

# Non NIH Tickets - By Category and Organization

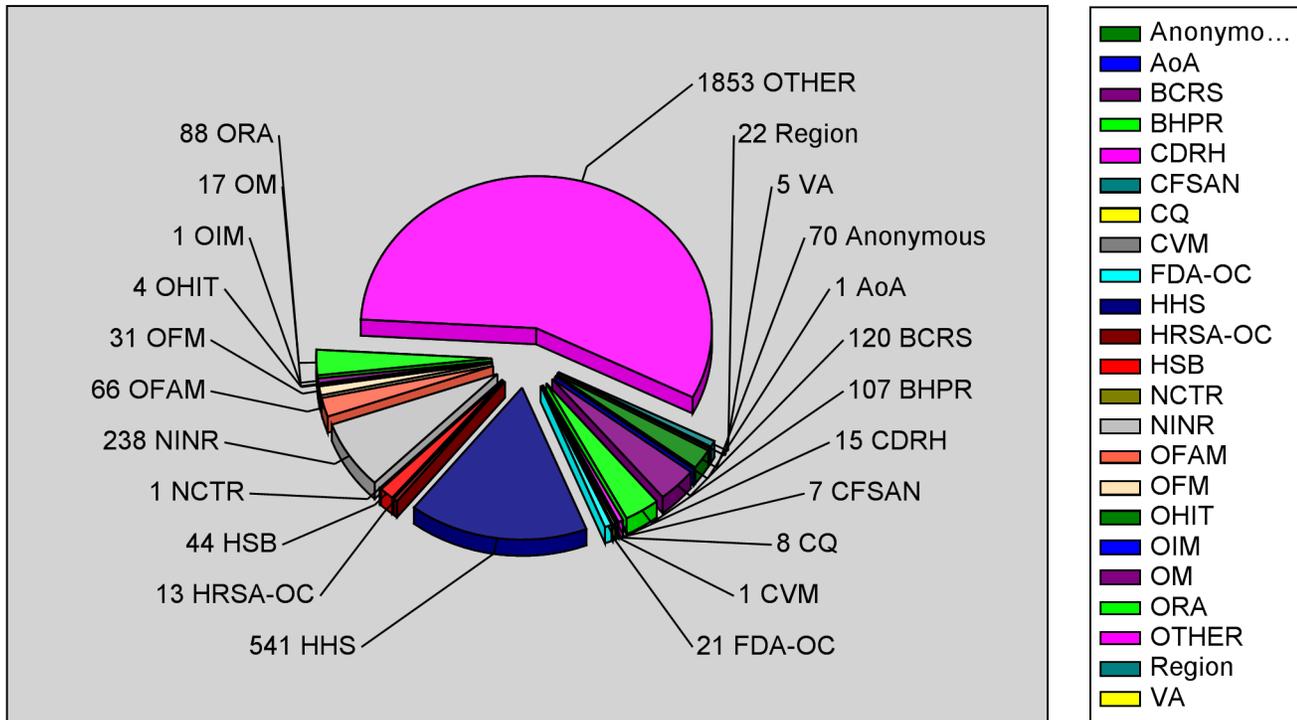


For the period: Saturday, August 01, 2009 12:00:00 AM to Monday, August 31, 2009 11:59:59 PM

Snapshot Date: 9/1/2009 5:50:05 AM

**Total Tickets: 3274**

**Tickets by Non NIH**



## Non NIH Tickets - By Category and Organization



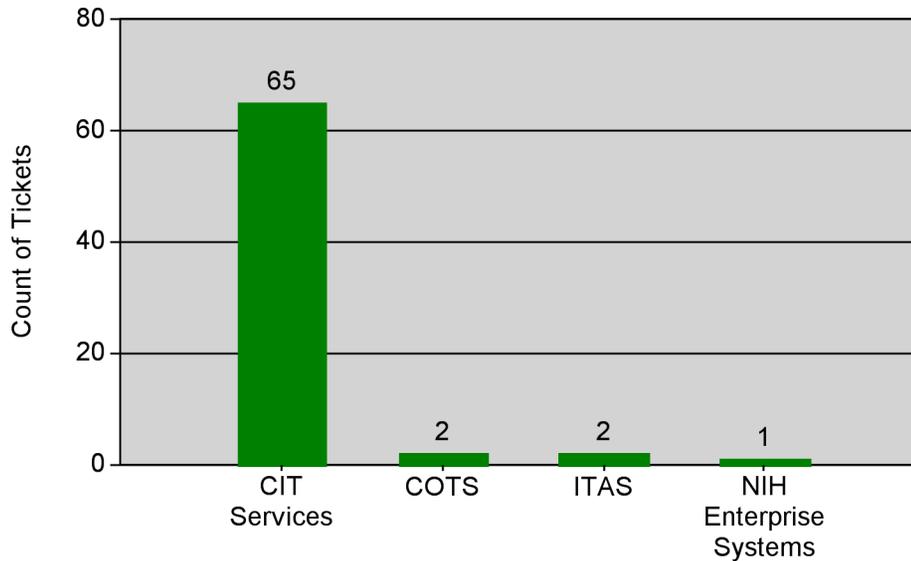
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### Tickets By Category Summary

For Anonymous

Total tickets: 70



<b>Anonymous</b>	<b>70</b>
<b>CIT Services</b>	<b>65</b>
Accounts	7
General Information	58
<b>COTS</b>	<b>2</b>
Application Support	2
<b>ITAS</b>	<b>2</b>
ITAS	2
<b>NIH Enterprise Systems</b>	<b>1</b>
eRA-External	1

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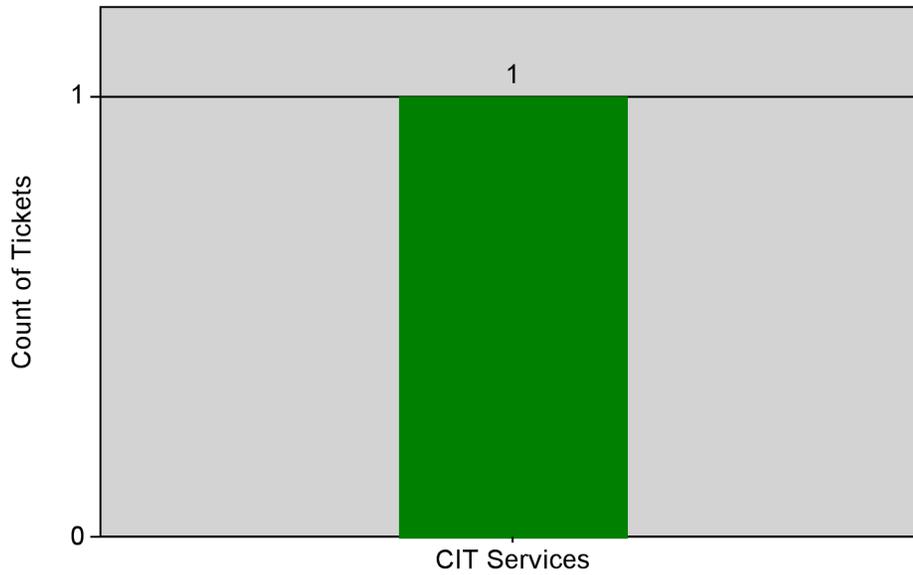
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## Tickets By Category Summary

For AoA

Total tickets: 1



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

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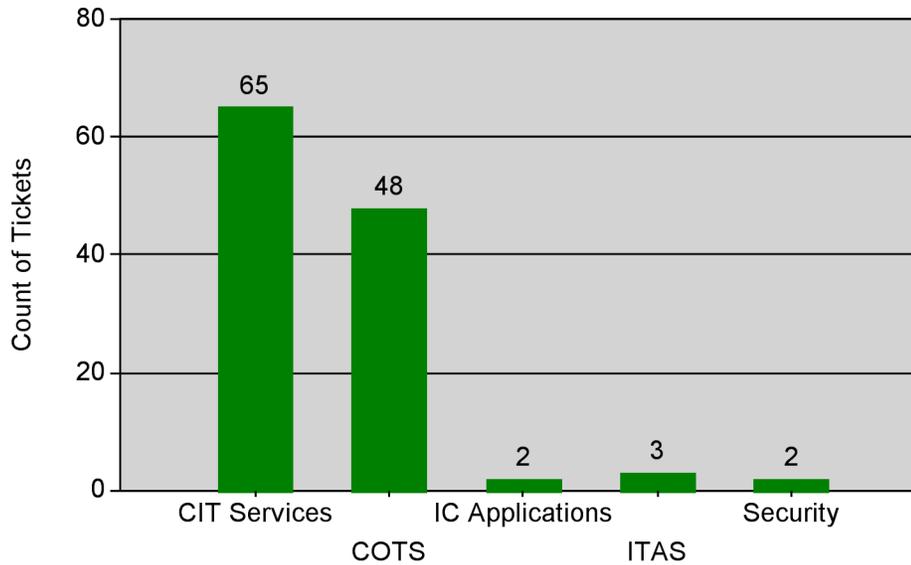
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### Tickets By Category Summary

For BCRS

Total tickets: 120



<b>BCRS</b>	<b>120</b>
<b>CIT Services</b>	<b>65</b>
Accounts	26
Back Office Support	22
Connectivity	2
Email	11
General Information	2
Telecommunications	2
<b>COTS</b>	<b>48</b>
Application Support	27
Hardware	21
<b>IC Applications</b>	<b>2</b>
Local LAN	1
Web Site Issue (non-CIT)	1

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<b>ITAS</b>	<b>3</b>
ITAS	3
<b>Security</b>	<b>2</b>
Security	2

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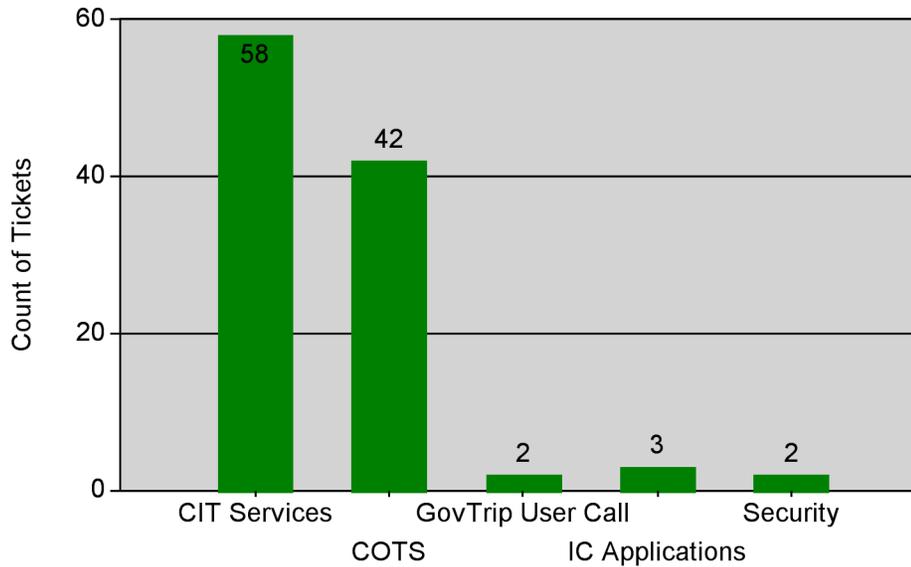
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### Tickets By Category Summary

For BHPR

Total tickets: 107



<b>BHPR</b>	<b>107</b>
<b>CIT Services</b>	<b>58</b>
Accounts	18
Back Office Support	11
Connectivity	2
Email	20
General Information	2
OS/390	1
Telecommunications	1
Wireless Services	3
<b>COTS</b>	<b>42</b>
Application Support	23
Hardware	19
<b>GovTrip User Call</b>	<b>2</b>
GovTrip User Call	2

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

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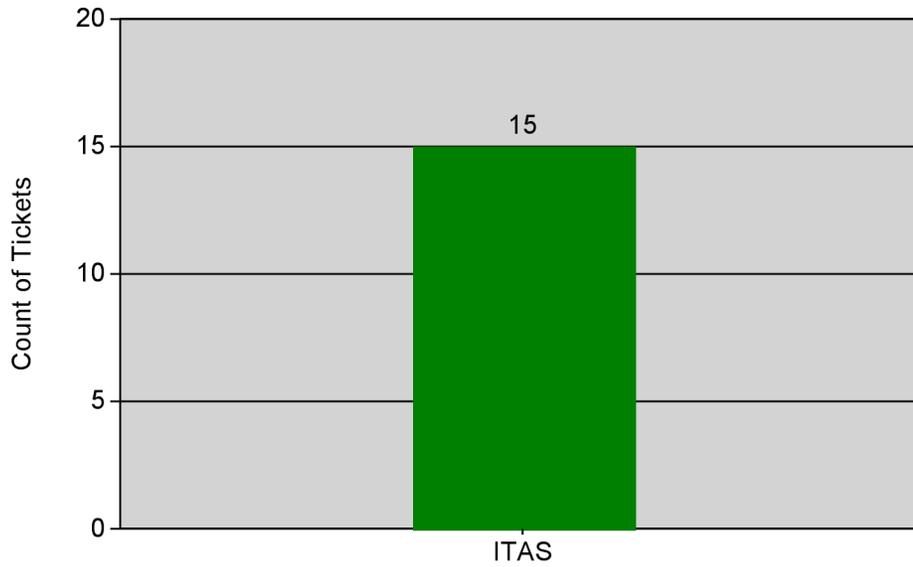
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### Tickets By Category Summary

For CDRH

Total tickets: 15



<b>CDRH</b>	<b>15</b>
ITAS	15
ITAS	15

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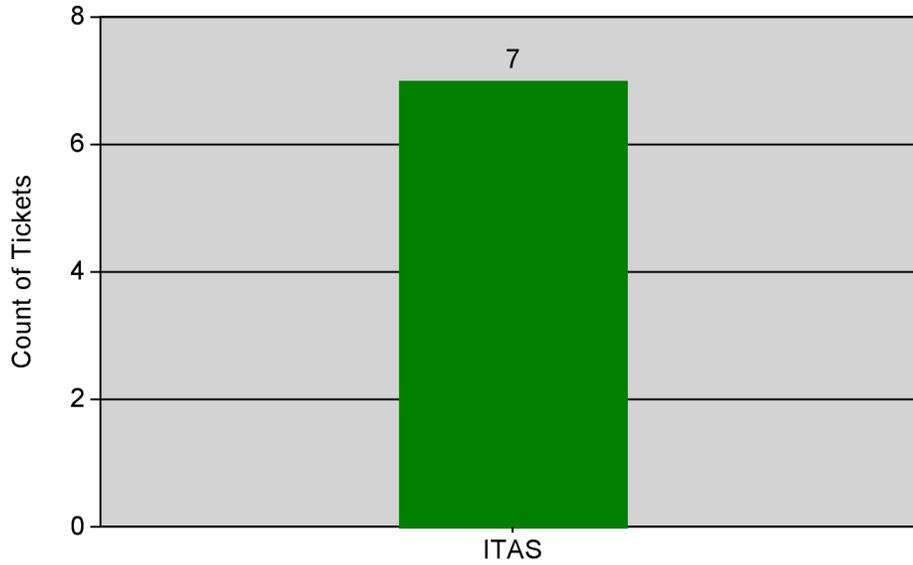
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## Tickets By Category Summary

For CFSAN

Total tickets: 7



<b>CFSAN</b>	<b>7</b>
ITAS	7
ITAS	7

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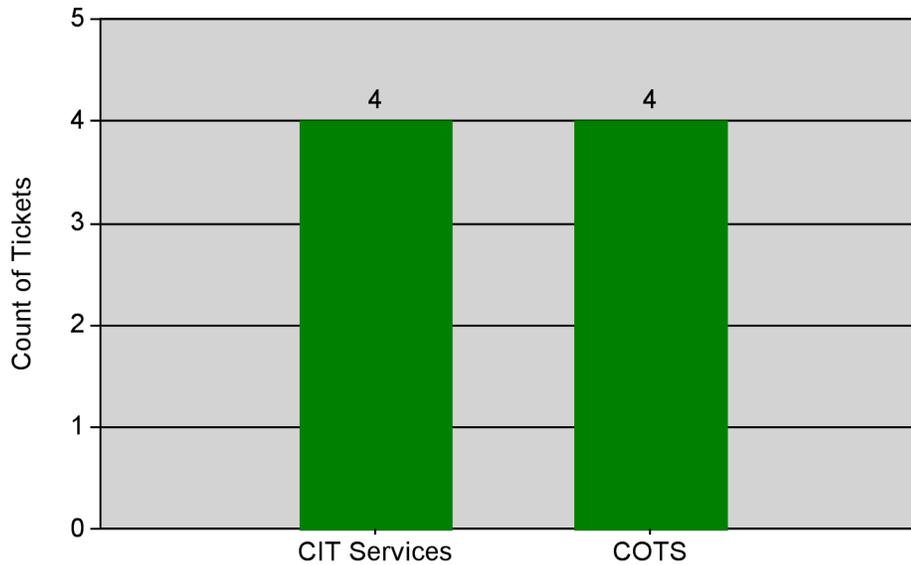
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### Tickets By Category Summary

For CQ

Total tickets: 8



<b>CQ</b>	<b>8</b>
<b>CIT Services</b>	<b>4</b>
Accounts	1
Back Office Support	1
Email	1
Wireless Services	1
<b>COTS</b>	<b>4</b>
Application Support	1
Hardware	3

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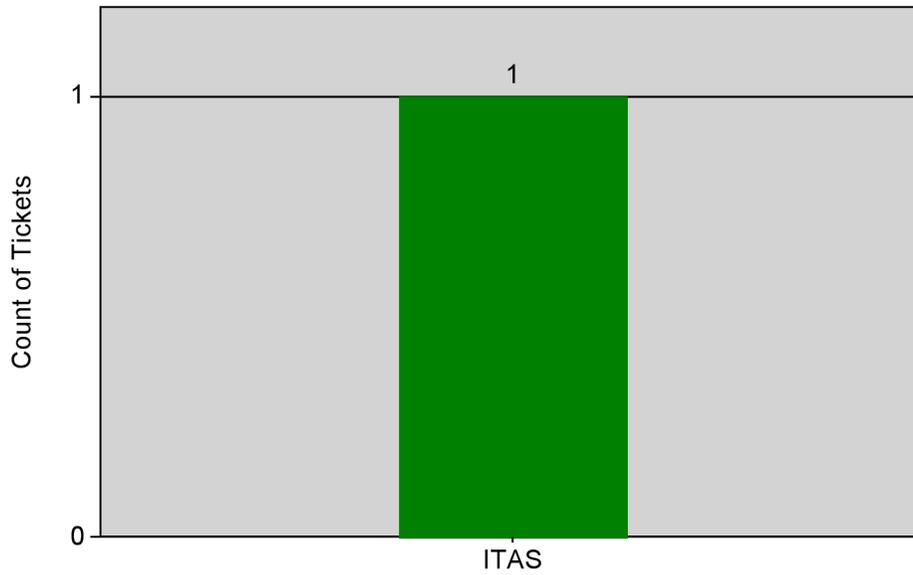
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## Tickets By Category Summary

For CVM

Total tickets: 1



<b>CVM</b>	<b>1</b>
<b>ITAS</b>	<b>1</b>
ITAS	1

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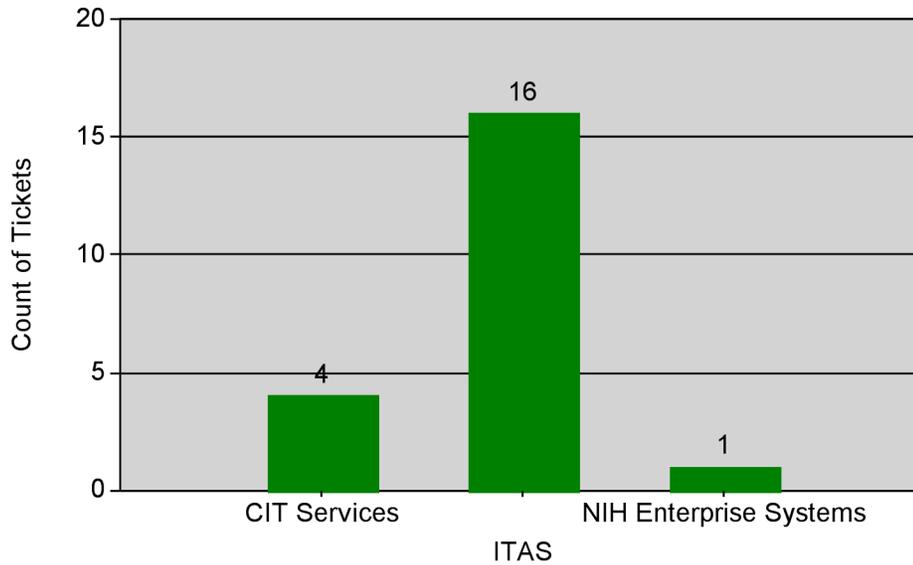
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### Tickets By Category Summary

For FDA-OC

Total tickets: 21



<b>FDA-OC</b>	<b>21</b>
<b>CIT Services</b>	<b>4</b>
Accounts	3
General Information	1
<b>ITAS</b>	<b>16</b>
ITAS	16
<b>NIH Enterprise Systems</b>	<b>1</b>
eRA-Grants Management	1

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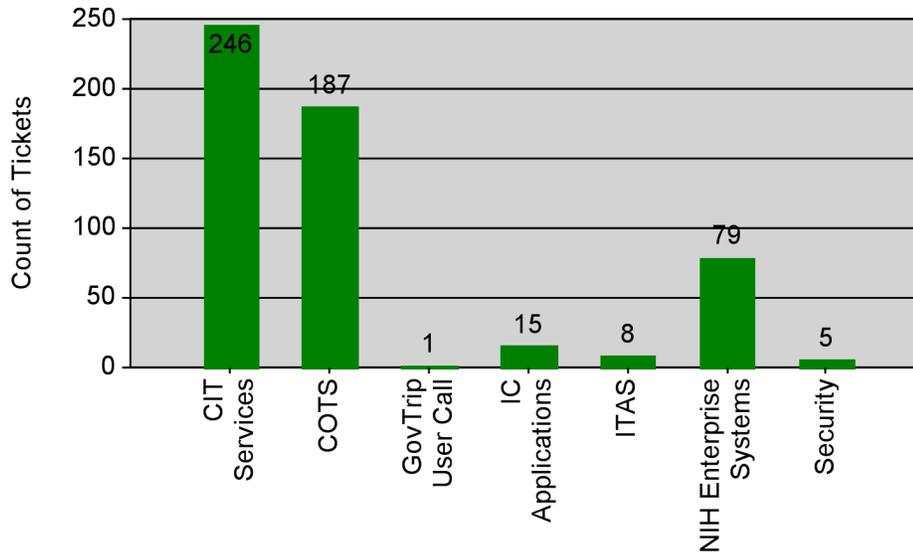
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### Tickets By Category Summary

For HHS

Total tickets: 541



HHS	541
<b>CIT Services</b>	<b>246</b>
Accounts	97
ASR	1
Back Office Support	47
CIT Categories	3
Conference Room Support-Equipment Setup	1
Connectivity	10
Email	53
General Information	11
Helix Support	1
iSDP/Software Distribution	1
NIHnet	1
OS/390	2

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Telecommunications	2
Training	2
Video	2
Wireless Services	12
<b>COTS</b>	<b>187</b>
Application Support	71
Hardware	116
<b>GovTrip User Call</b>	<b>1</b>
GovTrip User Call	1
<b>IC Applications</b>	<b>15</b>
CC Technical Operations	2
Local LAN	10
Web Site Issue (non-CIT)	3
<b>ITAS</b>	<b>8</b>
ITAS	8
<b>NIH Enterprise Systems</b>	<b>79</b>
ADB	2
eRA-COMMONS	1
eRA-DB	8
eRA-Grants Management	15
eRA-IMPAC II	43
eRA-Infrastructure	2
eRA-Referral and Review	1
eRA-Reporting	1
NBS-User Call	1
NED	5
<b>Security</b>	<b>5</b>
Security	5

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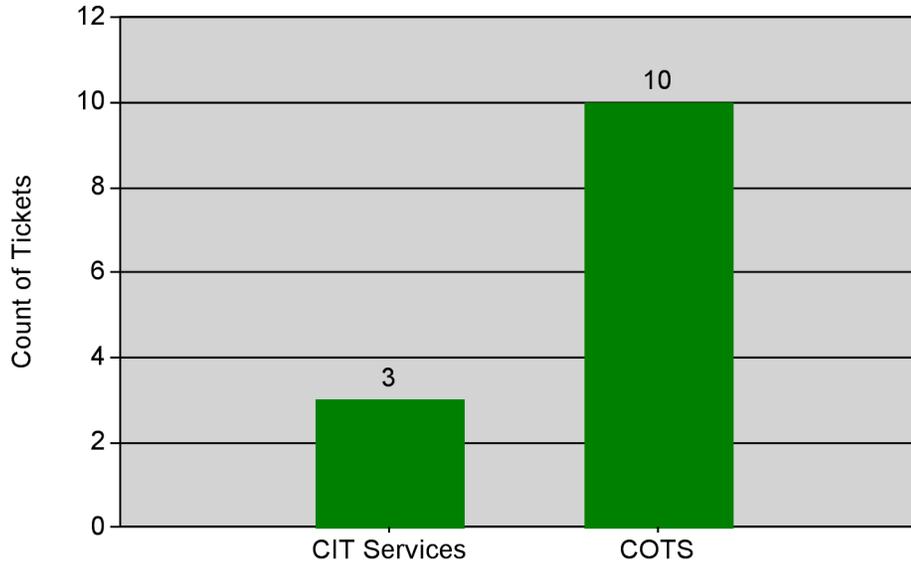
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### Tickets By Category Summary

For HRSA-OC

Total tickets: 13



<b>HRSA-OC</b>	<b>13</b>
<b>CIT Services</b>	<b>3</b>
Accounts	1
General Information	1
Wireless Services	1
<b>COTS</b>	<b>10</b>
Application Support	7
Hardware	3

## Non NIH Tickets - By Category and Organization



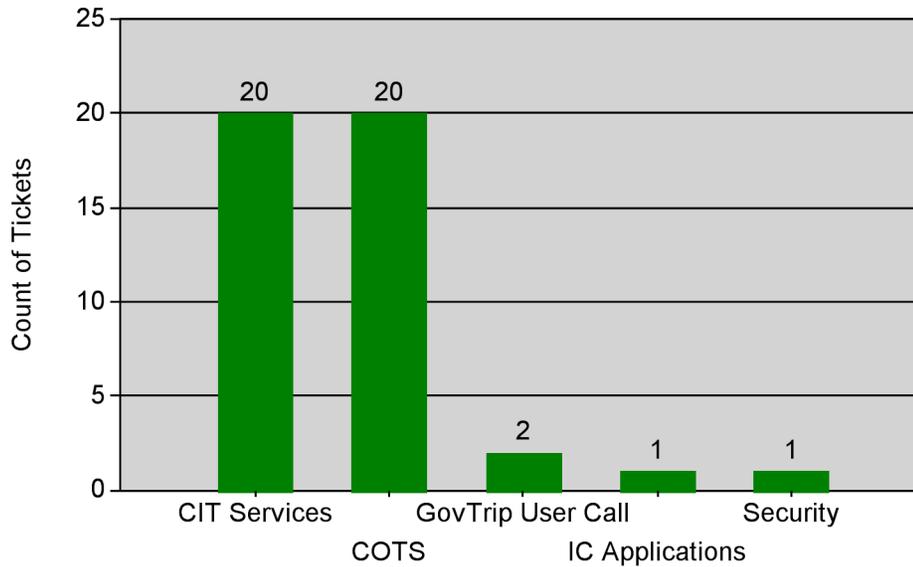
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### Tickets By Category Summary

For HSB

Total tickets: 44



<b>HSB</b>	<b>44</b>
<b>CIT Services</b>	<b>20</b>
Accounts	9
Back Office Support	4
Email	5
Wireless Services	2
<b>COTS</b>	<b>20</b>
Application Support	13
Hardware	7
<b>GovTrip User Call</b>	<b>2</b>
GovTrip User Call	2
<b>IC Applications</b>	<b>1</b>
Local LAN	1
<b>Security</b>	<b>1</b>
Security	1

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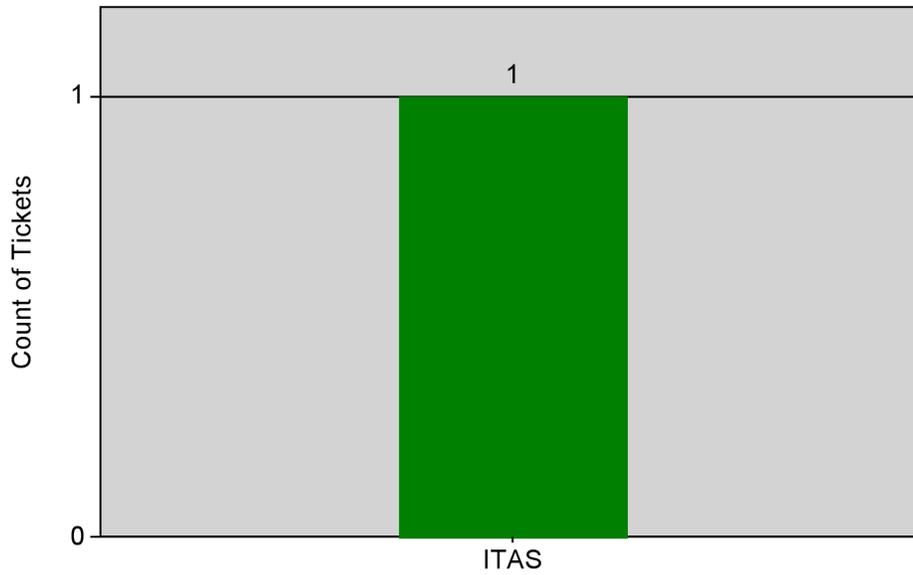
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## Tickets By Category Summary

For NCTR

Total tickets: 1



<b>NCTR</b>	<b>1</b>
<b>ITAS</b>	<b>1</b>
ITAS	1

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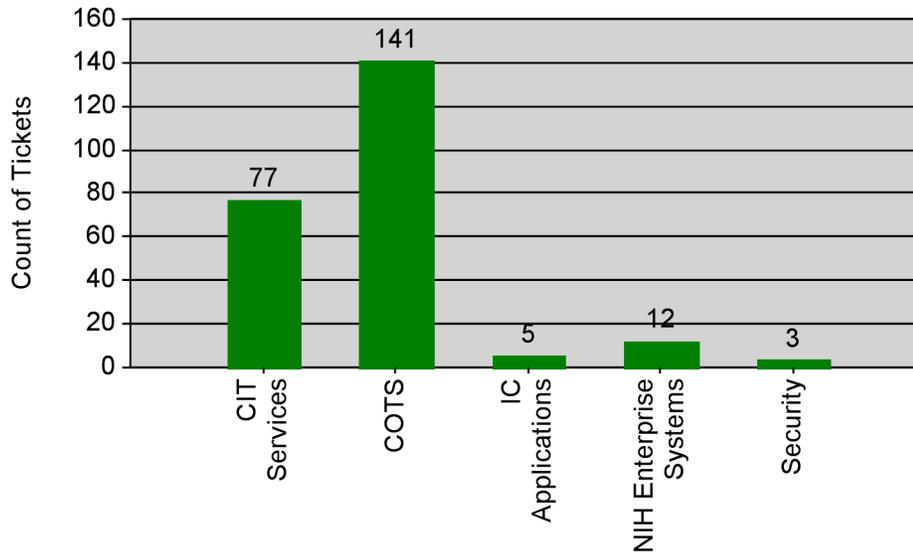
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### Tickets By Category Summary

For NINR

Total tickets: 238



<b>NINR</b>	<b>238</b>
<b>CIT Services</b>	<b>77</b>
Accounts	41
Back Office Support	10
Connectivity	1
Email	11
General Information	1
NIHnet	1
Telecommunications	2
Video	2
Wireless Services	8
<b>COTS</b>	<b>141</b>
Application Support	50
Hardware	91

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<b>IC Applications</b>	<b>5</b>
CC Technical Operations	1
Local LAN	3
Web Site Issue (non-CIT)	1
<b>NIH Enterprise Systems</b>	<b>12</b>
ADB	1
NBS-User Call	9
NED	1
NIH Services	1
<b>Security</b>	<b>3</b>
Security	3

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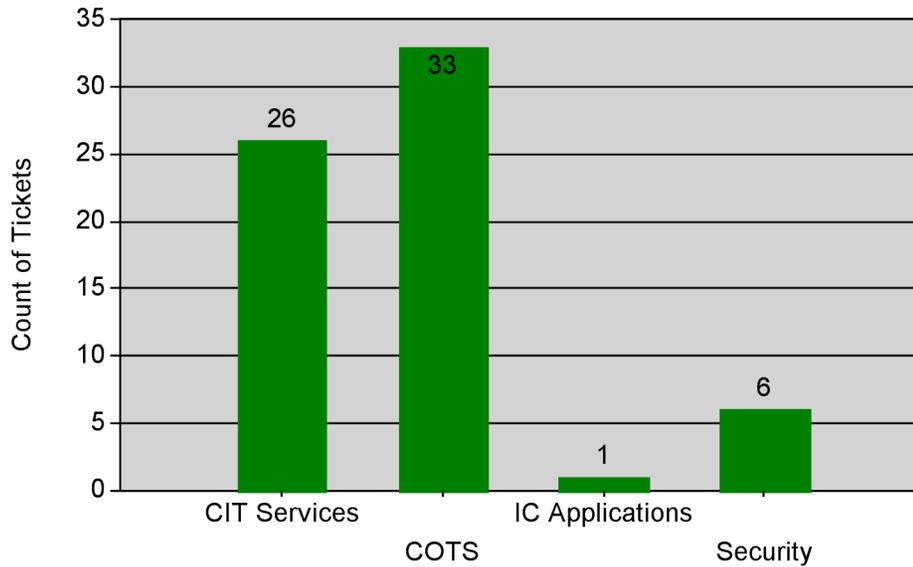
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### Tickets By Category Summary

For OFAM

Total tickets: 66



<b>OFAM</b>	<b>66</b>
<b>CIT Services</b>	<b>26</b>
Accounts	7
Back Office Support	9
Connectivity	1
Email	7
General Information	2
<b>COTS</b>	<b>33</b>
Application Support	10
Hardware	23
<b>IC Applications</b>	<b>1</b>
Web Site Issue (non-CIT)	1
<b>Security</b>	<b>6</b>
Anti Virus SW	1

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Security

5

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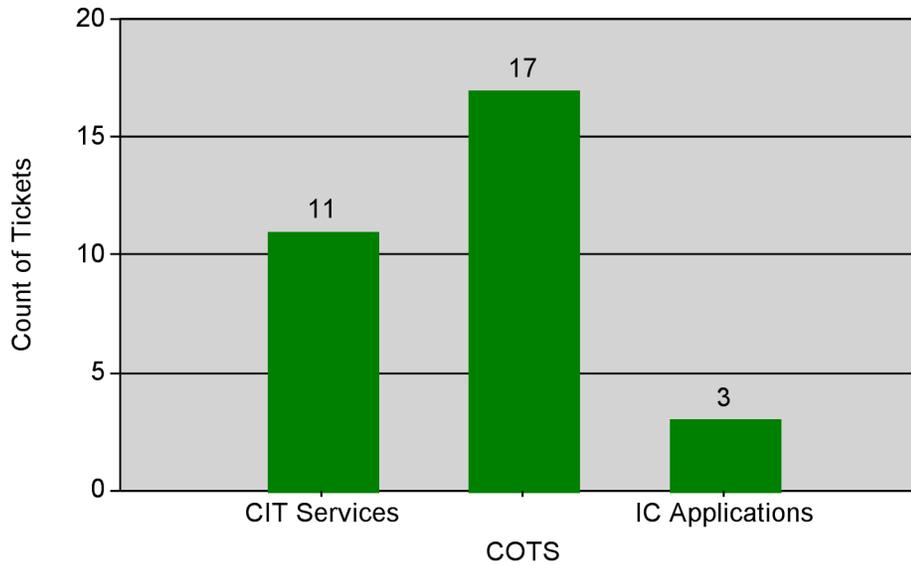
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### Tickets By Category Summary

For OFM

Total tickets: 31



<b>OFM</b>	<b>31</b>
<b>CIT Services</b>	<b>11</b>
Accounts	5
Email	3
General Information	1
Telecommunications	2
<b>COTS</b>	<b>17</b>
Application Support	2
Hardware	15
<b>IC Applications</b>	<b>3</b>
Local LAN	1
Web Site Issue (non-CIT)	2

## Non NIH Tickets - By Category and Organization



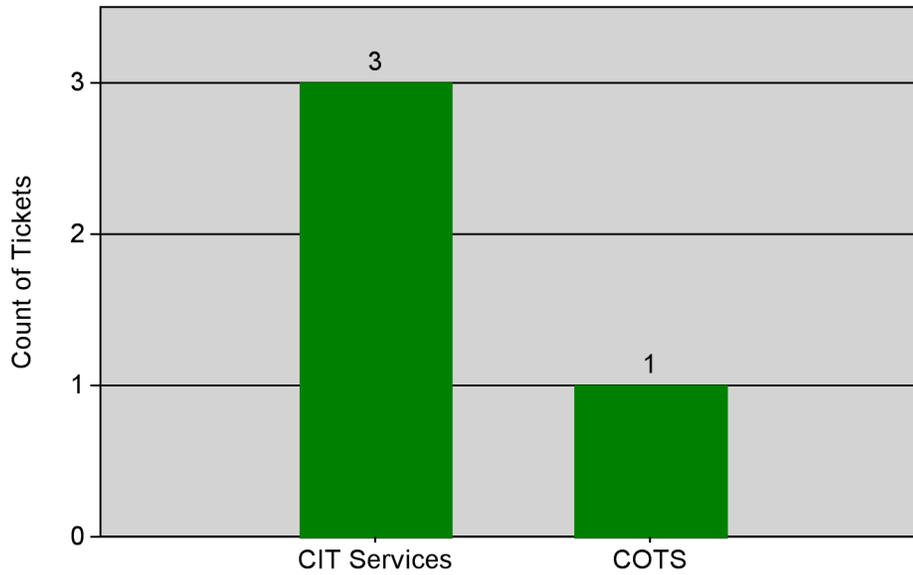
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### Tickets By Category Summary

For OHIT

Total tickets: 4



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

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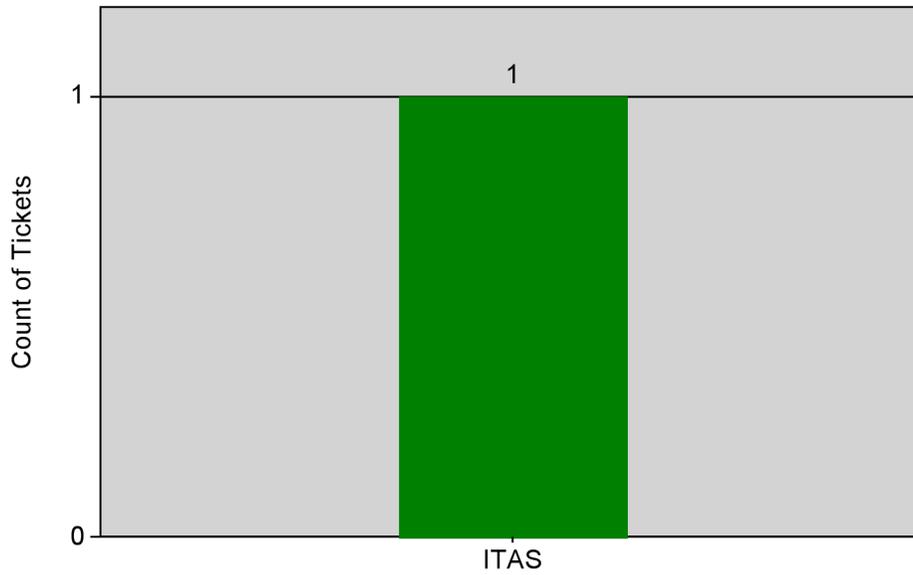
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## Tickets By Category Summary

For OIM

Total tickets: 1



<b>OIM</b>	<b>1</b>
ITAS	1
ITAS	1

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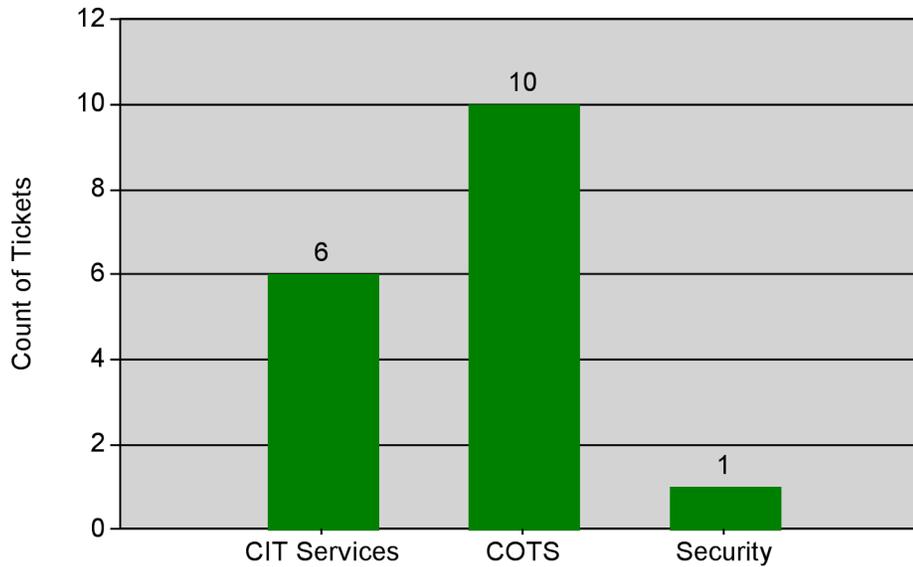
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### Tickets By Category Summary

For OM

Total tickets: 17



<b>OM</b>	<b>17</b>
<b>CIT Services</b>	<b>6</b>
Accounts	4
Email	2
<b>COTS</b>	<b>10</b>
Application Support	8
Hardware	2
<b>Security</b>	<b>1</b>
Security	1

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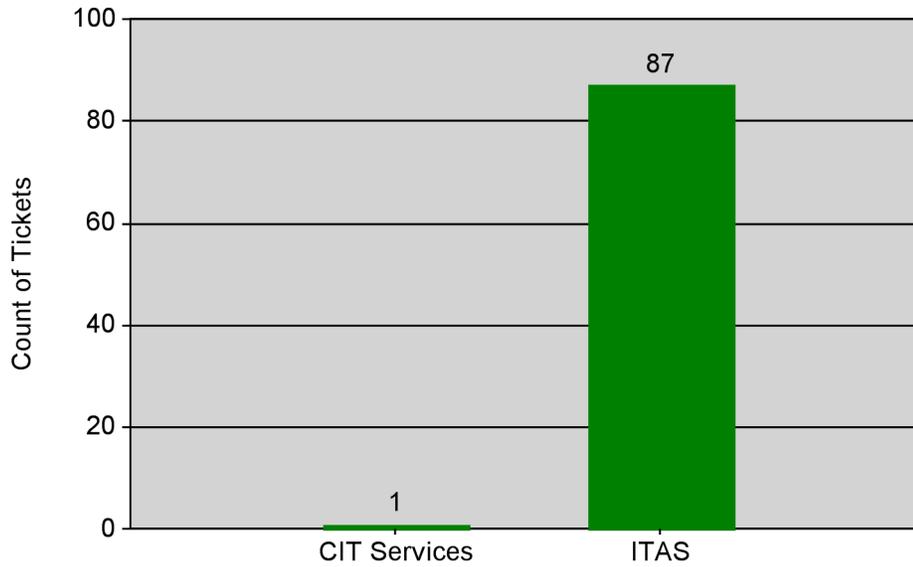
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### Tickets By Category Summary

For ORA

Total tickets: 88



<b>ORA</b>	<b>88</b>
<b>CIT Services</b>	<b>1</b>
General Information	1
<b>ITAS</b>	<b>87</b>
ITAS	87

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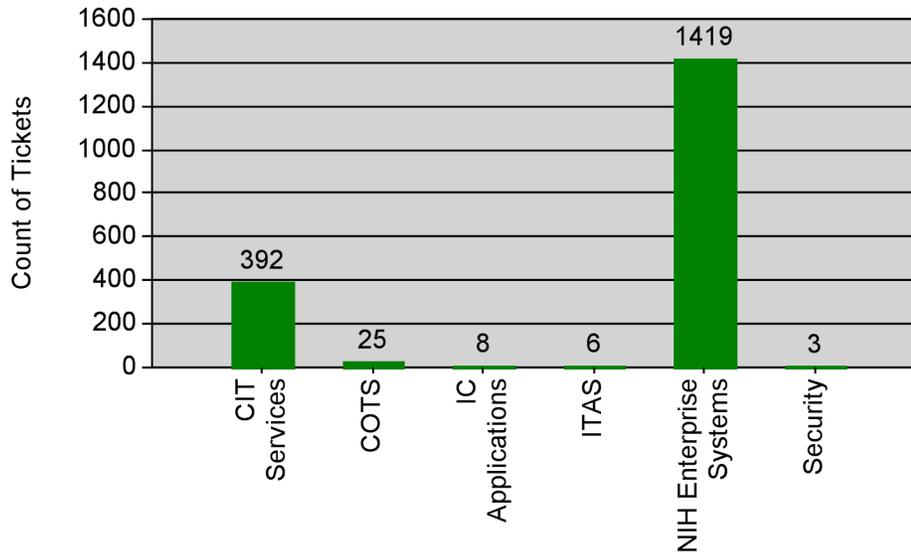
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### Tickets By Category Summary

For OTHER

Total tickets: 1853



<b>OTHER</b>		<b>1853</b>
<b>CIT Services</b>		<b>392</b>
Accounts		125
Back Office Support		3
CIT Categories		113
Connectivity		6
Email		7
General Information		114
Helix Support		1
iSDP/Software Distribution		1
NIHnet		2
OS/390		3
Telecommunications		9
Training		1

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Video	4
Wireless Services	3
<b>COTS</b>	<b>25</b>
Application Support	17
Hardware	8
<b>IC Applications</b>	<b>8</b>
CC Clinical Applications	1
Local LAN	1
Web Site Issue (non-CIT)	6
<b>ITAS</b>	<b>6</b>
ITAS	6
<b>NIH Enterprise Systems</b>	<b>1419</b>
ADB	2
eRA-COMMONS	847
eRA-DB	4
eRA-External	476
eRA-Grants Management	36
eRA-IMPAC II	3
eRA-Infrastructure	1
eRA-Partnership Issues	5
eRA-Referral and Review	31
eRA-Reporting	2
eRA-Training	1
eRA-UAT	3
NBS-User Call	1
NED	2
NIH Data Warehouse	1
NIH Services	4
<b>Security</b>	<b>3</b>
Security	3

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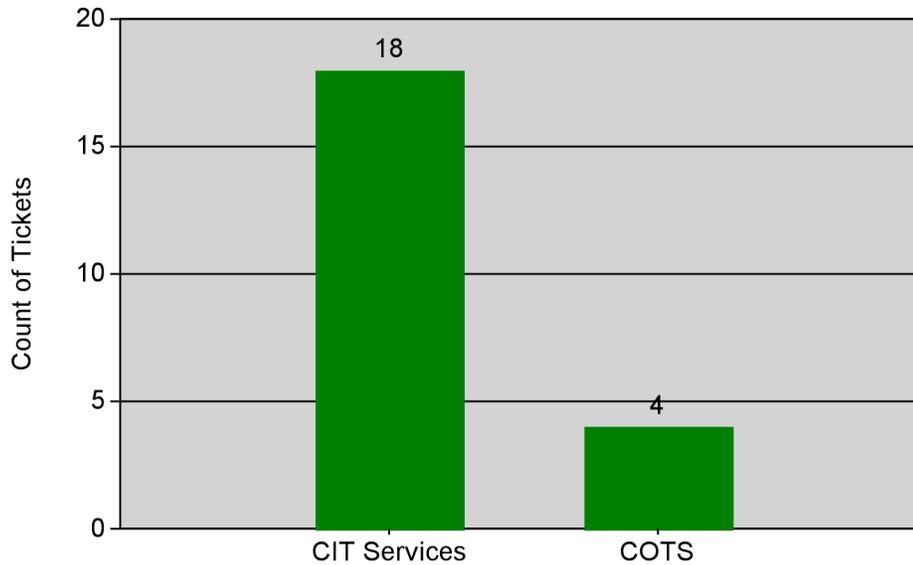
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### Tickets By Category Summary

For Region

Total tickets: 22



<b>Region</b>	<b>22</b>
<b>CIT Services</b>	<b>18</b>
Accounts	11
ASR	1
Back Office Support	1
Connectivity	1
Email	2
General Information	1
Telecommunications	1
<b>COTS</b>	<b>4</b>
Application Support	2
Hardware	2

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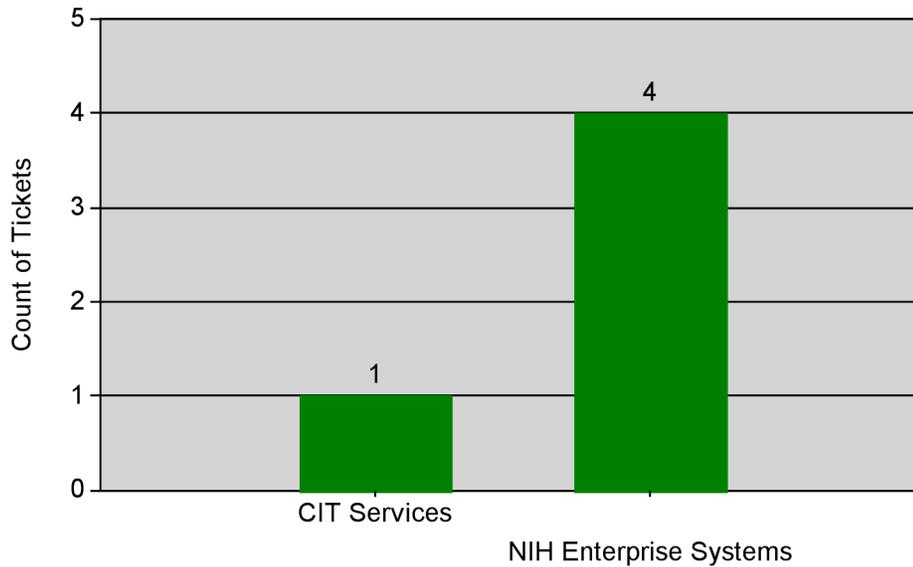
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### Tickets By Category Summary

For VA

Total tickets: 5



<b>VA</b>	<b>5</b>
<b>CIT Services</b>	<b>1</b>
Accounts	1
<b>NIH Enterprise Systems</b>	<b>4</b>
eRA-COMMONS	1
eRA-External	2
eRA-Infrastructure	1