

# Non NIH Tickets - By Category and Organization

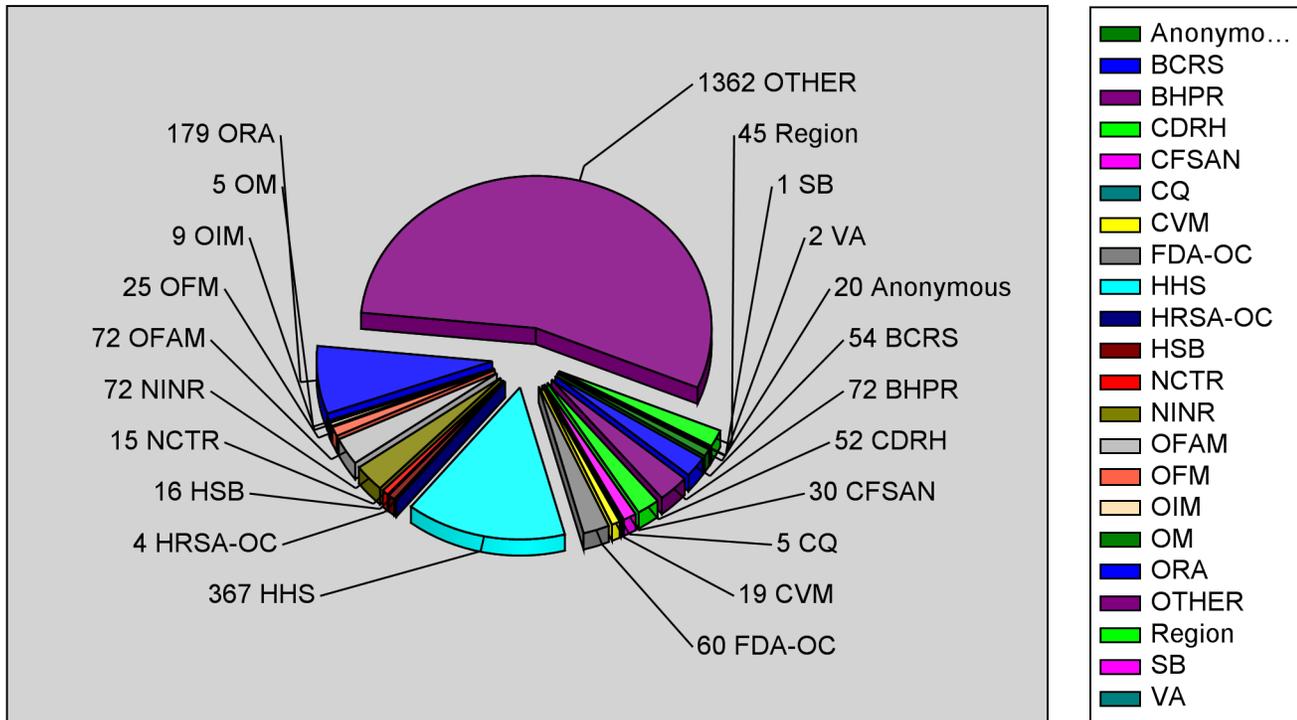


For the period: Monday, December 01, 2008 12:00:00 AM to Wednesday, December 31, 2008 11:59:59 PM

Snapshot Date: 1/1/2009 5:50:09 AM

**Total Tickets: 2486**

## Tickets by Non NIH



## Non NIH Tickets - By Category and Organization



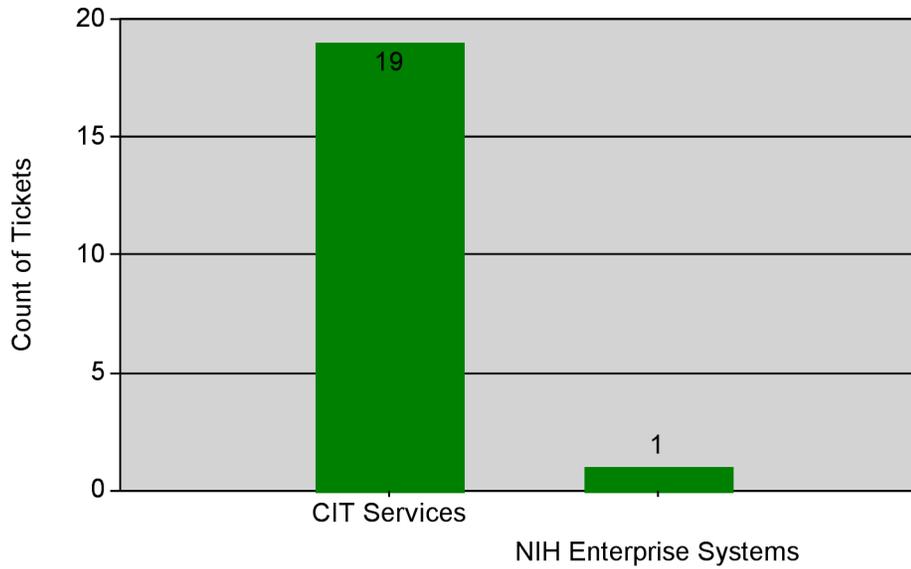
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### Tickets By Category Summary

For Anonymous

Total tickets: 20



<b>Anonymous</b>	<b>20</b>
<b>CIT Services</b>	<b>19</b>
Email	1
General Information	18
<b>NIH Enterprise Systems</b>	<b>1</b>
eRA-External	1

## Non NIH Tickets - By Category and Organization



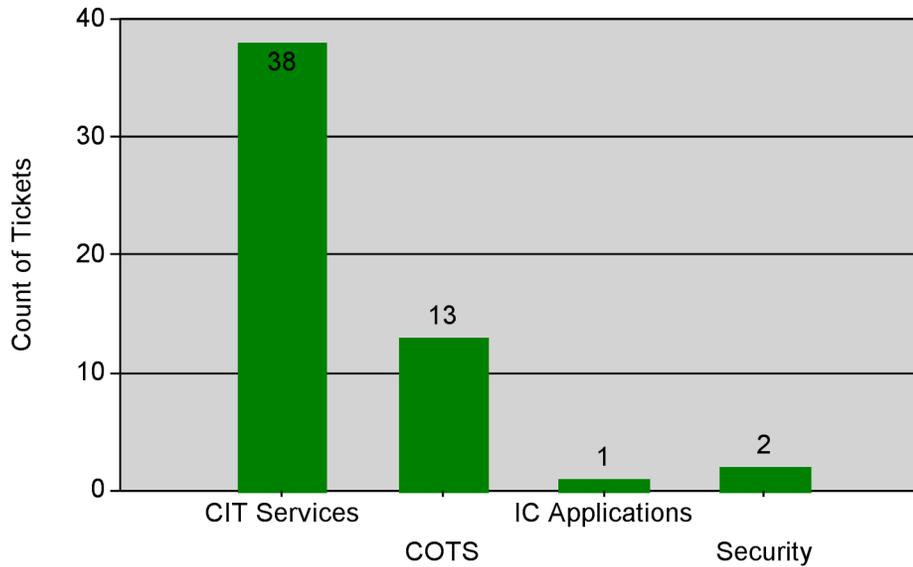
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### Tickets By Category Summary

For BCRS

Total tickets: 54



<b>BCRS</b>	<b>54</b>
<b>CIT Services</b>	<b>38</b>
Accounts	21
Back Office Support	7
Email	7
OS/390	1
Wireless Services	2
<b>COTS</b>	<b>13</b>
Application Support	3
Hardware	10
<b>IC Applications</b>	<b>1</b>
Local LAN	1
<b>Security</b>	<b>2</b>
Security	2

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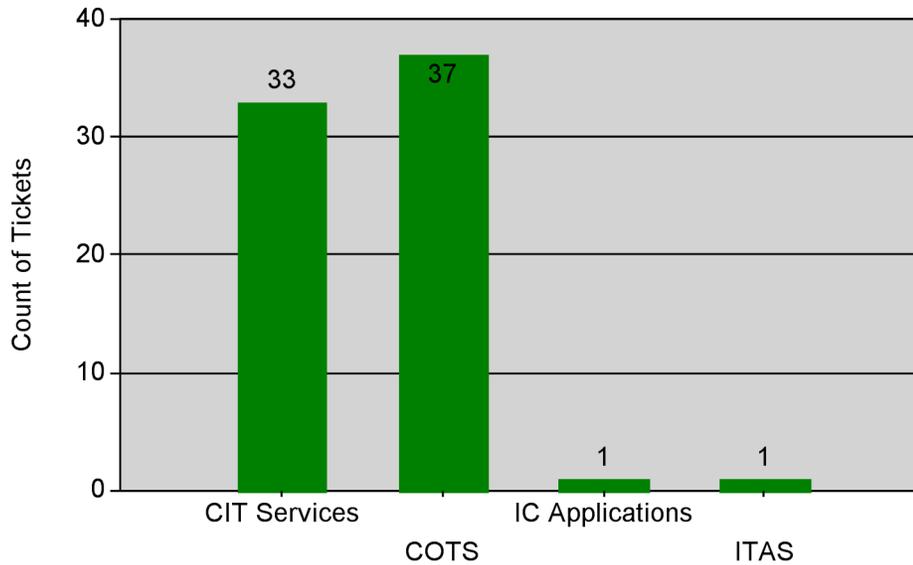
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### Tickets By Category Summary

For BHPR

Total tickets: 72



<b>BHPR</b>	<b>72</b>
<b>CIT Services</b>	<b>33</b>
Accounts	15
Back Office Support	2
CIT Categories	1
Connectivity	2
Email	8
General Information	3
NIHnet	1
Wireless Services	1
<b>COTS</b>	<b>37</b>
Application Support	17
Hardware	20
<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

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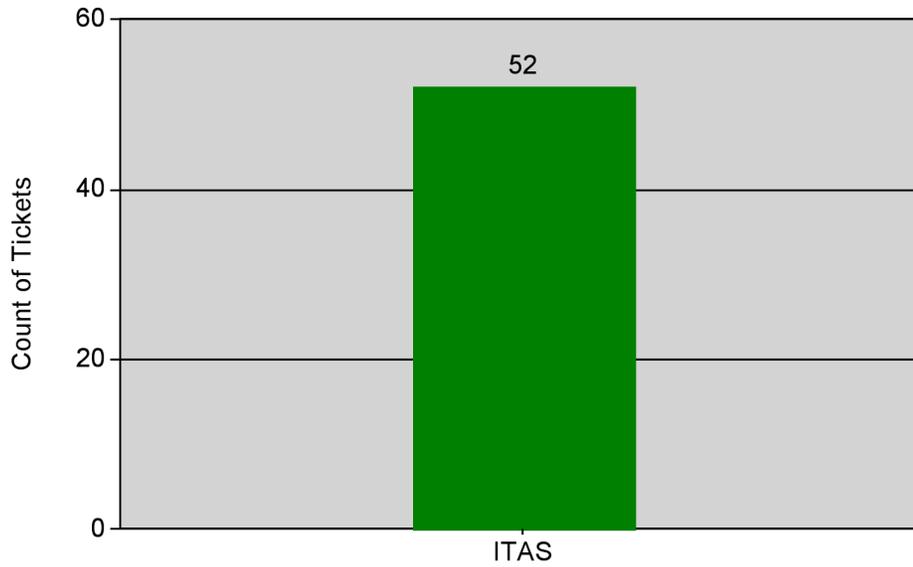
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## Tickets By Category Summary

For CDRH

Total tickets: 52



<b>CDRH</b>	<b>52</b>
ITAS	52
ITAS	52

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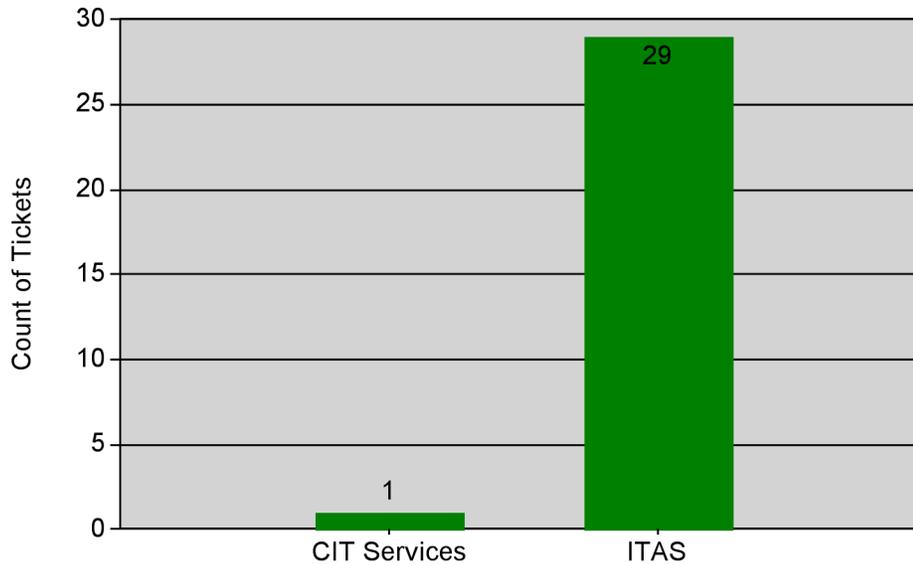
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### Tickets By Category Summary

For CFSAN

Total tickets: 30



<b>CFSAN</b>	<b>30</b>
<b>CIT Services</b>	<b>1</b>
Back Office Support	1
<b>ITAS</b>	<b>29</b>
ITAS	29

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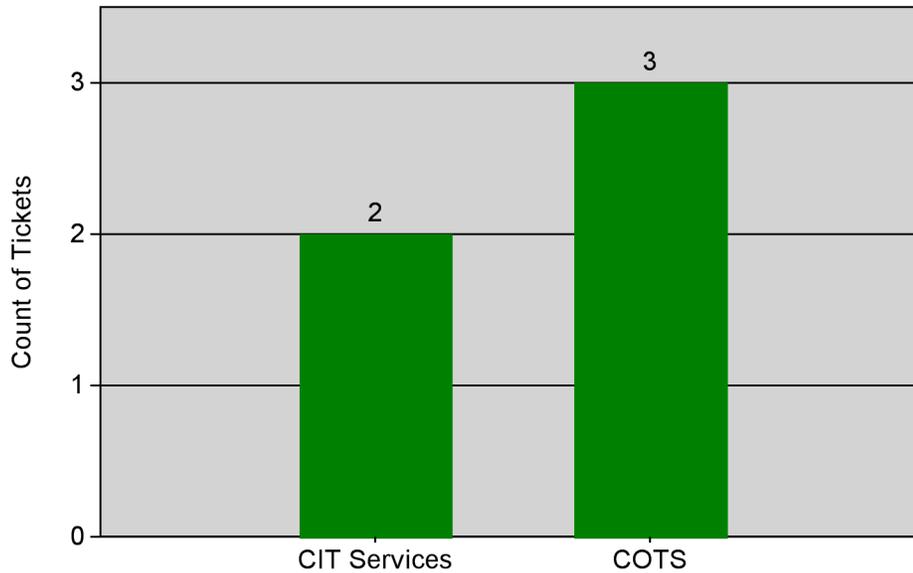
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### Tickets By Category Summary

For CQ

Total tickets: 5



<b>CQ</b>	<b>5</b>
<b>CIT Services</b>	<b>2</b>
Back Office Support	1
Email	1
<b>COTS</b>	<b>3</b>
Application Support	2
Hardware	1

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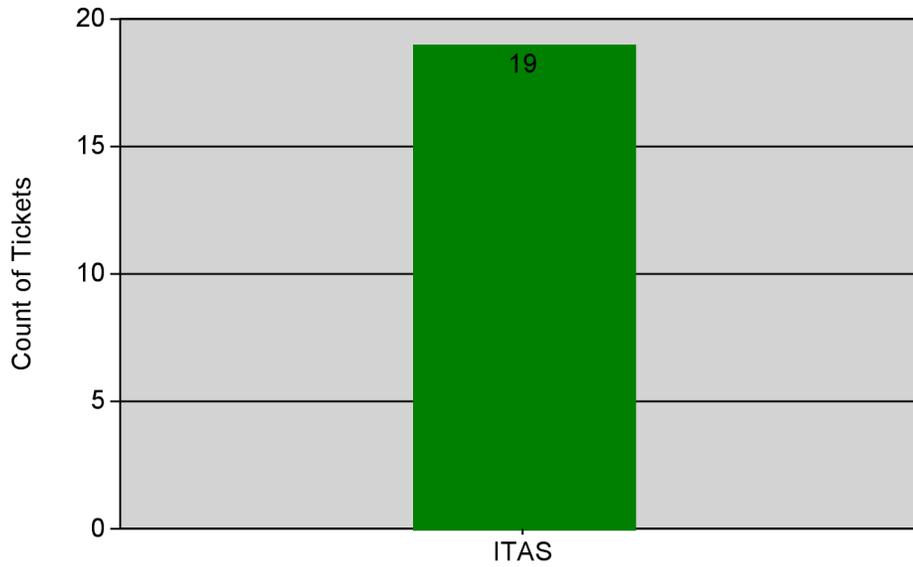
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## Tickets By Category Summary

For CVM

Total tickets: 19



<b>CVM</b>	<b>19</b>
<b>ITAS</b>	<b>19</b>
ITAS	19

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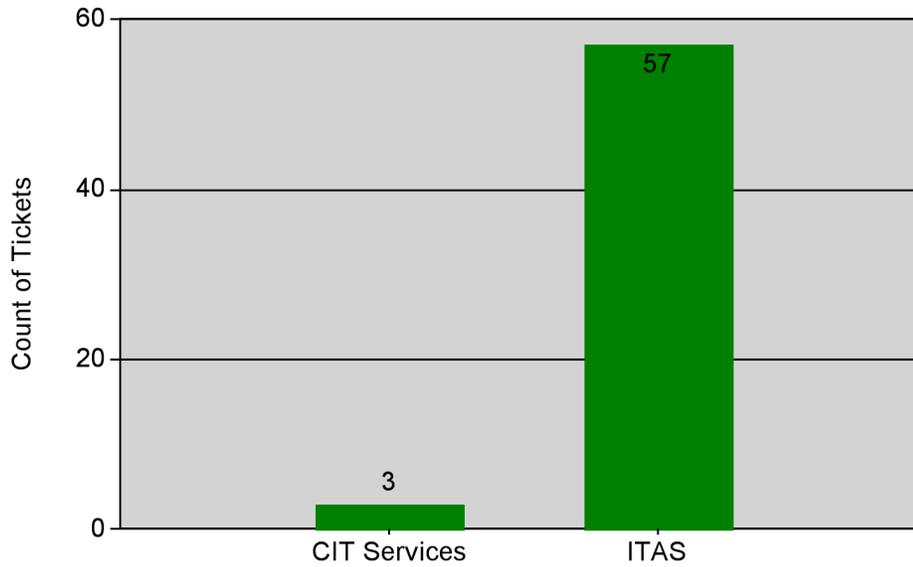
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### Tickets By Category Summary

For FDA-OC

Total tickets: 60



<b>FDA-OC</b>	<b>60</b>
<b>CIT Services</b>	<b>3</b>
Accounts	1
Back Office Support	2
<b>ITAS</b>	<b>57</b>
ITAS	57

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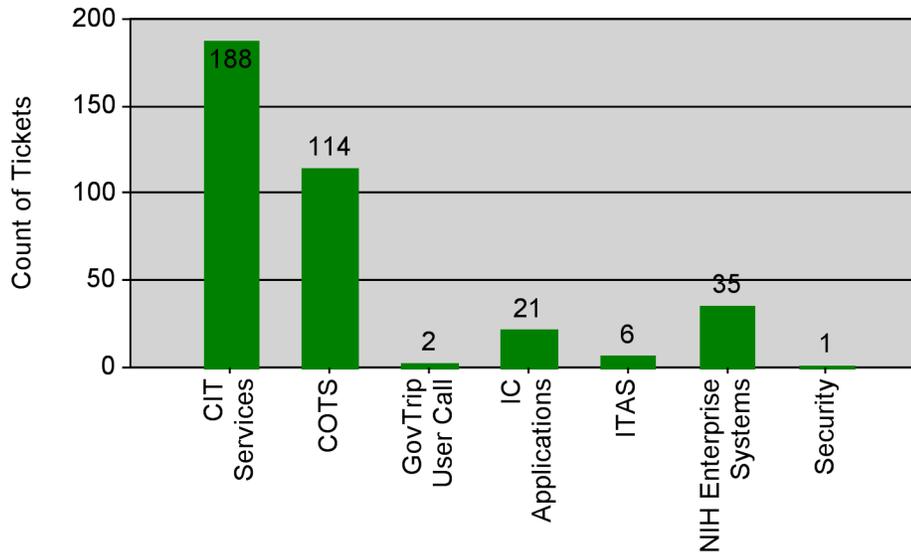
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### Tickets By Category Summary

For HHS

Total tickets: 367



<b>HHS</b>	<b>367</b>
<b>CIT Services</b>	<b>188</b>
Accounts	87
Back Office Support	23
CIT Categories	2
Connectivity	5
Email	46
General Information	7
Helix Support	1
NIHnet	3
OS/390	5
Video	4
Wireless Services	5
<b>COTS</b>	<b>114</b>
Application Support	50

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Hardware	64
<b>GovTrip User Call</b>	<b>2</b>
GovTrip User Call	2
<b>IC Applications</b>	<b>21</b>
CC Technical Operations	1
Local LAN	7
Web Site Issue (non-CIT)	13
<b>ITAS</b>	<b>6</b>
ITAS	6
<b>NIH Enterprise Systems</b>	<b>35</b>
ADB	1
eRA-DB	3
eRA-Grants Management	1
eRA-IMPAC II	13
eRA-Infrastructure	1
eRA-Referral and Review	1
NED	13
NIH Services	2
<b>Security</b>	<b>1</b>
Security	1

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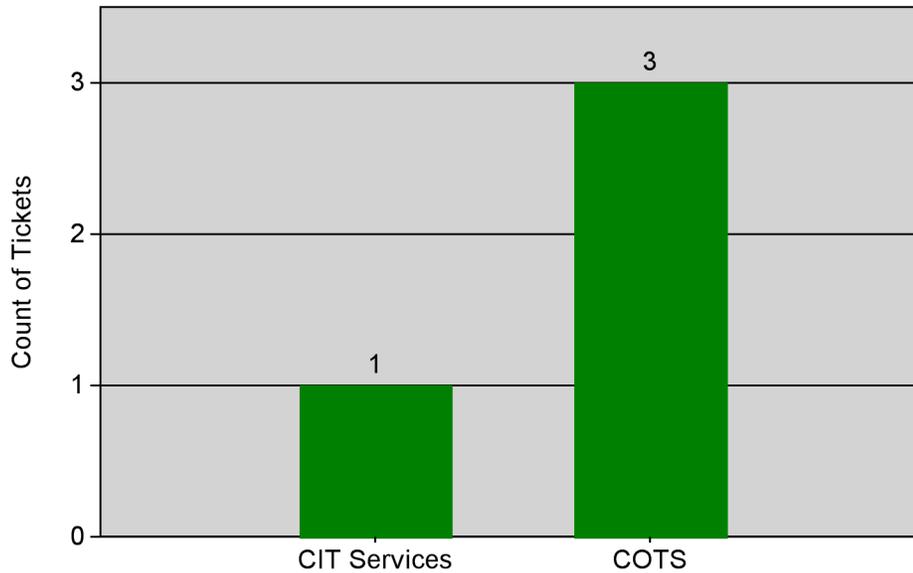
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### Tickets By Category Summary

For HRSA-OC

Total tickets: 4



<b>HRSA-OC</b>	<b>4</b>
<b>CIT Services</b>	<b>1</b>
Accounts	1
<b>COTS</b>	<b>3</b>
Hardware	3

## Non NIH Tickets - By Category and Organization



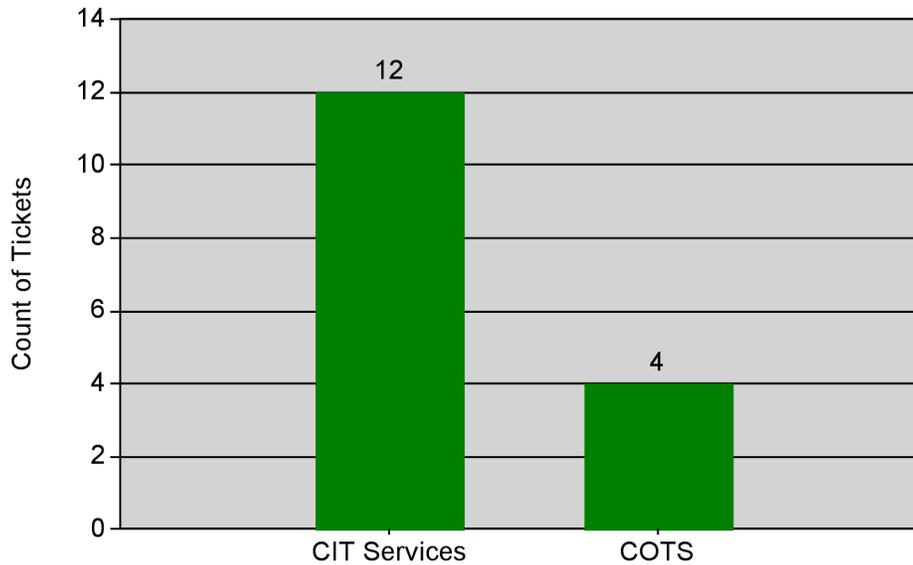
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### Tickets By Category Summary

For HSB

Total tickets: 16



<b>HSB</b>	<b>16</b>
<b>CIT Services</b>	<b>12</b>
Accounts	5
Back Office Support	2
Email	3
General Information	1
Wireless Services	1
<b>COTS</b>	<b>4</b>
Application Support	3
Hardware	1

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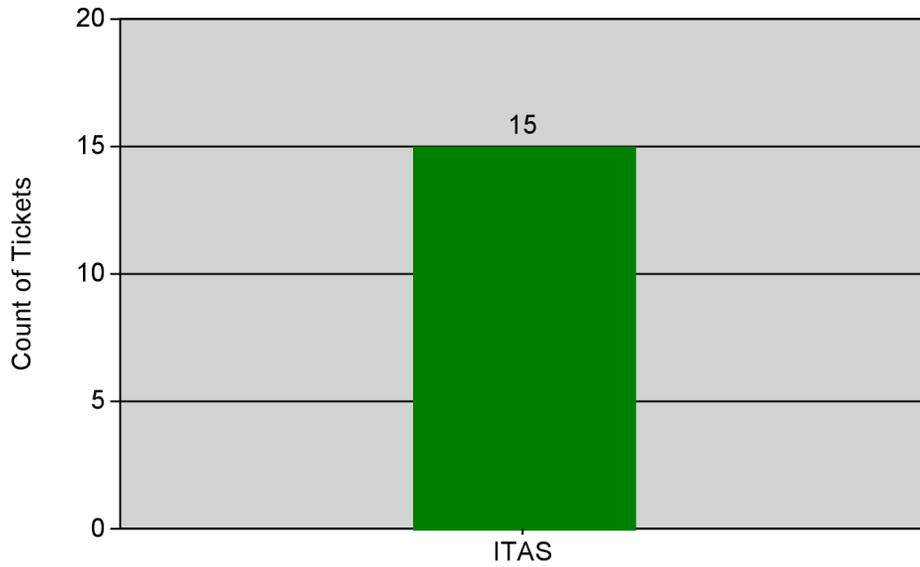
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## Tickets By Category Summary

For NCTR

Total tickets: 15



<b>NCTR</b>	<b>15</b>
<b>ITAS</b>	<b>15</b>
ITAS	15

## Non NIH Tickets - By Category and Organization



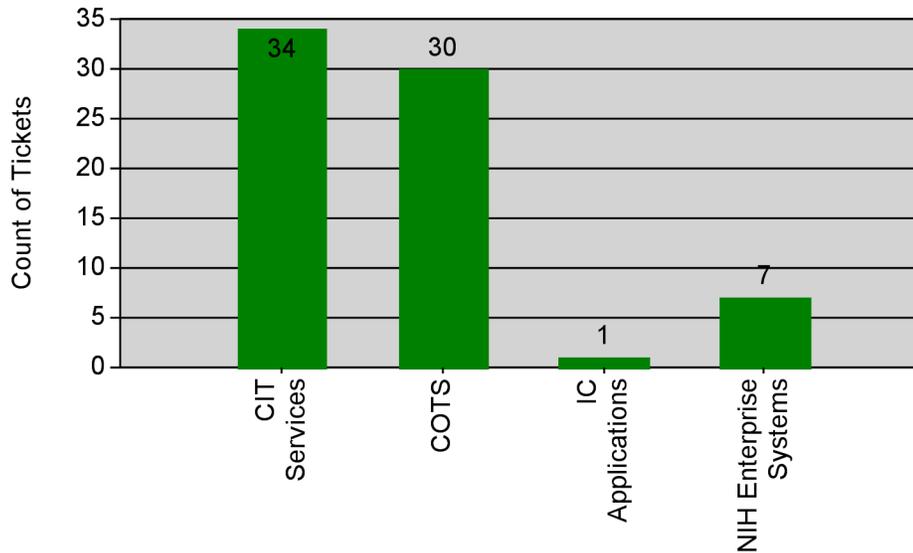
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### Tickets By Category Summary

For NINR

Total tickets: 72



<b>NINR</b>	<b>72</b>
<b>CIT Services</b>	<b>34</b>
Accounts	17
Back Office Support	4
Conference Room Support-Equipment Setup	2
Email	4
General Information	2
Telecommunications	1
Training	1
Wireless Services	3
<b>COTS</b>	<b>30</b>
Application Support	21
Hardware	9
<b>IC Applications</b>	<b>1</b>
Local LAN	1

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<b>NIH Enterprise Systems</b>	<b>7</b>
ADB	2
NBS-User Call	3
NED	2

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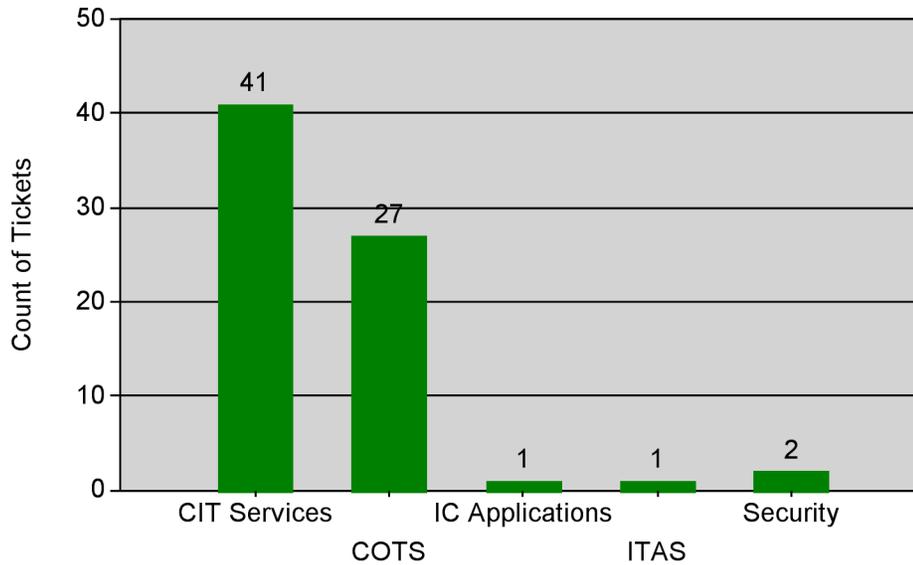
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### Tickets By Category Summary

For OFAM

Total tickets: 72



<b>OFAM</b>	<b>72</b>
<b>CIT Services</b>	<b>41</b>
Accounts	20
Back Office Support	5
Connectivity	2
Email	10
General Information	2
Wireless Services	2
<b>COTS</b>	<b>27</b>
Application Support	13
Hardware	14
<b>IC Applications</b>	<b>1</b>
Local LAN	1
<b>ITAS</b>	<b>1</b>
ITAS	1

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<b>Security</b>	<b>2</b>
Security	2

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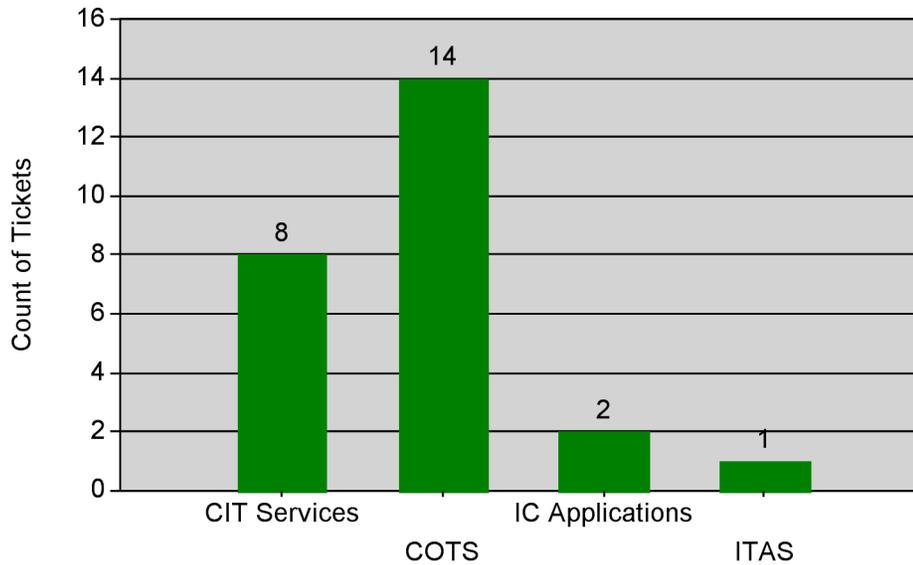
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### Tickets By Category Summary

For OFM

Total tickets: 25



<b>OFM</b>	<b>25</b>
<b>CIT Services</b>	<b>8</b>
Accounts	3
Back Office Support	3
Email	1
Wireless Services	1
<b>COTS</b>	<b>14</b>
Application Support	8
Hardware	6
<b>IC Applications</b>	<b>2</b>
CC Clinical Applications	2
<b>ITAS</b>	<b>1</b>
ITAS	1

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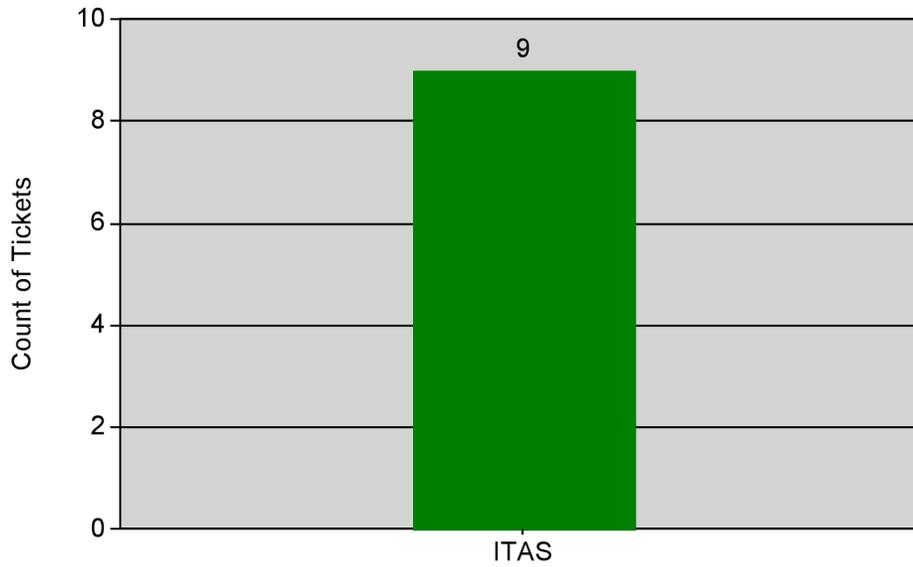
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## Tickets By Category Summary

For OIM

Total tickets: 9



<b>OIM</b>	<b>9</b>
<b>ITAS</b>	<b>9</b>
ITAS	9

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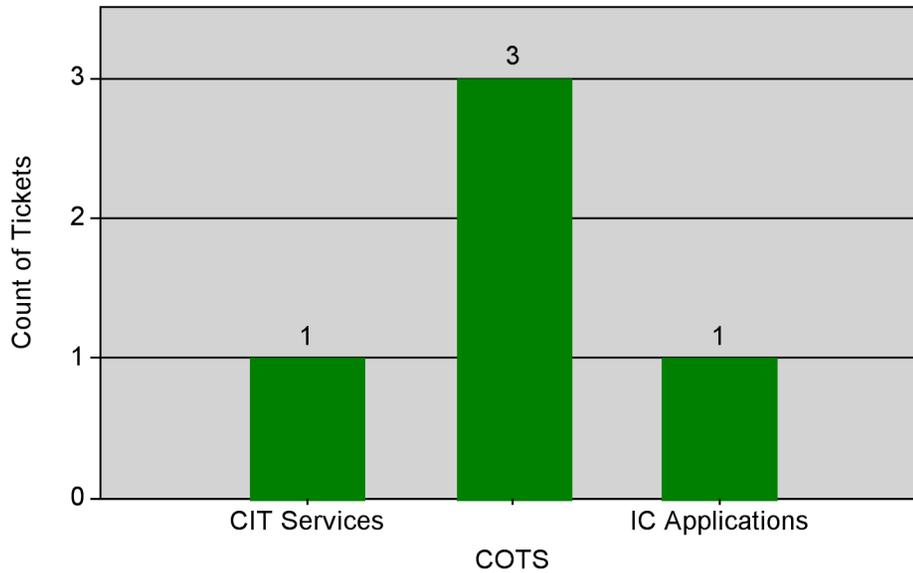
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### Tickets By Category Summary

For OM

Total tickets: 5



<b>OM</b>	<b>5</b>
<b>CIT Services</b>	<b>1</b>
Accounts	1
<b>COTS</b>	<b>3</b>
Hardware	3
<b>IC Applications</b>	<b>1</b>
Local LAN	1

# Non NIH Tickets - By Category and Organization



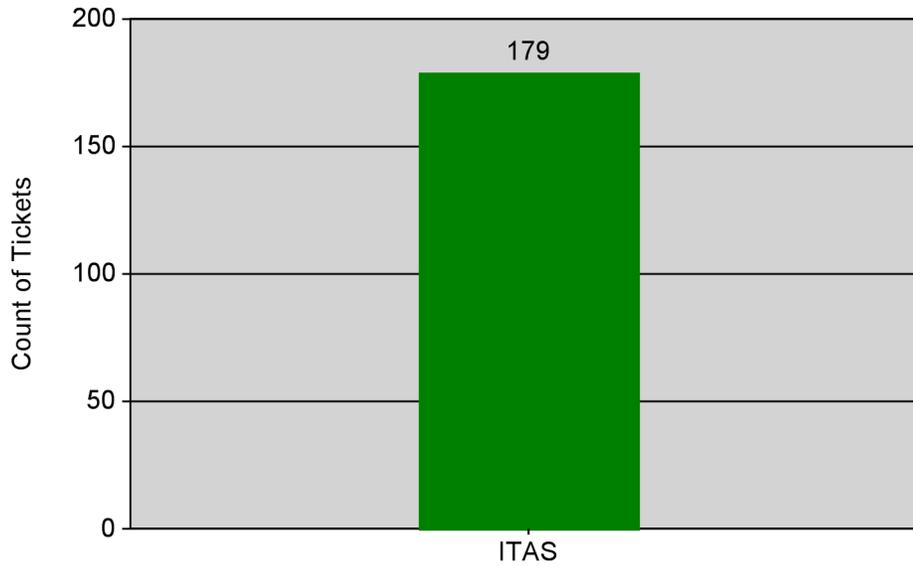
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## Tickets By Category Summary

For ORA

Total tickets: 179



<b>ORA</b>	<b>179</b>
<b>ITAS</b>	<b>179</b>
ITAS	179

## Non NIH Tickets - By Category and Organization



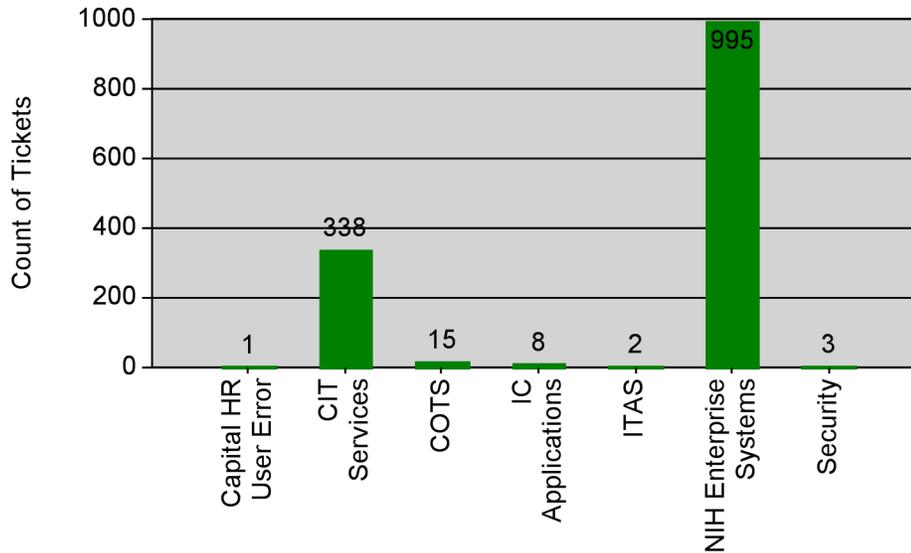
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### Tickets By Category Summary

For OTHER

Total tickets: 1362



<b>OTHER</b>	<b>1362</b>
<b>Capital HR User Error</b>	<b>1</b>
Capital HR User Error	1
<b>CIT Services</b>	<b>338</b>
Accounts	159
Back Office Support	3
CIT Categories	125
Connectivity	3
Email	12
General Information	23
Helix Support	1
iSDP/Software Distribution	2
NIHnet	1
OS/390	3

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Telecommunications	2
Training	2
Video	1
Wireless Services	1
<b>COTS</b>	<b>15</b>
Application Support	12
Hardware	3
<b>IC Applications</b>	<b>8</b>
CC Clinical Applications	1
E-Grants	1
Local LAN	1
Web Site Issue (non-CIT)	5
<b>ITAS</b>	<b>2</b>
ITAS	2
<b>NIH Enterprise Systems</b>	<b>995</b>
ADB	2
eRA-COMMONS	551
eRA-External	405
eRA-Grants Management	10
eRA-IMPAC II	6
eRA-Infrastructure	2
eRA-Partnership Issues	6
eRA-Referral and Review	3
eRA-Reporting	1
eRA-UAT	1
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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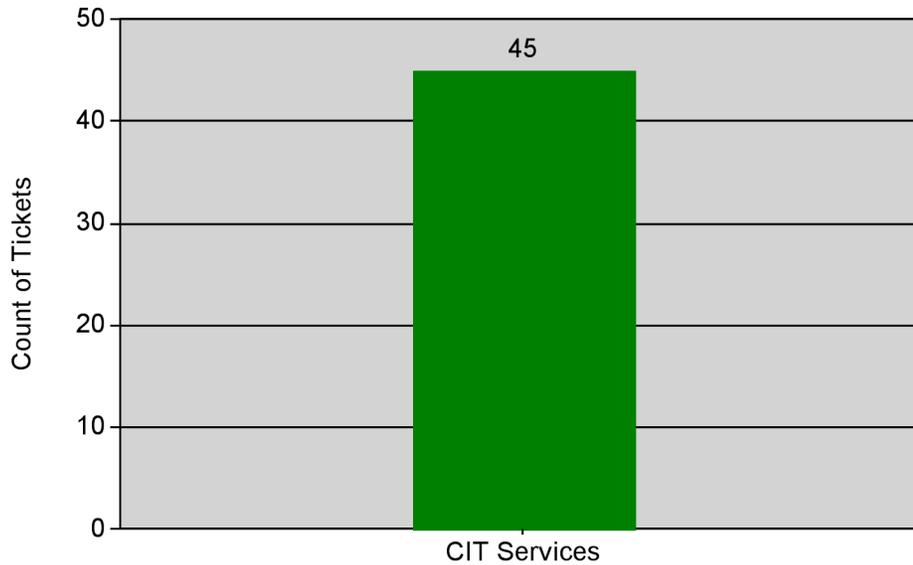
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### Tickets By Category Summary

For Region

Total tickets: 45



Region	Count of Tickets
<b>CIT Services</b>	<b>45</b>
Accounts	32
Back Office Support	1
Connectivity	2
Email	9
Wireless Services	1

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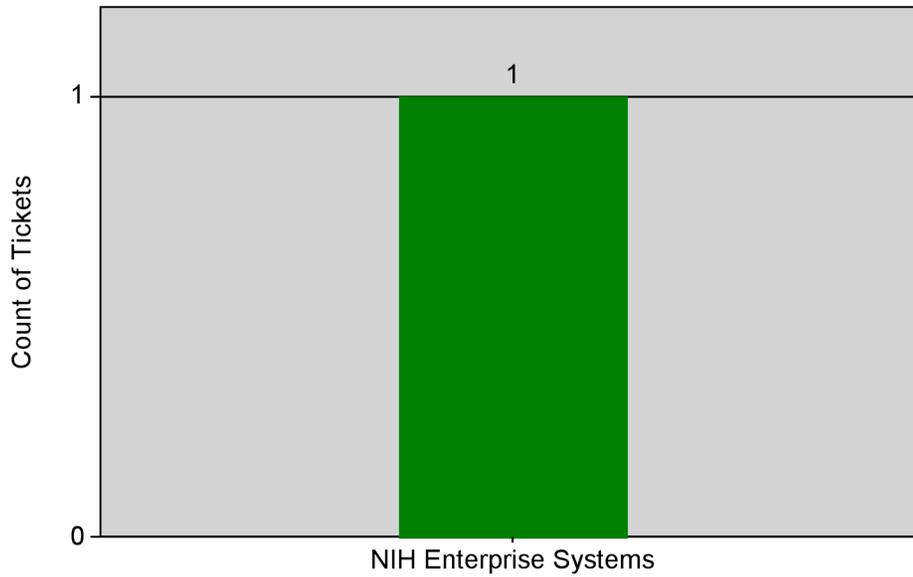
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### Tickets By Category Summary

For SB

Total tickets: 1



<b>SB</b>	<b>1</b>
NIH Enterprise Systems	1
eRA-External	1

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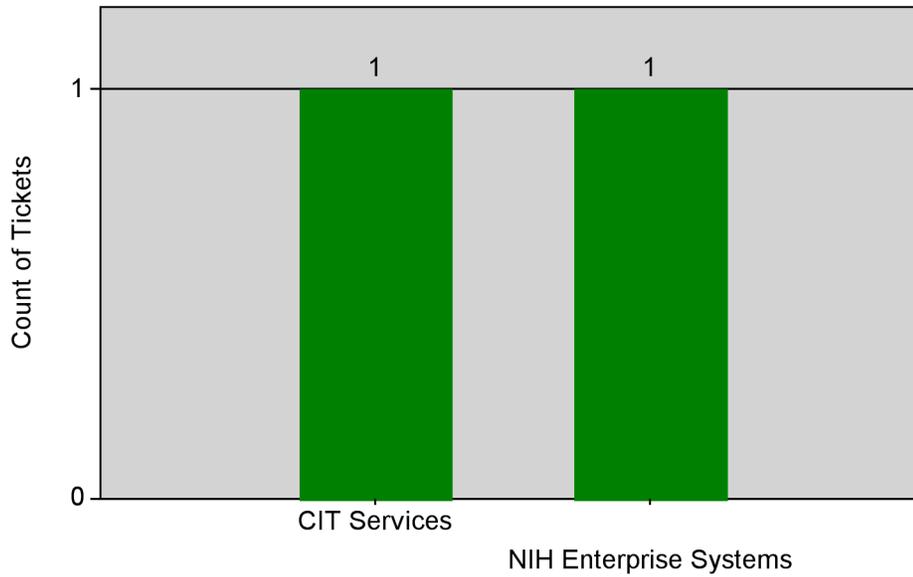
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### Tickets By Category Summary

For VA

Total tickets: 2



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