

IC Ticket Report with Category Summary

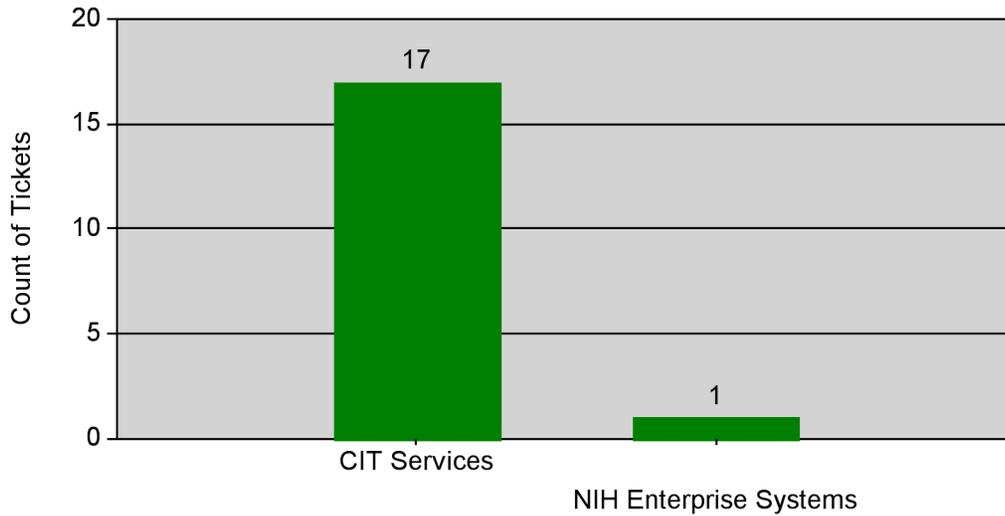


For the period: Thursday, October 01, 2009 12:00:00 AM to Saturday, October 31, 2009 11:59:59 PM

Snapshot Date: 11/1/2009 6:48:08 AM

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

Tickets By Category Summary



Anonymous	18
CIT Services	17
General Information	17
NIH Enterprise Systems	1
NED	1

IC Ticket Report with Category Summary

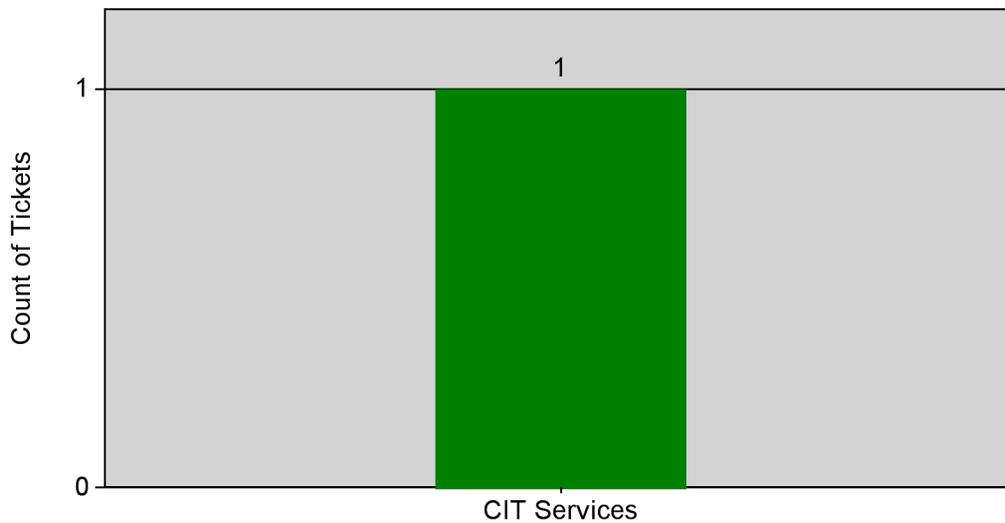


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Tickets By Category Summary



AoA	1
CIT Services	1
CIT Categories	1

IC Ticket Report with Category Summary

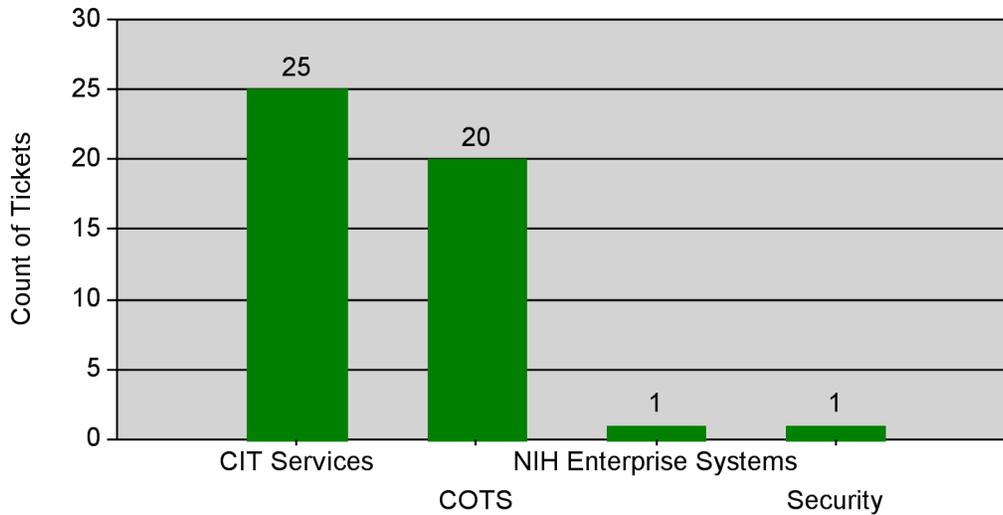


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Tickets By Category Summary



BCRS	47
CIT Services	25
Accounts	14
Back Office Support	2
Email	4
General Information	2
NIHnet	1
Telecommunications	1
Training	1
COTS	20
Application Support	6
Hardware	14
NIH Enterprise Systems	1
ITAS	1
Security	1
Anti Virus SW	1

IC Ticket Report with Category Summary

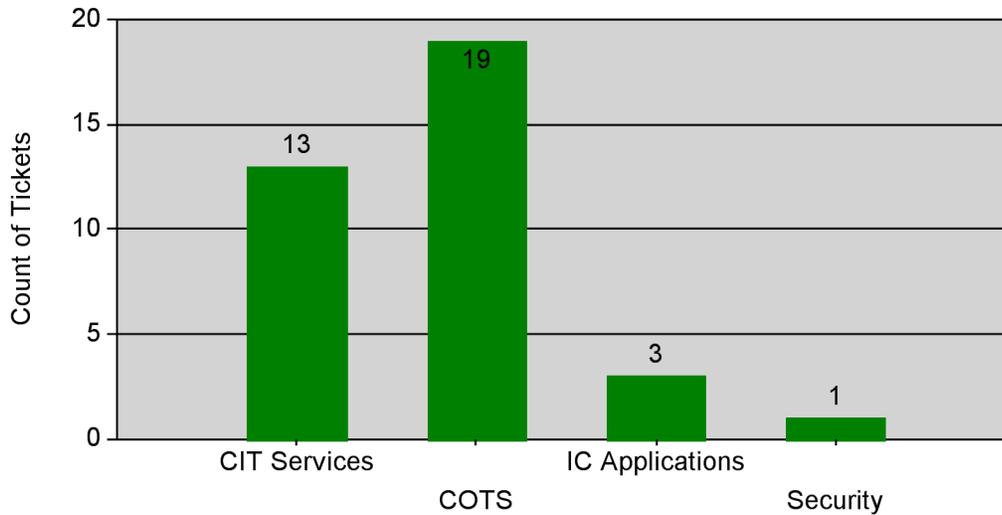


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Tickets By Category Summary



BHPR	36
CIT Services	13
Accounts	4
Back Office Support	4
Email	2
General Information	1
Telecommunications	1
Wireless Services	1
COTS	19
Application Support	10
Hardware	9
IC Applications	3
Web Site Issue (non-CIT)	3
Security	1
Security	1

IC Ticket Report with Category Summary

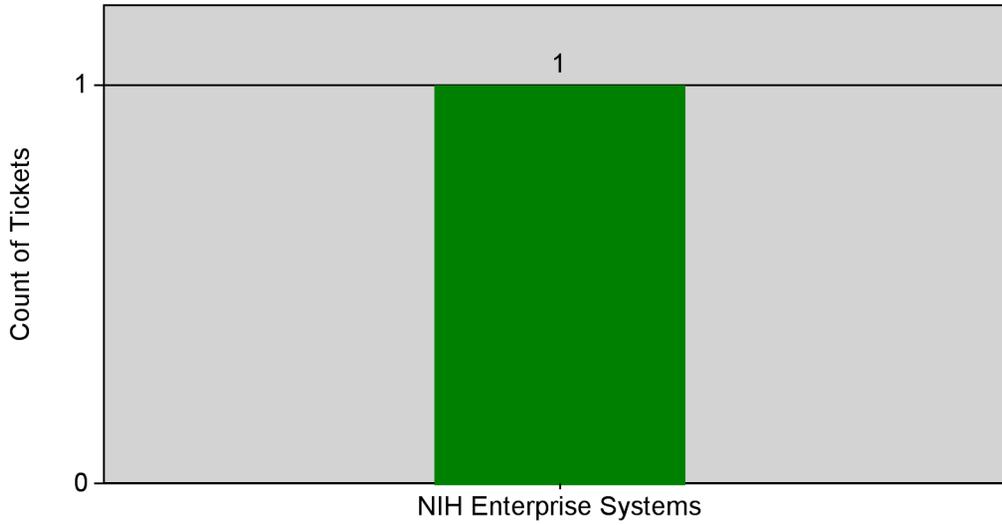


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Tickets By Category Summary



CBER	1
NIH Enterprise Systems	1
ITAS	1

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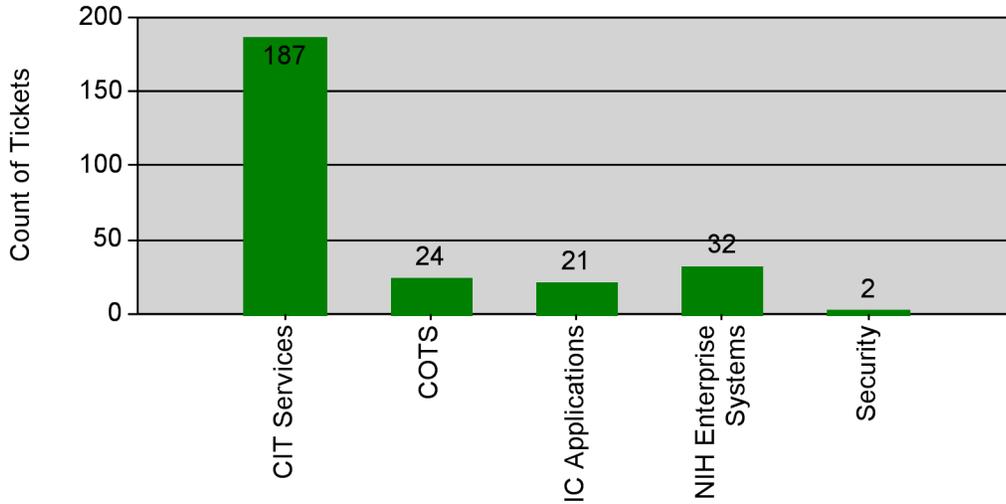


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Tickets By Category Summary



CC	266
CIT Services	187
Accounts	139
Back Office Support	4
CIT Categories	1
Connectivity	1
Email	8
General Information	8
NIHnet	1
Telecommunications	11
Training	2
Wireless Services	12
COTS	24
Application Support	17
Hardware	7
IC Applications	21
CC Clinical Applications	10

IC Ticket Report with Category Summary



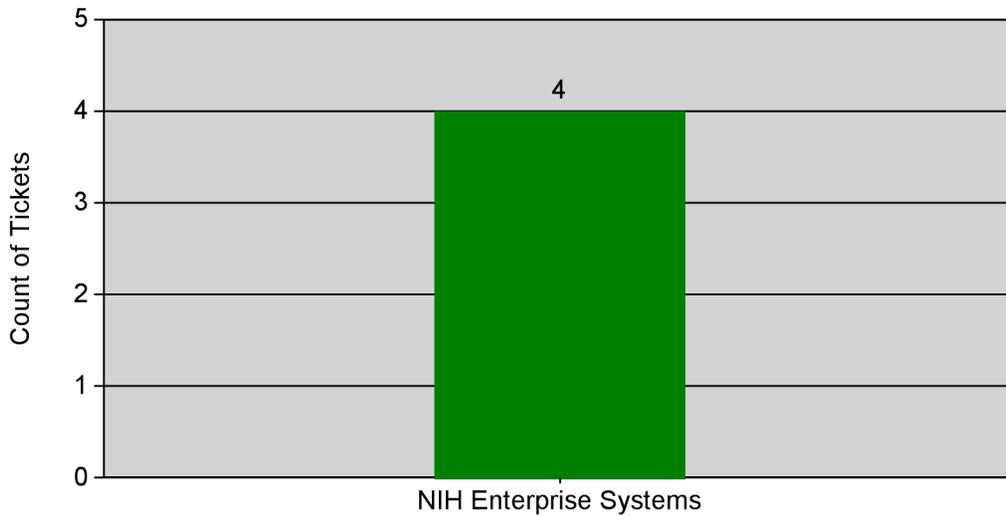
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CC Technical Operations	3
Local LAN	7
Web Site Issue (non-CIT)	1
NIH Enterprise Systems	32
ADB	4
Capital HR Security	1
eRA-External	1
ITAS	6
NBS-User Call	11
NED	9
Security	2
Anti Virus SW	1
Security	1

Tickets By Category Summary



CDER	4
NIH Enterprise Systems	4
ITAS	4

IC Ticket Report with Category Summary

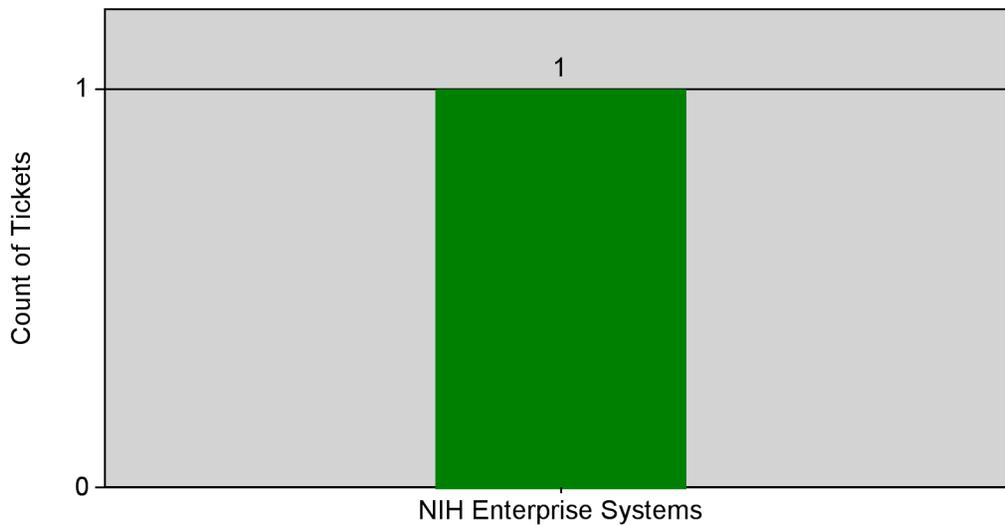


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Tickets By Category Summary



CDRH	1
NIH Enterprise Systems	1
ITAS	1

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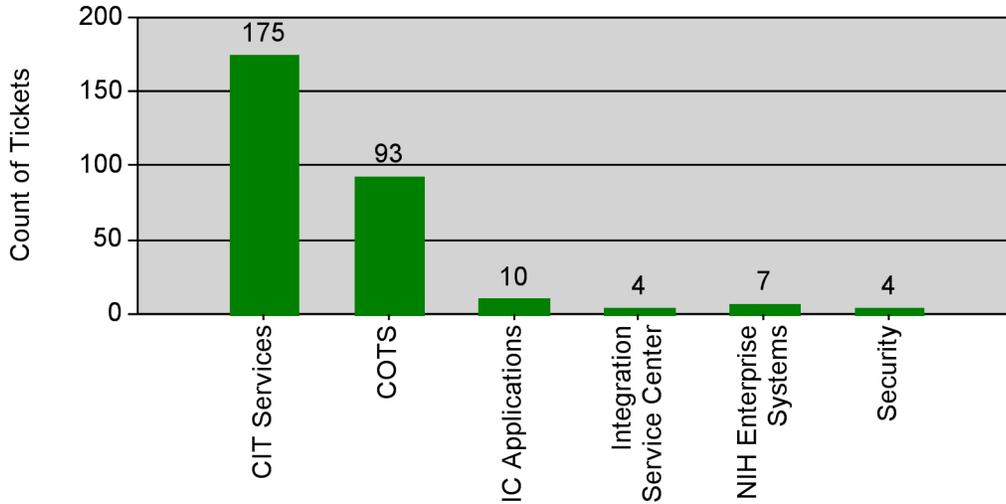


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Tickets By Category Summary



CIT	293
CIT Services	175
Accounts	74
ASR	2
Back Office Support	14
CIT Categories	5
CIT Categories Aspect	2
CIT Categories Remedy	5
Connectivity	9
Email	24
General Information	18
NIHnet	13
Telecommunications	1
Training	1
Video	1
Wireless Services	6

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COTS		93
Application Support	51	
Hardware	42	
IC Applications		10
Local LAN	8	
Web Site Issue (non-CIT)	2	
Integration Service Center		4
Integration Service Center	4	
NIH Enterprise Systems		7
eRA-COMMONS	1	
GovTrip User Call	1	
ITAS	1	
NBS-User Call	1	
NED	2	
NIH Services	1	
Security		4
Security	4	

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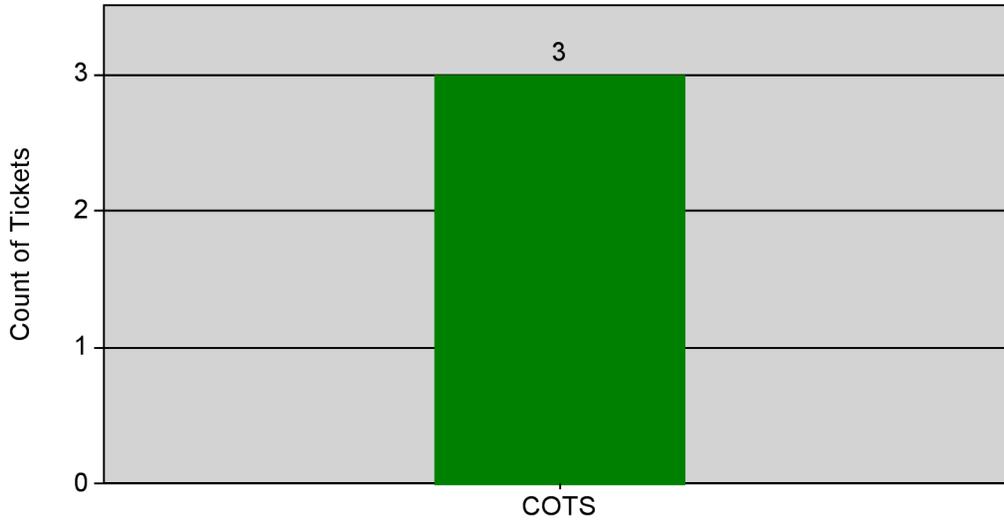


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Tickets By Category Summary



CQ	3
COTS	3
Application Support	3

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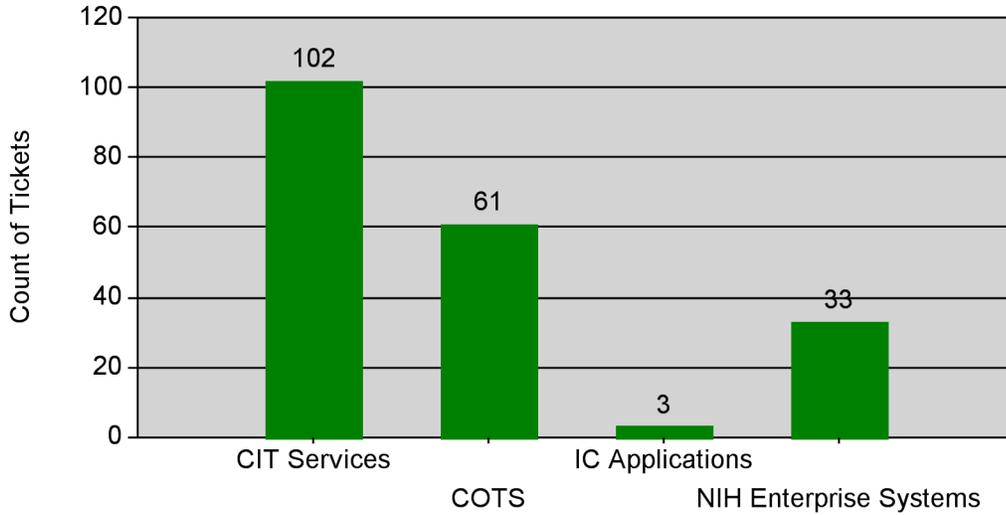


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Tickets By Category Summary



CSR	199
CIT Services	102
Accounts	29
Back Office Support	14
CIT Categories	1
CIT Categories Remedy	2
Conference Room Support-Equipment Setup	3
Connectivity	6
Email	14
General Information	10
NIHnet	2
Telecommunications	1
Wireless Services	20
COTS	61
Application Support	23
Hardware	38

IC Ticket Report with Category Summary



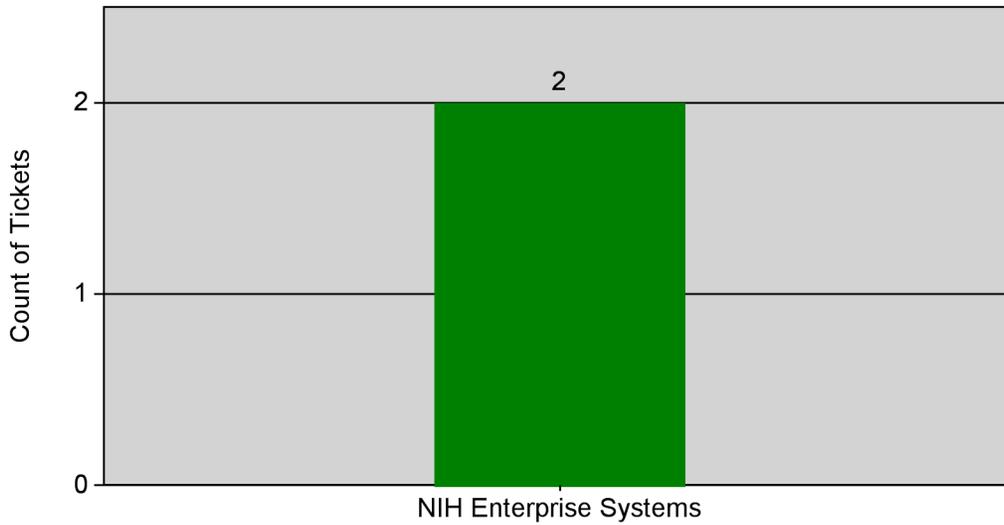
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IC Applications	3
Local LAN	3
NIH Enterprise Systems	33
eRA-COMMONS	8
eRA-External	2
eRA-IMPAC II	4
eRA-Referral and Review	14
ITAS	1
NBS-User Call	2
NIH Services	1
NVision	1

Tickets By Category Summary



FDA-OC	2
NIH Enterprise Systems	2
ITAS	2

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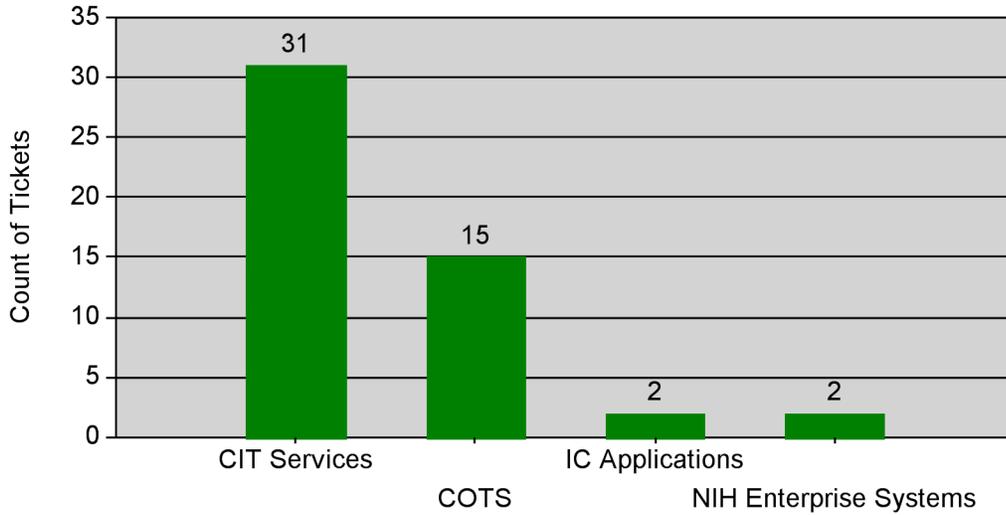


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Tickets By Category Summary



FIC	50
CIT Services	31
Accounts	20
Back Office Support	5
CIT Categories	1
Conference Room Support-Equipment Setup	1
Connectivity	2
Email	1
Telecommunications	1
COTS	15
Application Support	6
Hardware	9
IC Applications	2
Local LAN	2
NIH Enterprise Systems	2
NBS-User Call	2

IC Ticket Report with Category Summary

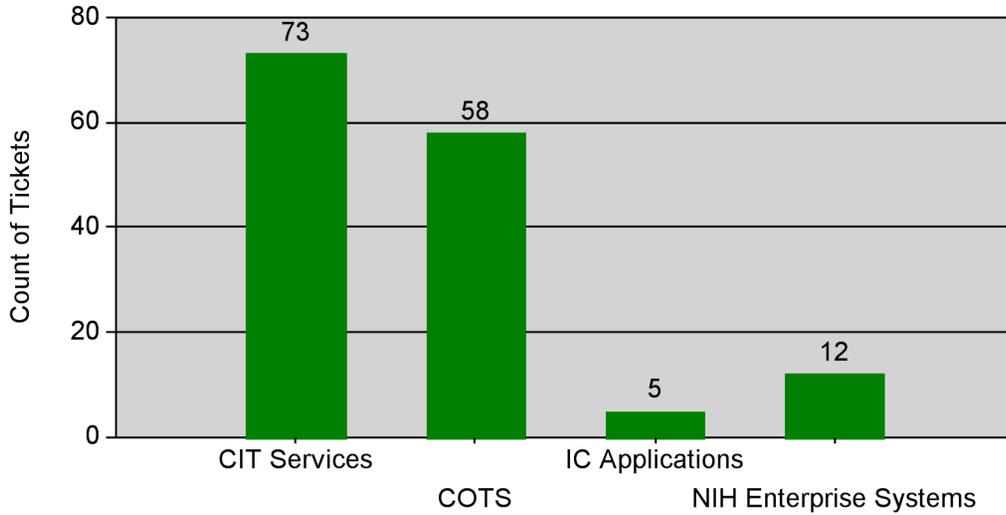


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Tickets By Category Summary



HHS	148
CIT Services	73
Accounts	34
Back Office Support	10
CIT Categories Remedy	1
Connectivity	4
Email	12
General Information	4
Helix Support	1
iSDP/Software Distribution	1
Telecommunications	2
Wireless Services	4
COTS	58
Application Support	32
Hardware	26
IC Applications	5
CC Clinical Applications	1

IC Ticket Report with Category Summary



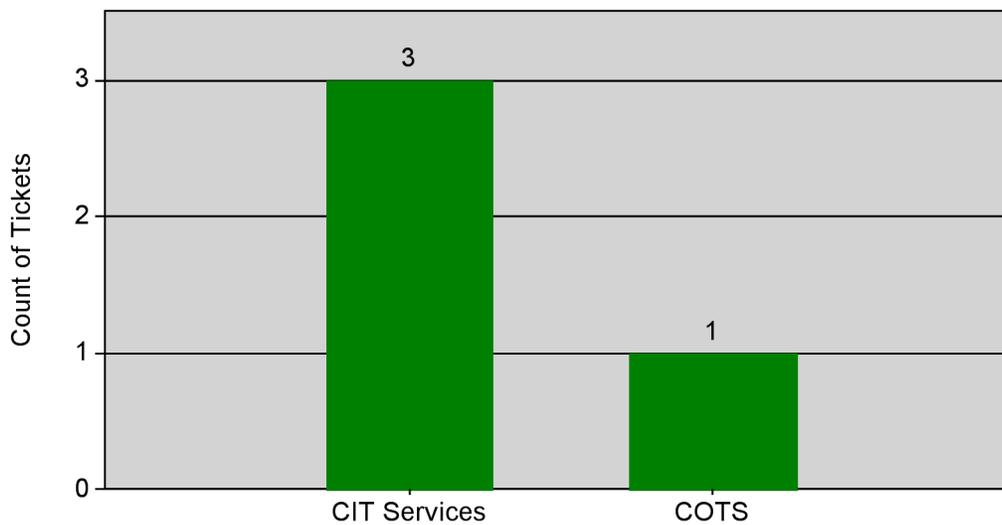
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Local LAN	1
Web Site Issue (non-CIT)	3
NIH Enterprise Systems	12
ADB	1
eRA-External	1
eRA-Grants Management	1
eRA-Infrastructure	1
ITAS	8

Tickets By Category Summary



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

IC Ticket Report with Category Summary

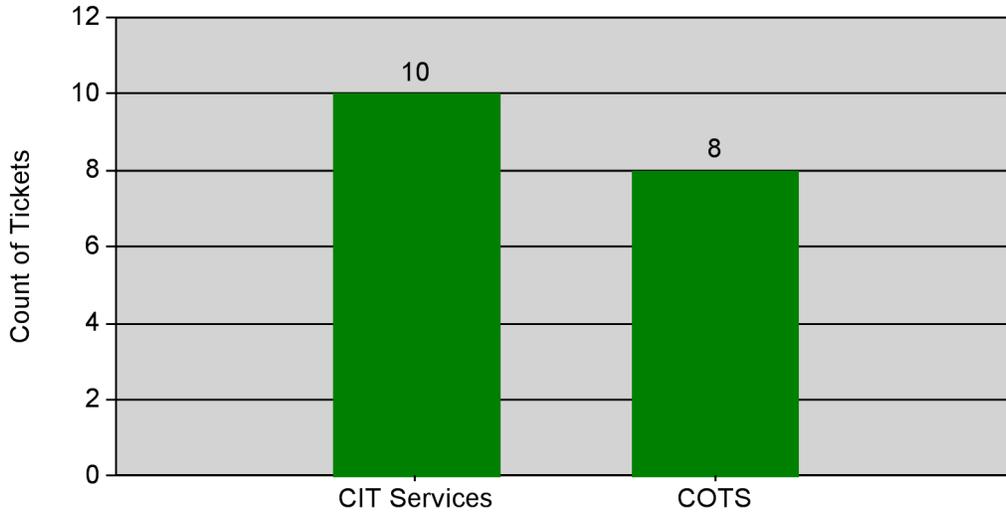


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Tickets By Category Summary



HSB	18
CIT Services	10
Accounts	4
Back Office Support	2
Email	2
General Information	2
COTS	8
Application Support	6
Hardware	2

IC Ticket Report with Category Summary

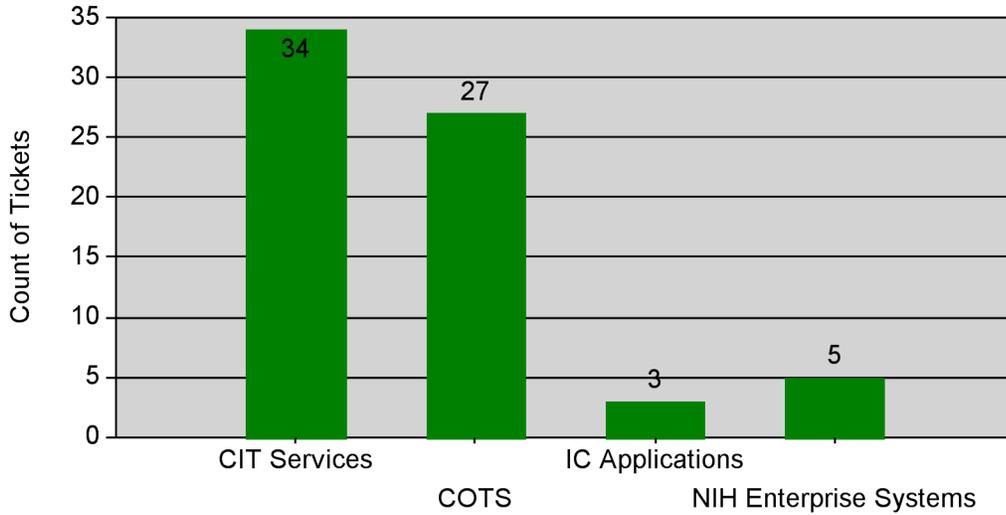


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Tickets By Category Summary



NCCAM	69
CIT Services	34
Accounts	7
Back Office Support	14
Conference Room Support-Equipment Setup	3
Connectivity	3
Email	3
Video	1
Wireless Services	3
COTS	27
Application Support	12
Hardware	15
IC Applications	3
CC Clinical Applications	1
Local LAN	1
Web Site Issue (non-CIT)	1

IC Ticket Report with Category Summary



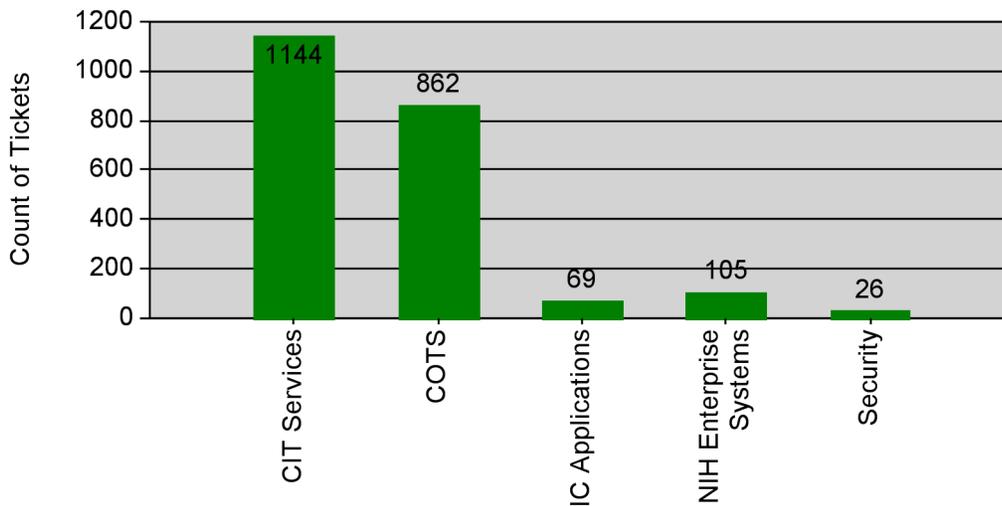
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NIH Enterprise Systems		5
ADB		1
eRA-Grants Management		1
ITAS		1
NED		1
NIH Services		1

Tickets By Category Summary



NCI		2206
CIT Services		1144
Accounts		617
Back Office Support		114
CIT Categories		3
CIT Categories Remedy		1
Conference Room Support-Equipment Setup		49
Conference Room Support-Monitor Conference		1
Conference Room Support-Reserve		1
Connectivity		57

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Email	120
General Information	65
Helix Support	2
iSDP/Software Distribution	1
NIHnet	15
Telecommunications	34
Training	3
Video	7
Wireless Services	54
COTS	862
Application Support	381
Hardware	481
IC Applications	69
CC Clinical Applications	17
CC Clinical Applications-ATV	1
CC Technical Operations	1
Local LAN	38
Web Site Issue (non-CIT)	12
NIH Enterprise Systems	105
ADB	16
Capital HR Security	1
eRA-COMMONS	5
eRA-Infrastructure	1
eRA-Referral and Review	2
ITAS	6
NBS-User Call	35
NED	32
NIH Services	6
NVision	1

IC Ticket Report with Category Summary



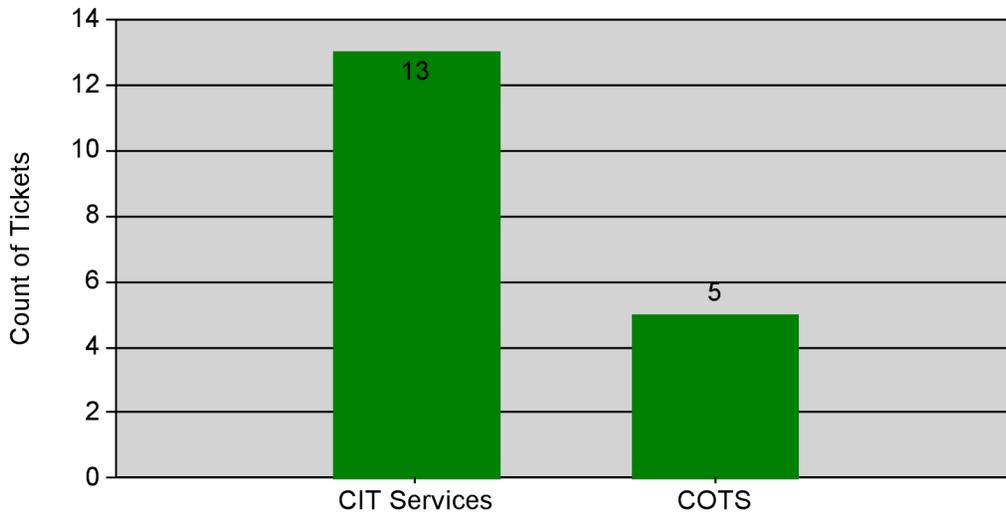
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Security	26
Anti Virus SW	1
Security	25

Tickets By Category Summary



NCMHD	18
CIT Services	13
Accounts	8
Back Office Support	3
Email	1
General Information	1
COTS	5
Application Support	3
Hardware	2

IC Ticket Report with Category Summary

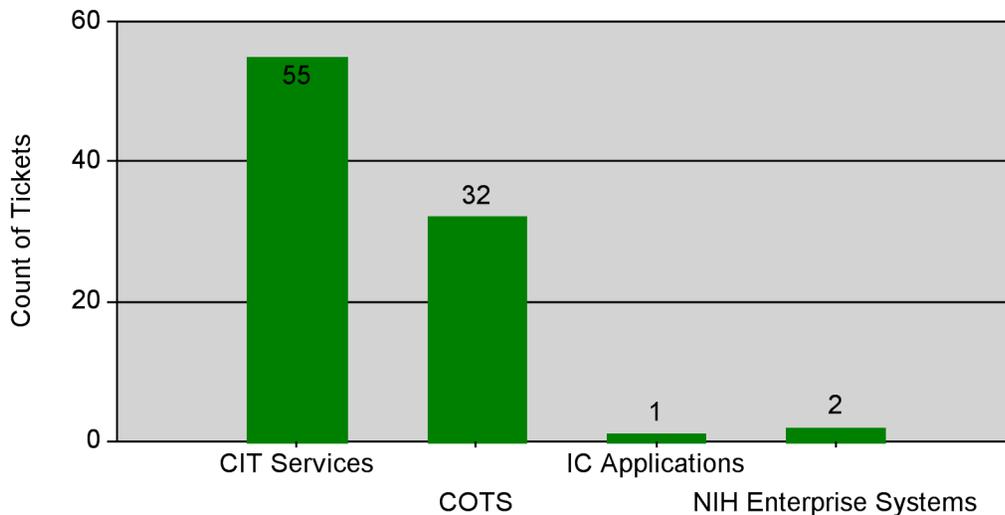


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Tickets By Category Summary



NCRR	90
CIT Services	55
Accounts	20
Back Office Support	8
CIT Categories	1
Conference Room Support-Equipment Setup	1
Email	12
General Information	4
Video	1
Wireless Services	8
COTS	32
Application Support	10
Hardware	22
IC Applications	1
Web Site Issue (non-CIT)	1
NIH Enterprise Systems	2
eRA-External	1

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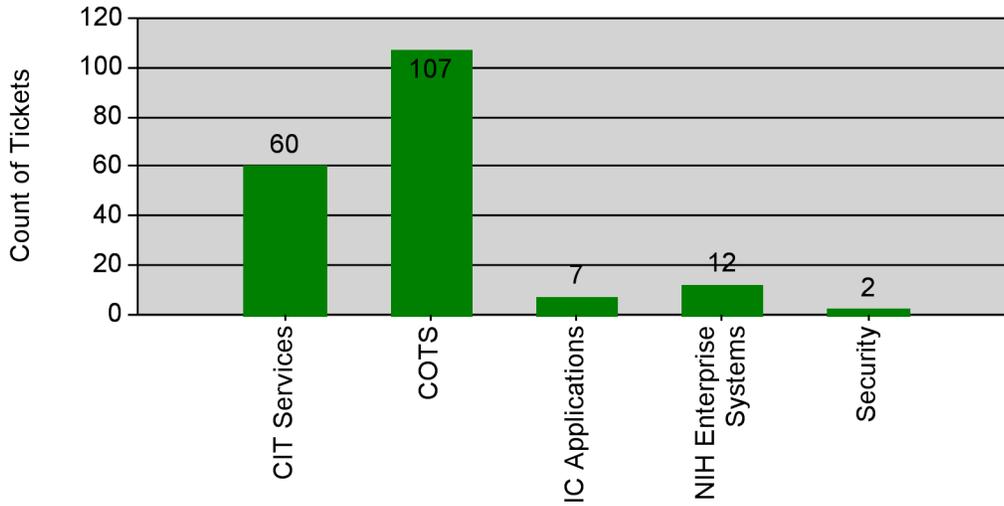
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eRA-Referral and Review

1

Tickets By Category Summary



NEI	188
CIT Services	60
Accounts	29
Back Office Support	5
CIT Categories	1
Connectivity	4
Email	6
General Information	4
Telecommunications	1
Video	1
Wireless Services	9
COTS	107
Application Support	64
Hardware	43
IC Applications	7
Local LAN	6

IC Ticket Report with Category Summary



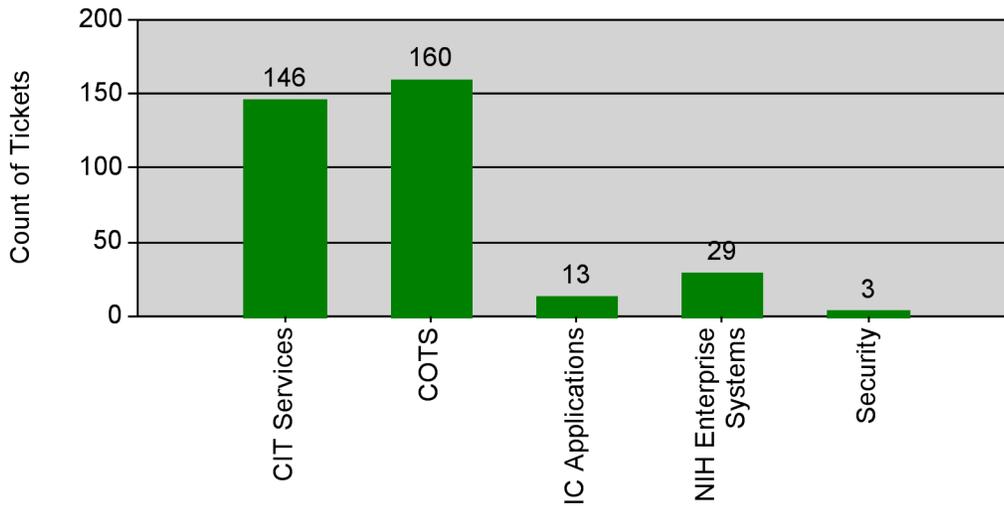
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Web Site Issue (non-CIT)	1
NIH Enterprise Systems	12
ADB	3
eRA-COMMONS	1
eRA-Reporting	1
NBS-User Call	5
NED	2
Security	2
Security	2

Tickets By Category Summary



NHGRI	351
CIT Services	146
Accounts	70
Back Office Support	10
CIT Categories	2
CIT Categories Remedy	1
Connectivity	10

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Email	17	
General Information	11	
NIHnet	6	
OS/390	1	
Telecommunications	10	
Unix Support	3	
Video	1	
Wireless Services	4	
COTS		160
Application Support	54	
Hardware	106	
IC Applications		13
CC Clinical Applications	1	
Local LAN	9	
Web Site Issue (non-CIT)	3	
NIH Enterprise Systems		29
ADB	5	
eRA-IMPAC II	1	
ITAS	3	
NBS-User Call	17	
NED	1	
NIH Services	2	
Security		3
Security	3	

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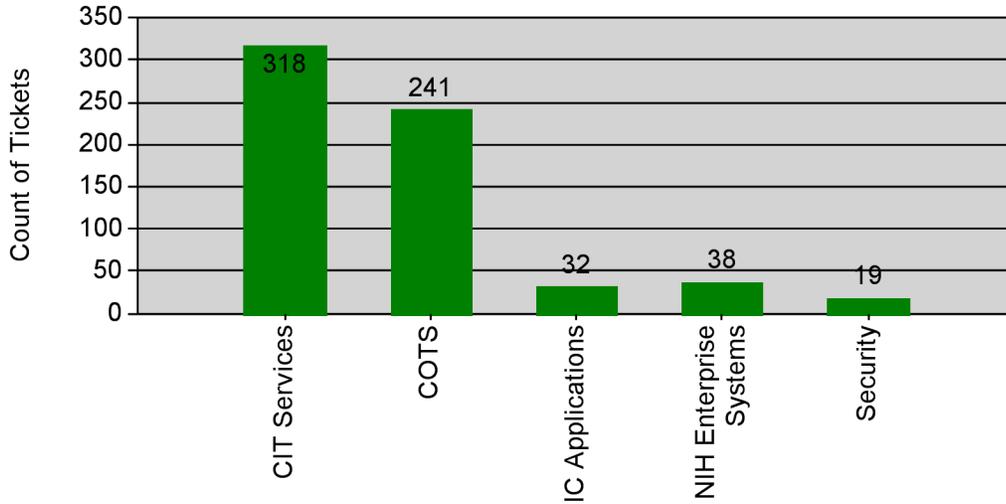


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Tickets By Category Summary



NHLBI	648
CIT Services	318
Accounts	168
Back Office Support	49
CIT Categories Remedy	2
Conference Room Support-Equipment Setup	12
Conference Room Support-Reserve	1
Connectivity	11
Email	30
General Information	16
NIHnet	1
Telecommunications	8
Video	3
Wireless Services	17
COTS	241
Application Support	100

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Hardware	141	
IC Applications		32
CC Clinical Applications	4	
Local LAN	18	
Web Site Issue (non-CIT)	10	
NIH Enterprise Systems		38
ADB	2	
eRA-COMMONS	3	
eRA-IMPAC II	1	
GovTrip User Call	1	
ITAS	3	
NBS-User Call	17	
NED	5	
NIH Services	5	
NVision	1	
Security		19
Security	19	

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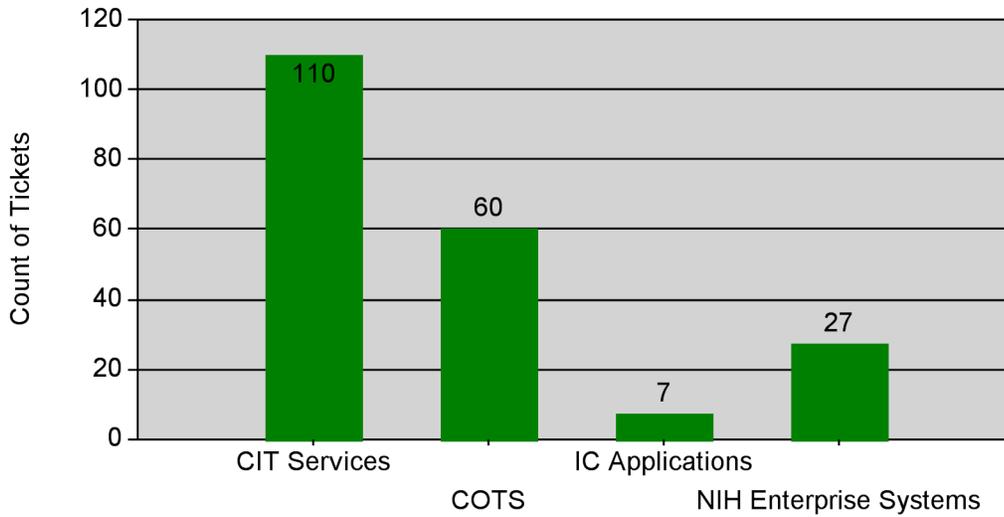


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Tickets By Category Summary



NIA	204
CIT Services	110
Accounts	71
Back Office Support	5
CIT Categories Remedy	1
Conference Room Support-Equipment Setup	2
Connectivity	4
Email	13
General Information	6
Helix Support	1
Telecommunications	1
Wireless Services	6
COTS	60
Application Support	22
Hardware	38
IC Applications	7
Local LAN	2

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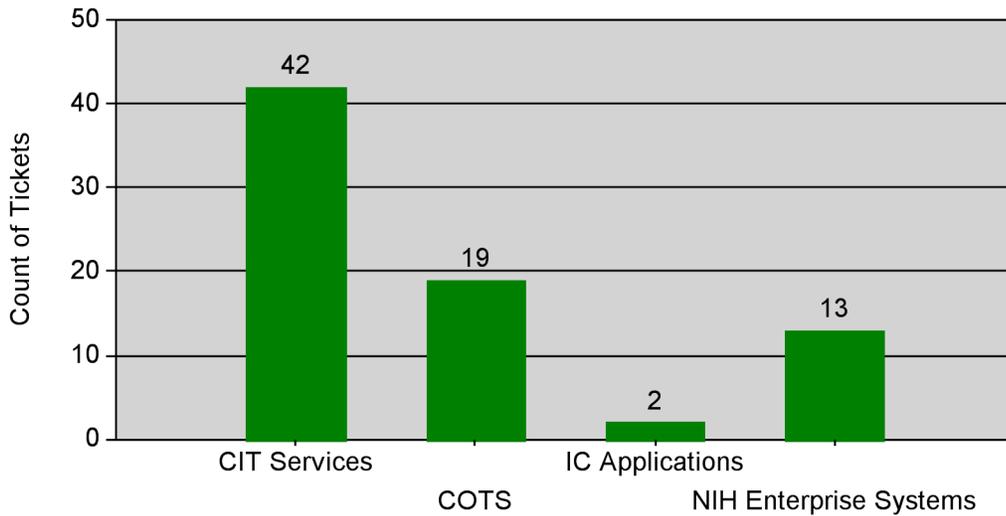
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Web Site Issue (non-CIT)	5
NIH Enterprise Systems	27
ADB	1
ITAS	4
NBS-User Call	9
NED	8
NIH Data Warehouse	1
NIH Services	2
NVision	2

Tickets By Category Summary



NIAAA	76
CIT Services	42
Accounts	25
Back Office Support	4
Conference Room Support-Equipment Setup	2
Connectivity	2
Email	3

IC Ticket Report with Category Summary



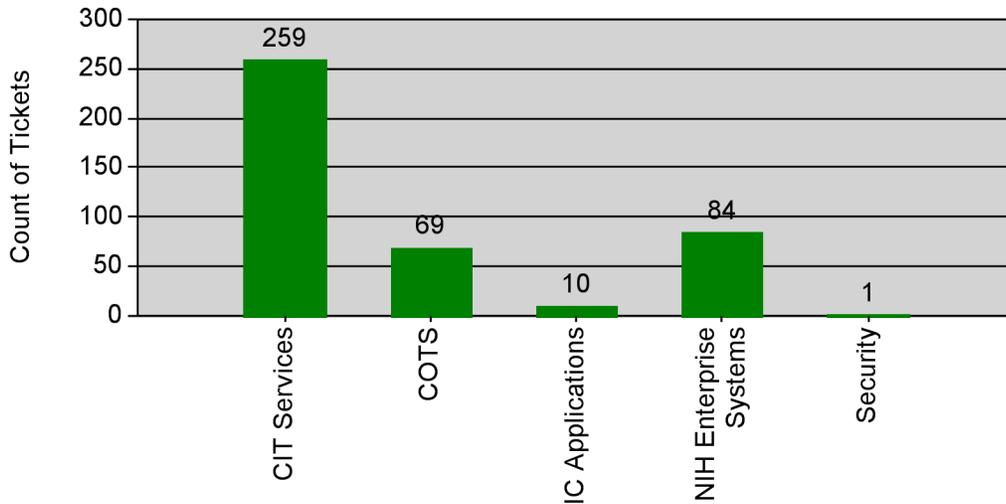
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NIHnet	2
Wireless Services	4
COTS	19
Application Support	10
Hardware	9
IC Applications	2
CC Clinical Applications	1
Local LAN	1
NIH Enterprise Systems	13
ADB	3
eRA-Infrastructure	1
NBS-User Call	2
NED	6
NIH Services	1

Tickets By Category Summary



NIAID	423
CIT Services	259
Accounts	163

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Back Office Support	18
CIT Categories	1
Conference Room Support-Equipment Setup	1
Email	15
General Information	8
NIHnet	4
Telecommunications	8
Video	1
Wireless Services	40
COTS	69
Application Support	47
Hardware	22
IC Applications	10
CC Clinical Applications	1
Local LAN	4
Web Site Issue (non-CIT)	5
NIH Enterprise Systems	84
ADB	7
Capital HR Technical	3
eRA-External	1
eRA-IMPAC II	2
eRA-Infrastructure	1
eRA-Referral and Review	2
ITAS	2
NBS-User Call	41
NED	18
NIH Data Warehouse	1
NIH Services	6
Security	1
Security	1

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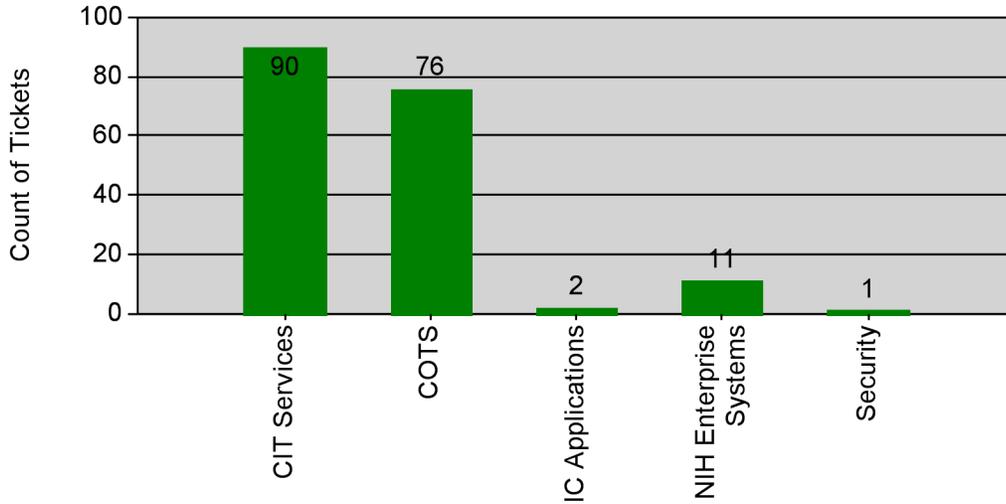


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Tickets By Category Summary



NIAMS	180
CIT Services	90
Accounts	44
Back Office Support	6
CIT Categories	1
Conference Room Support-Equipment Setup	8
Conference Room Support-Monitor Conference	1
Connectivity	5
Email	12
General Information	2
Helix Support	1
NIHnet	2
Telecommunications	2
Training	1
Wireless Services	5
COTS	76
Application Support	45

IC Ticket Report with Category Summary



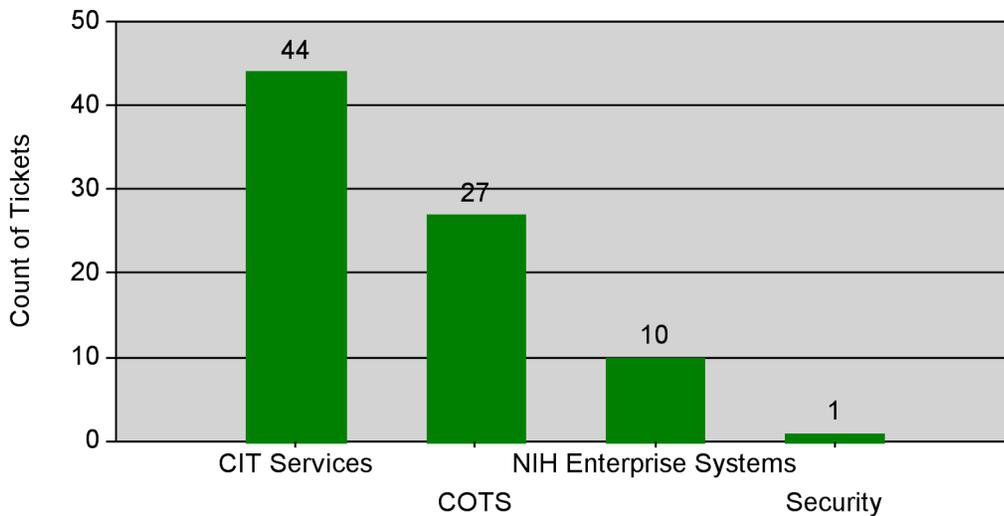
For the period: Thursday, October 01, 2009 12:00:00 AM to Saturday, October 31, 2009 11:59:59 PM

Snapshot Date: 11/1/2009 6:48:08 AM

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

Hardware	31
IC Applications	2
Web Site Issue (non-CIT)	2
NIH Enterprise Systems	11
eRA-IMPAC II	3
eRA-Referral and Review	1
NBS-User Call	5
NED	2
Security	1
Security	1

Tickets By Category Summary



NIBIB	82
CIT Services	44
Accounts	24
Back Office Support	9
CIT Categories Remedy	1
Connectivity	2

IC Ticket Report with Category Summary



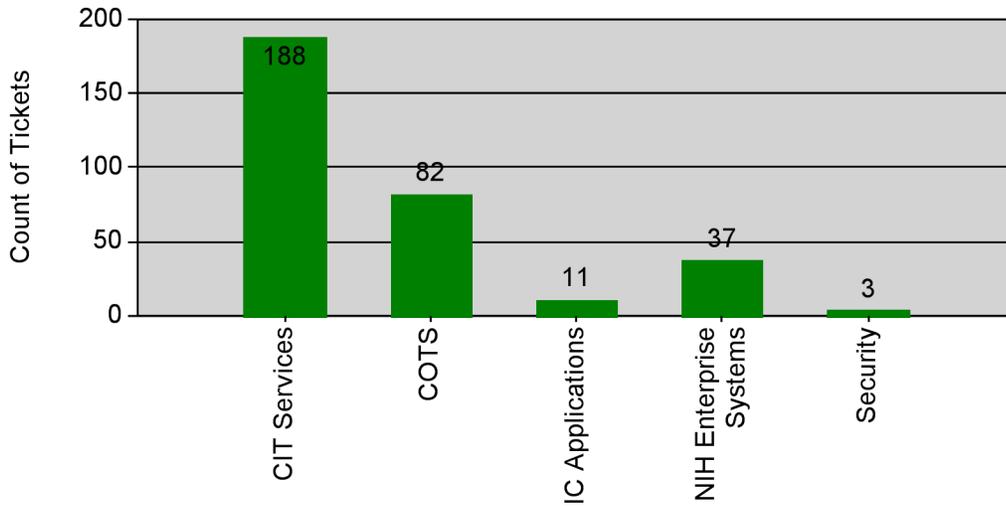
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Snapshot Date: 11/1/2009 6:48:08 AM

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

Email	3
General Information	1
NIHnet	1
Telecommunications	1
Wireless Services	2
COTS	27
Application Support	14
Hardware	13
NIH Enterprise Systems	10
ADB	1
NBS-User Call	8
NED	1
Security	1
Security	1

Tickets By Category Summary



NICHD	321
CIT Services	188
Accounts	133

IC Ticket Report with Category Summary



For the period: Thursday, October 01, 2009 12:00:00 AM to Saturday, October 31, 2009 11:59:59 PM

Snapshot Date: 11/1/2009 6:48:08 AM

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

Back Office Support	10
CIT Categories Remedy	1
Conference Room Support-Equipment Setup	5
Connectivity	6
Email	13
General Information	3
Telecommunications	3
Video	1
Wireless Services	13
COTS	82
Application Support	39
Hardware	43
IC Applications	11
CC Clinical Applications	1
Local LAN	2
Web Site Issue (non-CIT)	8
NIH Enterprise Systems	37
ADB	5
eRA-Grants Management	3
eRA-Infrastructure	1
eRA-Referral and Review	1
ITAS	2
NBS-User Call	17
NED	4
NIH Services	3
NVision	1
Security	3
Security	3

IC Ticket Report with Category Summary

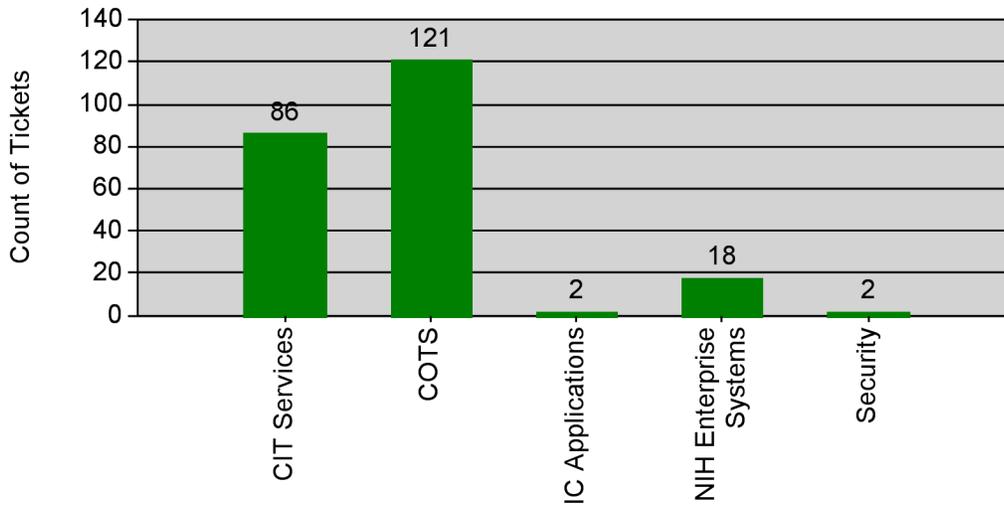


For the period: Thursday, October 01, 2009 12:00:00 AM to Saturday, October 31, 2009 11:59:59 PM

Snapshot Date: 11/1/2009 6:48:08 AM

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

Tickets By Category Summary



NIDA	229
CIT Services	86
Accounts	42
Back Office Support	6
CIT Categories Remedy	1
Conference Room Support-Equipment Setup	1
Connectivity	10
Email	16
General Information	4
Telecommunications	3
Video	1
Wireless Services	2
COTS	121
Application Support	61
Hardware	60
IC Applications	2
Local LAN	1

IC Ticket Report with Category Summary



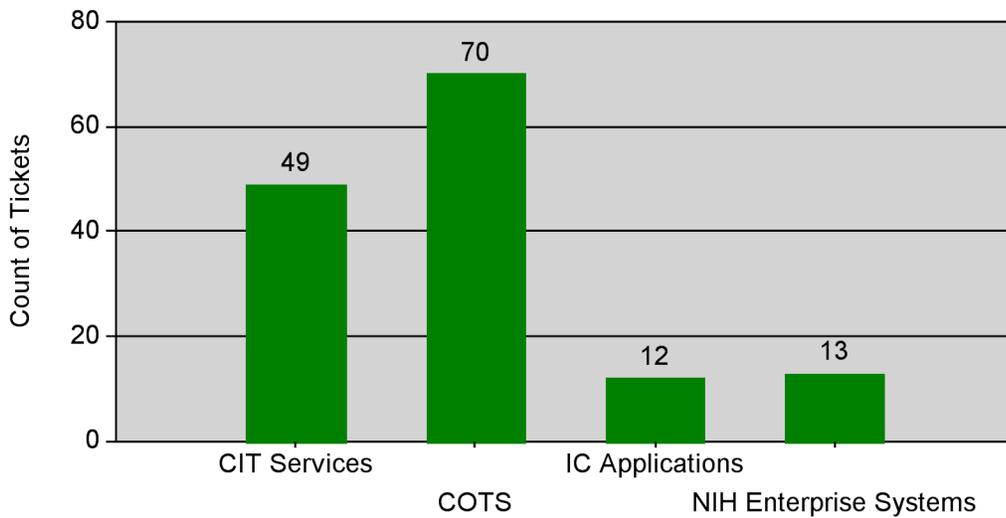
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Snapshot Date: 11/1/2009 6:48:08 AM

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

Web Site Issue (non-CIT)	1
NIH Enterprise Systems	18
ADB	2
eRA-COMMONS	2
eRA-DB	1
eRA-IMPAC II	1
eRA-Referral and Review	1
NBS-User Call	5
NED	3
NIH Services	3
Security	2
Anti Virus SW	1
Security	1

Tickets By Category Summary



NIDCD	144
CIT Services	49
Accounts	28

IC Ticket Report with Category Summary



For the period: Thursday, October 01, 2009 12:00:00 AM to Saturday, October 31, 2009 11:59:59 PM

Snapshot Date: 11/1/2009 6:48:08 AM

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

Back Office Support	5
Connectivity	1
Email	8
General Information	3
NIHnet	1
Wireless Services	3
COTS	70
Application Support	37
Hardware	33
IC Applications	12
Local LAN	11
Web Site Issue (non-CIT)	1
NIH Enterprise Systems	13
ADB	2
eRA-Grants Management	1
GovTrip User Call	1
NBS-User Call	7
NED	1
NVision	1

IC Ticket Report with Category Summary

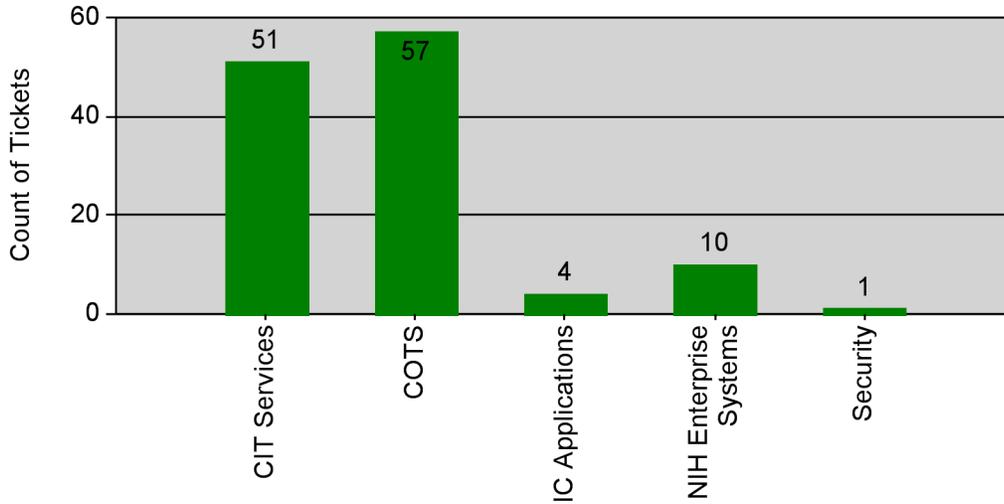


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Snapshot Date: 11/1/2009 6:48:08 AM

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

Tickets By Category Summary



NIDCR	123
CIT Services	51
Accounts	34
Back Office Support	2
CIT Categories	1
Connectivity	1
Email	8
General Information	3
Telecommunications	1
Wireless Services	1
COTS	57
Application Support	36
Hardware	21
IC Applications	4
CC Clinical Applications	1
Local LAN	1

IC Ticket Report with Category Summary



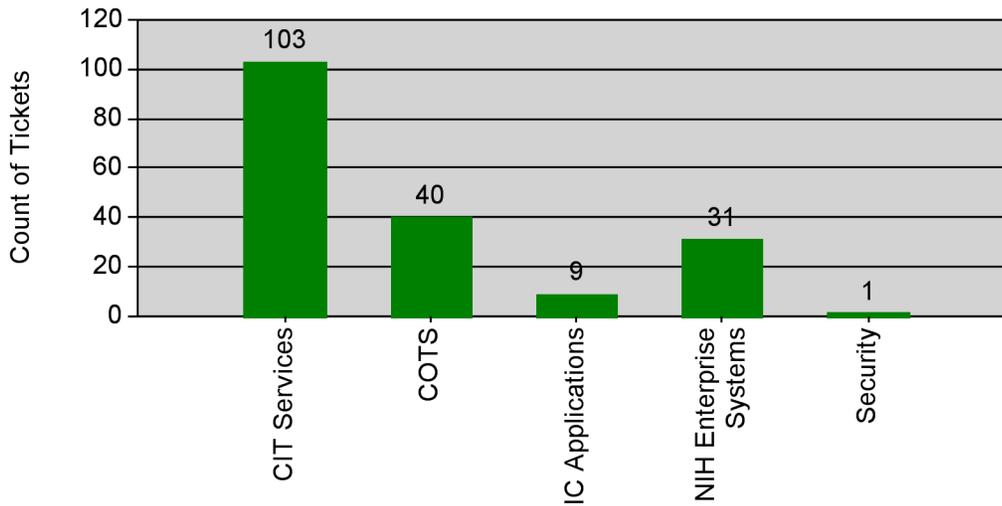
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Snapshot Date: 11/1/2009 6:48:08 AM

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

Web Site Issue (non-CIT)	2
NIH Enterprise Systems	10
eRA-COMMONS	1
NBS-User Call	5
NED	2
NIH Data Warehouse	1
NIH Services	1
Security	1
Security	1

Tickets By Category Summary



NIDDK	184
CIT Services	103
Accounts	63
Back Office Support	8
CIT Categories-CMS Services	1
Connectivity	4
Email	6

IC Ticket Report with Category Summary



For the period: Thursday, October 01, 2009 12:00:00 AM to Saturday, October 31, 2009 11:59:59 PM

Snapshot Date: 11/1/2009 6:48:08 AM

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

General Information	3	
iSDP/Software Distribution	1	
NIHnet	3	
Telecommunications	11	
Training	1	
Wireless Services	2	
COTS		40
Application Support	29	
Hardware	11	
IC Applications		9
CC Clinical Applications	2	
CC Clinical Applications-ATV	1	
Local LAN	1	
Web Site Issue (non-CIT)	5	
NIH Enterprise Systems		31
eRA-Referral and Review	1	
ITAS	3	
NBS-User Call	16	
NED	7	
NIH Data Warehouse	1	
NIH Services	3	
Security		1
Security	1	

IC Ticket Report with Category Summary

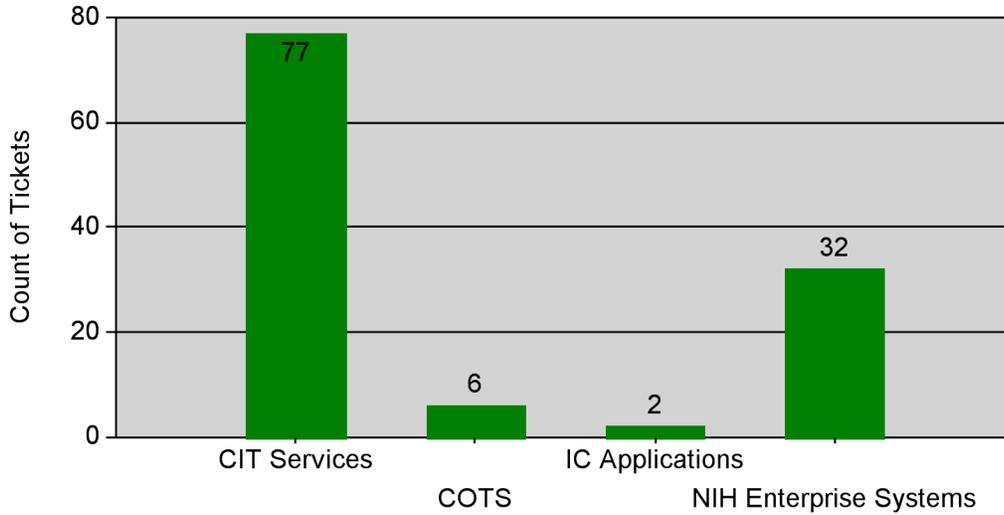


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Snapshot Date: 11/1/2009 6:48:08 AM

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

Tickets By Category Summary



NIEHS	117
CIT Services	77
Accounts	65
Back Office Support	1
CIT Categories	1
Email	3
General Information	1
Video	1
Wireless Services	5
COTS	6
Application Support	2
Hardware	4
IC Applications	2
Local LAN	1
Web Site Issue (non-CIT)	1
NIH Enterprise Systems	32
Capital HR Security	1

IC Ticket Report with Category Summary



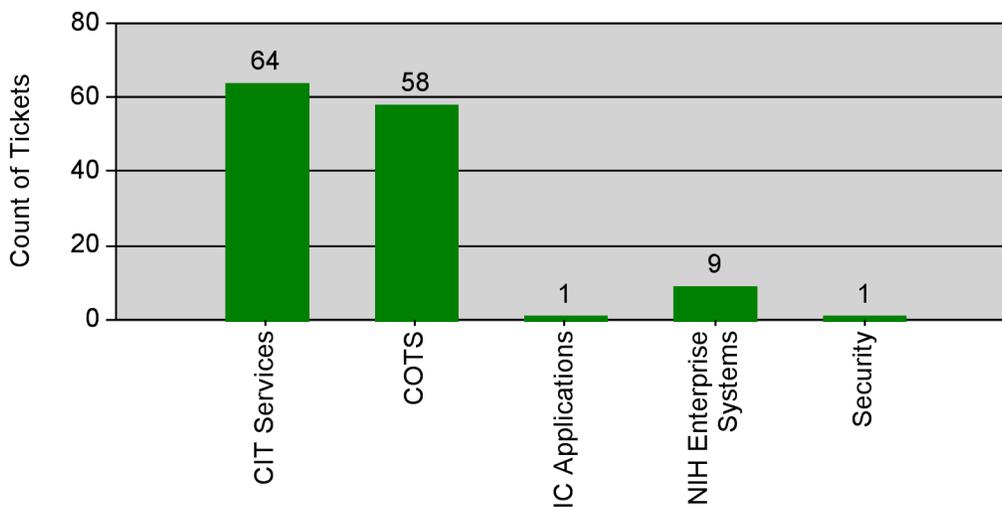
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Snapshot Date: 11/1/2009 6:48:08 AM

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

ITAS	4
NBS-User Call	18
NED	8
NIH Services	1

Tickets By Category Summary



NIGMS	133
CIT Services	64
Accounts	32
Back Office Support	7
Conference Room Support-Equipment Setup	8
Email	5
General Information	4
NIHnet	1
Wireless Services	7
COTS	58
Application Support	26
Hardware	32

IC Ticket Report with Category Summary



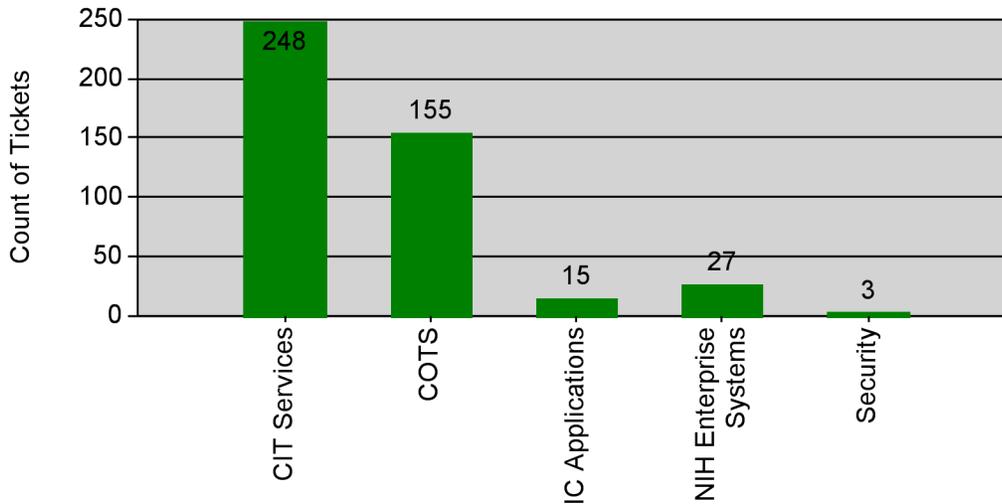
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Snapshot Date: 11/1/2009 6:48:08 AM

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

IC Applications	1
Local LAN	1
NIH Enterprise Systems	9
eRA-External	1
eRA-IMPAC II	3
NED	3
NIH Services	1
NVision	1
Security	1
Security	1

Tickets By Category Summary



NIMH	448
CIT Services	248
Accounts	165
Back Office Support	15
Conference Room Support-Equipment Setup	7
Connectivity	6

IC Ticket Report with Category Summary



For the period: Thursday, October 01, 2009 12:00:00 AM to Saturday, October 31, 2009 11:59:59 PM

Snapshot Date: 11/1/2009 6:48:08 AM

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

Email	26
General Information	11
Helix Support	1
NIHnet	3
Telecommunications	4
Video	1
Wireless Services	9
COTS	155
Application Support	87
Hardware	68
IC Applications	15
CC Clinical Applications	2
Local LAN	12
Web Site Issue (non-CIT)	1
NIH Enterprise Systems	27
ADB	2
eRA-COMMONS	1
eRA-External	1
eRA-Grants Management	1
eRA-IMPAC II	1
ITAS	2
NBS-User Call	10
NED	7
NIH Services	2
Security	3
Security	3

IC Ticket Report with Category Summary

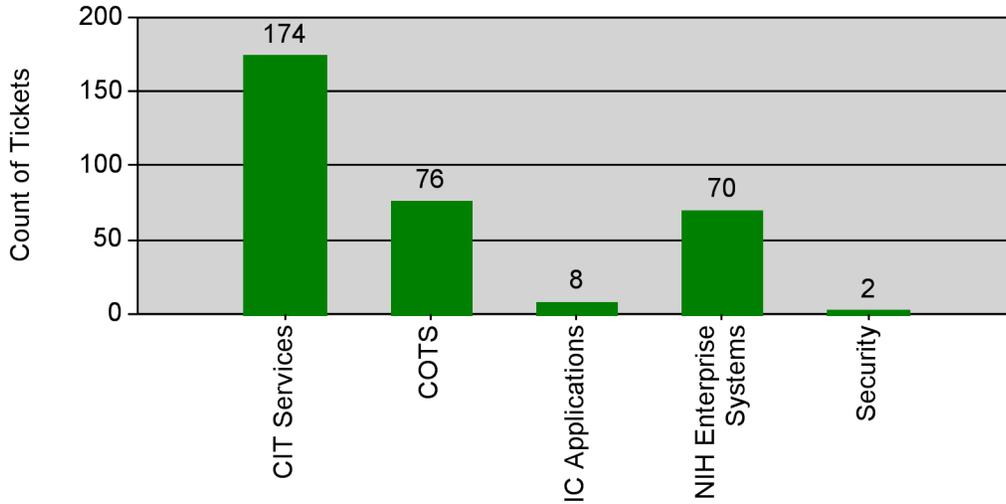


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Snapshot Date: 11/1/2009 6:48:08 AM

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

Tickets By Category Summary



NINDS	330
CIT Services	174
Accounts	110
Back Office Support	11
CIT Categories Remedy	1
Conference Room Support-Equipment Setup	1
Connectivity	11
Email	19
General Information	7
Helix Support	1
NIHnet	3
Telecommunications	3
Video	1
Wireless Services	6
COTS	76
Application Support	45

IC Ticket Report with Category Summary



For the period: Thursday, October 01, 2009 12:00:00 AM to Saturday, October 31, 2009 11:59:59 PM

Snapshot Date: 11/1/2009 6:48:08 AM

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

Hardware	31	
IC Applications		8
CC Clinical Applications	1	
Local LAN	5	
Web Site Issue (non-CIT)	2	
NIH Enterprise Systems		70
ADB	4	
eRA-Grants Management	1	
eRA-Infrastructure	1	
GovTrip User Call	38	
NBS-User Call	8	
NED	15	
NIH Services	3	
Security		2
Anti Virus SW	1	
Security	1	

IC Ticket Report with Category Summary

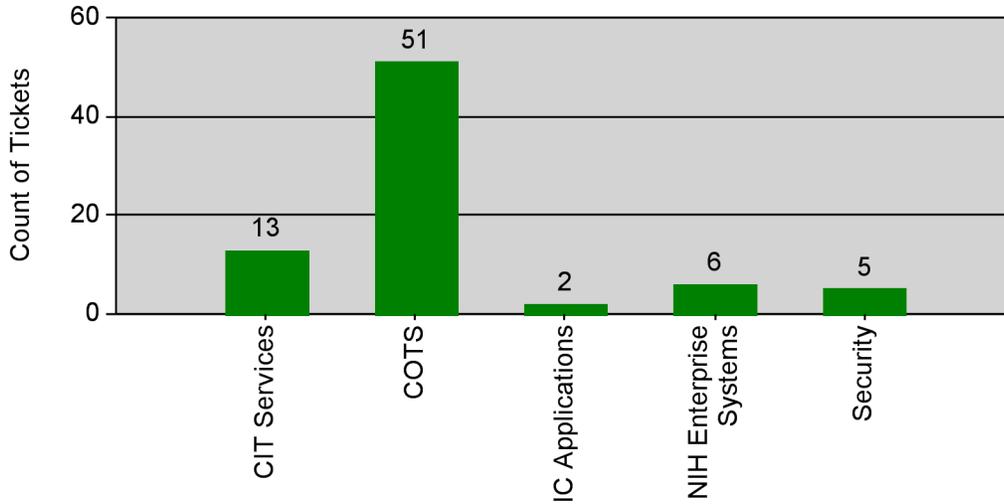


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Snapshot Date: 11/1/2009 6:48:08 AM

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

Tickets By Category Summary



NINR	77
CIT Services	13
Accounts	7
Back Office Support	1
Connectivity	1
Email	1
General Information	3
COTS	51
Application Support	22
Hardware	29
IC Applications	2
Local LAN	2
NIH Enterprise Systems	6
eRA-Infrastructure	1
NBS-User Call	2
NED	1

IC Ticket Report with Category Summary



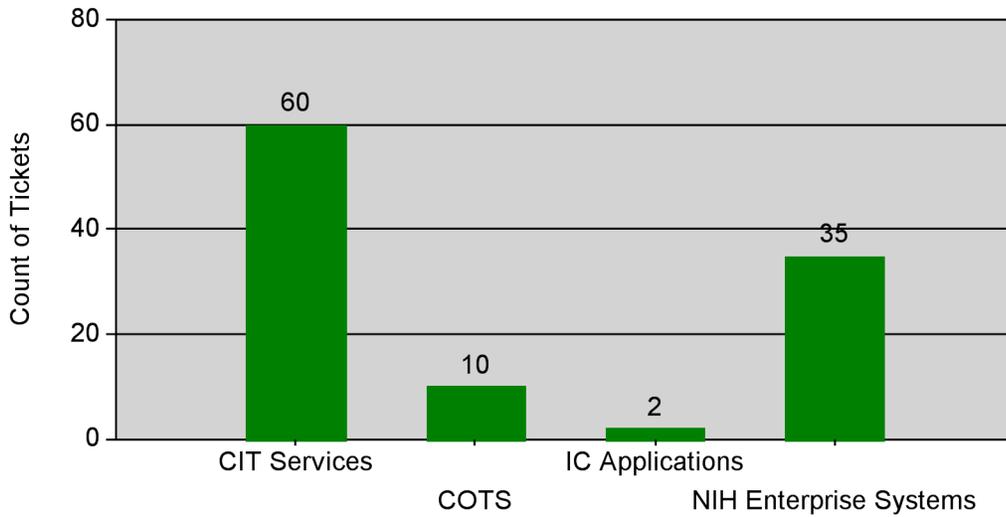
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Snapshot Date: 11/1/2009 6:48:08 AM

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

NIH Services	2
Security	5
Security	5

Tickets By Category Summary



NLM	107
CIT Services	60
Accounts	43
Back Office Support	2
Connectivity	1
Email	7
General Information	2
Telecommunications	3
Video	1
Wireless Services	1
COTS	10
Application Support	6
Hardware	4

IC Ticket Report with Category Summary



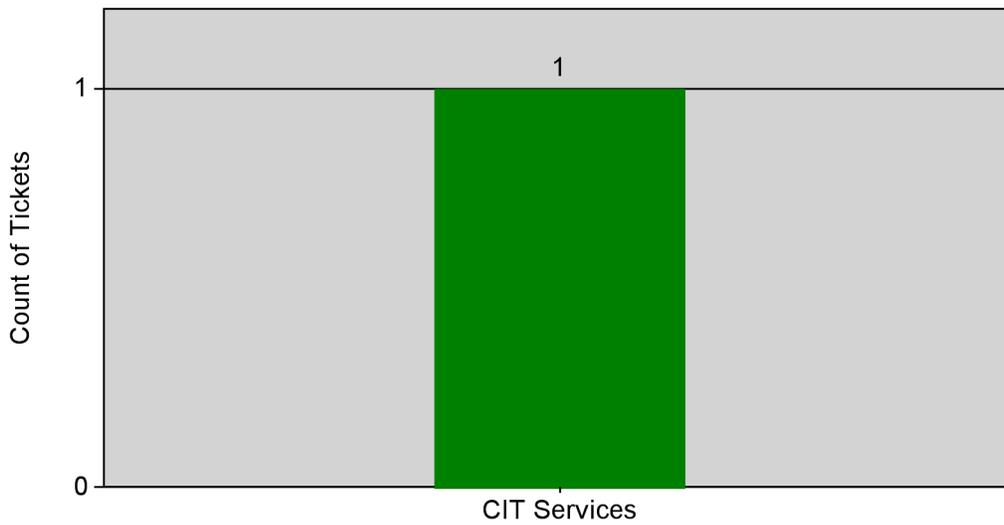
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Snapshot Date: 11/1/2009 6:48:08 AM

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

IC Applications	2
Local LAN	1
Web Site Issue (non-CIT)	1
NIH Enterprise Systems	35
eRA-COMMONS	1
NBS-User Call	24
NED	7
NIH Services	3

Tickets By Category Summary



NON-NIH	1
CIT Services	1
Accounts	1

IC Ticket Report with Category Summary

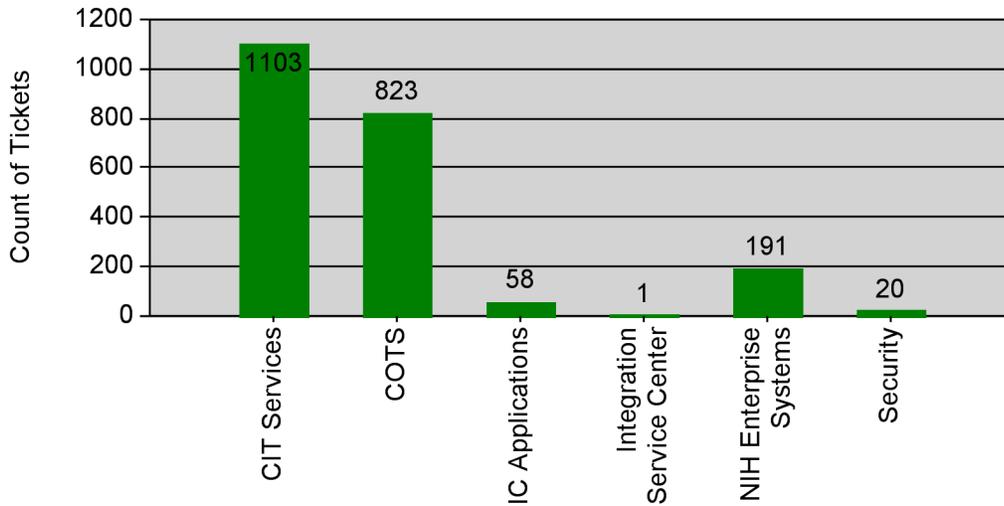


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Snapshot Date: 11/1/2009 6:48:08 AM

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

Tickets By Category Summary



OD	2196
CIT Services	1103
Accounts	530
Back Office Support	164
CIT Categories	7
CIT Categories Remedy	8
CIT Categories-CMS Services	1
CIT Categories-General Information	1
Conference Room Support-Equipment Setup	8
Conference Room Support-Monitor Conference	2
Connectivity	39
Email	115
General Information	60
NIH Cabling Infrastructure-Cabling	1
NIHnet	18
Telecommunications	44

IC Ticket Report with Category Summary



For the period: Thursday, October 01, 2009 12:00:00 AM to Saturday, October 31, 2009 11:59:59 PM

Snapshot Date: 11/1/2009 6:48:08 AM

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

Training	3
Video	7
Wireless Services	95
COTS	823
Application Support	405
Hardware	418
IC Applications	58
Local LAN	34
OIT Categories	1
Web Site Issue (non-CIT)	23
Integration Service Center	1
Integration Service Center	1
NIH Enterprise Systems	191
ADB	28
Capital HR Security	1
Capital HR Technical	2
eRA-COMMONS	3
eRA-DB	1
eRA-External	2
eRA-IMPAC II	3
eRA-Infrastructure	3
eRA-Referral and Review	5
GovTrip User Call	11
ITAS	13
NBS-User Call	61
NED	36
NIH Data Warehouse	1
NIH Services	15
NVision	6

IC Ticket Report with Category Summary



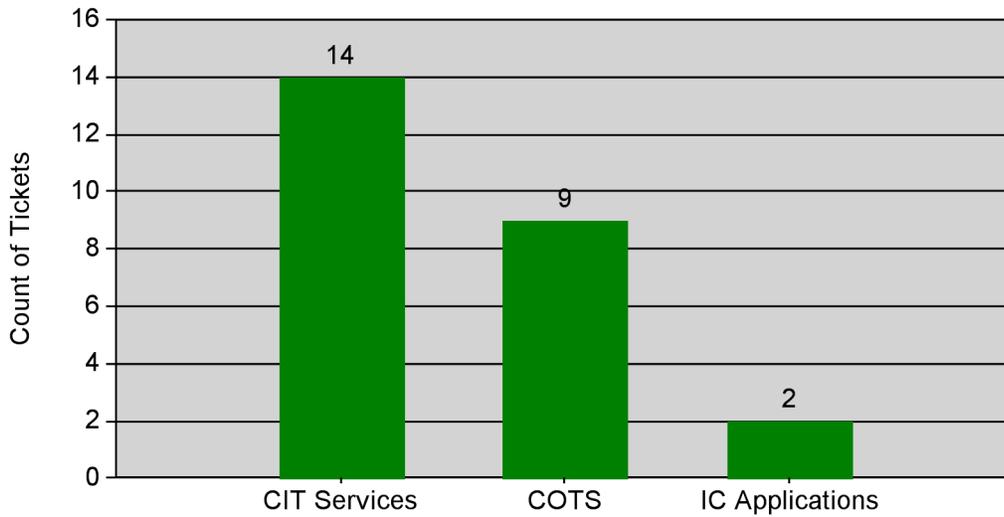
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Snapshot Date: 11/1/2009 6:48:08 AM

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

Security	20
Anti Virus SW	2
Security	18

Tickets By Category Summary



OFAM	25
CIT Services	14
Accounts	7
Back Office Support	3
Email	4
COTS	9
Application Support	2
Hardware	7
IC Applications	2
Web Site Issue (non-CIT)	2

IC Ticket Report with Category Summary

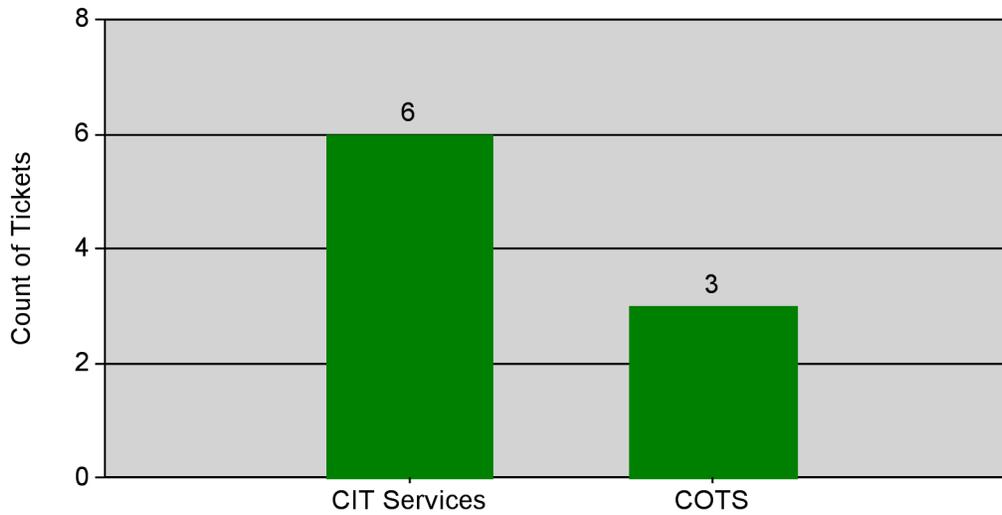


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Tickets By Category Summary



OFM		9
CIT Services		6
Accounts	3	
Email	2	
Wireless Services	1	
COTS		3
Application Support	2	
Hardware	1	

IC Ticket Report with Category Summary

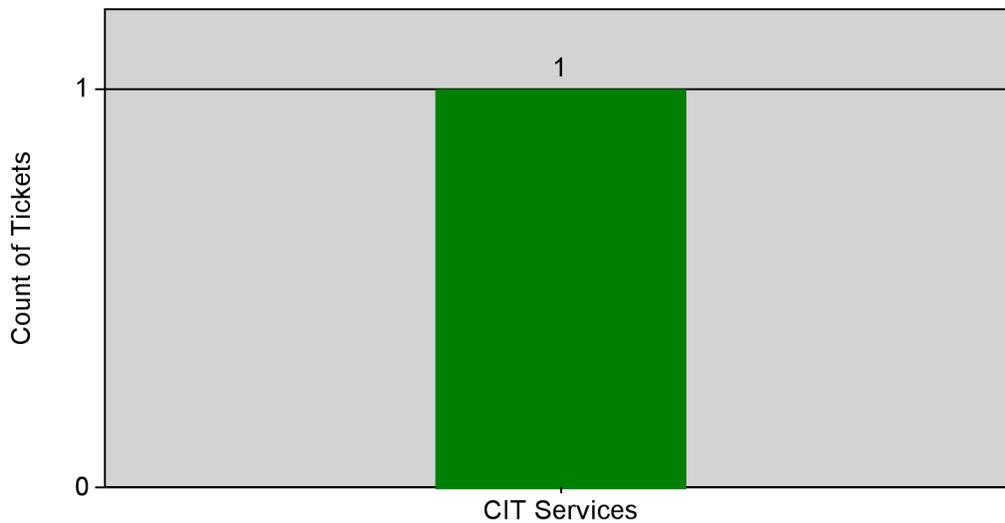


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Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Tickets By Category Summary



OL	1
CIT Services	1
Email	1

IC Ticket Report with Category Summary

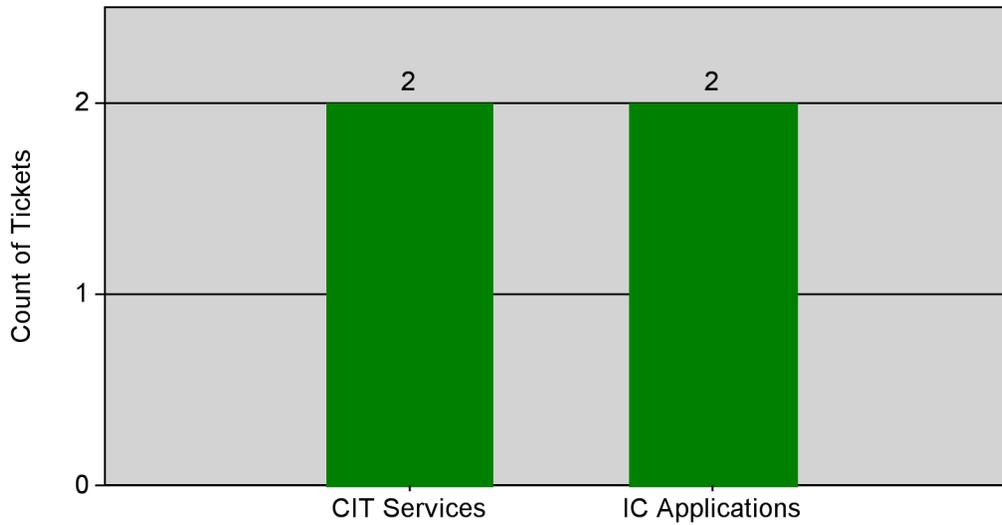


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Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Tickets By Category Summary



OM	4
CIT Services	2
Accounts	1
Back Office Support	1
IC Applications	2
CC Technical Operations	2

IC Ticket Report with Category Summary

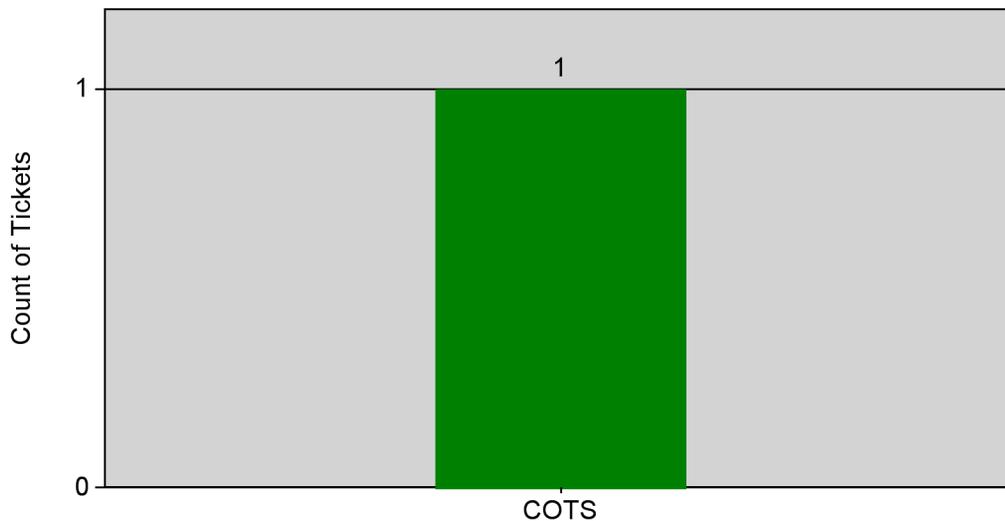


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Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Tickets By Category Summary



OMH	1
COTS	1
Hardware	1

IC Ticket Report with Category Summary

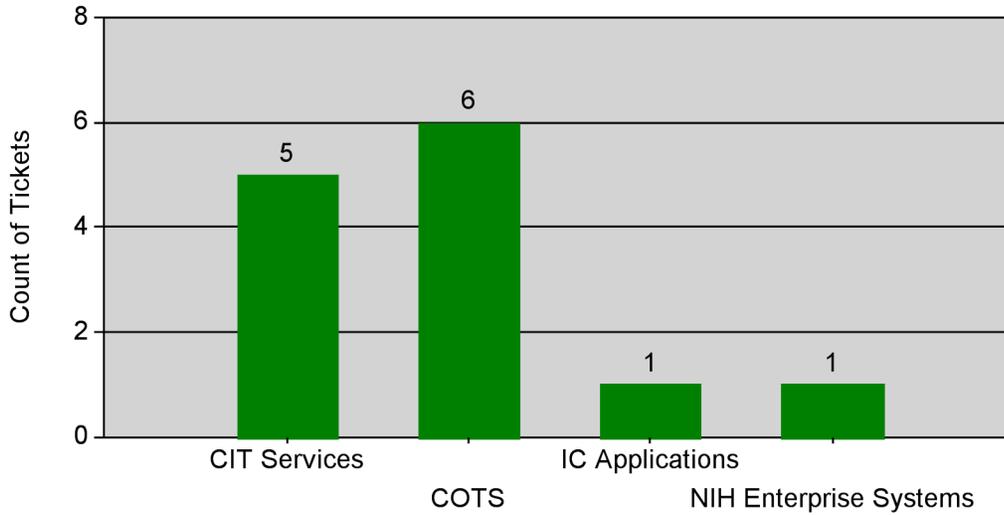


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Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Tickets By Category Summary



OPR	13
CIT Services	5
Accounts	4
Wireless Services	1
COTS	6
Application Support	2
Hardware	4
IC Applications	1
Local LAN	1
NIH Enterprise Systems	1
ITAS	1

IC Ticket Report with Category Summary

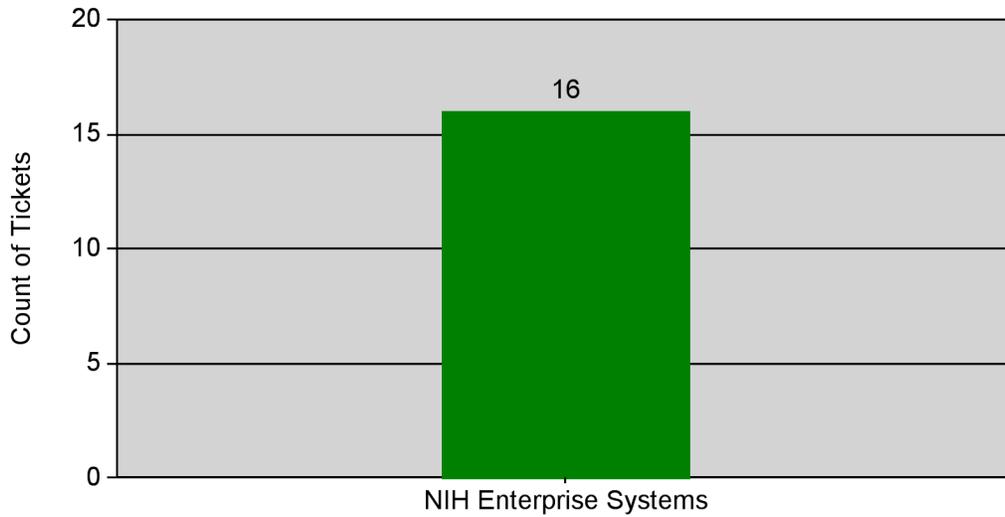


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Snapshot Date: 11/1/2009 6:48:08 AM

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

Tickets By Category Summary



ORA	16
NIH Enterprise Systems	16
ITAS	16

IC Ticket Report with Category Summary

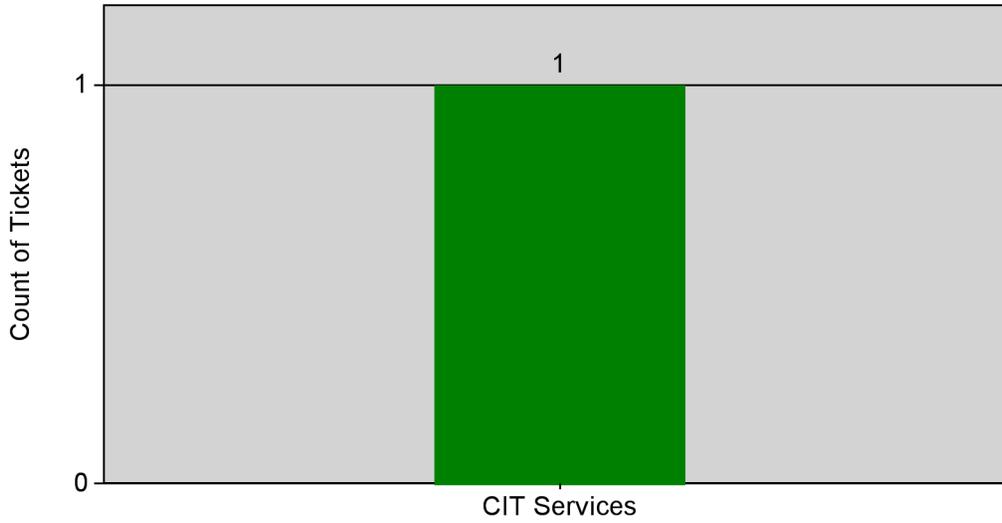


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Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Tickets By Category Summary



ORHP	1
CIT Services	1
Accounts	1

IC Ticket Report with Category Summary

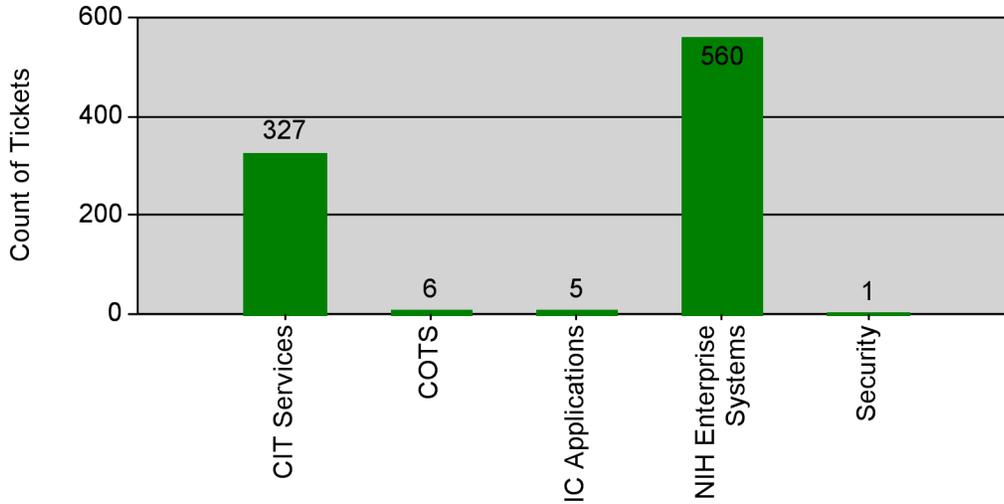


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Snapshot Date: 11/1/2009 6:48:08 AM

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

Tickets By Category Summary



OTHER	899
CIT Services	327
Accounts	61
Back Office Support	2
CIT Categories	194
Connectivity	2
Email	2
General Information	51
Helix Support	2
OS/390	3
Telecommunications	3
Training	3
Video	3
Wireless Services	1
COTS	6
Application Support	5

IC Ticket Report with Category Summary



For the period: Thursday, October 01, 2009 12:00:00 AM to Saturday, October 31, 2009 11:59:59 PM

Snapshot Date: 11/1/2009 6:48:08 AM

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

Hardware	1	
IC Applications		5
CC Clinical Applications	3	
Web Site Issue (non-CIT)	2	
NIH Enterprise Systems		560
ADB	1	
Capital HR User Error	1	
eRA-COMMONS	305	
eRA-External	211	
eRA-Grants Management	13	
eRA-IMPAC II	1	
eRA-Infrastructure	1	
eRA-Partnership Issues	3	
eRA-Referral and Review	20	
eRA-Reporting	1	
eRA-Training	1	
NBS-User Call	2	
Security		1
Security	1	

IC Ticket Report with Category Summary

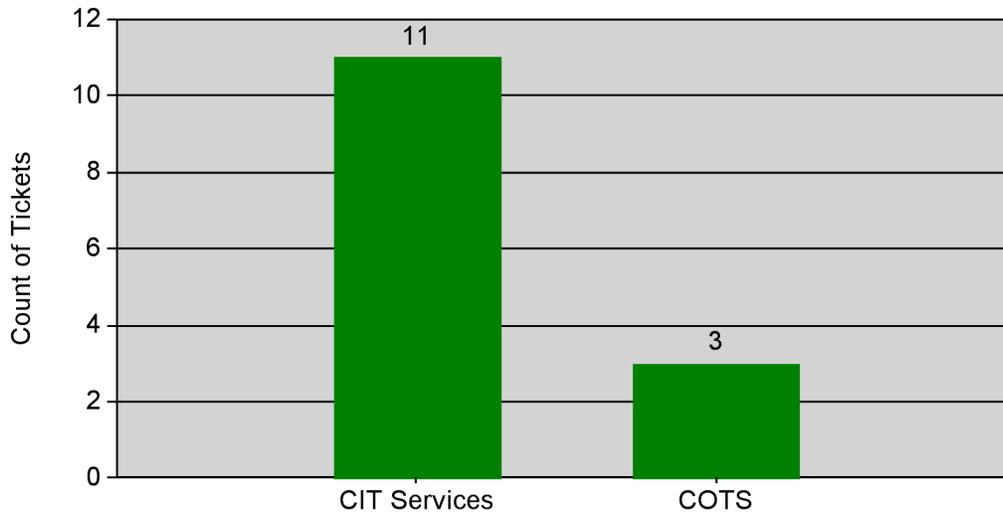


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Snapshot Date: 11/1/2009 6:48:08 AM

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

Tickets By Category Summary



Region	14
CIT Services	11
Accounts	5
Connectivity	1
Email	2
General Information	2
Training	1
COTS	3
Application Support	2
Hardware	1