

Non NIH Tickets - By Category and Organization

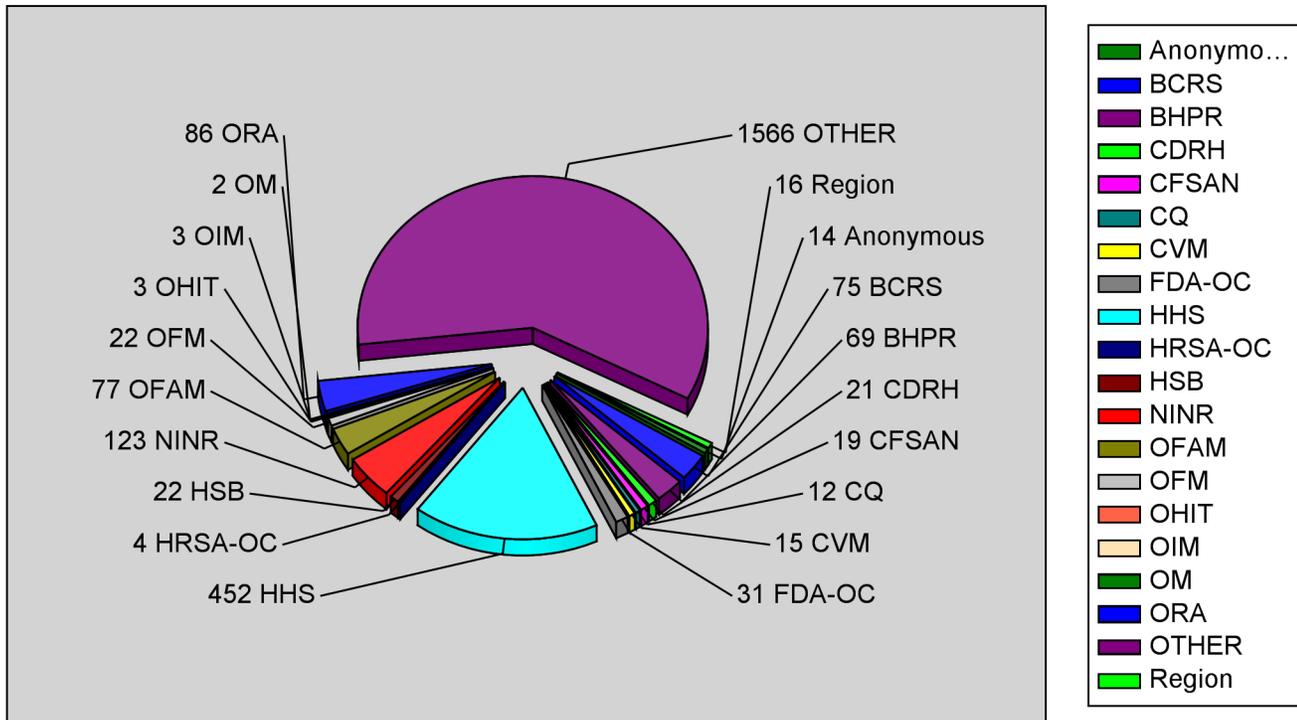


For the period: Saturday, November 01, 2008 12:00:00 AM to Sunday, November 30, 2008 11:59:59 PM

Snapshot Date: 12/1/2008 5:50:08 AM

Total Tickets: 2632

Tickets by Non NIH



Non NIH Tickets - By Category and Organization



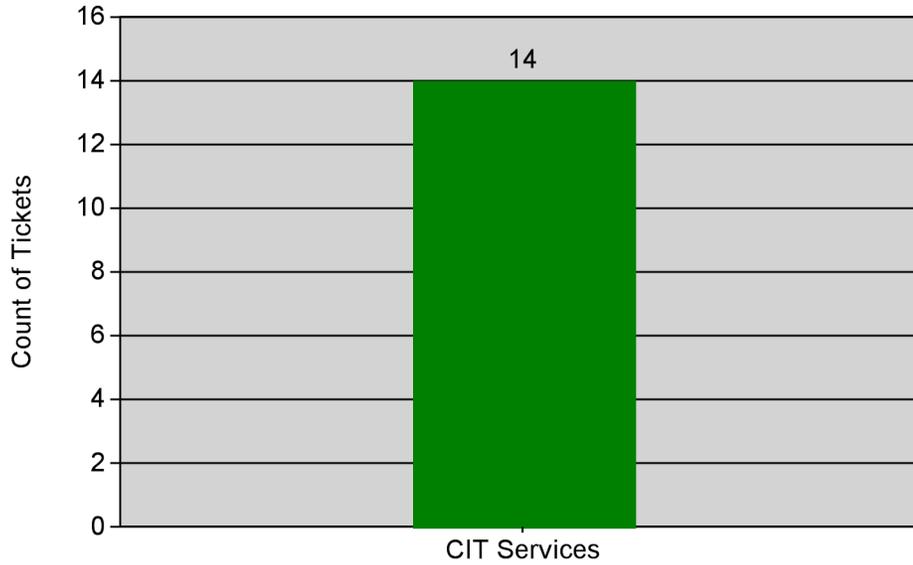
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Tickets By Category Summary

For Anonymous

Total tickets: 14



Anonymous	14
CIT Services	14
Connectivity	1
General Information	13

Non NIH Tickets - By Category and Organization



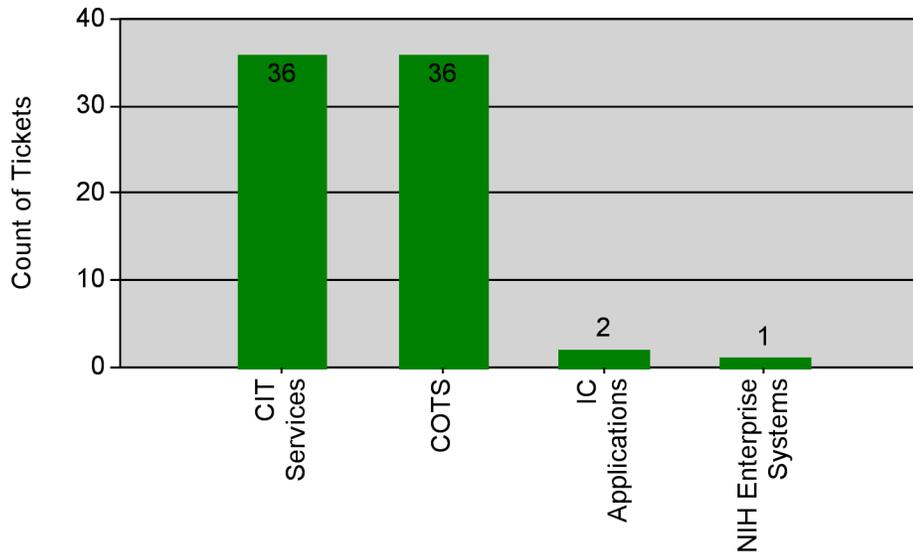
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Tickets By Category Summary

For BCRS

Total tickets: 75



BCRS	75
CIT Services	36
Accounts	10
Back Office Support	16
Connectivity	1
Email	7
General Information	1
Telecommunications	1
COTS	36
Application Support	15
Hardware	21
IC Applications	2
Local LAN	1
Web Site Issue (non-CIT)	1

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NIH Enterprise Systems	1
ADB	1

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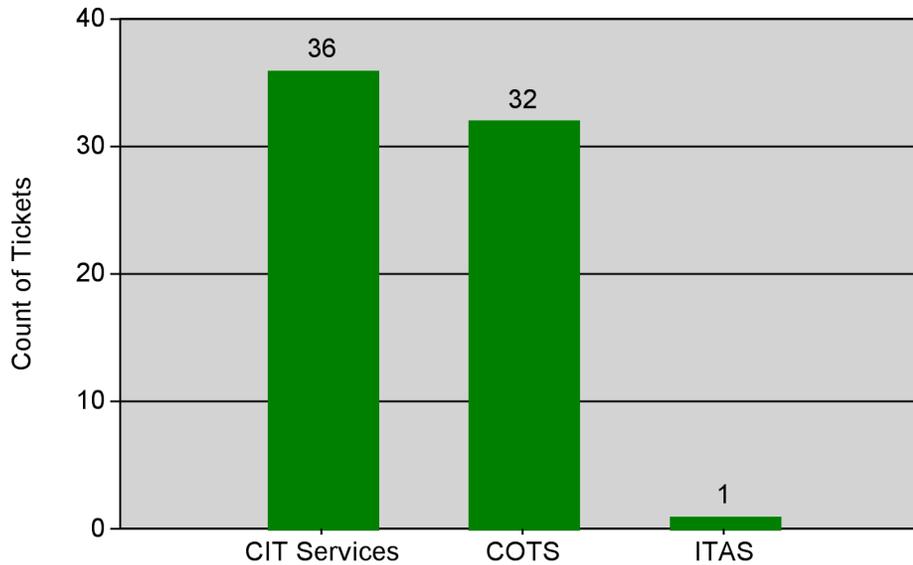
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Tickets By Category Summary

For BHPR

Total tickets: 69



BHPR	69
CIT Services	36
Accounts	17
Back Office Support	6
CIT Categories	1
Connectivity	1
Email	9
General Information	1
Wireless Services	1
COTS	32
Application Support	14
Hardware	18
ITAS	1
ITAS	1

Non NIH Tickets - By Category and Organization



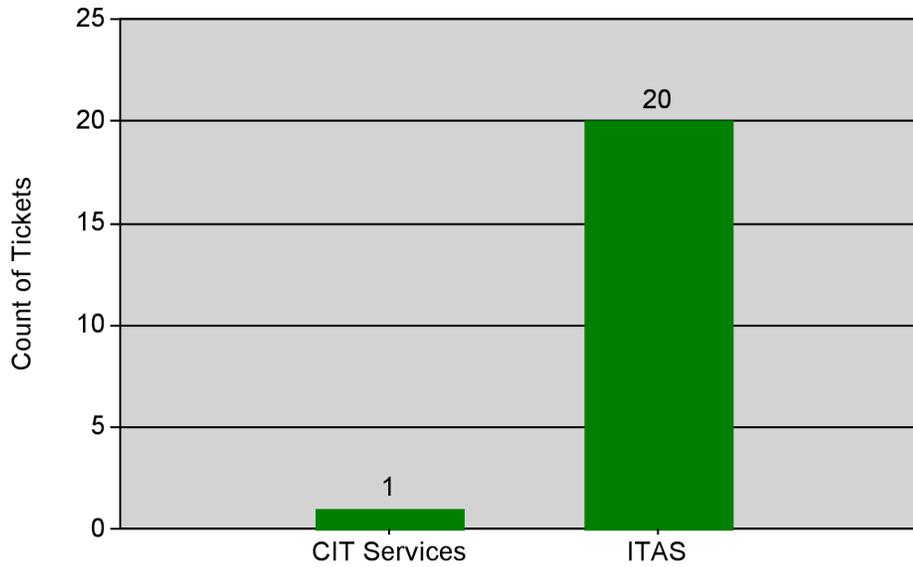
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Tickets By Category Summary

For CDRH

Total tickets: 21



CDRH	21
CIT Services	1
Accounts	1
ITAS	20
ITAS	20

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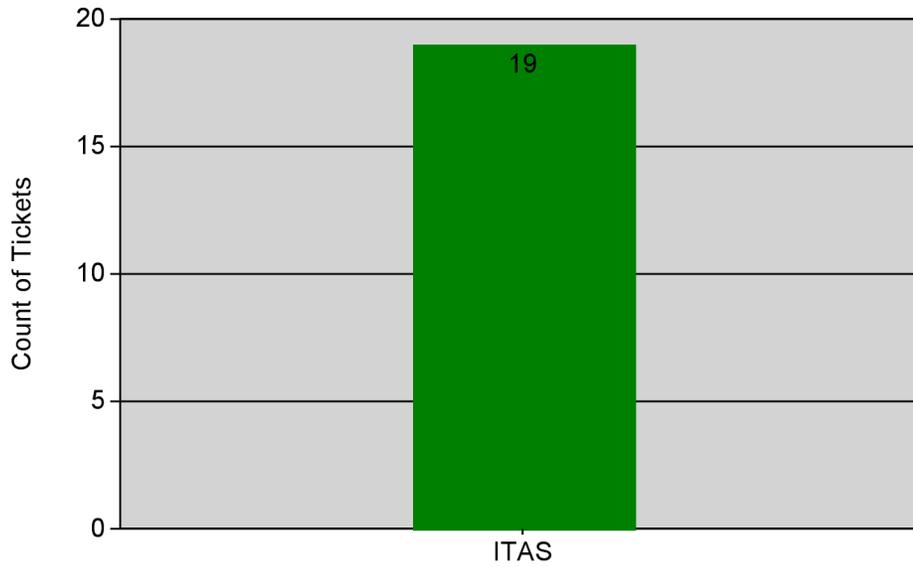
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Tickets By Category Summary

For CFSAN

Total tickets: 19



CFSAN	19
ITAS	19
ITAS	19

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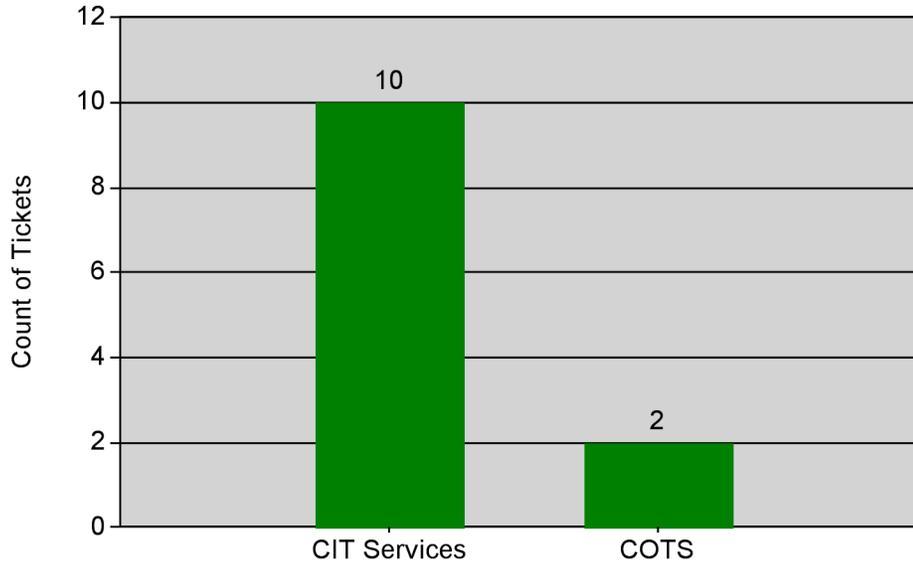
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Tickets By Category Summary

For CQ

Total tickets: 12



CQ	12
CIT Services	10
Back Office Support	1
Connectivity	1
Email	7
General Information	1
COTS	2
Application Support	2

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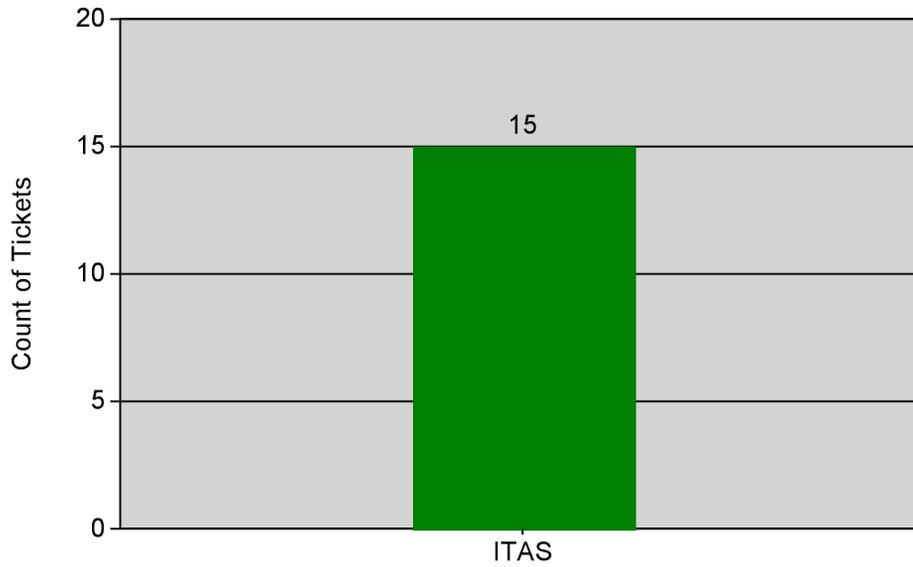
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Tickets By Category Summary

For CVM

Total tickets: 15



CVM	15
ITAS	15
ITAS	15

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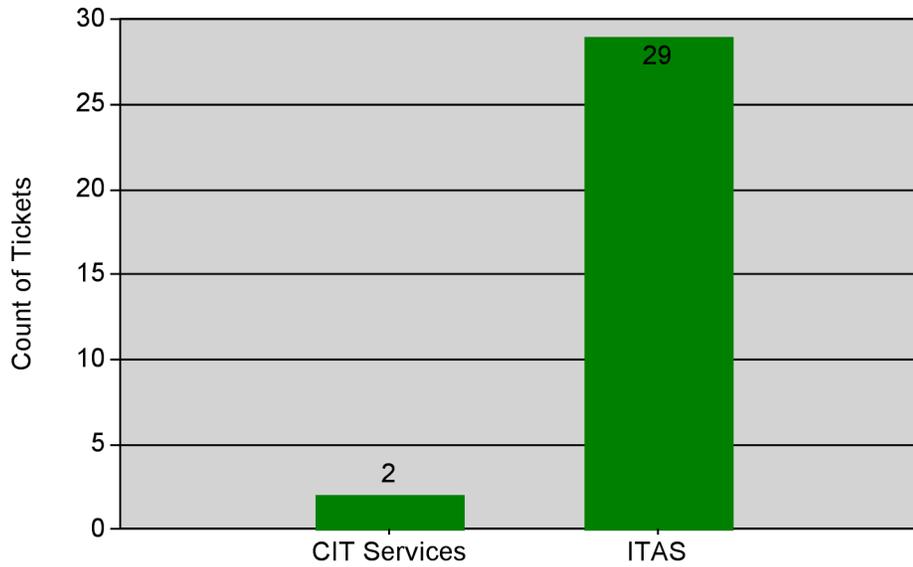
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Tickets By Category Summary

For FDA-OC

Total tickets: 31



FDA-OC	31
CIT Services	2
Accounts	2
ITAS	29
ITAS	29

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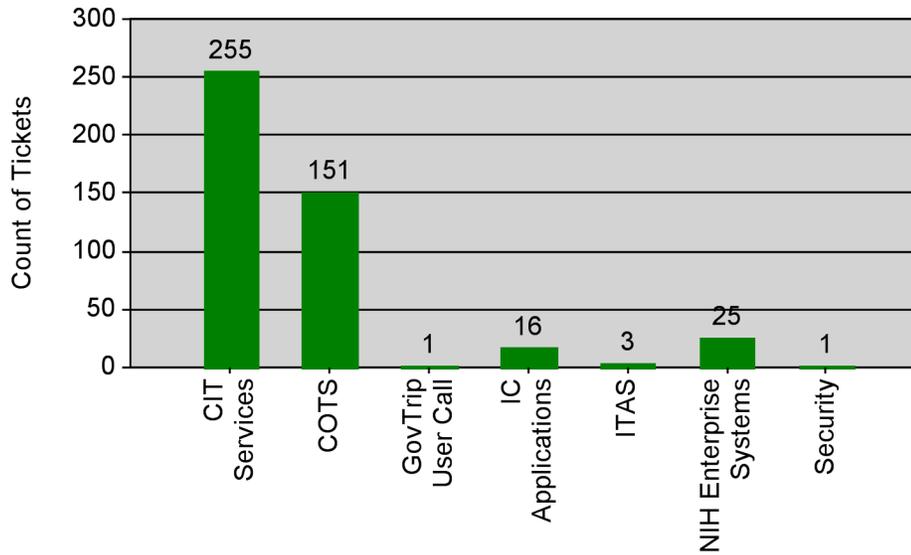
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Tickets By Category Summary

For HHS

Total tickets: 452



HHS	452
CIT Services	255
Accounts	127
Back Office Support	48
CIT Categories Remedy	2
Connectivity	6
Email	43
General Information	15
OS/390	1
Video	6
Wireless Services	7
COTS	151
Application Support	65
Hardware	86

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GovTrip User Call	1
GovTrip User Call	1
IC Applications	16
CC Clinical Applications	1
CC Technical Operations	1
Local LAN	10
Web Site Issue (non-CIT)	4
ITAS	3
ITAS	3
NIH Enterprise Systems	25
ADB	3
eRA-COMMONS	1
eRA-DB	1
eRA-Grants Management	1
eRA-IMPAC II	9
eRA-UAT	1
NBS-User Call	1
NED	6
NIH Services	2
Security	1
Anti Virus SW	1

Non NIH Tickets - By Category and Organization



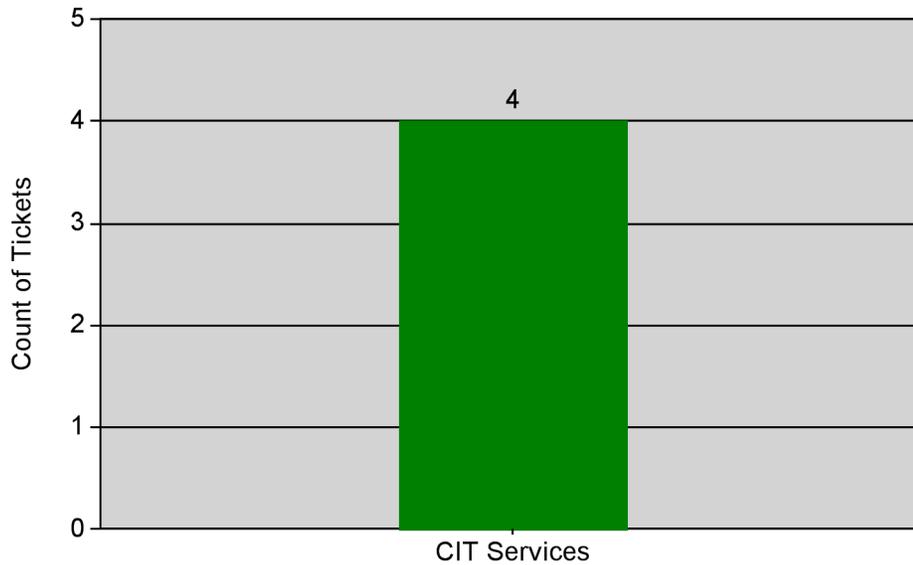
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Tickets By Category Summary

For HRSA-OC

Total tickets: 4



HRSA-OC	4
CIT Services	4
Accounts	1
Connectivity	1
General Information	1
Wireless Services	1

Non NIH Tickets - By Category and Organization



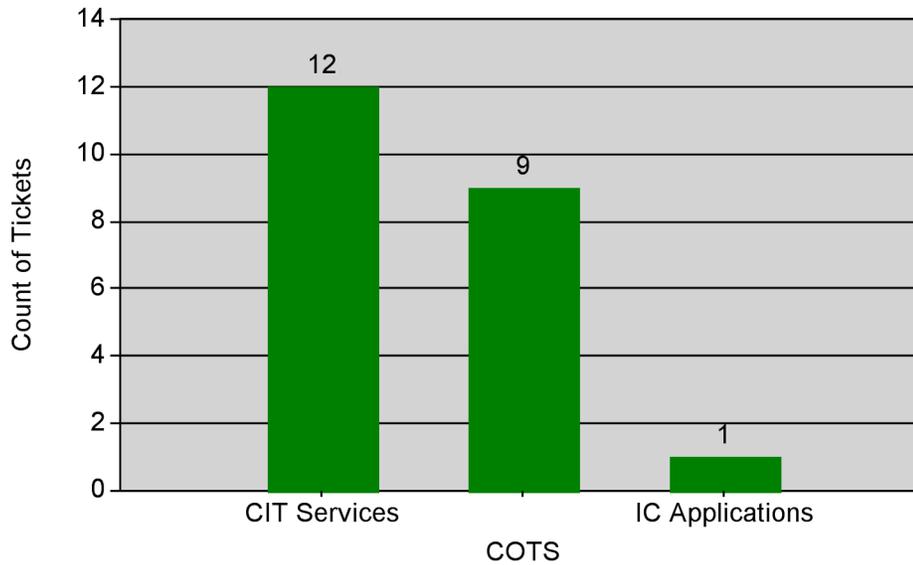
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Tickets By Category Summary

For HSB

Total tickets: 22



HSB	22
CIT Services	12
Accounts	5
Back Office Support	1
Connectivity	1
Email	4
General Information	1
COTS	9
Application Support	2
Hardware	7
IC Applications	1
Local LAN	1

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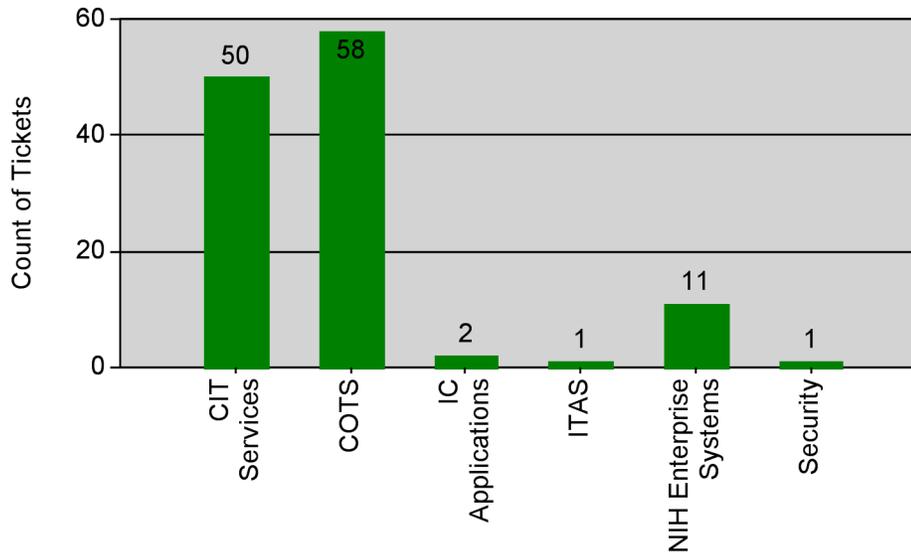
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Tickets By Category Summary

For NINR

Total tickets: 123



NINR	123
CIT Services	50
Accounts	16
Back Office Support	11
CIT Categories	1
Conference Room Support-Equipment Setup	1
Connectivity	1
Email	9
General Information	2
NIHnet	1
Telecommunications	1
Training	1
Video	1
Wireless Services	5

Non NIH Tickets - By Category and Organization



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COTS	58
Application Support	29
Hardware	29
IC Applications	2
Local LAN	1
Web Site Issue (non-CIT)	1
ITAS	1
ITAS	1
NIH Enterprise Systems	11
eRA-IMPAC II	1
NBS-User Call	5
NED	3
NIH Services	2
Security	1
Security	1

Non NIH Tickets - By Category and Organization



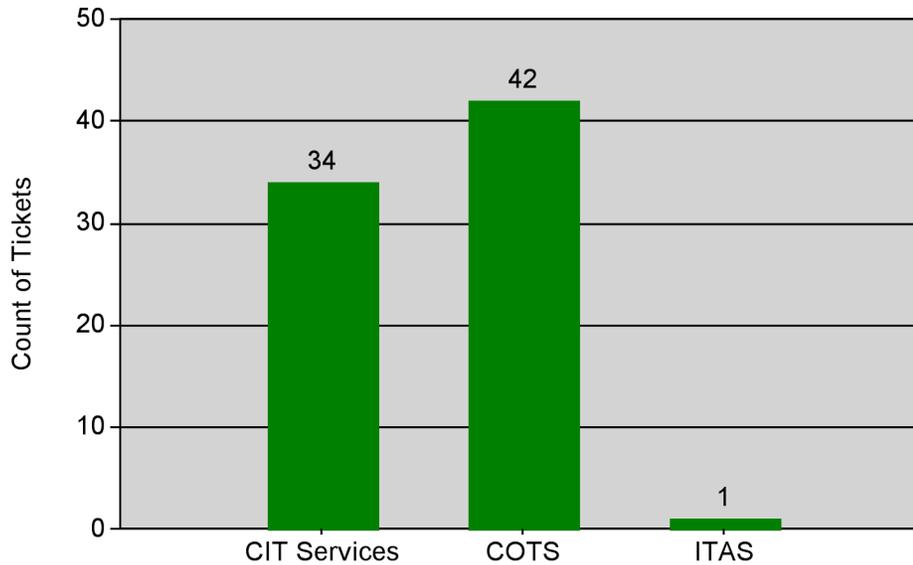
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Tickets By Category Summary

For OFAM

Total tickets: 77



OFAM	77
CIT Services	34
Accounts	16
Back Office Support	4
Email	10
General Information	3
Training	1
COTS	42
Application Support	11
Hardware	31
ITAS	1
ITAS	1

Non NIH Tickets - By Category and Organization



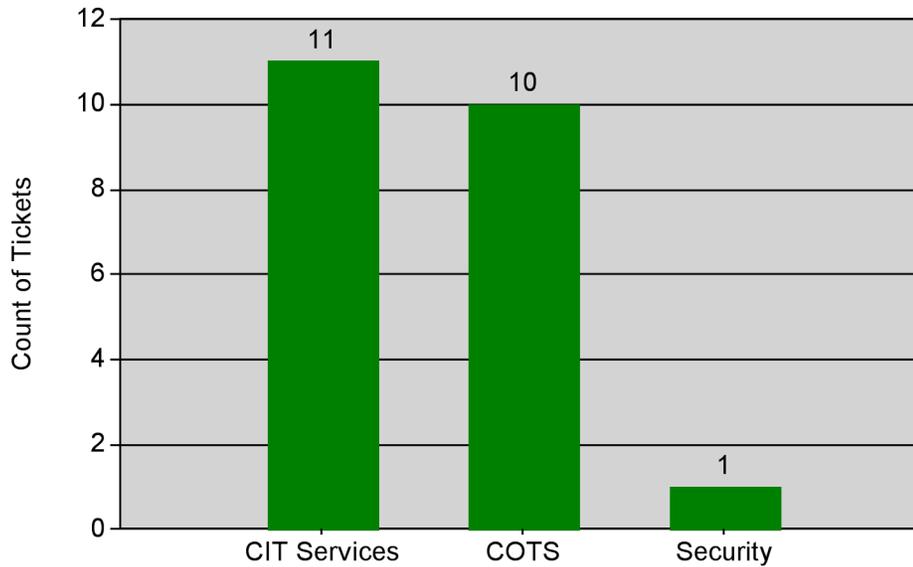
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Tickets By Category Summary

For OFM

Total tickets: 22



OFM	22
CIT Services	11
Accounts	5
Back Office Support	2
Email	1
General Information	1
Wireless Services	2
COTS	10
Application Support	6
Hardware	4
Security	1
Security	1

Non NIH Tickets - By Category and Organization



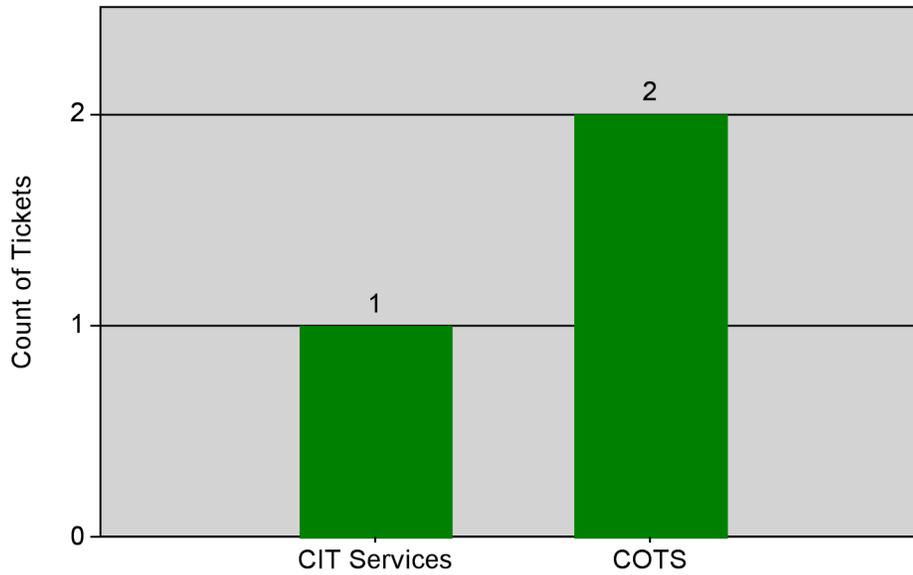
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Tickets By Category Summary

For OHIT

Total tickets: 3



OHIT	3
CIT Services	1
Back Office Support	1
COTS	2
Application Support	2

Non NIH Tickets - By Category and Organization



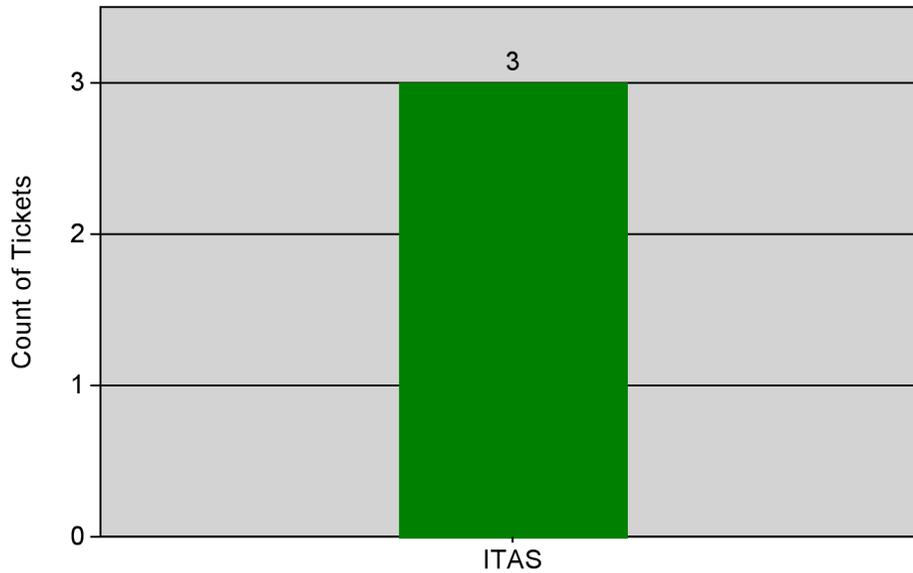
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Tickets By Category Summary

For OIM

Total tickets: 3



OIM	3
ITAS	3
ITAS	3

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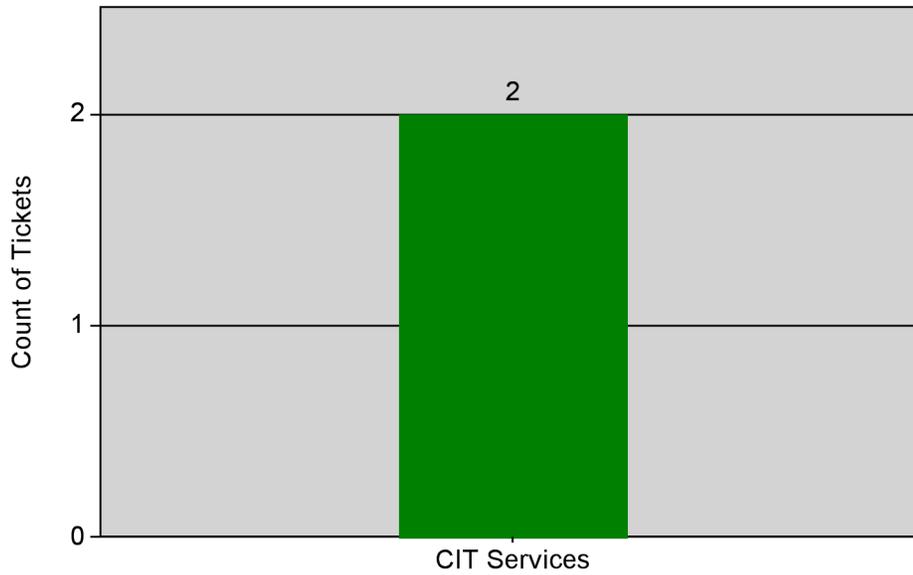
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Tickets By Category Summary

For OM

Total tickets: 2



OM	2
CIT Services	2
Back Office Support	1
General Information	1

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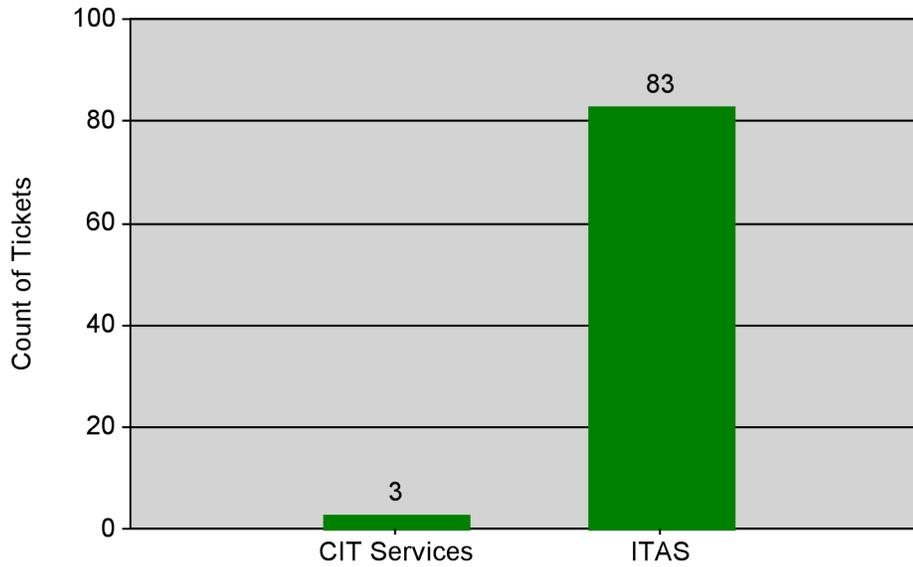
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Tickets By Category Summary

For ORA

Total tickets: 86



ORA	86
CIT Services	3
Back Office Support	1
General Information	2
ITAS	83
ITAS	83

Non NIH Tickets - By Category and Organization



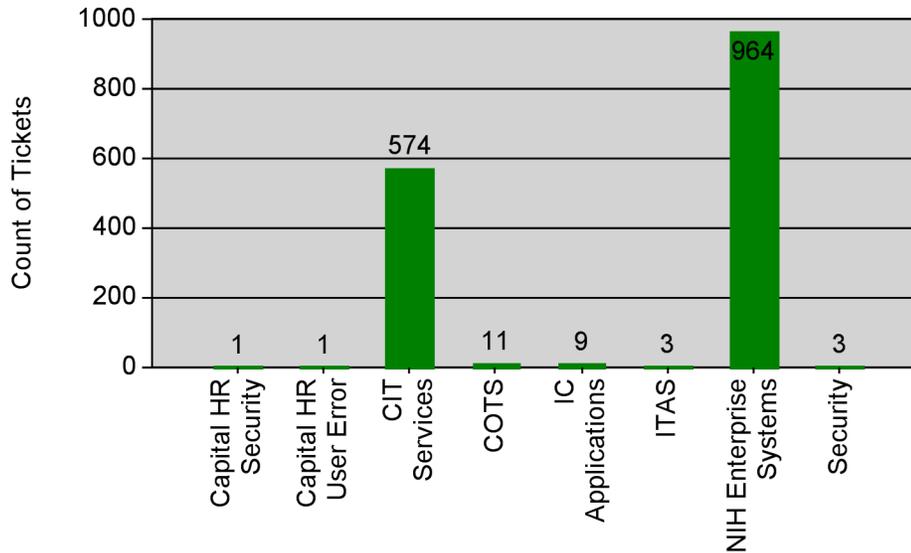
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Tickets By Category Summary

For OTHER

Total tickets: 1566



OTHER	1566
Capital HR Security	1
Capital HR Security	1
Capital HR User Error	1
Capital HR User Error	1
CIT Services	574
Accounts	148
Back Office Support	1
CIT Categories	138
CIT Categories Remedy	2
CIT Categories-General Information	1
Connectivity	2
Email	144
General Information	119

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Helix Support	2
iSDP/Software Distribution	1
NIHnet	1
OS/390	7
Telecommunications	1
Training	3
Video	3
Wireless Services	1
COTS	11
Application Support	10
Hardware	1
IC Applications	9
CC Clinical Applications	1
Web Site Issue (non-CIT)	8
ITAS	3
ITAS	3
NIH Enterprise Systems	964
ADB	1
eRA-COMMONS	544
eRA-DB	1
eRA-External	371
eRA-Grants Management	7
eRA-IMPAC II	2
eRA-Infrastructure	22
eRA-Partnership Issues	3
eRA-Referral and Review	4
eRA-Reporting	1
eRA-UAT	2
NBS-User Call	4
NED	2

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Security	3
Security	3

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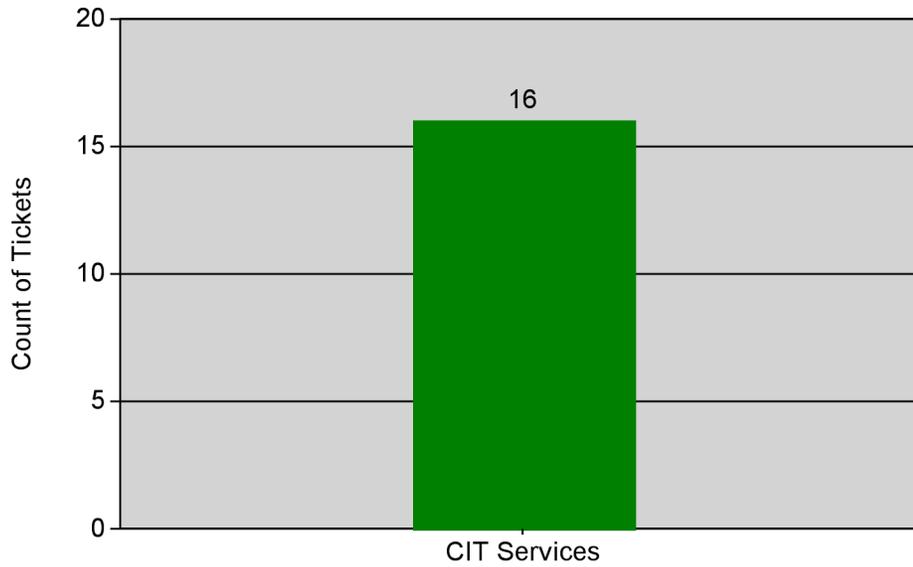
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Tickets By Category Summary

For Region

Total tickets: 16



Region	16
CIT Services	16
Accounts	12
Email	3
Wireless Services	1