

# Non NIH Tickets - By Category and Organization

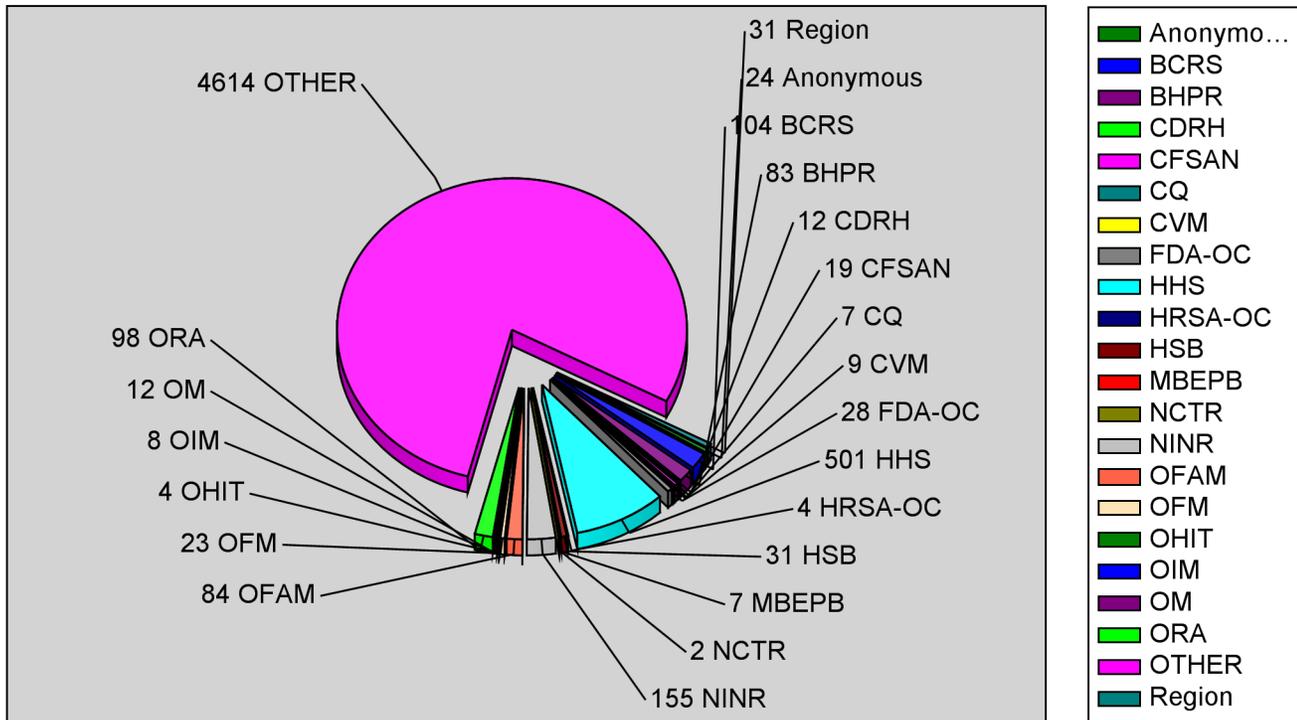


For the period: Wednesday, April 01, 2009 12:00:00 AM to Thursday, April 30, 2009 11:59:59 PM

Snapshot Date: 5/1/2009 5:50:01 AM

**Total Tickets: 5860**

## Tickets by Non NIH



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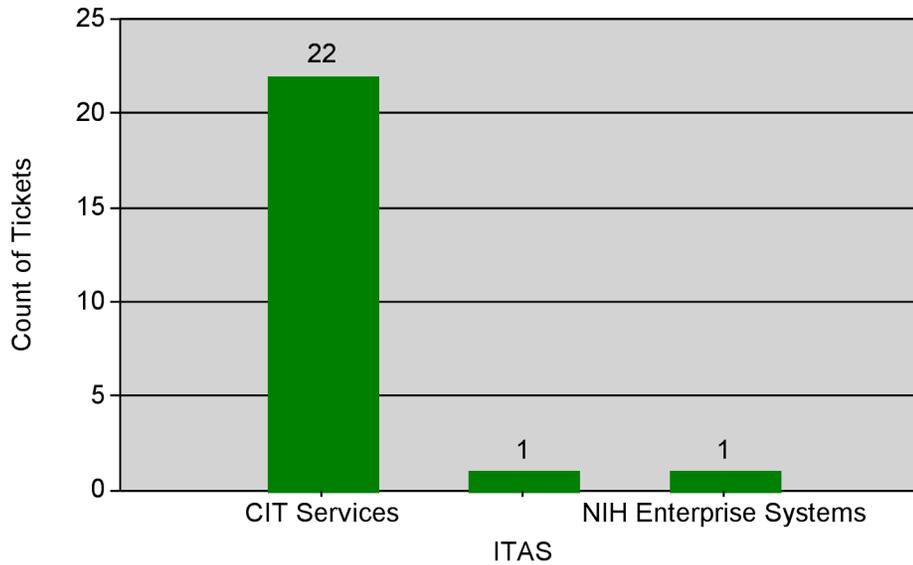
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### Tickets By Category Summary

For Anonymous

Total tickets: 24



<b>Anonymous</b>	<b>24</b>
<b>CIT Services</b>	<b>22</b>
General Information	21
Video	1
<b>ITAS</b>	<b>1</b>
ITAS	1
<b>NIH Enterprise Systems</b>	<b>1</b>
eRA-External	1

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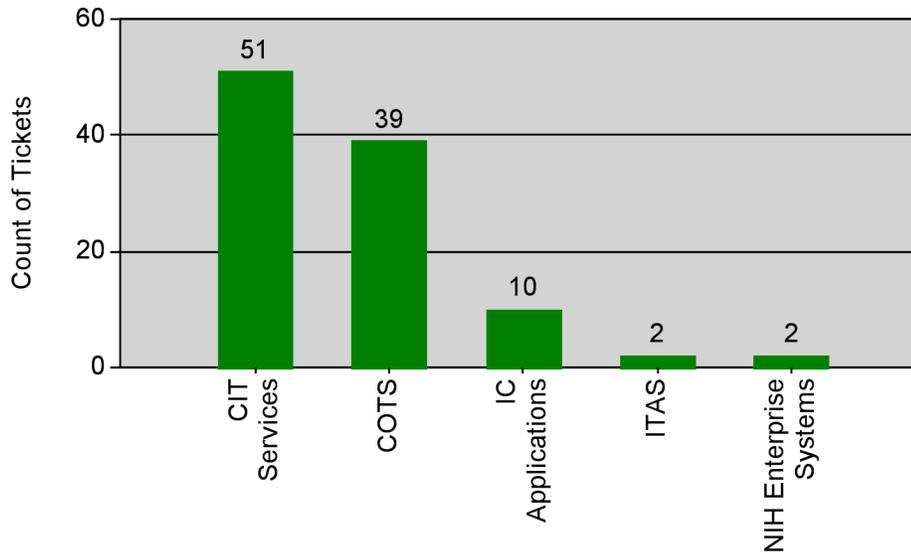
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### Tickets By Category Summary

For BCRS

Total tickets: 104



<b>BCRS</b>	<b>104</b>
<b>CIT Services</b>	<b>51</b>
Accounts	21
Back Office Support	6
Connectivity	1
Email	13
General Information	2
NIHnet	4
OS/390	1
Telecommunications	3
<b>COTS</b>	<b>39</b>
Application Support	12
Hardware	27
<b>IC Applications</b>	<b>10</b>
Local LAN	10

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<b>ITAS</b>	<b>2</b>
ITAS	2
<b>NIH Enterprise Systems</b>	<b>2</b>
NBS-User Call	1
NED	1

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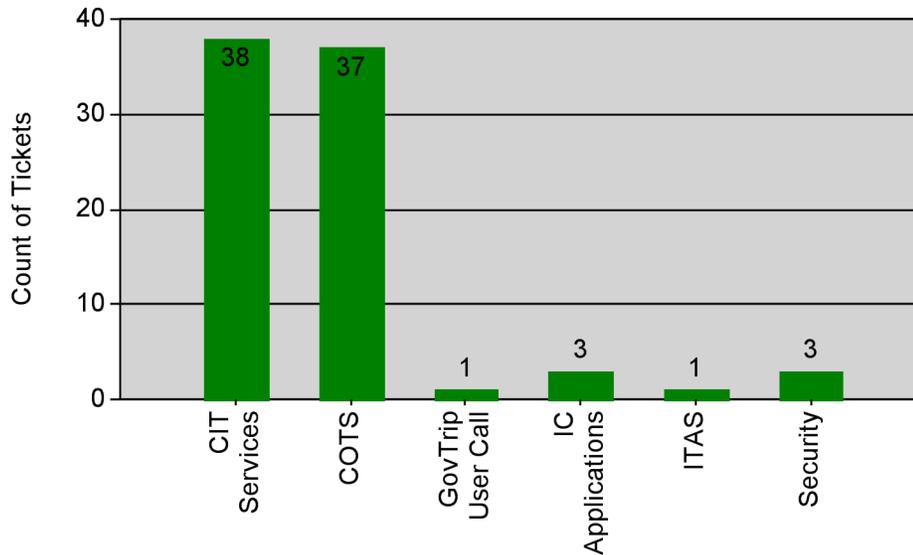
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### Tickets By Category Summary

For BHPR

Total tickets: 83



<b>BHPR</b>	<b>83</b>
<b>CIT Services</b>	<b>38</b>
Accounts	14
Back Office Support	6
Connectivity	2
Email	8
General Information	3
Telecommunications	1
Wireless Services	4
<b>COTS</b>	<b>37</b>
Application Support	12
Hardware	25
<b>GovTrip User Call</b>	<b>1</b>
GovTrip User Call	1

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<b>IC Applications</b>	<b>3</b>
Web Site Issue (non-CIT)	3
<b>ITAS</b>	<b>1</b>
ITAS	1
<b>Security</b>	<b>3</b>
Anti Virus SW	1
Security	2

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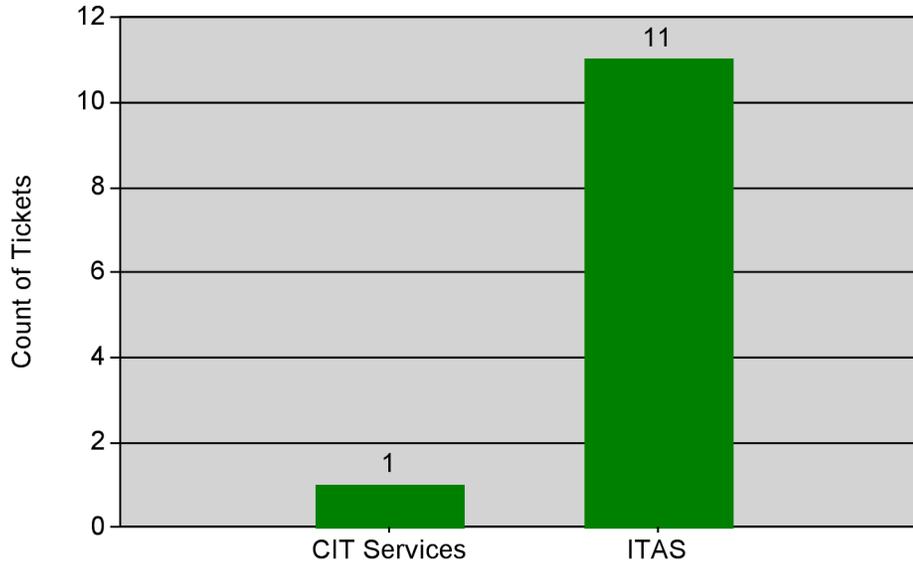
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### Tickets By Category Summary

For CDRH

Total tickets: 12



<b>CDRH</b>	<b>12</b>
<b>CIT Services</b>	<b>1</b>
Accounts	1
<b>ITAS</b>	<b>11</b>
ITAS	11

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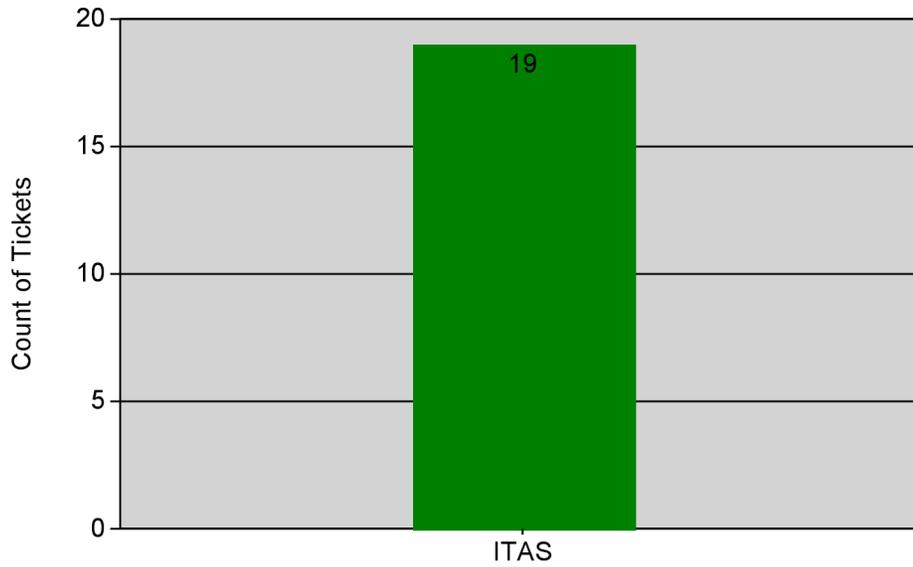
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## Tickets By Category Summary

For CFSAN

Total tickets: 19



<b>CFSAN</b>	<b>19</b>
ITAS	19
ITAS	19

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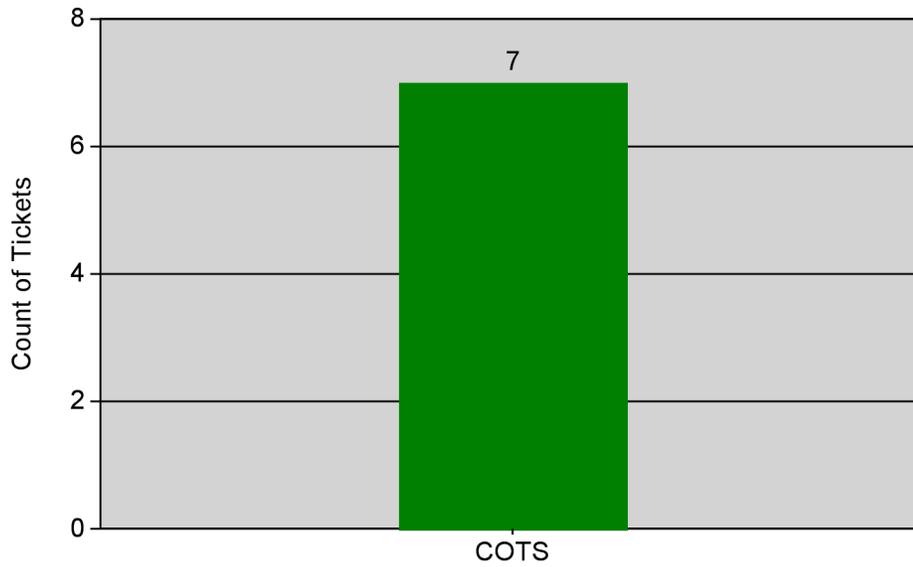
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## Tickets By Category Summary

For CQ

Total tickets: 7



<b>CQ</b>	<b>7</b>
<b>COTS</b>	<b>7</b>
Application Support	2
Hardware	5

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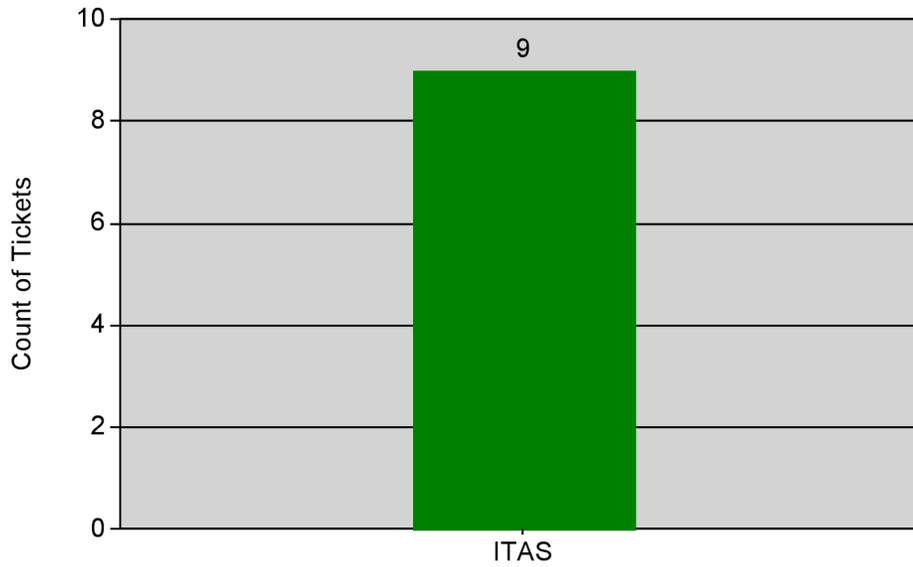
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## Tickets By Category Summary

For CVM

Total tickets: 9



<b>CVM</b>	<b>9</b>
<b>ITAS</b>	<b>9</b>
ITAS	9

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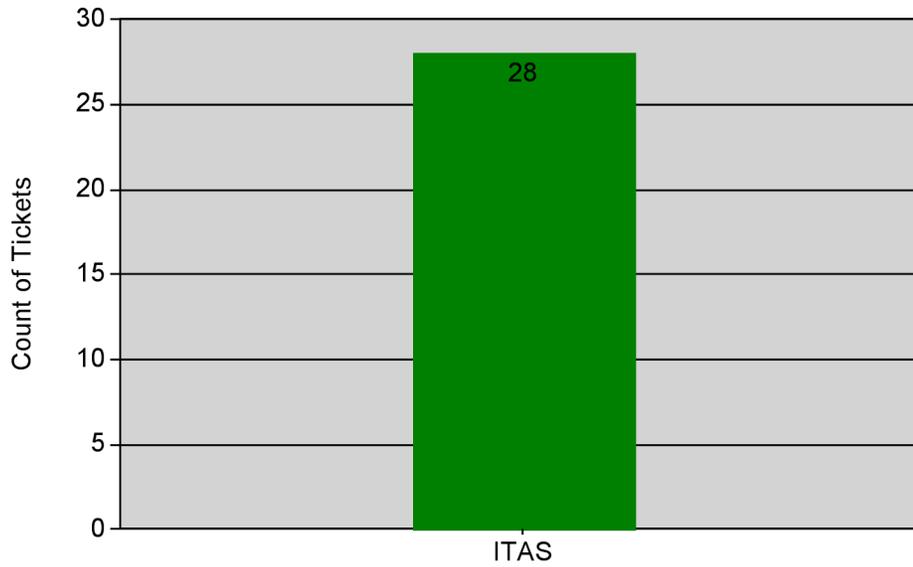
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## Tickets By Category Summary

For FDA-OC

Total tickets: 28



<b>FDA-OC</b>	<b>28</b>
<b>ITAS</b>	<b>28</b>
ITAS	28

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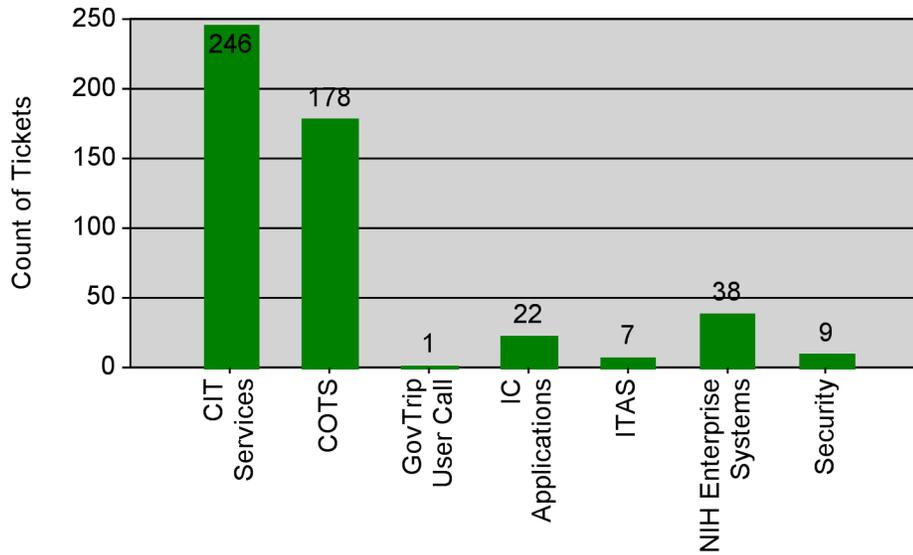
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### Tickets By Category Summary

For HHS

Total tickets: 501



<b>HHS</b>	<b>501</b>
<b>CIT Services</b>	<b>246</b>
Accounts	104
Back Office Support	19
CIT Categories	27
Connectivity	6
Email	49
General Information	15
NIHnet	2
OS/390	2
Telecommunications	3
Training	1
Wireless Services	18
<b>COTS</b>	<b>178</b>
Application Support	82

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Hardware	96
<b>GovTrip User Call</b>	<b>1</b>
GovTrip User Call	1
<b>IC Applications</b>	<b>22</b>
CC Technical Operations	1
Local LAN	9
Web Site Issue (non-CIT)	12
<b>ITAS</b>	<b>7</b>
ITAS	7
<b>NIH Enterprise Systems</b>	<b>38</b>
ADB	3
eRA-COMMONS	1
eRA-DB	14
eRA-Grants Management	1
eRA-IMPAC II	5
eRA-Infrastructure	2
eRA-Referral and Review	1
eRA-Reporting	1
NBS-User Call	5
NED	5
<b>Security</b>	<b>9</b>
Anti Virus SW	3
Security	6

## Non NIH Tickets - By Category and Organization



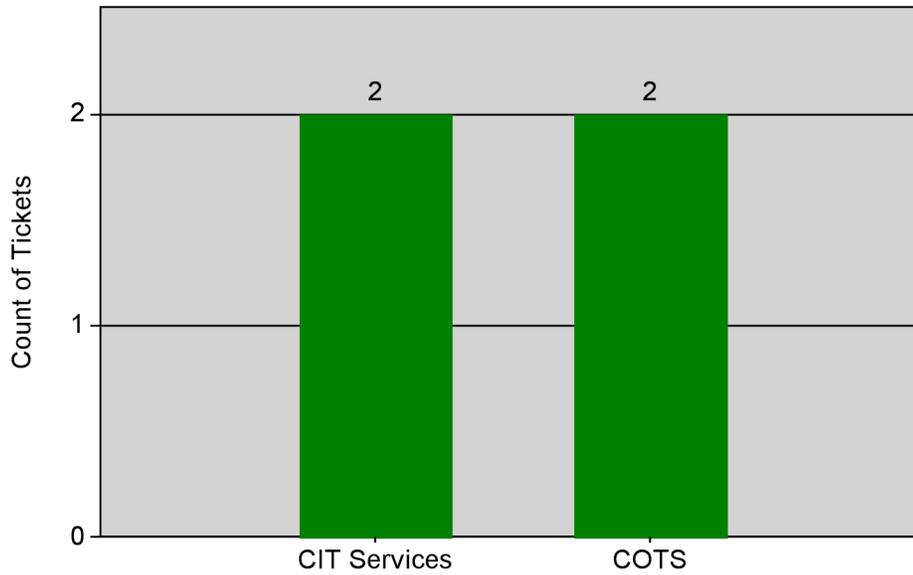
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### Tickets By Category Summary

For HRSA-OC

Total tickets: 4



<b>HRSA-OC</b>	<b>4</b>
<b>CIT Services</b>	<b>2</b>
Email	1
Wireless Services	1
<b>COTS</b>	<b>2</b>
Application Support	2

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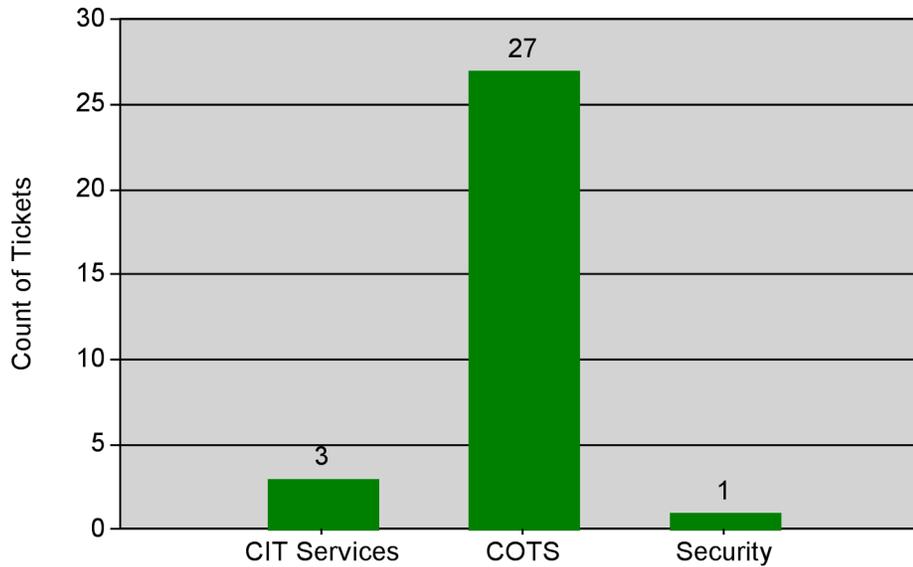
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### Tickets By Category Summary

For HSB

Total tickets: 31



<b>HSB</b>	<b>31</b>
<b>CIT Services</b>	<b>3</b>
Back Office Support	1
Email	1
General Information	1
<b>COTS</b>	<b>27</b>
Application Support	18
Hardware	9
<b>Security</b>	<b>1</b>
Security	1

## Non NIH Tickets - By Category and Organization



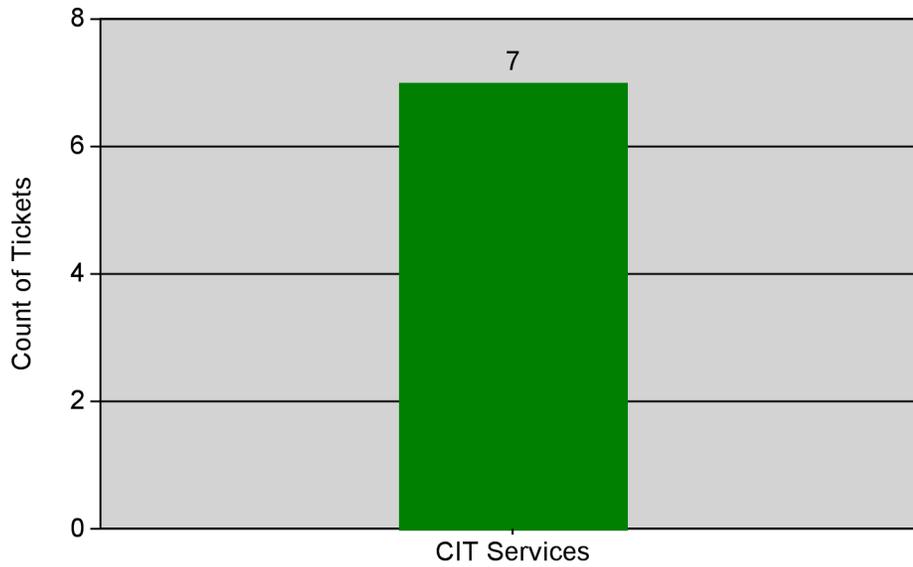
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### Tickets By Category Summary

For MBEPB

Total tickets: 7



<b>MBEPB</b>	<b>7</b>
<b>CIT Services</b>	<b>7</b>
CIT Categories	7

# Non NIH Tickets - By Category and Organization



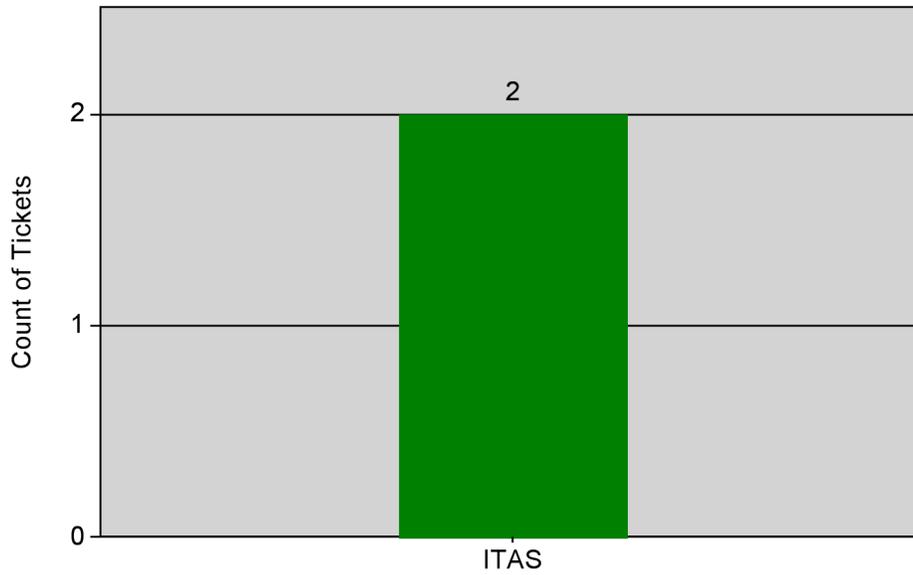
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## Tickets By Category Summary

For NCTR

Total tickets: 2



<b>NCTR</b>	<b>2</b>
<b>ITAS</b>	<b>2</b>
ITAS	2

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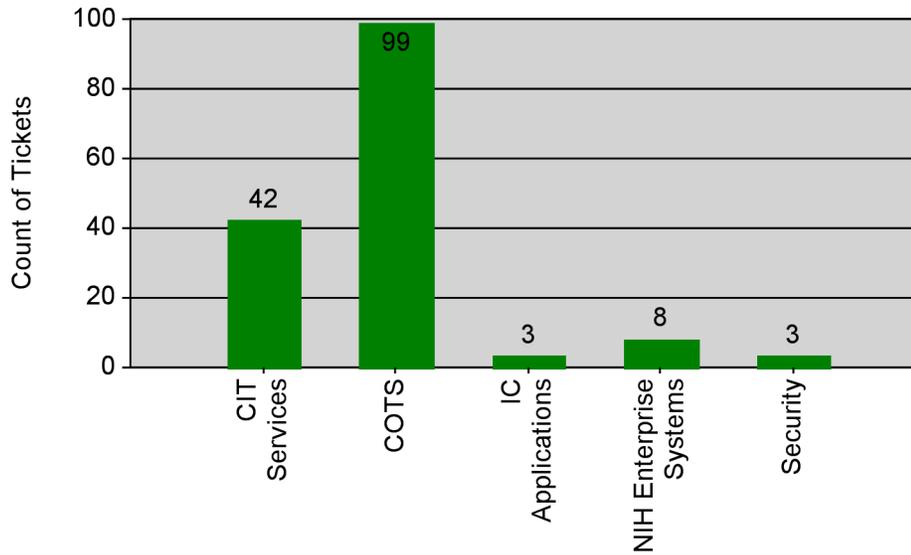
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### Tickets By Category Summary

For NINR

Total tickets: 155



<b>NINR</b>	<b>155</b>
<b>CIT Services</b>	<b>42</b>
Accounts	17
Back Office Support	7
CIT Categories	1
Connectivity	3
Email	5
General Information	1
NIHnet	2
Wireless Services	6
<b>COTS</b>	<b>99</b>
Application Support	41
Hardware	58
<b>IC Applications</b>	<b>3</b>
Local LAN	2

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Web Site Issue (non-CIT)	1
<b>NIH Enterprise Systems</b>	<b>8</b>
eRA-COMMONS	2
NBS-User Call	3
NED	2
NVision	1
<b>Security</b>	<b>3</b>
Security	3

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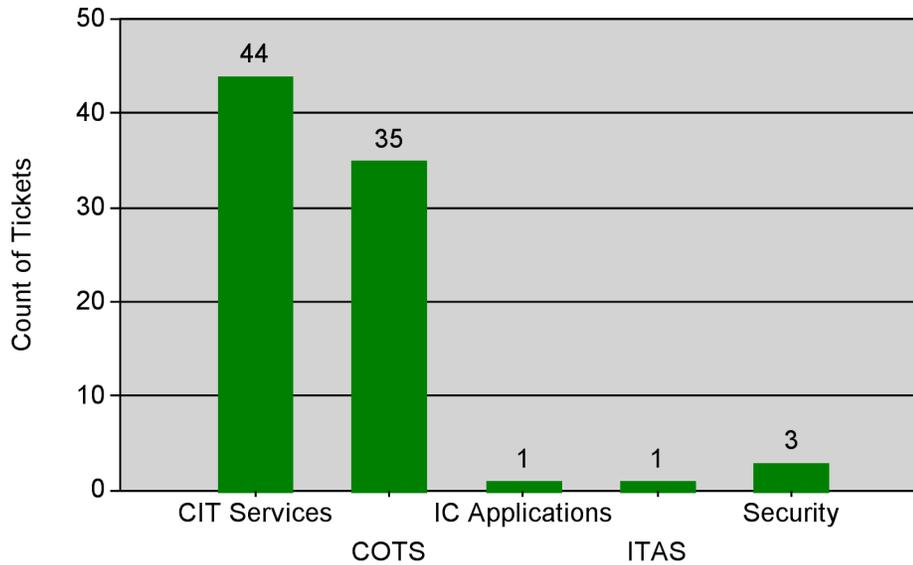
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### Tickets By Category Summary

For OFAM

Total tickets: 84



<b>OFAM</b>	<b>84</b>
<b>CIT Services</b>	<b>44</b>
Accounts	20
Back Office Support	3
Connectivity	2
Email	12
General Information	3
Telecommunications	3
Wireless Services	1
<b>COTS</b>	<b>35</b>
Application Support	10
Hardware	25
<b>IC Applications</b>	<b>1</b>
Web Site Issue (non-CIT)	1

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<b>ITAS</b>	<b>1</b>
ITAS	1
<b>Security</b>	<b>3</b>
Anti Virus SW	1
Security	2

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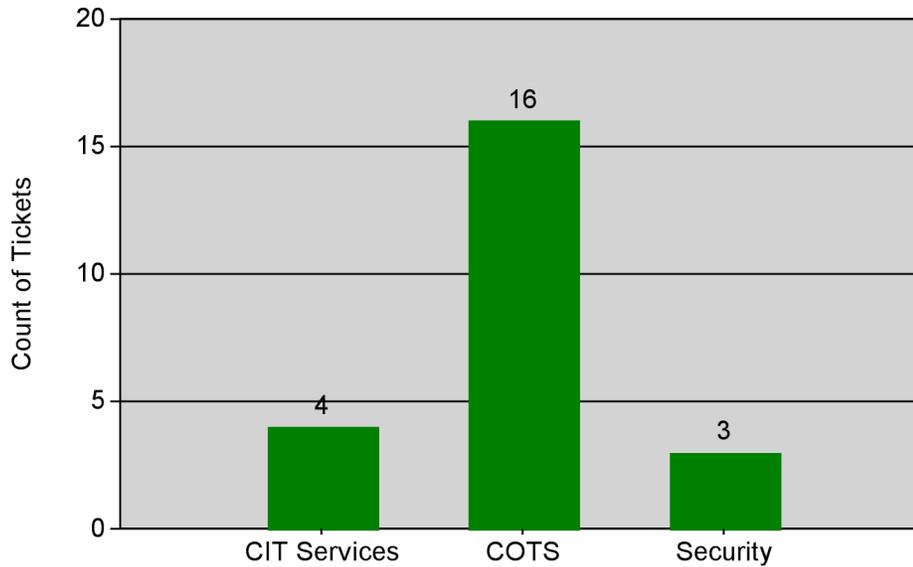
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### Tickets By Category Summary

For OFM

Total tickets: 23



<b>OFM</b>	<b>23</b>
<b>CIT Services</b>	<b>4</b>
Back Office Support	4
<b>COTS</b>	<b>16</b>
Application Support	6
Hardware	10
<b>Security</b>	<b>3</b>
Security	3

## Non NIH Tickets - By Category and Organization



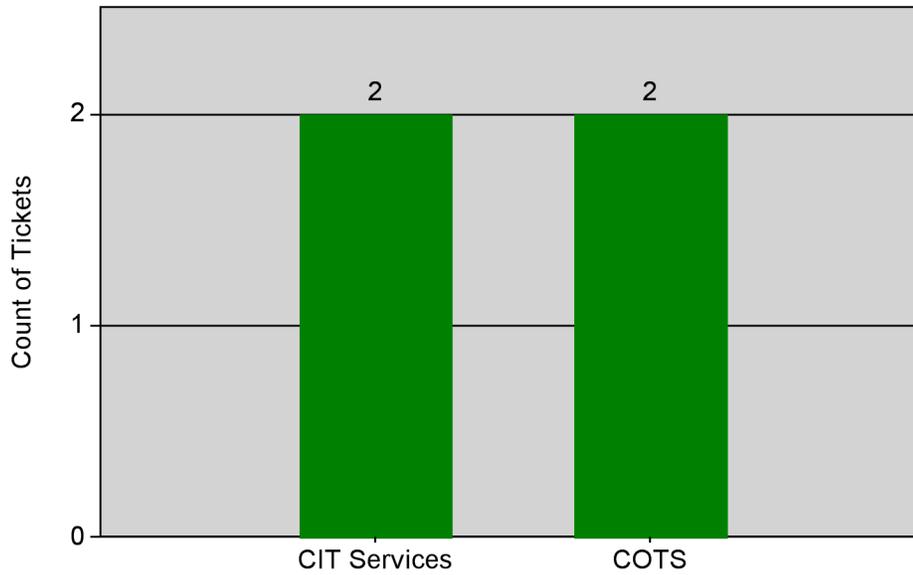
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### Tickets By Category Summary

For OHIT

Total tickets: 4



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

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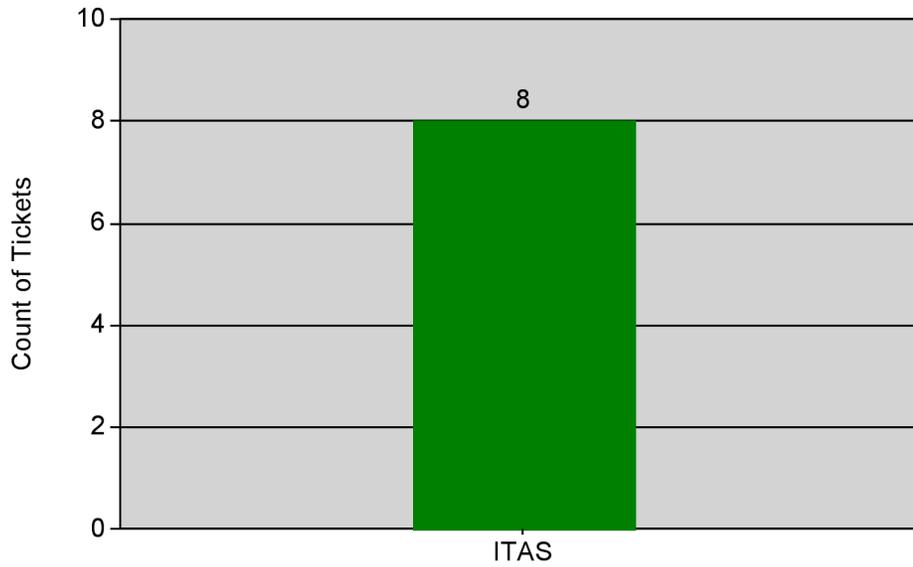
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## Tickets By Category Summary

For OIM

Total tickets: 8



<b>OIM</b>	<b>8</b>
<b>ITAS</b>	<b>8</b>
ITAS	8

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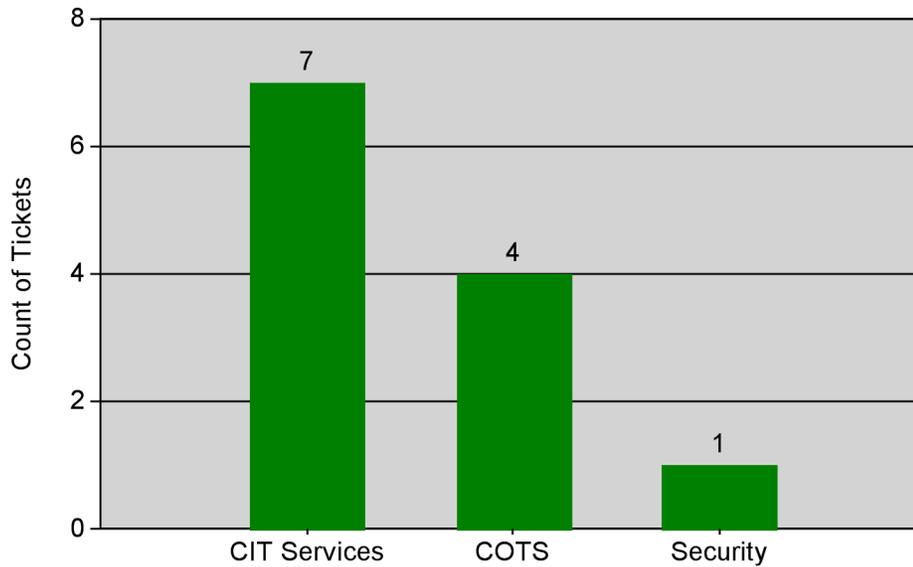
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### Tickets By Category Summary

For OM

Total tickets: 12



<b>OM</b>	<b>12</b>
<b>CIT Services</b>	<b>7</b>
Accounts	1
Back Office Support	1
Connectivity	1
Email	4
<b>COTS</b>	<b>4</b>
Application Support	1
Hardware	3
<b>Security</b>	<b>1</b>
Security	1

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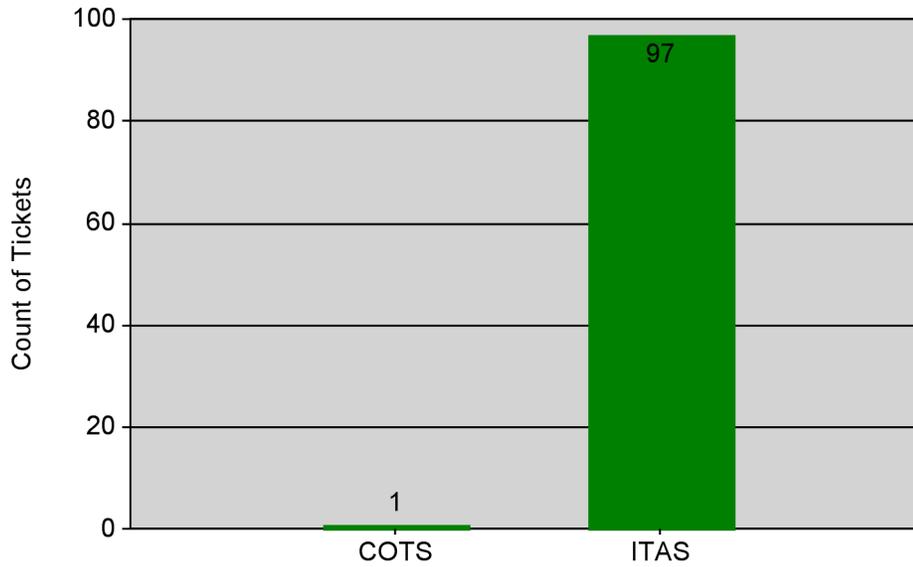
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### Tickets By Category Summary

For ORA

Total tickets: 98



<b>ORA</b>	<b>98</b>
<b>COTS</b>	<b>1</b>
Hardware	1
<b>ITAS</b>	<b>97</b>
ITAS	97

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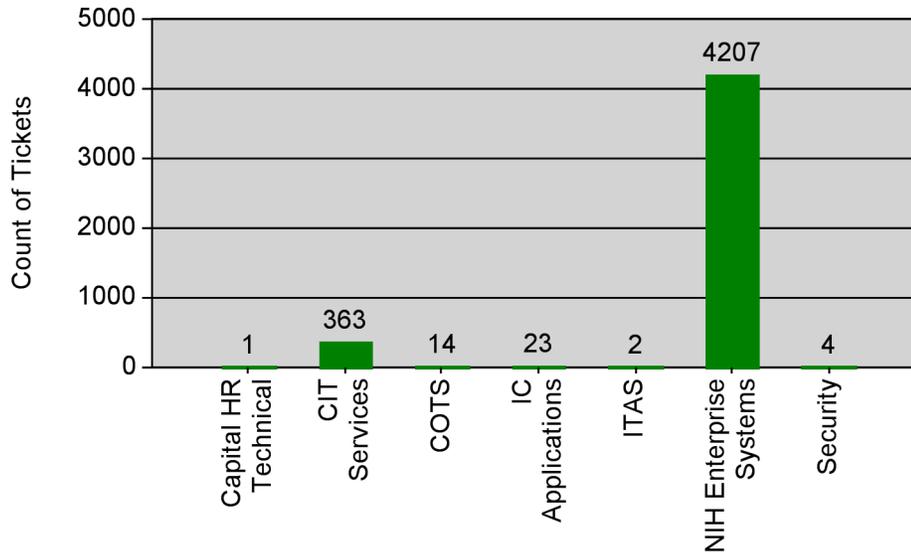
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### Tickets By Category Summary

For OTHER

Total tickets: 4614



<b>OTHER</b>	<b>4614</b>
<b>Capital HR Technical</b>	<b>1</b>
Capital HR Technical	1
<b>CIT Services</b>	<b>363</b>
Accounts	222
Back Office Support	2
CIT Categories	38
Conference Room Support-Equipment Setup	1
Connectivity	5
Email	10
General Information	55
Helix Support	3
iSDP/Software Distribution	2
NIHnet	1

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OS/390	8
Telecommunications	1
Training	2
Video	11
Wireless Services	2
<b>COTS</b>	<b>14</b>
Application Support	10
Hardware	4
<b>IC Applications</b>	<b>23</b>
E-Grants	10
Local LAN	2
Web Site Issue (non-CIT)	11
<b>ITAS</b>	<b>2</b>
ITAS	2
<b>NIH Enterprise Systems</b>	<b>4207</b>
ADB	3
eRA-COMMONS	2954
eRA-DB	4
eRA-External	1134
eRA-Grants Management	69
eRA-IMPAC II	1
eRA-Infrastructure	3
eRA-Partnership Issues	6
eRA-Referral and Review	24
eRA-Reporting	4
eRA-Software BA	1
NBS-User Call	3
NIH Services	1
<b>Security</b>	<b>4</b>
Security	4

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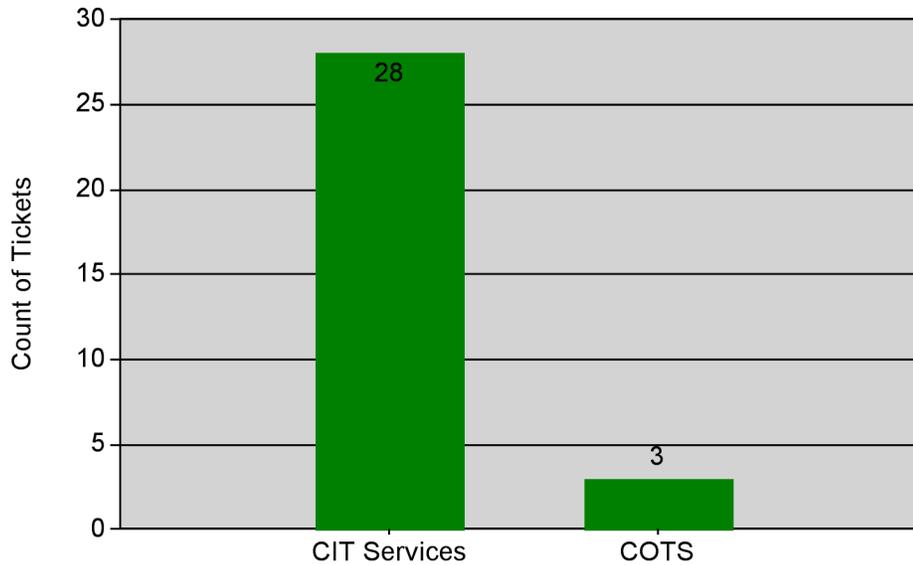
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### Tickets By Category Summary

For Region

Total tickets: 31



<b>Region</b>	<b>31</b>
<b>CIT Services</b>	<b>28</b>
Accounts	19
Back Office Support	3
Connectivity	1
Email	3
General Information	1
Wireless Services	1
<b>COTS</b>	<b>3</b>
Application Support	1
Hardware	2