

Non NIH Tickets - By Category and Organization



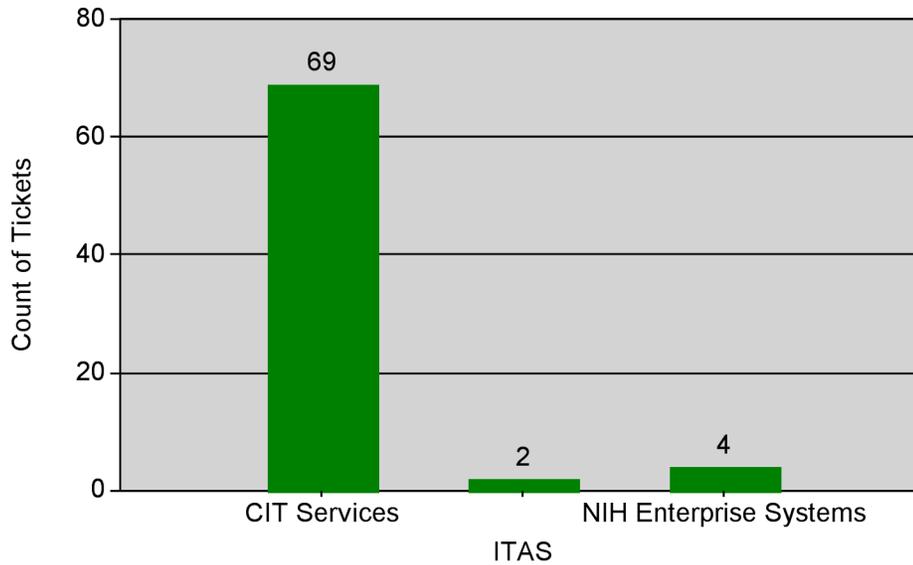
For the period: Monday, June 01, 2009 12:00:00 AM to Tuesday, June 30, 2009 11:59:59 PM

Snapshot Date: 7/1/2009 5:50:07 AM

Tickets By Category Summary

For Anonymous

Total tickets: 75



| | |
|-------------------------------|-----------|
| Anonymous | 75 |
| CIT Services | 69 |
| Accounts | 15 |
| General Information | 54 |
| ITAS | 2 |
| ITAS | 2 |
| NIH Enterprise Systems | 4 |
| eRA-External | 2 |
| eRA-Grants Management | 1 |
| NBS-User Call | 1 |

Non NIH Tickets - By Category and Organization



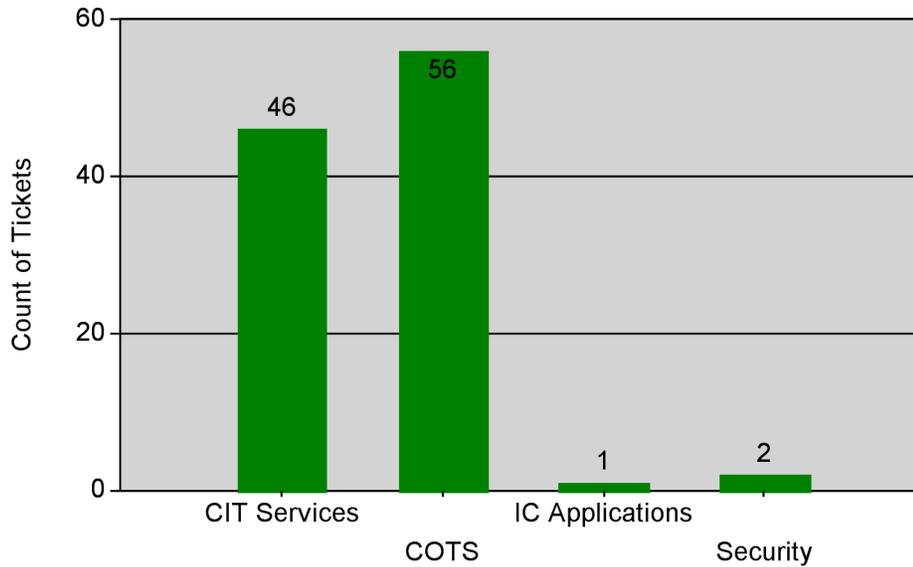
For the period: Monday, June 01, 2009 12:00:00 AM to Tuesday, June 30, 2009 11:59:59 PM

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Tickets By Category Summary

For BCRS

Total tickets: 105



| | |
|------------------------|------------|
| BCRS | 105 |
| CIT Services | 46 |
| Accounts | 19 |
| Back Office Support | 13 |
| Email | 6 |
| General Information | 3 |
| NIHnet | 1 |
| OS/390 | 1 |
| Telecommunications | 2 |
| Wireless Services | 1 |
| COTS | 56 |
| Application Support | 27 |
| Hardware | 29 |
| IC Applications | 1 |
| Local LAN | 1 |

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For the period: Monday, June 01, 2009 12:00:00 AM to Tuesday, June 30, 2009
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| | |
|-----------------|----------|
| Security | 2 |
| Anti Virus SW | 1 |
| Security | 1 |

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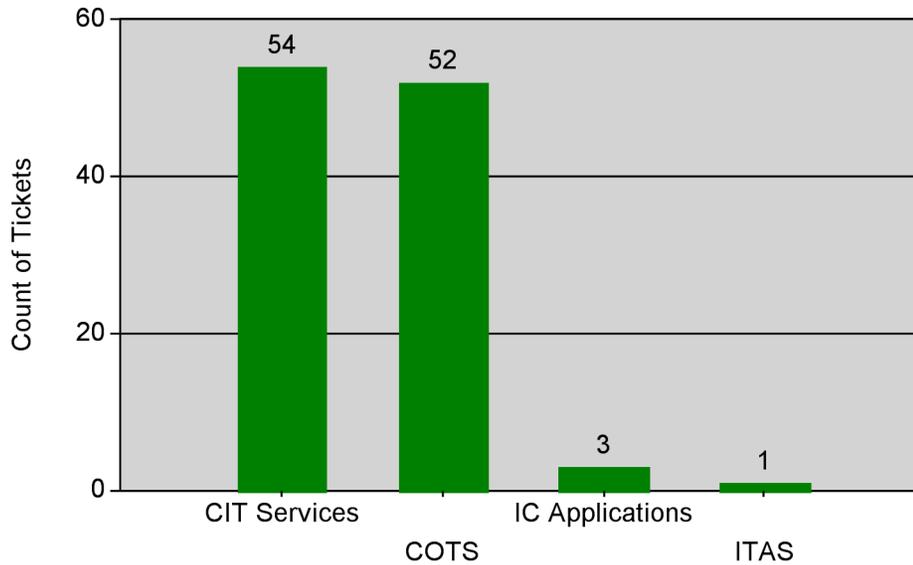
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Tickets By Category Summary

For BHPR

Total tickets: 110



| | |
|---|------------|
| BHPR | 110 |
| CIT Services | 54 |
| Accounts | 30 |
| Back Office Support | 5 |
| Conference Room Support-Equipment Setup | 1 |
| Connectivity | 1 |
| Email | 8 |
| General Information | 4 |
| Telecommunications | 3 |
| Video | 2 |
| COTS | 52 |
| Application Support | 28 |
| Hardware | 24 |
| IC Applications | 3 |
| CC Technical Operations | 2 |

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| | |
|--------------------------|----------|
| Web Site Issue (non-CIT) | 1 |
| ITAS | 1 |
| ITAS | 1 |

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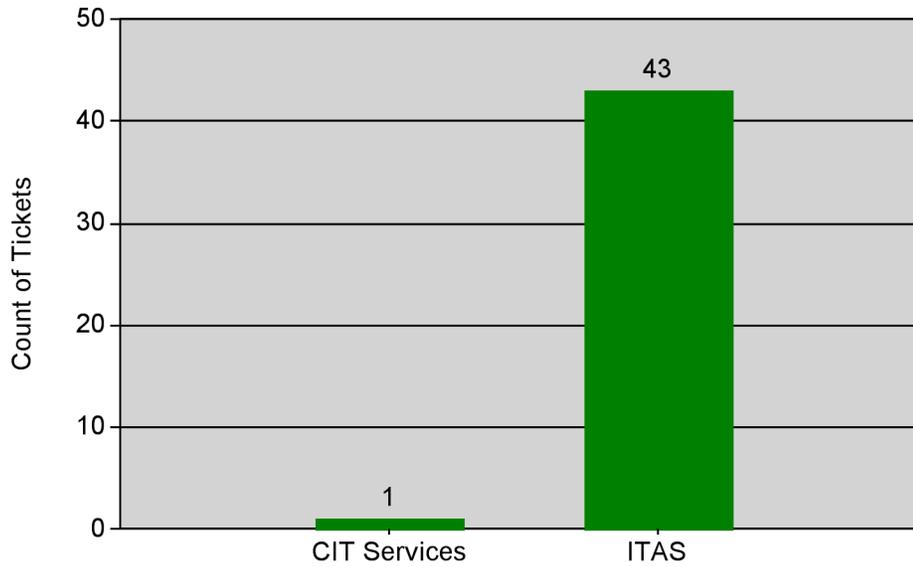
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Tickets By Category Summary

For CDRH

Total tickets: 44



| | |
|---------------------|-----------|
| CDRH | 44 |
| CIT Services | 1 |
| Accounts | 1 |
| ITAS | 43 |
| ITAS | 43 |

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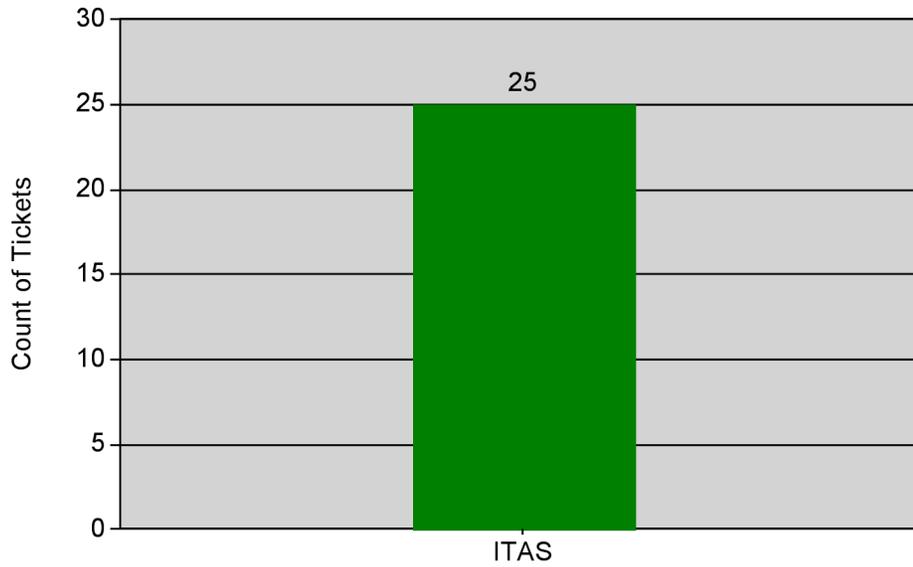
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Tickets By Category Summary

For CFSAN

Total tickets: 25



| | |
|--------------|-----------|
| CFSAN | 25 |
| ITAS | 25 |
| ITAS | 25 |

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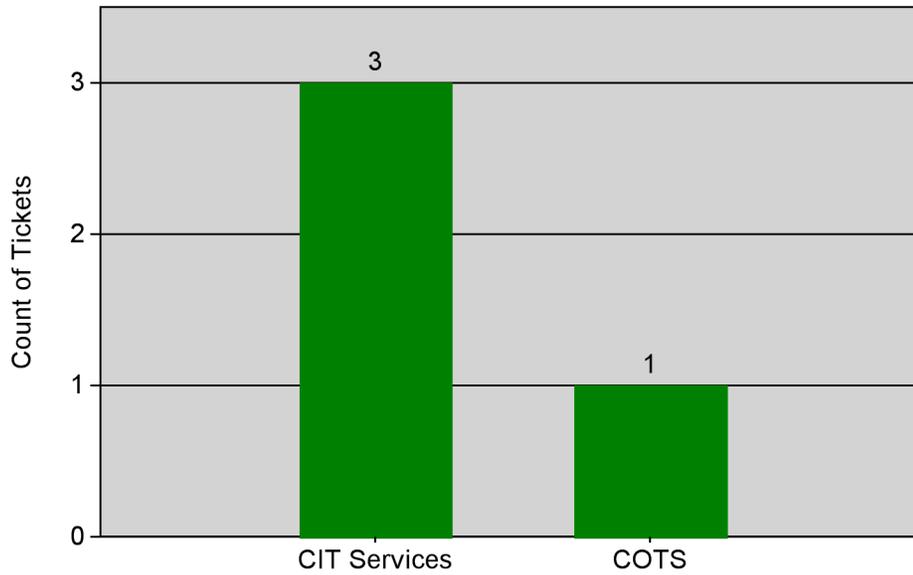
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Tickets By Category Summary

For CQ

Total tickets: 4



| | |
|---------------------|----------|
| CQ | 4 |
| CIT Services | 3 |
| Accounts | 2 |
| Wireless Services | 1 |
| COTS | 1 |
| Hardware | 1 |

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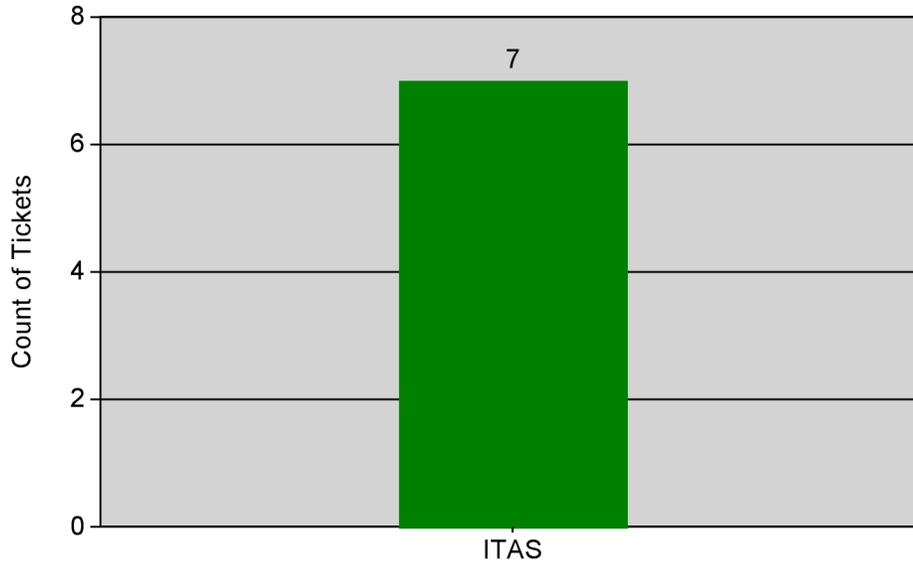
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Tickets By Category Summary

For CVM

Total tickets: 7



| | |
|-------------|----------|
| CVM | 7 |
| ITAS | 7 |
| ITAS | 7 |

Non NIH Tickets - By Category and Organization



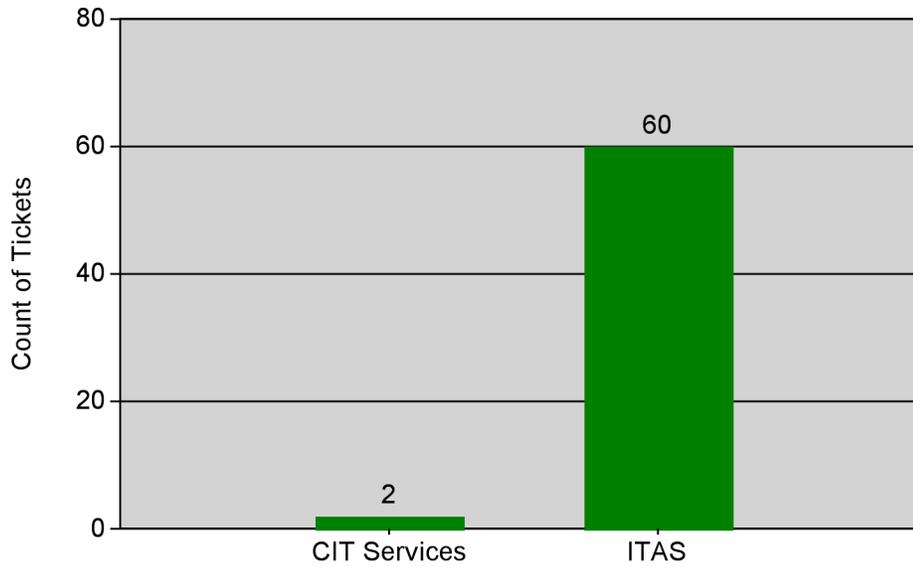
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Tickets By Category Summary

For FDA-OC

Total tickets: 62



| | |
|---------------------|-----------|
| FDA-OC | 62 |
| CIT Services | 2 |
| Accounts | 2 |
| ITAS | 60 |
| ITAS | 60 |

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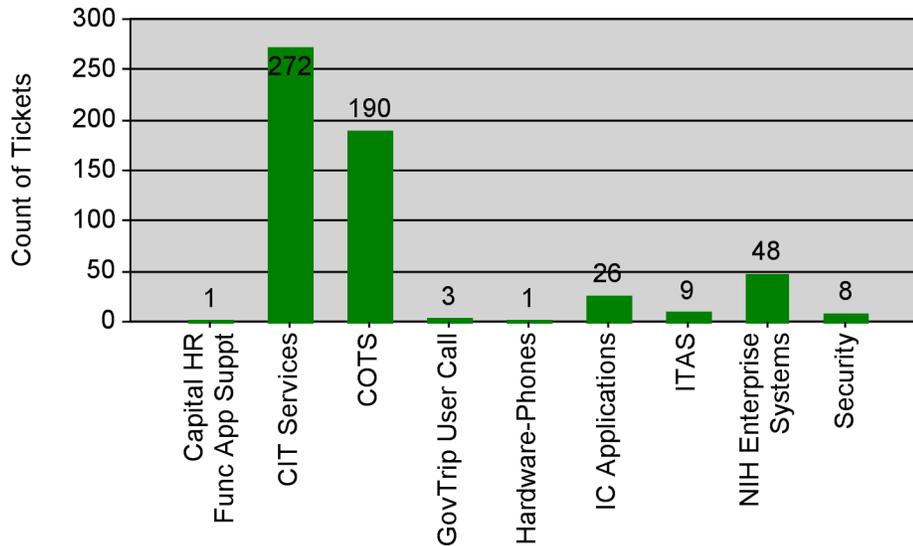
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Tickets By Category Summary

For HHS

Total tickets: 558



| | |
|---|------------|
| HHS | 558 |
| Capital HR Func App Suppt | 1 |
| Capital HR Func App Suppt | 1 |
| CIT Services | 272 |
| Accounts | 120 |
| Back Office Support | 56 |
| CIT Categories Remedy | 1 |
| Conference Room Support-Equipment Setup | 1 |
| Connectivity | 12 |
| Email | 43 |
| General Information | 13 |
| Helix Support | 2 |
| NIHnet | 1 |
| OS/390 | 4 |

Non NIH Tickets - By Category and Organization



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| | |
|-------------------------------|------------|
| Telecommunications | 7 |
| Training | 1 |
| Video | 1 |
| Wireless Services | 10 |
| COTS | 190 |
| Application Support | 86 |
| Hardware | 104 |
| GovTrip User Call | 3 |
| GovTrip User Call | 3 |
| Hardware-Phones | 1 |
| Hardware-Phones | 1 |
| IC Applications | 26 |
| CC Clinical Applications | 2 |
| CC Technical Operations | 7 |
| Local LAN | 7 |
| Web Site Issue (non-CIT) | 10 |
| ITAS | 9 |
| ITAS | 9 |
| NIH Enterprise Systems | 48 |
| ADB | 1 |
| eRA-COMMONS | 3 |
| eRA-DB | 1 |
| eRA-External | 3 |
| eRA-Grants Management | 17 |
| eRA-IMPAC II | 12 |
| eRA-Infrastructure | 2 |
| eRA-Referral and Review | 2 |
| eRA-Reporting | 1 |
| NBS-User Call | 2 |
| NED | 4 |

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| | |
|-----------------|----------|
| Security | 8 |
| Anti Virus SW | 2 |
| Security | 6 |

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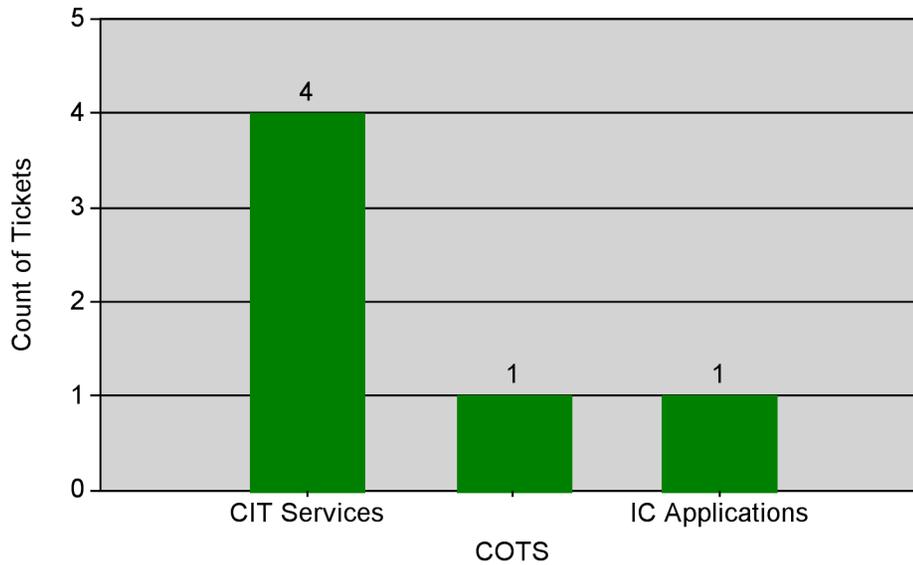
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Tickets By Category Summary

For HRSA-OC

Total tickets: 6



| | |
|--------------------------|----------|
| HRSA-OC | 6 |
| CIT Services | 4 |
| Accounts | 2 |
| Back Office Support | 1 |
| General Information | 1 |
| COTS | 1 |
| Application Support | 1 |
| IC Applications | 1 |
| Web Site Issue (non-CIT) | 1 |

Non NIH Tickets - By Category and Organization



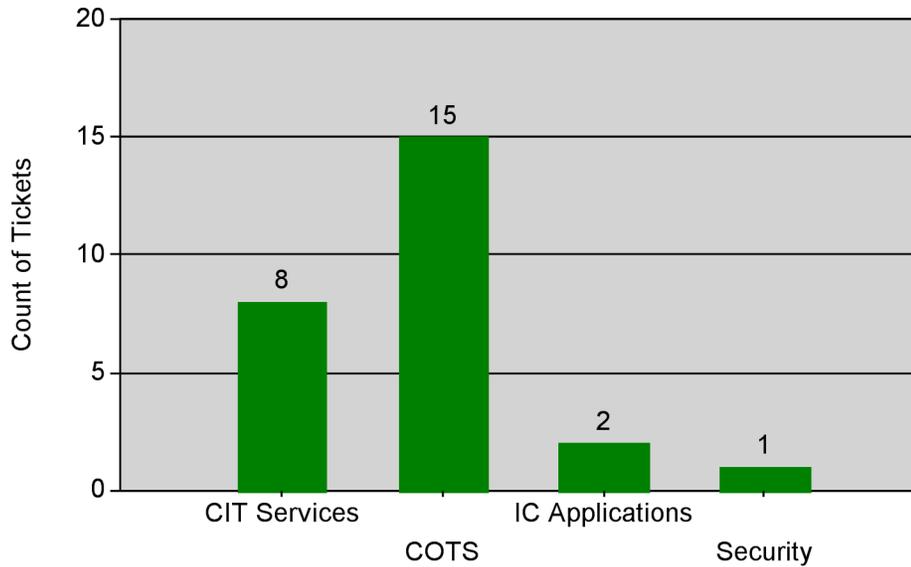
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Tickets By Category Summary

For HSB

Total tickets: 26



| | |
|------------------------|-----------|
| HSB | 26 |
| CIT Services | 8 |
| Accounts | 4 |
| Back Office Support | 2 |
| Connectivity | 1 |
| Telecommunications | 1 |
| COTS | 15 |
| Application Support | 5 |
| Hardware | 10 |
| IC Applications | 2 |
| Local LAN | 2 |
| Security | 1 |
| Security | 1 |

Non NIH Tickets - By Category and Organization



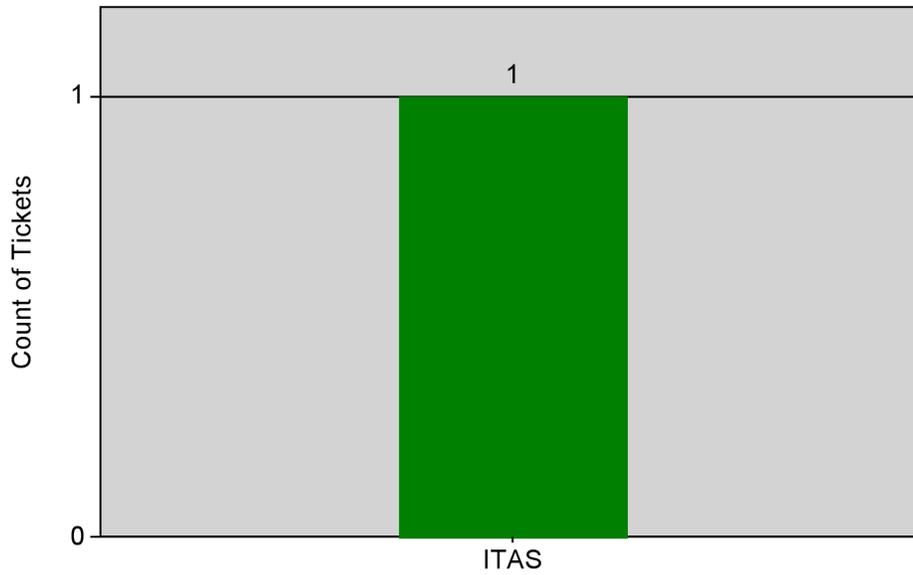
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Tickets By Category Summary

For NCTR

Total tickets: 1



| | |
|-------------|----------|
| NCTR | 1 |
| ITAS | 1 |
| ITAS | 1 |

Non NIH Tickets - By Category and Organization



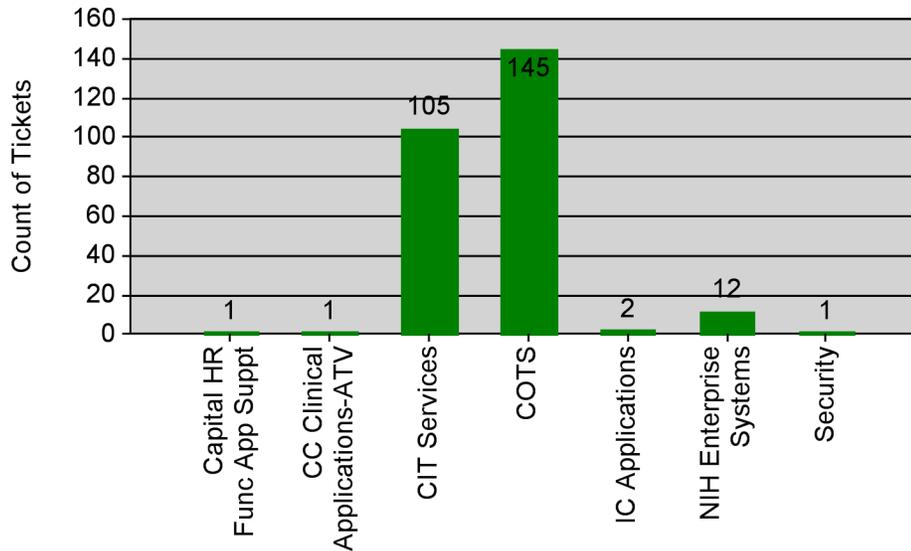
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Tickets By Category Summary

For NINR

Total tickets: 267



| | |
|---|------------|
| NINR | 267 |
| Capital HR Func App Suppt | 1 |
| Capital HR Func App Suppt | 1 |
| CC Clinical Applications-ATV | 1 |
| CC Clinical Applications-ATV | 1 |
| CIT Services | 105 |
| Accounts | 55 |
| Back Office Support | 10 |
| CIT Categories | 1 |
| Conference Room Support-Equipment Setup | 3 |
| Connectivity | 1 |
| Email | 13 |
| General Information | 2 |
| NIHnet | 1 |

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| | |
|-------------------------------|------------|
| Telecommunications | 3 |
| Wireless Services | 16 |
| COTS | 145 |
| Application Support | 69 |
| Hardware | 76 |
| IC Applications | 2 |
| Local LAN | 2 |
| NIH Enterprise Systems | 12 |
| ADB | 2 |
| eRA-COMMONS | 2 |
| eRA-Referral and Review | 2 |
| NBS-User Call | 5 |
| NED | 1 |
| Security | 1 |
| Security | 1 |

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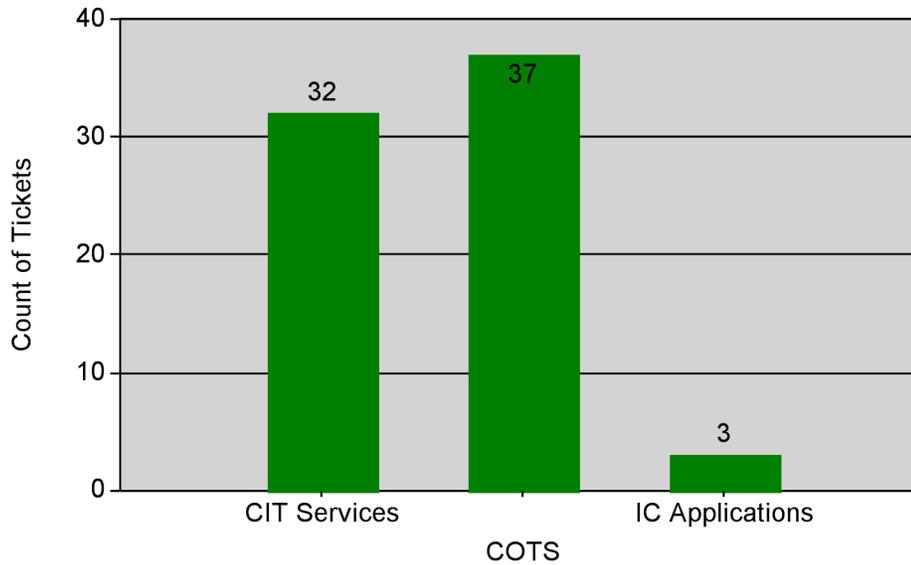
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Tickets By Category Summary

For OFAM

Total tickets: 72



| | |
|--------------------------|-----------|
| OFAM | 72 |
| CIT Services | 32 |
| Accounts | 18 |
| Back Office Support | 3 |
| Email | 9 |
| General Information | 2 |
| COTS | 37 |
| Application Support | 13 |
| Hardware | 24 |
| IC Applications | 3 |
| CC Technical Operations | 1 |
| Web Site Issue (non-CIT) | 2 |

Non NIH Tickets - By Category and Organization



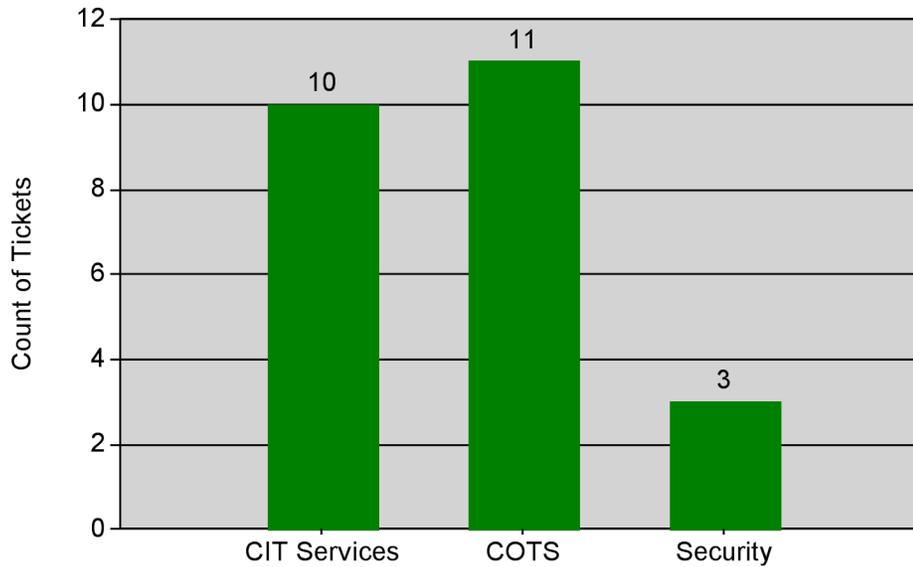
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Tickets By Category Summary

For OFM

Total tickets: 24



| | |
|---------------------|-----------|
| OFM | 24 |
| CIT Services | 10 |
| Accounts | 7 |
| Back Office Support | 1 |
| Email | 2 |
| COTS | 11 |
| Application Support | 4 |
| Hardware | 7 |
| Security | 3 |
| Anti Virus SW | 1 |
| Security | 2 |

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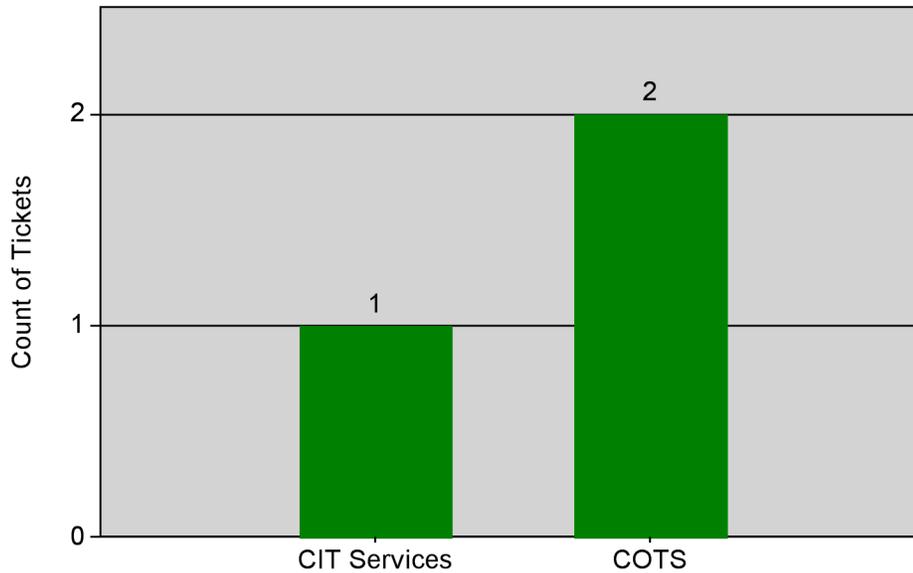
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Tickets By Category Summary

For OHIT

Total tickets: 3



| | |
|---------------------|----------|
| OHIT | 3 |
| CIT Services | 1 |
| Accounts | 1 |
| COTS | 2 |
| Application Support | 1 |
| Hardware | 1 |

Non NIH Tickets - By Category and Organization



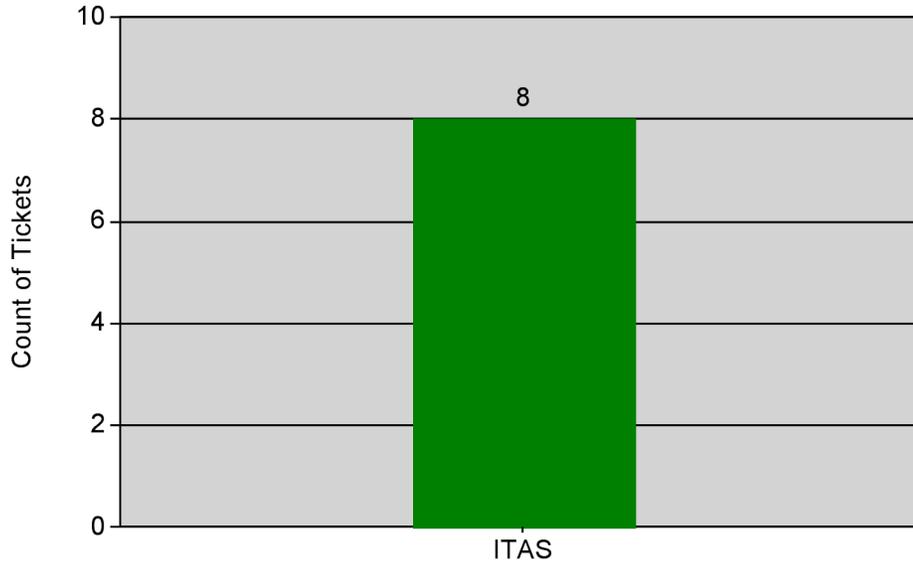
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Tickets By Category Summary

For OIM

Total tickets: 8



| | |
|-------------|----------|
| OIM | 8 |
| ITAS | 8 |
| ITAS | 8 |

Non NIH Tickets - By Category and Organization



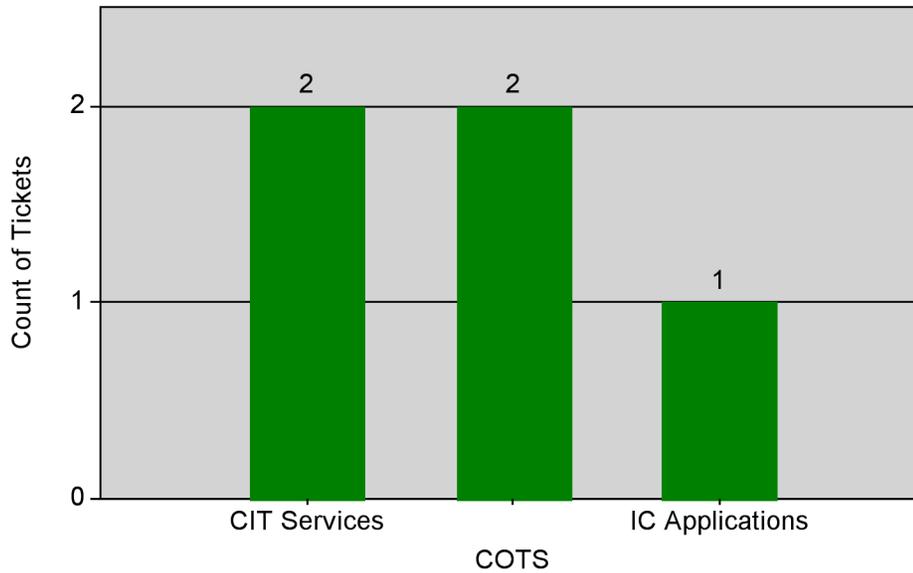
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Tickets By Category Summary

For OM

Total tickets: 5



| | |
|------------------------|----------|
| OM | 5 |
| CIT Services | 2 |
| Accounts | 1 |
| Email | 1 |
| COTS | 2 |
| Application Support | 2 |
| IC Applications | 1 |
| Local LAN | 1 |

Non NIH Tickets - By Category and Organization



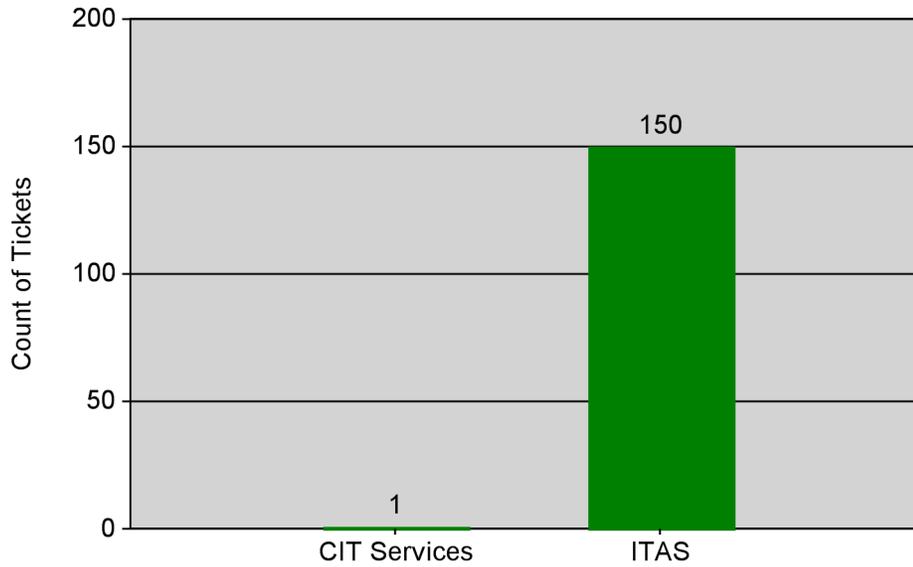
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Tickets By Category Summary

For ORA

Total tickets: 151



| | |
|---------------------|------------|
| ORA | 151 |
| CIT Services | 1 |
| Accounts | 1 |
| ITAS | 150 |
| ITAS | 150 |

Non NIH Tickets - By Category and Organization



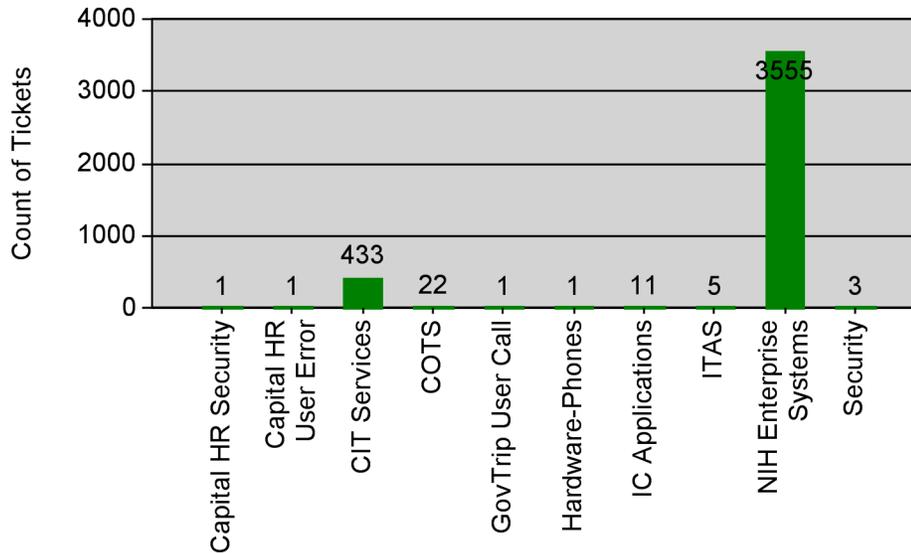
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Tickets By Category Summary

For OTHER

Total tickets: 4033



| | |
|---|-------------|
| OTHER | 4033 |
| Capital HR Security | 1 |
| Capital HR Security | 1 |
| Capital HR User Error | 1 |
| Capital HR User Error | 1 |
| CIT Services | 433 |
| Accounts | 179 |
| Back Office Support | 6 |
| CIT Categories | 42 |
| CIT Categories-General Information | 1 |
| Conference Room Support-Equipment Setup | 1 |
| Conference Room Support-Reserve | 3 |
| Connectivity | 6 |
| DCS 7x24 | 2 |

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| | |
|-------------------------------|-------------|
| Email | 13 |
| General Information | 135 |
| Helix Support | 5 |
| NIHnet | 1 |
| OS/390 | 6 |
| Telecommunications | 6 |
| Training | 6 |
| Video | 13 |
| Wireless Services | 8 |
| COTS | 22 |
| Application Support | 11 |
| Hardware | 11 |
| GovTrip User Call | 1 |
| GovTrip User Call | 1 |
| Hardware-Phones | 1 |
| Hardware-Phones | 1 |
| IC Applications | 11 |
| CC Clinical Applications | 1 |
| CC Technical Operations | 2 |
| Web Site Issue (non-CIT) | 8 |
| ITAS | 5 |
| ITAS | 5 |
| NIH Enterprise Systems | 3555 |
| ADB | 1 |
| eRA-COMMONS | 2177 |
| eRA-DB | 7 |
| eRA-External | 1224 |
| eRA-Grants Management | 34 |
| eRA-IMPAC II | 2 |
| eRA-Infrastructure | 3 |

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| | |
|-------------------------|----------|
| eRA-Partnership Issues | 16 |
| eRA-Referral and Review | 79 |
| eRA-Reporting | 3 |
| eRA-UAT | 7 |
| NBS-User Call | 1 |
| NIH Services | 1 |
| Security | 3 |
| Security | 3 |

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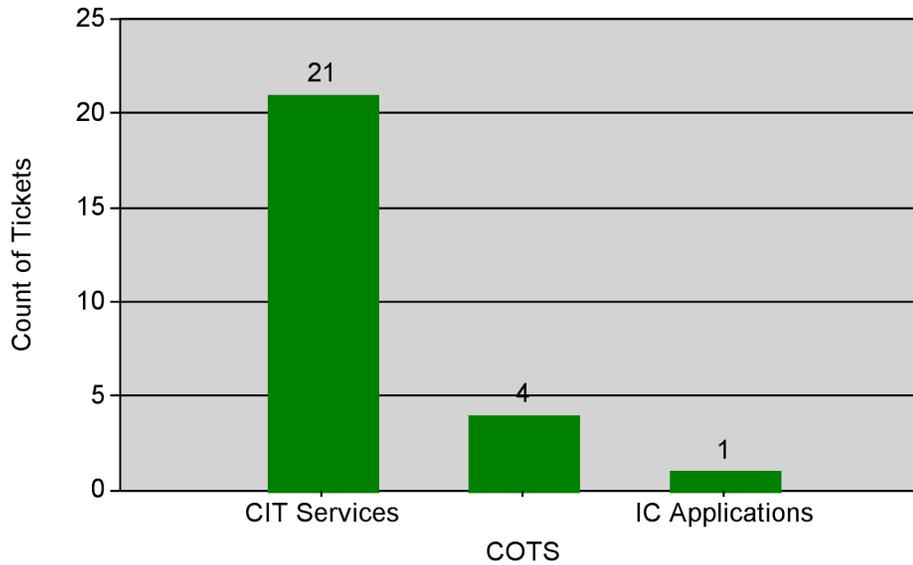
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Tickets By Category Summary

For Region

Total tickets: 26



| | |
|------------------------|-----------|
| Region | 26 |
| CIT Services | 21 |
| Accounts | 17 |
| Connectivity | 1 |
| Email | 1 |
| General Information | 1 |
| Wireless Services | 1 |
| COTS | 4 |
| Application Support | 3 |
| Hardware | 1 |
| IC Applications | 1 |
| Local LAN | 1 |

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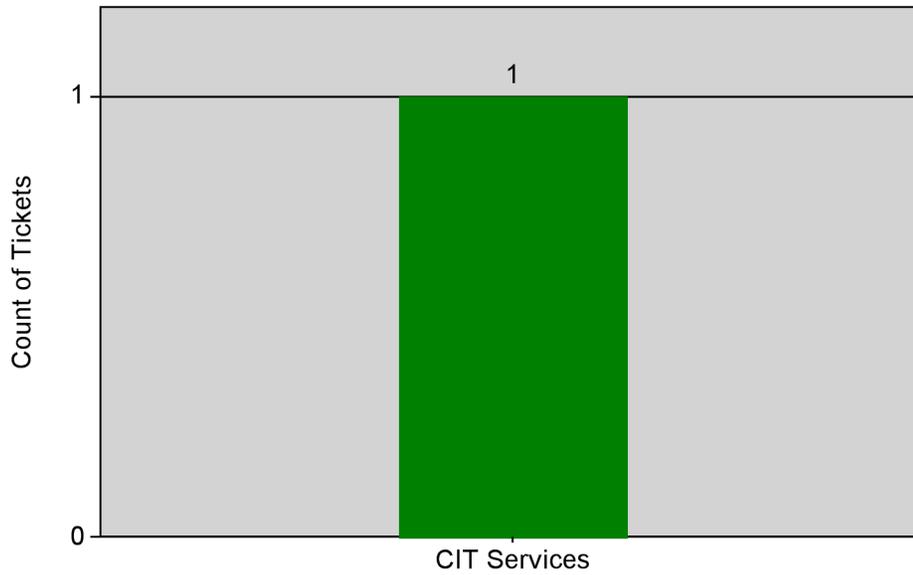
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Tickets By Category Summary

For VA

Total tickets: 1



| | |
|---------------------|----------|
| VA | 1 |
| CIT Services | 1 |
| Accounts | 1 |