

Non NIH Tickets - By Category and Organization

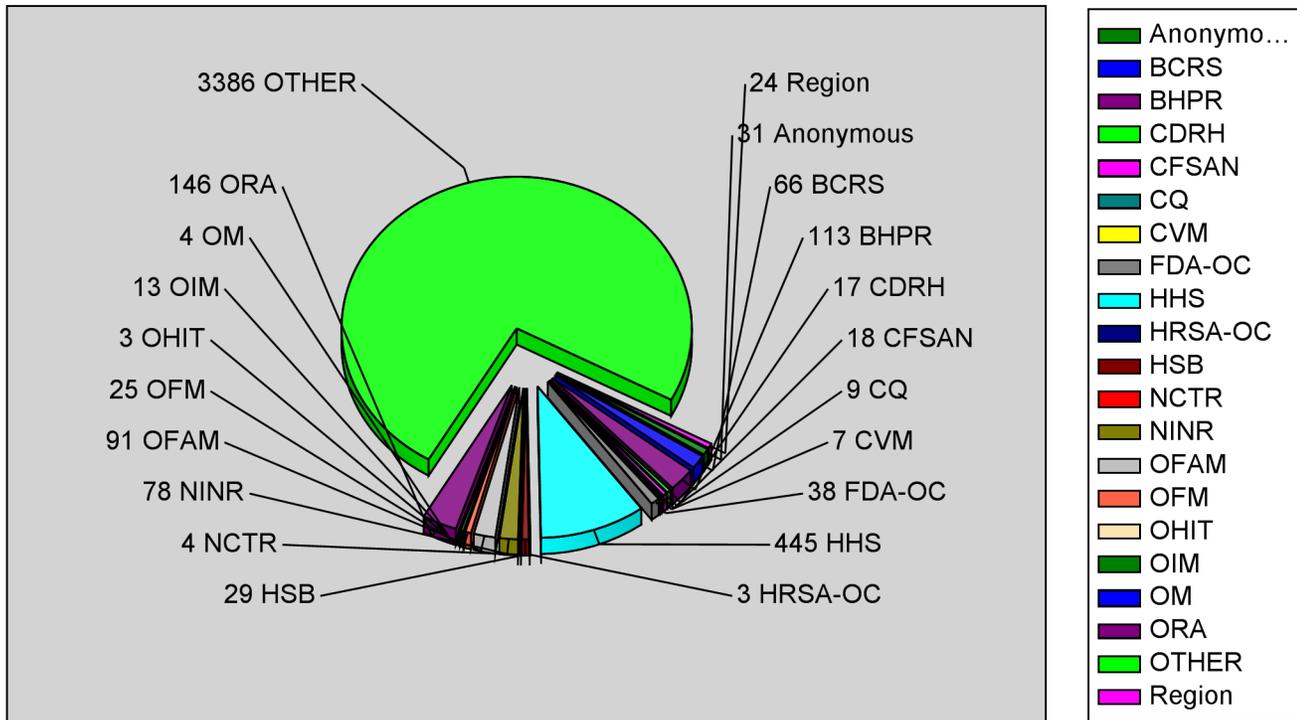


For the period: Thursday, January 01, 2009 12:00:00 AM to Saturday, January 31, 2009 11:59:59 PM

Snapshot Date: 2/1/2009 5:50:08 AM

Total Tickets: 4550

Tickets by Non NIH



Non NIH Tickets - By Category and Organization



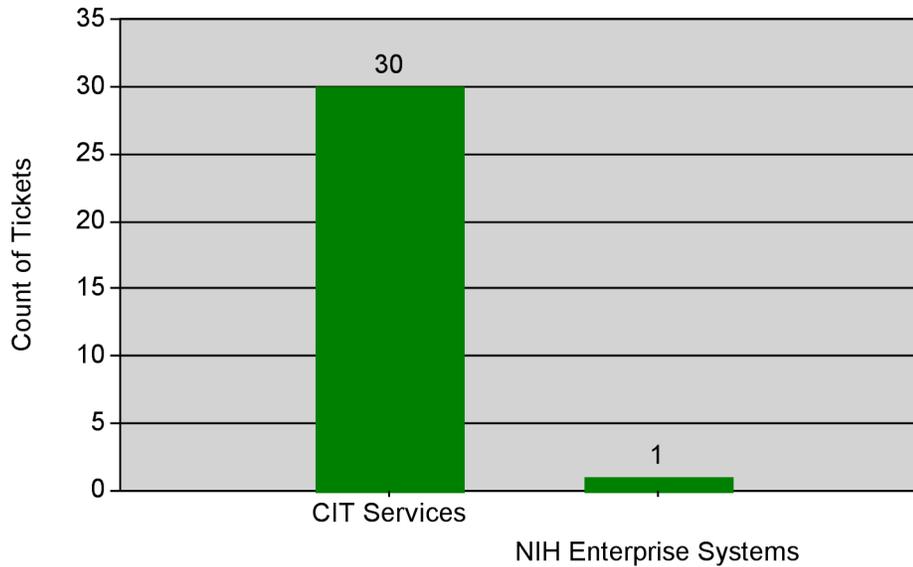
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Tickets By Category Summary

For Anonymous

Total tickets: 31



Anonymous	31
CIT Services	30
Accounts	1
General Information	28
Wireless Services	1
NIH Enterprise Systems	1
eRA-COMMONS	1

Non NIH Tickets - By Category and Organization



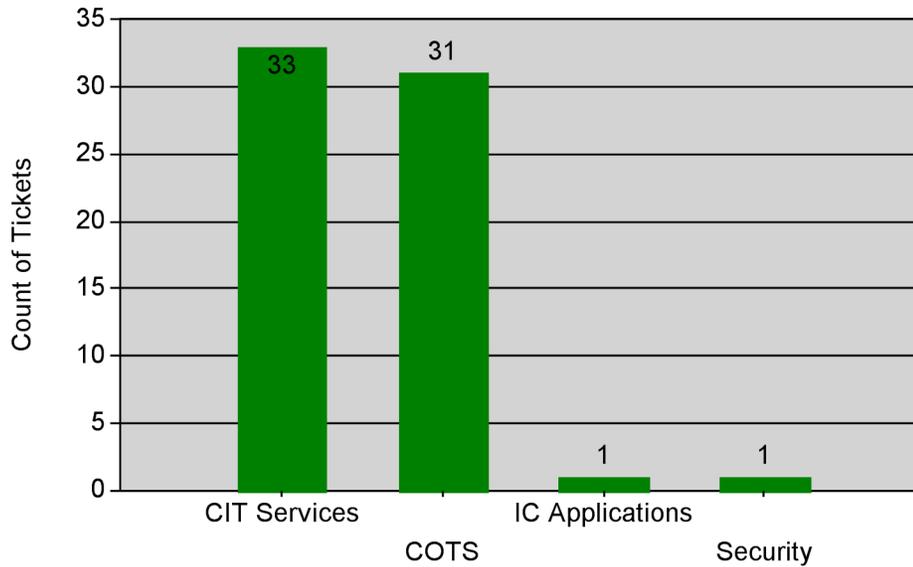
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Tickets By Category Summary

For BCRS

Total tickets: 66



BCRS	66
CIT Services	33
Accounts	10
Back Office Support	12
Email	5
General Information	1
OS/390	2
Telecommunications	2
Training	1
COTS	31
Application Support	20
Hardware	11
IC Applications	1
Local LAN	1

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Security	1
Security	1

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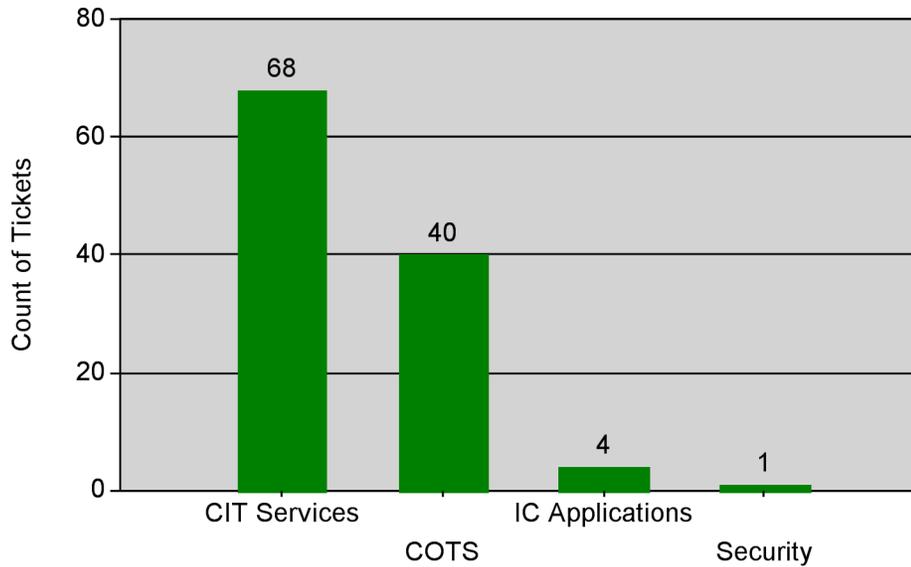
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Tickets By Category Summary

For BHPR

Total tickets: 113



BHPR	113
CIT Services	68
Accounts	31
Back Office Support	11
Connectivity	1
Email	16
General Information	3
Video	1
Wireless Services	5
COTS	40
Application Support	23
Hardware	17
IC Applications	4
Local LAN	1

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Web Site Issue (non-CIT)	3
Security	1
Anti Virus SW	1

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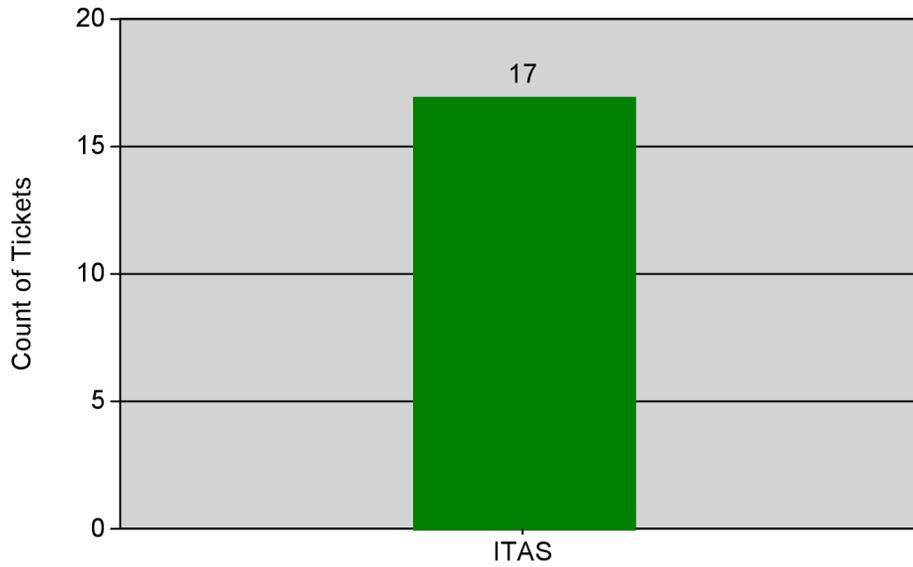
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Tickets By Category Summary

For CDRH

Total tickets: 17



CDRH	17
ITAS	17
ITAS	17

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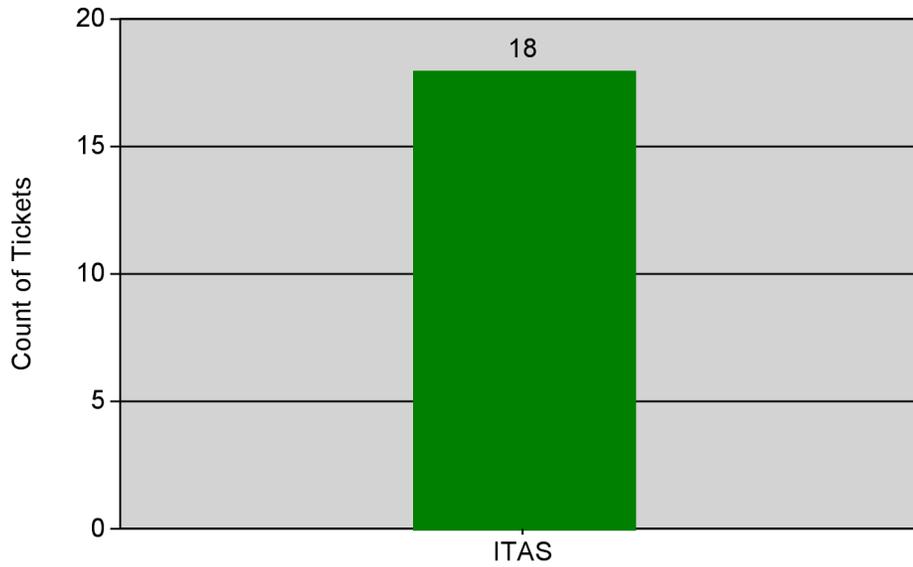
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Tickets By Category Summary

For CFSAN

Total tickets: 18



CFSAN	18
ITAS	18
ITAS	18

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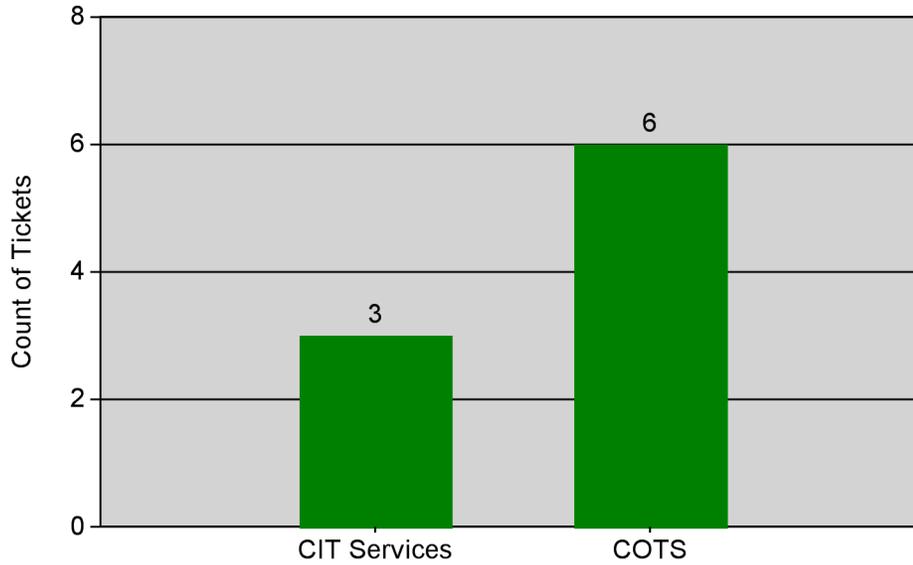
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Tickets By Category Summary

For CQ

Total tickets: 9



CQ	9
CIT Services	3
Accounts	1
Email	2
COTS	6
Application Support	2
Hardware	4

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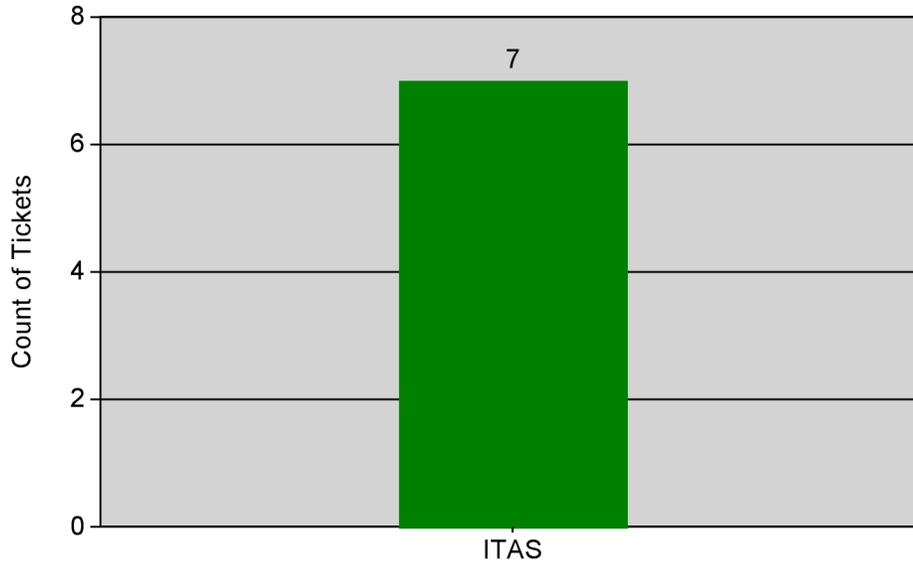
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Tickets By Category Summary

For CVM

Total tickets: 7



CVM	7
ITAS	7
ITAS	7

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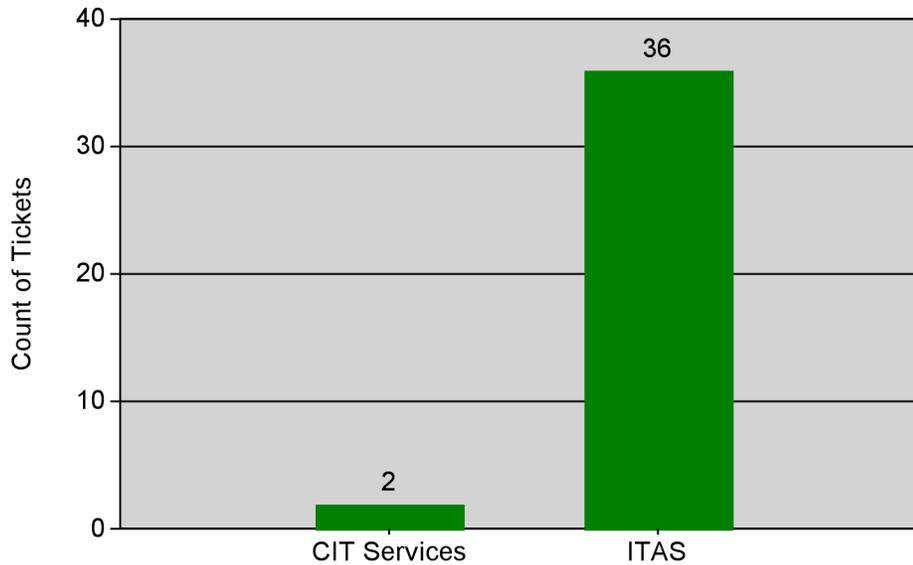
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Tickets By Category Summary

For FDA-OC

Total tickets: 38



FDA-OC	38
CIT Services	2
Accounts	2
ITAS	36
ITAS	36

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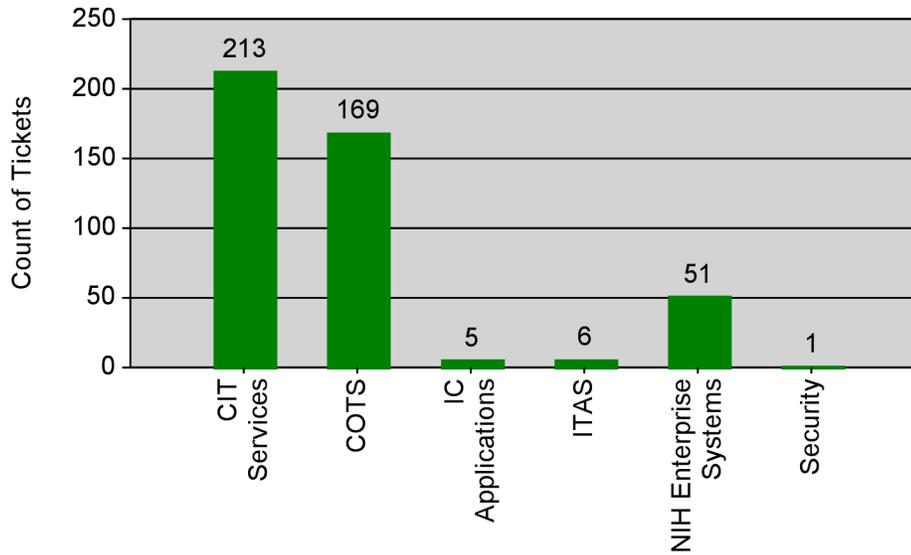
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Tickets By Category Summary

For HHS

Total tickets: 445



HHS	445
CIT Services	213
Accounts	102
Back Office Support	30
CIT Categories	4
Connectivity	7
Email	39
General Information	13
Helix Support	1
Telecommunications	3
Video	1
Wireless Services	13
COTS	169
Application Support	68

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Hardware	101
IC Applications	5
Local LAN	3
Web Site Issue (non-CIT)	2
ITAS	6
ITAS	6
NIH Enterprise Systems	51
ADB	2
eRA-COMMONS	1
eRA-DB	9
eRA-External	1
eRA-Grants Management	2
eRA-IMPAC II	14
eRA-Infrastructure	3
eRA-Referral and Review	3
NED	15
NIH Services	1
Security	1
Security	1

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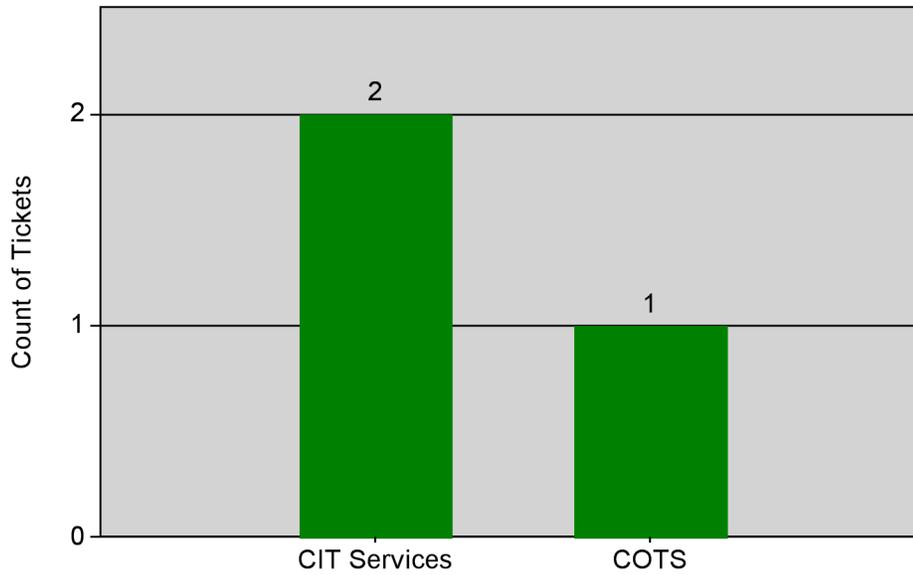
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Tickets By Category Summary

For HRSA-OC

Total tickets: 3



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

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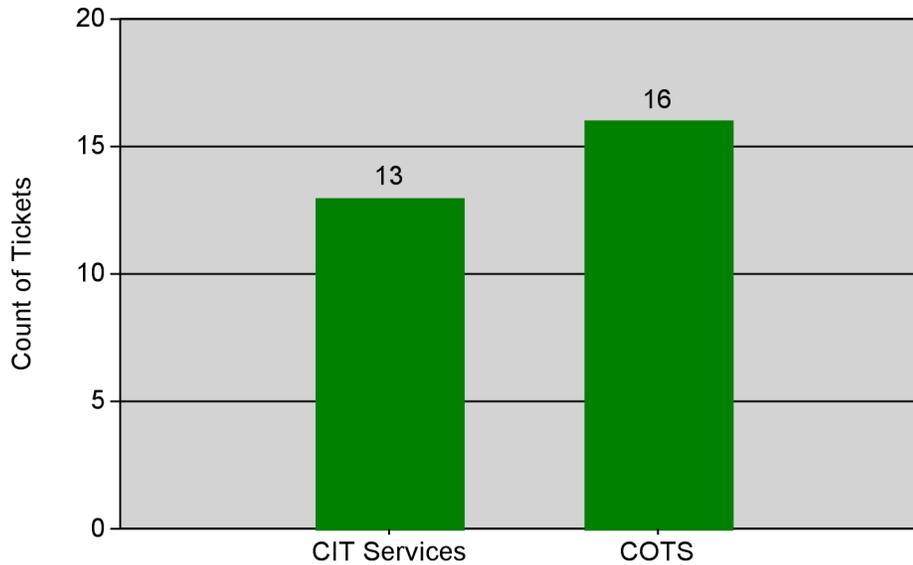
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Tickets By Category Summary

For HSB

Total tickets: 29



HSB	29
CIT Services	13
Accounts	7
Back Office Support	3
Email	3
COTS	16
Application Support	6
Hardware	10

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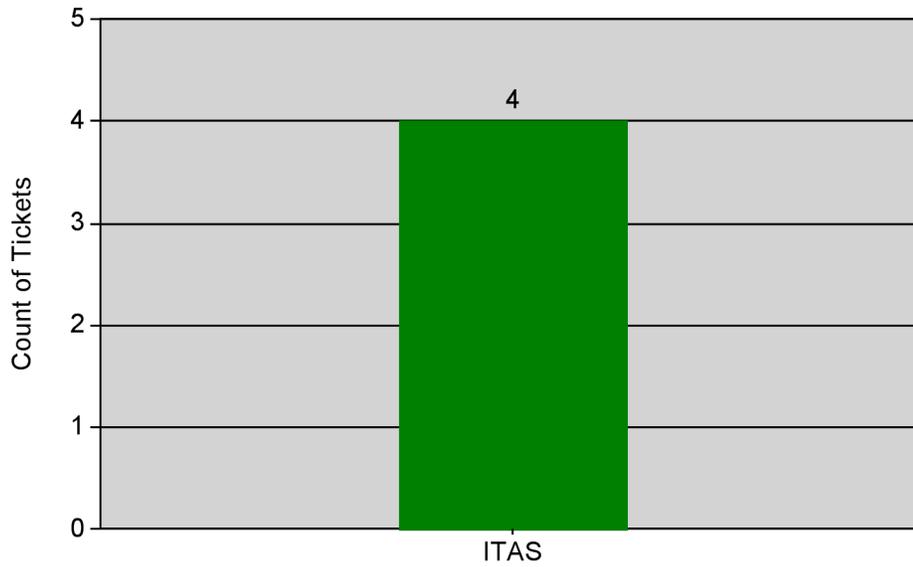
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Tickets By Category Summary

For NCTR

Total tickets: 4



NCTR	4
ITAS	4
ITAS	4

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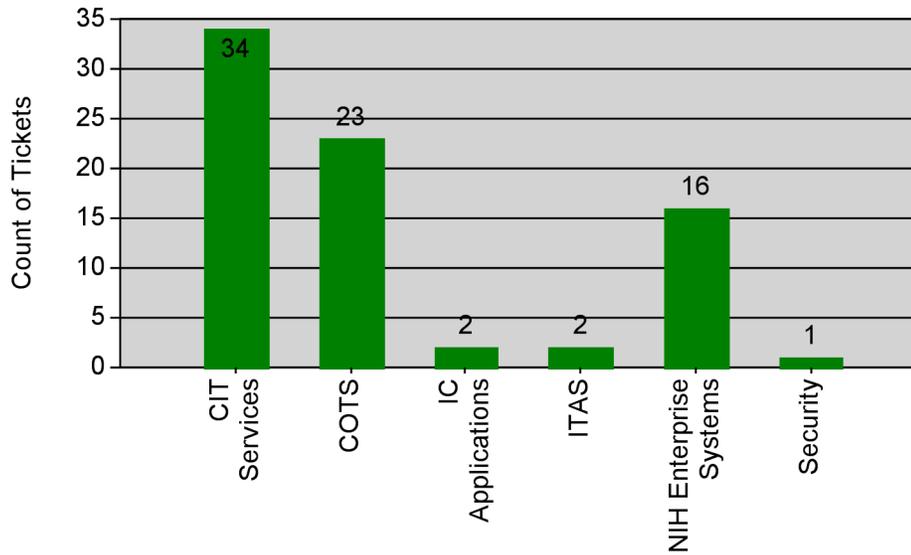
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Tickets By Category Summary

For NINR

Total tickets: 78



NINR	78
CIT Services	34
Accounts	20
Back Office Support	4
Connectivity	1
Email	3
General Information	1
Telecommunications	1
Video	1
Wireless Services	3
COTS	23
Application Support	9
Hardware	14
IC Applications	2
Local LAN	1

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Web Site Issue (non-CIT)	1
ITAS	2
ITAS	2
NIH Enterprise Systems	16
ADB	1
eRA-COMMONS	1
NBS-User Call	7
NED	6
NIH Data Warehouse	1
Security	1
Security	1

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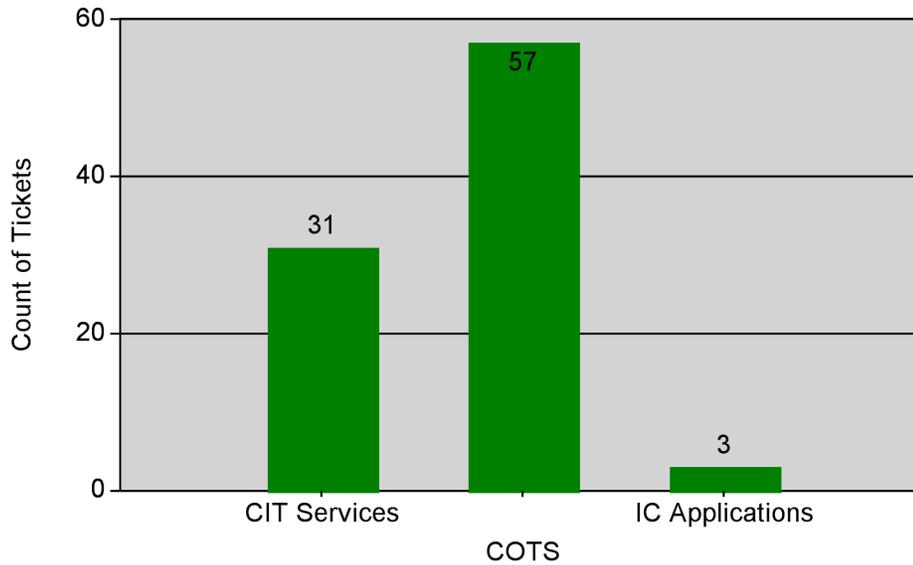
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Tickets By Category Summary

For OFAM

Total tickets: 91



OFAM	91
CIT Services	31
Accounts	9
Back Office Support	6
Connectivity	2
Email	12
General Information	1
Wireless Services	1
COTS	57
Application Support	20
Hardware	37
IC Applications	3
CC Technical Operations	1
Local LAN	1

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Web Site Issue (non-CIT)

1

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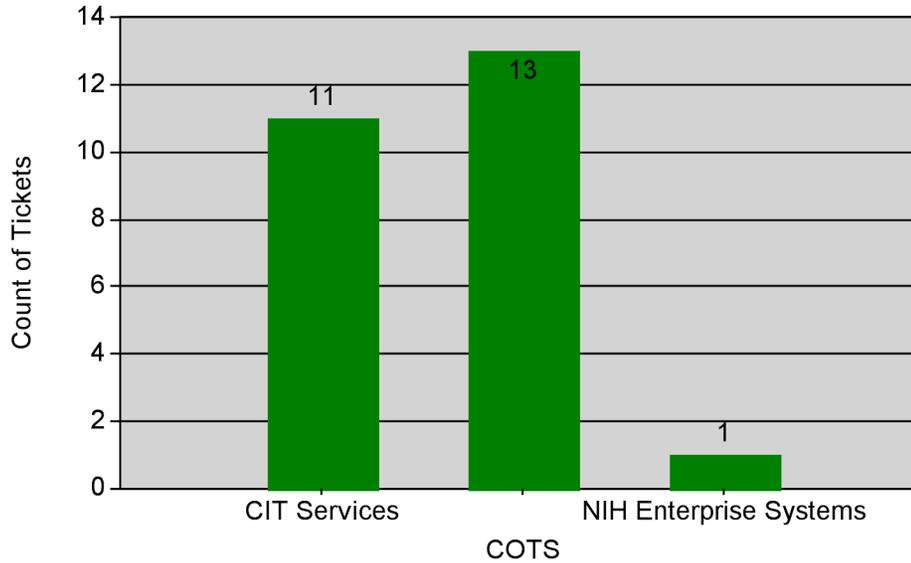
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Tickets By Category Summary

For OFM

Total tickets: 25



OFM	25
CIT Services	11
Accounts	5
Back Office Support	2
Connectivity	2
Email	1
Wireless Services	1
COTS	13
Application Support	6
Hardware	7
NIH Enterprise Systems	1
NBS-Sandbox	1

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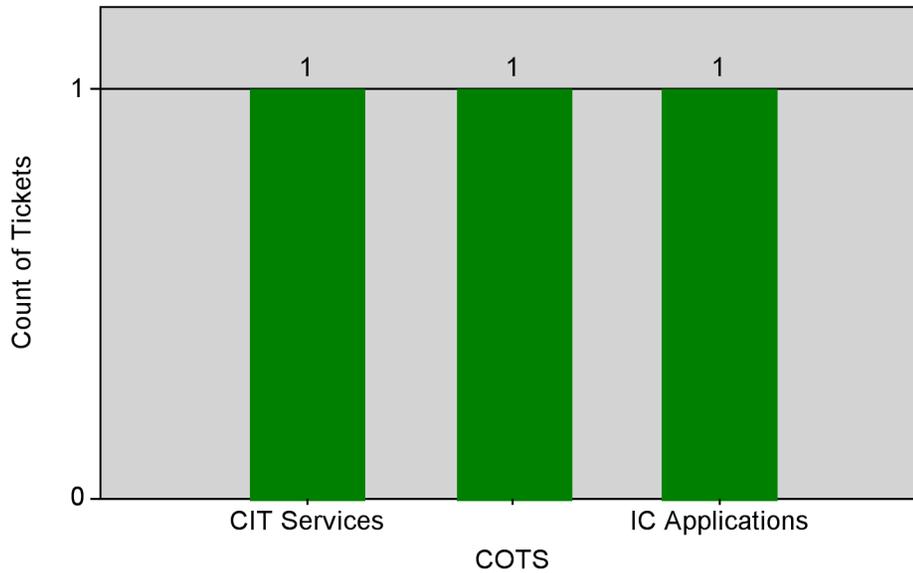
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Tickets By Category Summary

For OHIT

Total tickets: 3



OHIT	3
CIT Services	1
Back Office Support	1
COTS	1
Application Support	1
IC Applications	1
CC Clinical Applications	1

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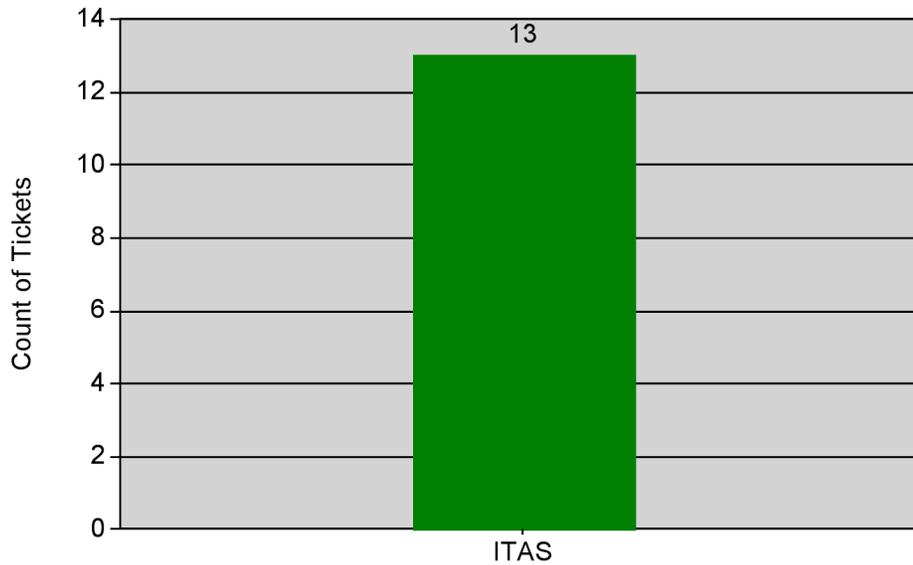
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Tickets By Category Summary

For OIM

Total tickets: 13



OIM	13
ITAS	13
ITAS	13

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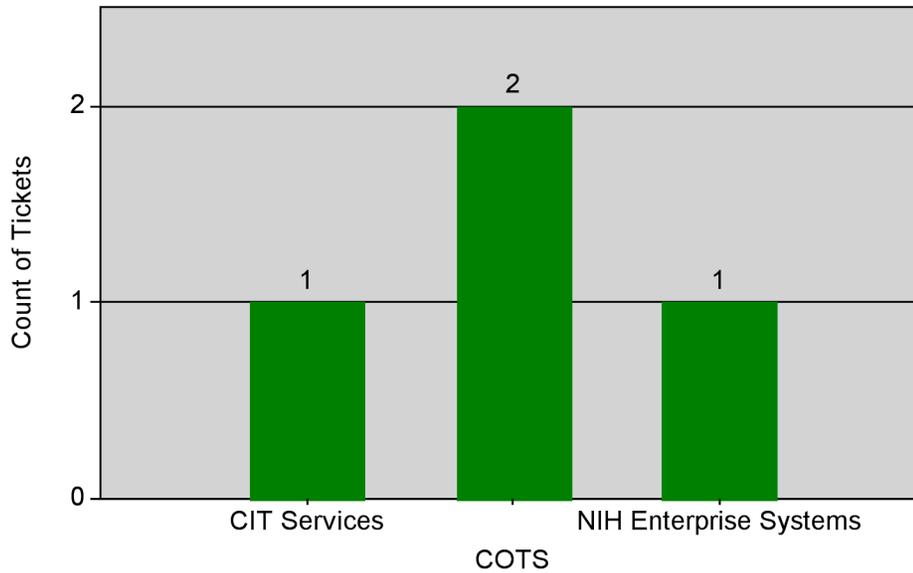
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Tickets By Category Summary

For OM

Total tickets: 4



OM	4
CIT Services	1
Wireless Services	1
COTS	2
Hardware	2
NIH Enterprise Systems	1
NBS-User Call	1

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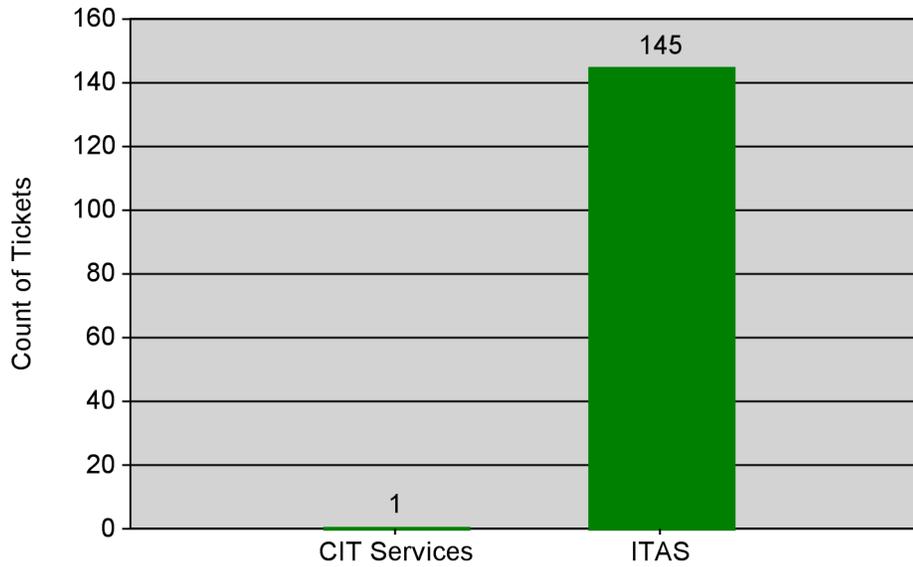
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Tickets By Category Summary

For ORA

Total tickets: 146



ORA	146
CIT Services	1
Training	1
ITAS	145
ITAS	145

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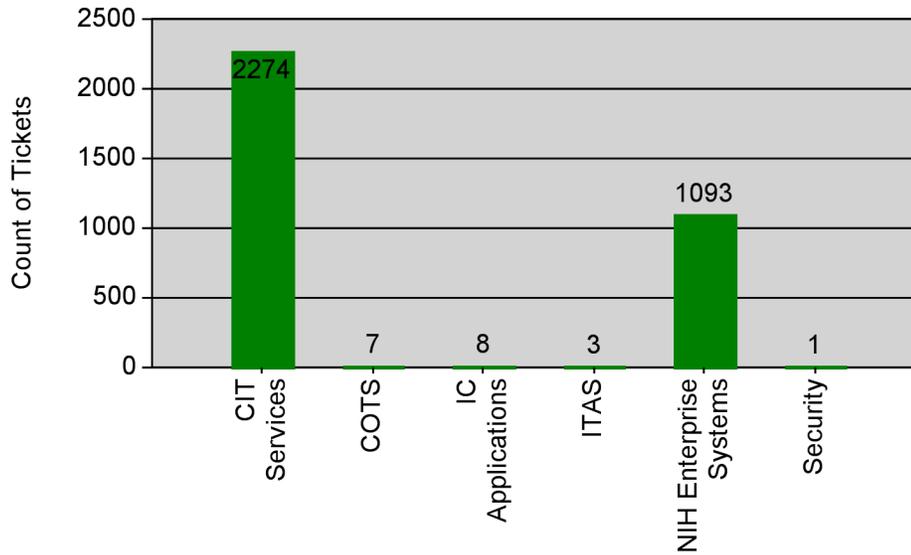
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Tickets By Category Summary

For OTHER

Total tickets: 3386



OTHER		3386
CIT Services		2274
Accounts		158
Back Office Support		2
CIT Categories		2041
Connectivity		2
Email		8
General Information		45
iSDP/Software Distribution		1
NIHnet		3
OS/390		5
Pubs		1
Telecommunications		1
Training		1

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Video	5
Wireless Services	1
COTS	7
Application Support	5
Hardware	2
IC Applications	8
CC Clinical Applications	1
Local LAN	1
Web Site Issue (non-CIT)	6
ITAS	3
ITAS	3
NIH Enterprise Systems	1093
eRA-COMMONS	603
eRA-DB	1
eRA-External	444
eRA-Grants Management	15
eRA-IMPAC II	4
eRA-Infrastructure	4
eRA-Partnership Issues	2
eRA-Referral and Review	13
eRA-Training	1
eRA-UAT	3
NBS-User Call	1
NIH Services	2
Security	1
Security	1

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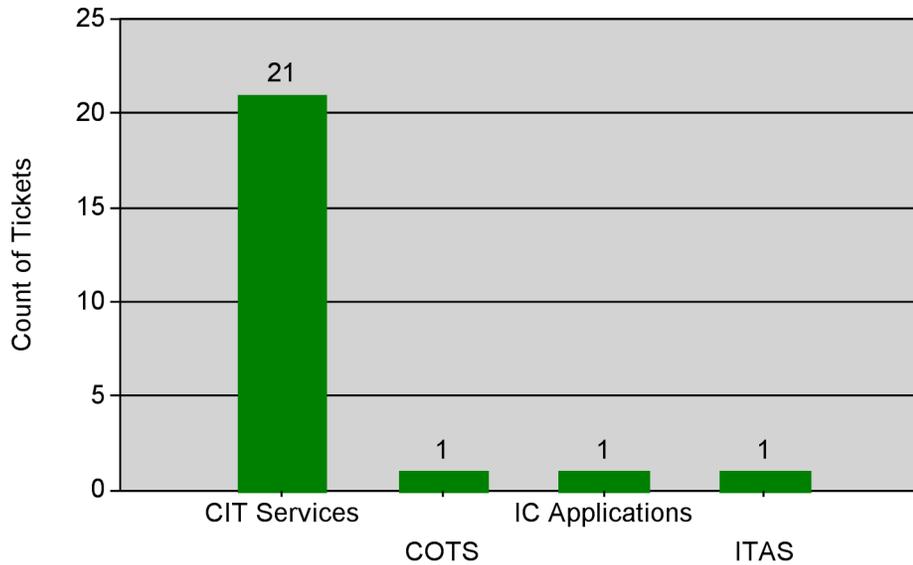
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Tickets By Category Summary

For Region

Total tickets: 24



Region	24
CIT Services	21
Accounts	14
Back Office Support	1
Connectivity	1
Email	4
General Information	1
COTS	1
Hardware	1
IC Applications	1
Web Site Issue (non-CIT)	1
ITAS	1
ITAS	1