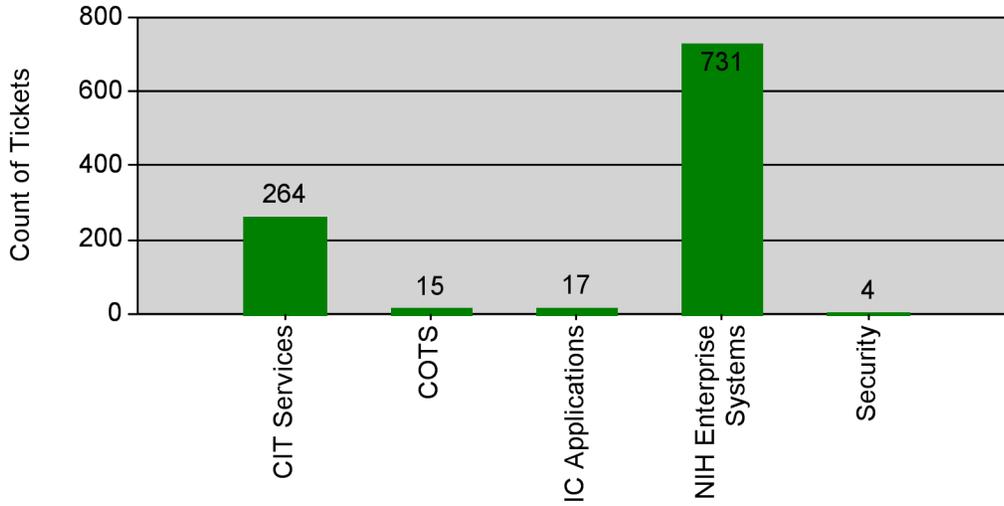


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Tickets By Category Summary



OTHER	1031
CIT Services	264
Accounts	73
Back Office Support	3
CIT Categories	33
CIT Categories Remedy	1
Connectivity	4
Email	66
General Information	57
Helix Support	1
iSDP/Software Distribution	1
NIHnet	9
OS/390	4
Telecommunications	2
Training	2
Video	4

IC Ticket Report with Category Summary



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Wireless Services	4	
COTS		15
Application Support	9	
Hardware	6	
IC Applications		17
CC Clinical Applications	1	
CC Technical Operations	1	
E-Grants	1	
Local LAN	2	
Web Site Issue (non-CIT)	12	
NIH Enterprise Systems		731
ADB	1	
Capital HR Reporting	1	
eRA-COMMONS	685	
eRA-External	30	
eRA-Grants Management	2	
eRA-IMPAC II	2	
eRA-Partnership Issues	2	
eRA-Referral and Review	1	
eRA-UAT	2	
ITAS	4	
NBS-User Call	1	
Security		4
Security	4	

IC Ticket Report with Category Summary

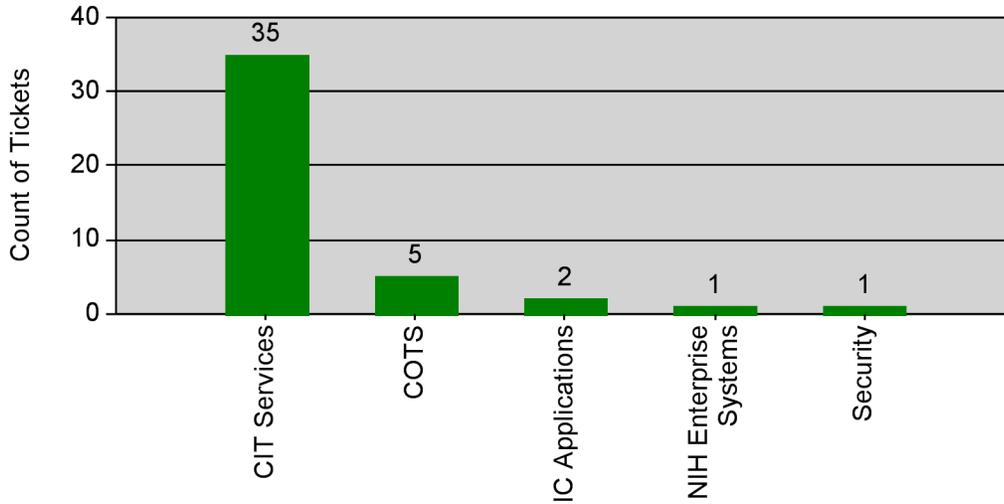


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Tickets By Category Summary



Region	44
CIT Services	35
Accounts	28
Back Office Support	1
Connectivity	1
Email	3
Wireless Services	2
COTS	5
Application Support	2
Hardware	3
IC Applications	2
Web Site Issue (non-CIT)	2
NIH Enterprise Systems	1
ITAS	1
Security	1
Security	1

IC Ticket Report with Category Summary

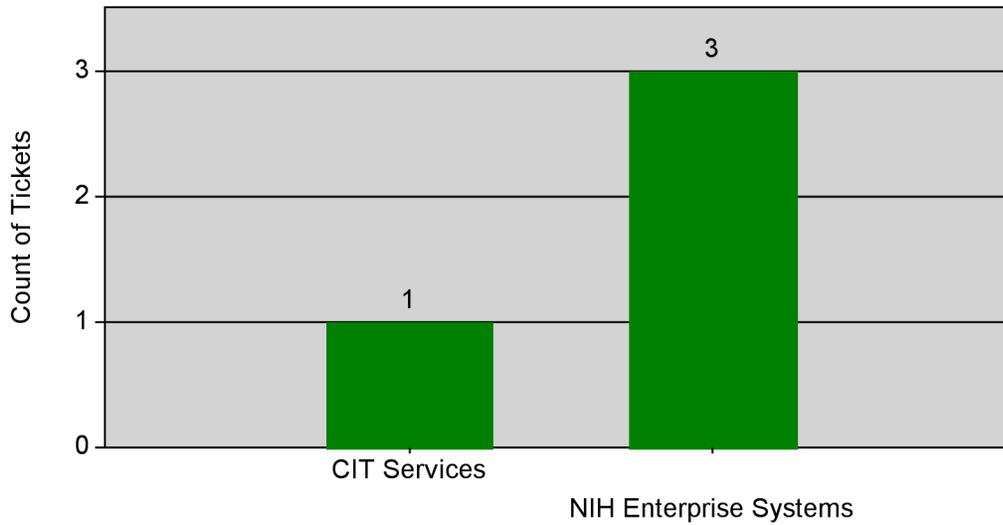


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Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Tickets By Category Summary



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