

Non NIH Tickets - By Category and Organization

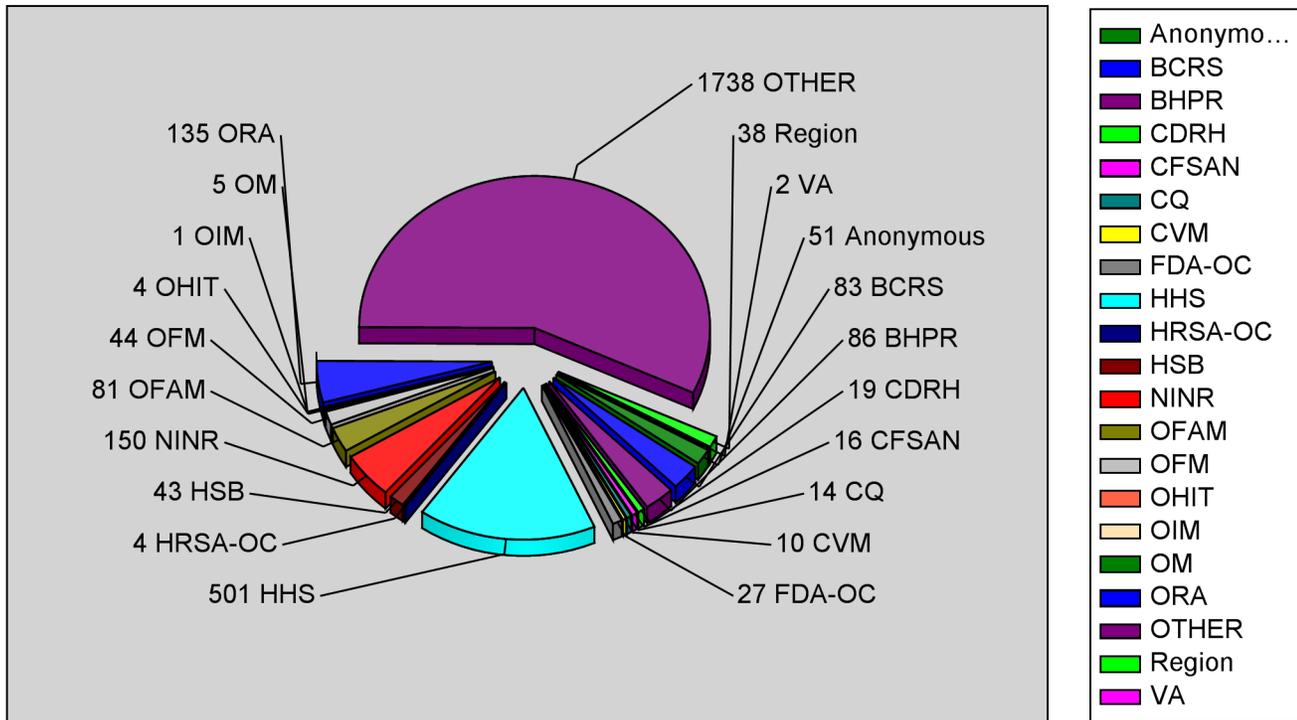


For the period: Wednesday, October 01, 2008 12:00:00 AM to Friday, October 31, 2008 11:59:59 PM

Snapshot Date: 11/1/2008 5:50:09 AM

Total Tickets: 3052

Tickets by Non NIH



Non NIH Tickets - By Category and Organization



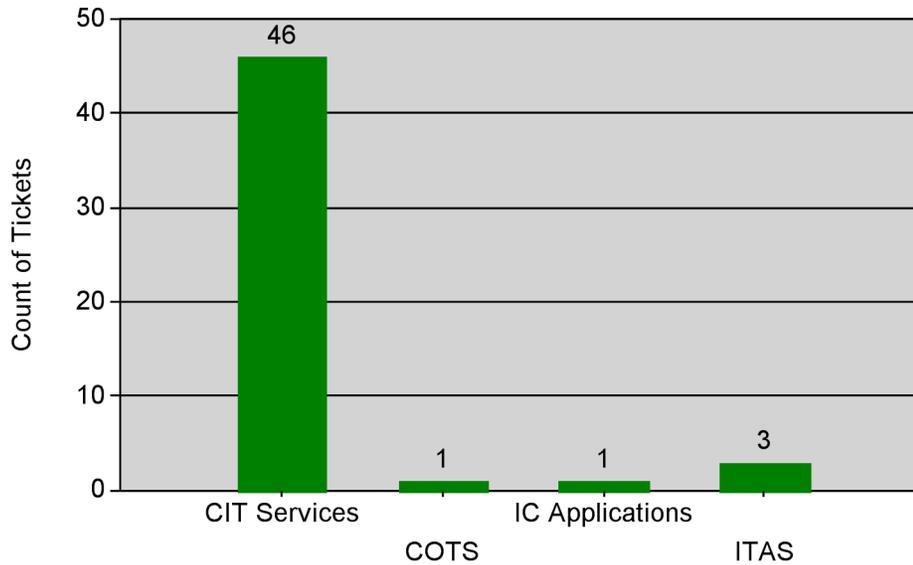
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Tickets By Category Summary

For Anonymous

Total tickets: 51



Anonymous	51
CIT Services	46
General Information	46
COTS	1
Hardware	1
IC Applications	1
CC Clinical Applications	1
ITAS	3
ITAS	3

Non NIH Tickets - By Category and Organization



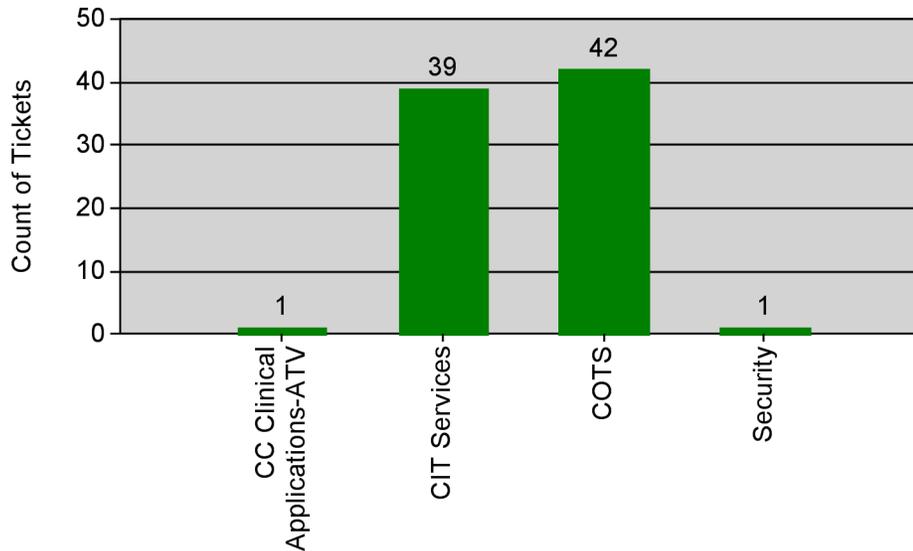
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Tickets By Category Summary

For BCRS

Total tickets: 83



BCRS	83
CC Clinical Applications-ATV	1
CC Clinical Applications-ATV	1
CIT Services	39
Accounts	22
Back Office Support	5
Email	8
General Information	3
Wireless Services	1
COTS	42
Application Support	18
Hardware	24
Security	1
Security	1

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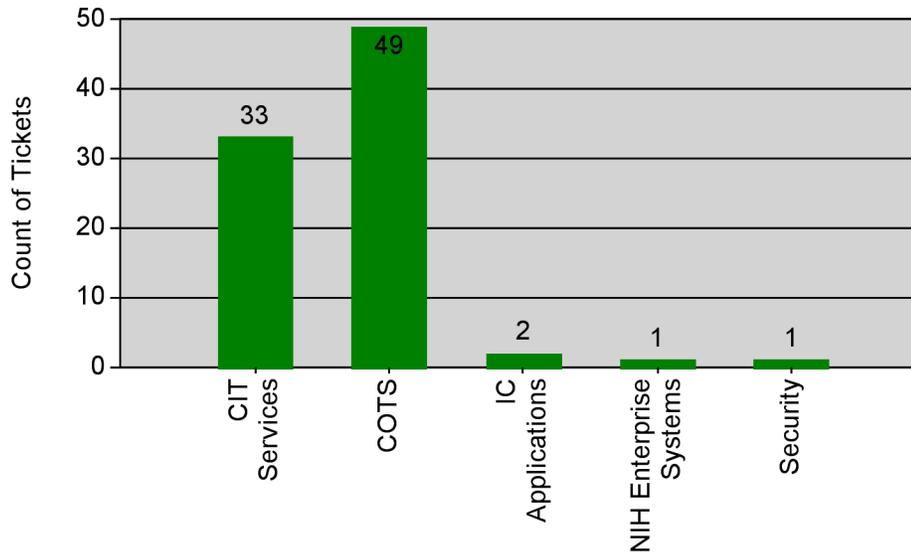
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Tickets By Category Summary

For BHPR

Total tickets: 86



BHPR	86
CIT Services	33
Accounts	12
Back Office Support	10
CIT Categories	1
Email	7
General Information	1
Telecommunications	1
Wireless Services	1
COTS	49
Application Support	22
Hardware	27
IC Applications	2
Local LAN	1

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Web Site Issue (non-CIT)	1
NIH Enterprise Systems	1
NED	1
Security	1
Security	1

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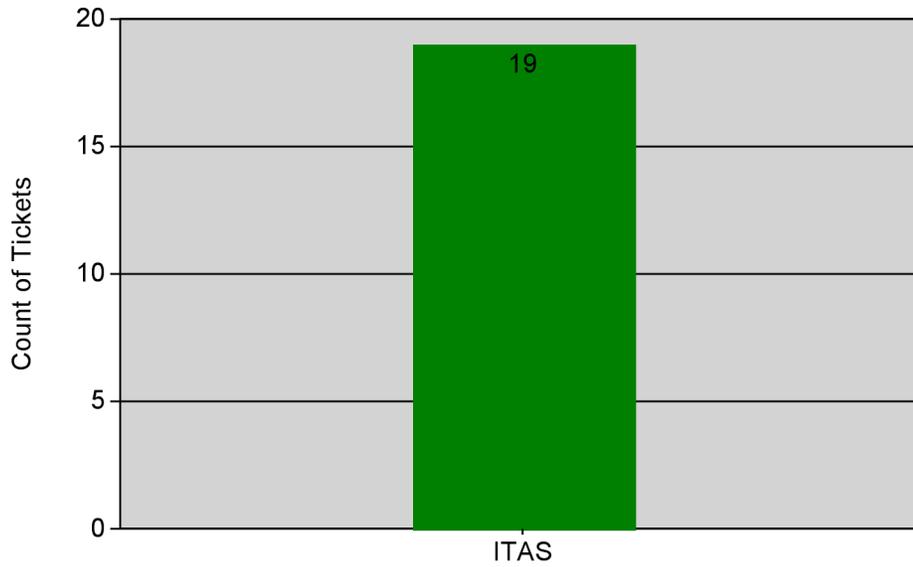
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Tickets By Category Summary

For CDRH

Total tickets: 19



CDRH	19
ITAS	19
ITAS	19

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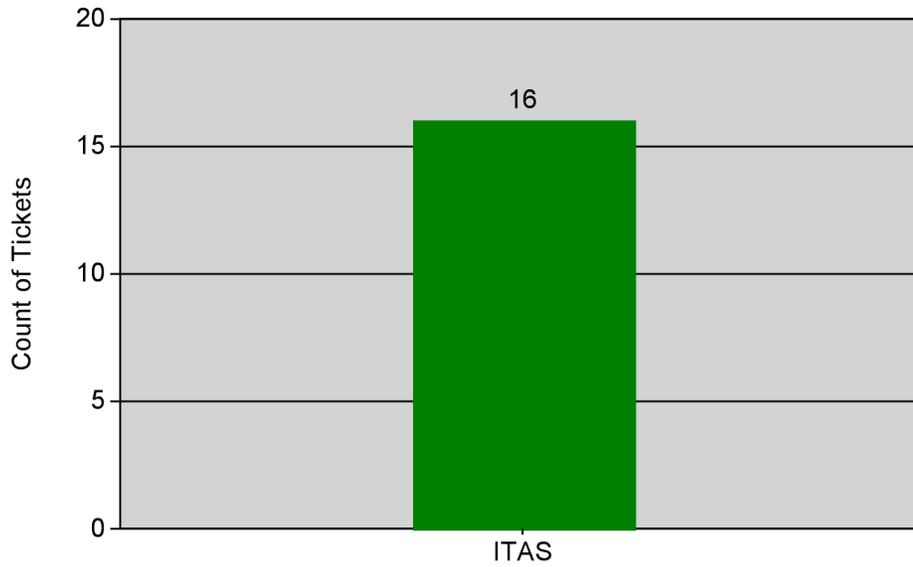
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Tickets By Category Summary

For CFSAN

Total tickets: 16



CFSAN	16
ITAS	16
ITAS	16

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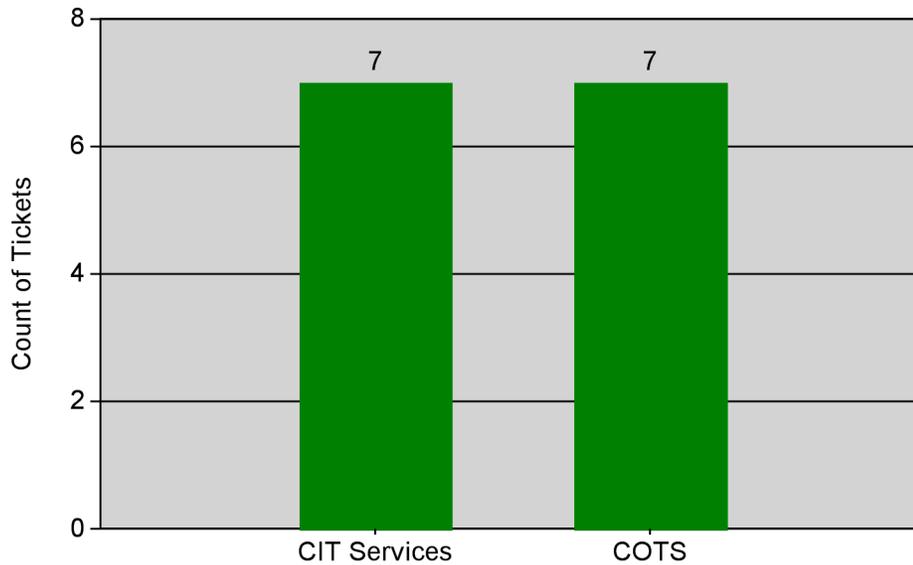
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Tickets By Category Summary

For CQ

Total tickets: 14



CQ	14
CIT Services	7
Accounts	1
Back Office Support	1
Email	5
COTS	7
Application Support	1
Hardware	6

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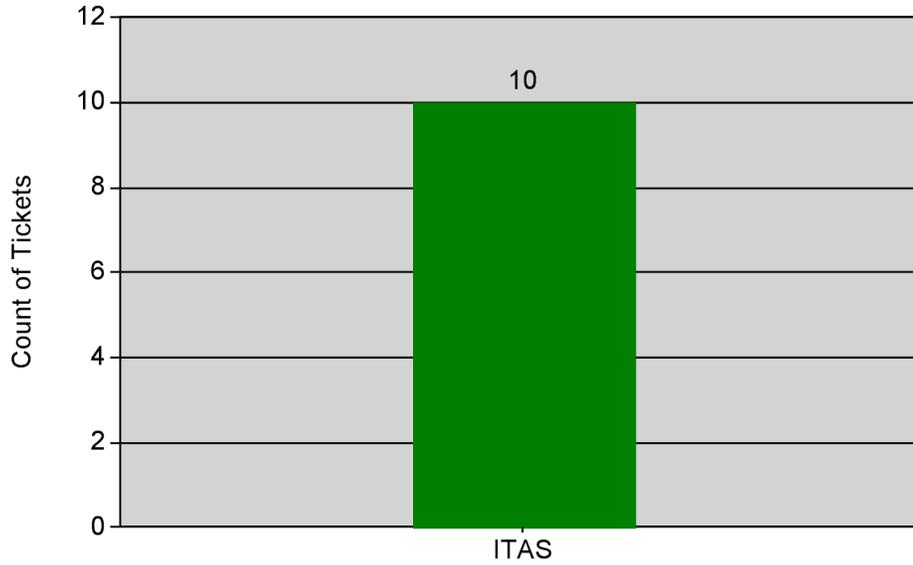
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Tickets By Category Summary

For CVM

Total tickets: 10



CVM	10
ITAS	10
ITAS	10

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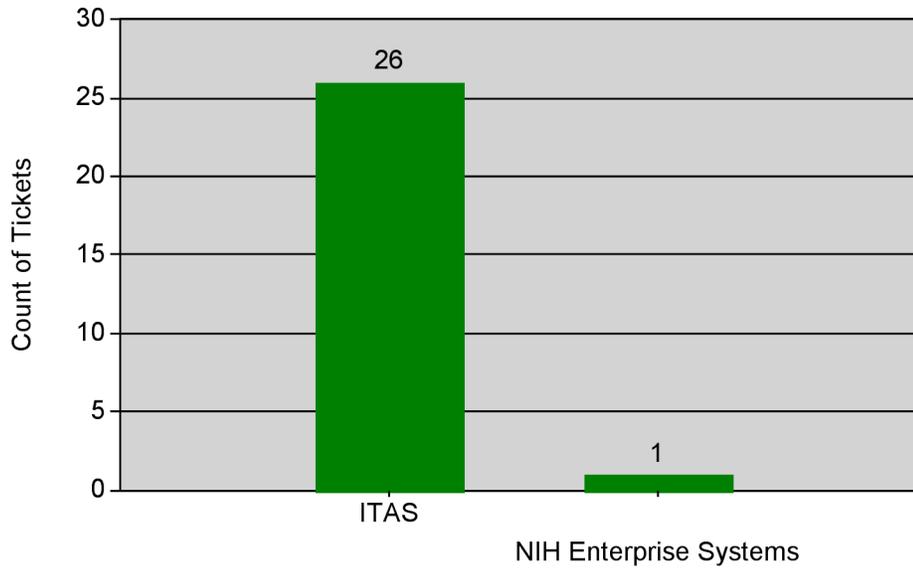
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Tickets By Category Summary

For FDA-OC

Total tickets: 27



FDA-OC	27
ITAS	26
ITAS	26
NIH Enterprise Systems	1
NED	1

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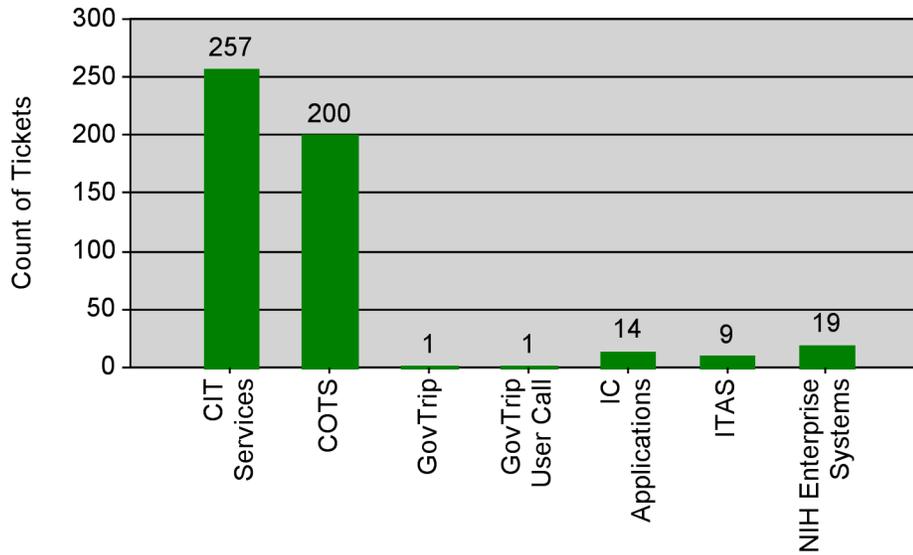
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Tickets By Category Summary

For HHS

Total tickets: 501



HHS	501
CIT Services	257
Accounts	113
Back Office Support	38
CIT Categories	5
Conference Room Support-Equipment Setup	1
Connectivity	9
Email	41
General Information	14
NIHnet	1
OS/390	2
Telecommunications	3
Video	8
Wireless Services	22

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COTS	200
Application Support	78
Hardware	122
GovTrip	1
GovTrip	1
GovTrip User Call	1
GovTrip User Call	1
IC Applications	14
CC Technical Operations	3
Local LAN	4
Web Site Issue (non-CIT)	7
ITAS	9
ITAS	9
NIH Enterprise Systems	19
ADB	3
eRA-DB	7
eRA-Grants Management	1
eRA-IMPAC II	3
NED	5

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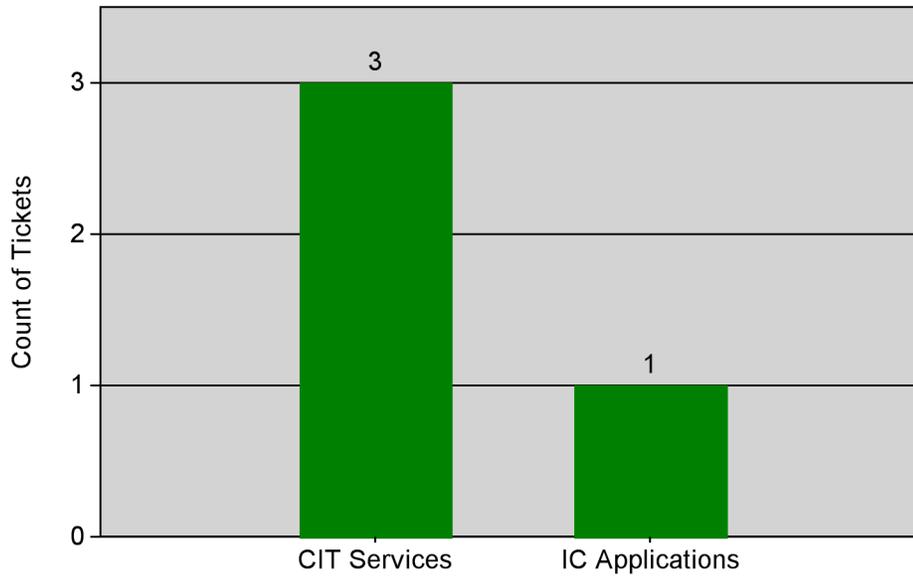
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Tickets By Category Summary

For HRSA-OC

Total tickets: 4



HRSA-OC	4
CIT Services	3
Accounts	1
Back Office Support	2
IC Applications	1
Web Site Issue (non-CIT)	1

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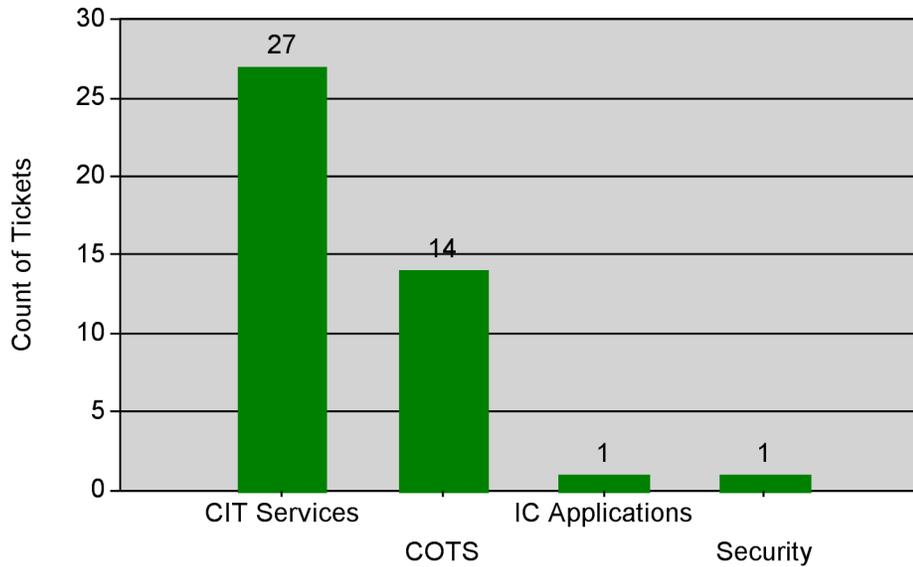
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Tickets By Category Summary

For HSB

Total tickets: 43



HSB	43
CIT Services	27
Accounts	14
Back Office Support	4
Connectivity	1
Email	5
General Information	1
Wireless Services	2
COTS	14
Application Support	5
Hardware	9
IC Applications	1
Web Site Issue (non-CIT)	1
Security	1
Security	1

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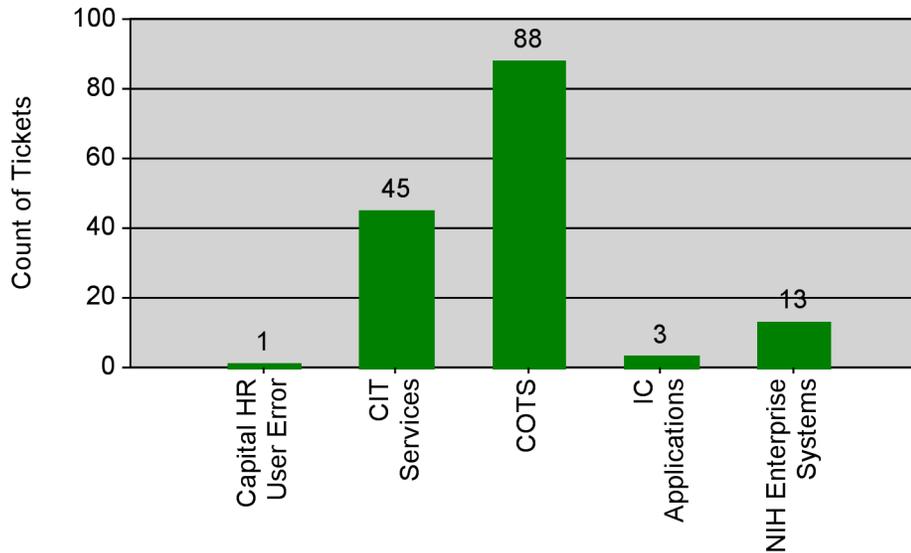
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Tickets By Category Summary

For NINR

Total tickets: 150



NINR	150
Capital HR User Error	1
Capital HR User Error	1
CIT Services	45
Accounts	14
Back Office Support	14
Conference Room Support-Equipment Setup	2
Connectivity	1
Email	4
General Information	7
Telecommunications	1
Wireless Services	2
COTS	88
Application Support	35

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Hardware	53
IC Applications	3
Web Site Issue (non-CIT)	3
NIH Enterprise Systems	13
ADB	3
NBS-User Call	6
NED	4

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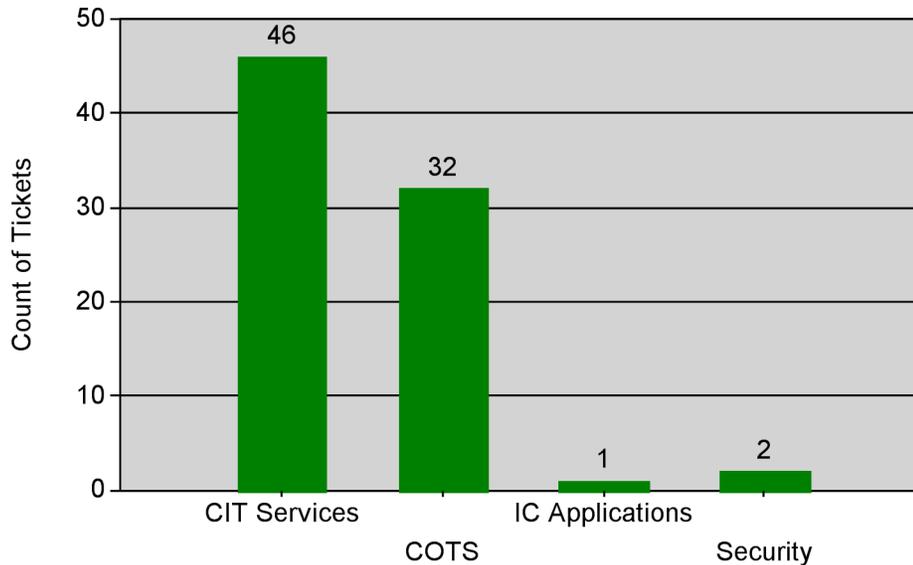
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Tickets By Category Summary

For OFAM

Total tickets: 81



OFAM	81
CIT Services	46
Accounts	24
Back Office Support	6
Email	13
General Information	1
Telecommunications	1
Wireless Services	1
COTS	32
Application Support	9
Hardware	23
IC Applications	1
Local LAN	1
Security	2
Security	2

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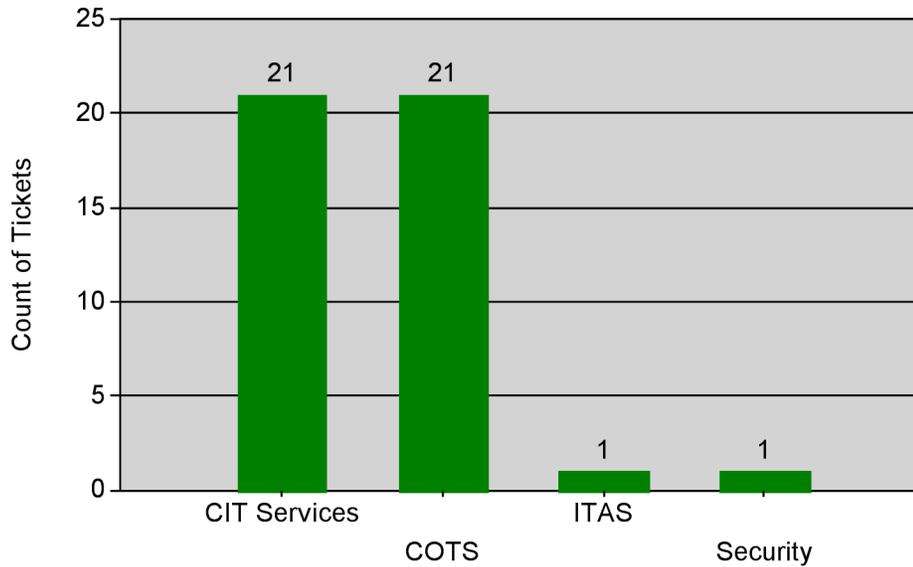
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Tickets By Category Summary

For OFM

Total tickets: 44



OFM	44
CIT Services	21
Accounts	5
Back Office Support	4
Email	6
General Information	4
Video	1
Wireless Services	1
COTS	21
Application Support	7
Hardware	14
ITAS	1
ITAS	1
Security	1
Security	1

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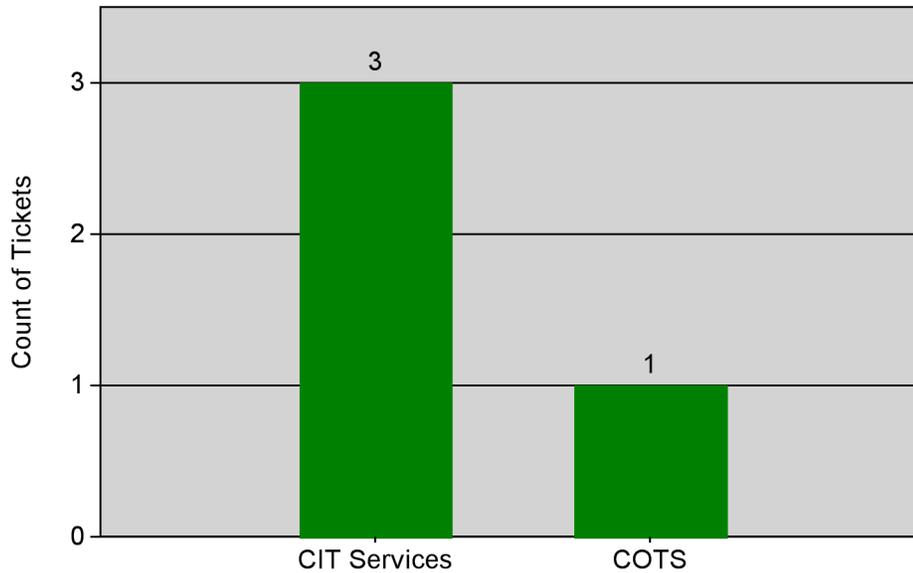
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Tickets By Category Summary

For OHIT

Total tickets: 4



OHIT	4
CIT Services	3
Back Office Support	2
Email	1
COTS	1
Hardware	1

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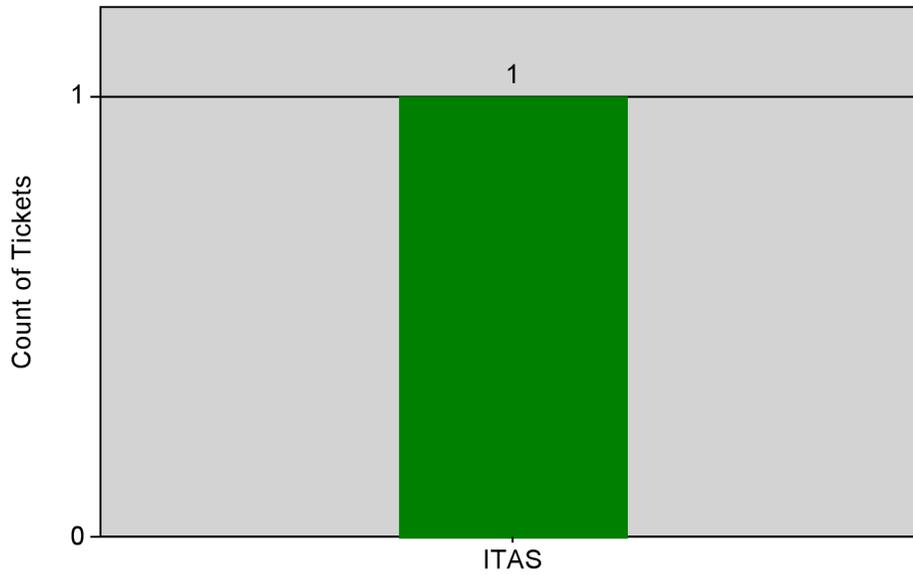
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Tickets By Category Summary

For OIM

Total tickets: 1



OIM	1
ITAS	1
ITAS	1

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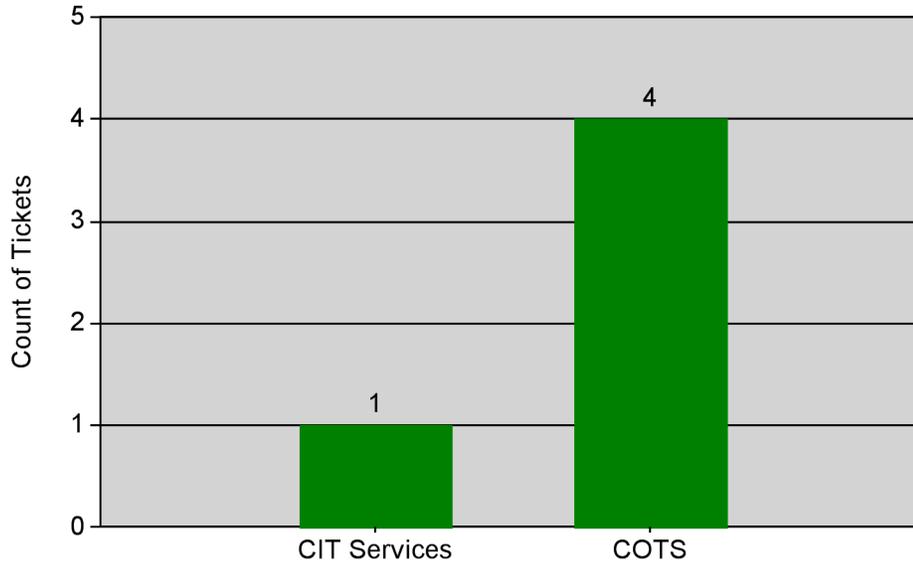
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Tickets By Category Summary

For OM

Total tickets: 5



OM	5
CIT Services	1
Connectivity	1
COTS	4
Hardware	4

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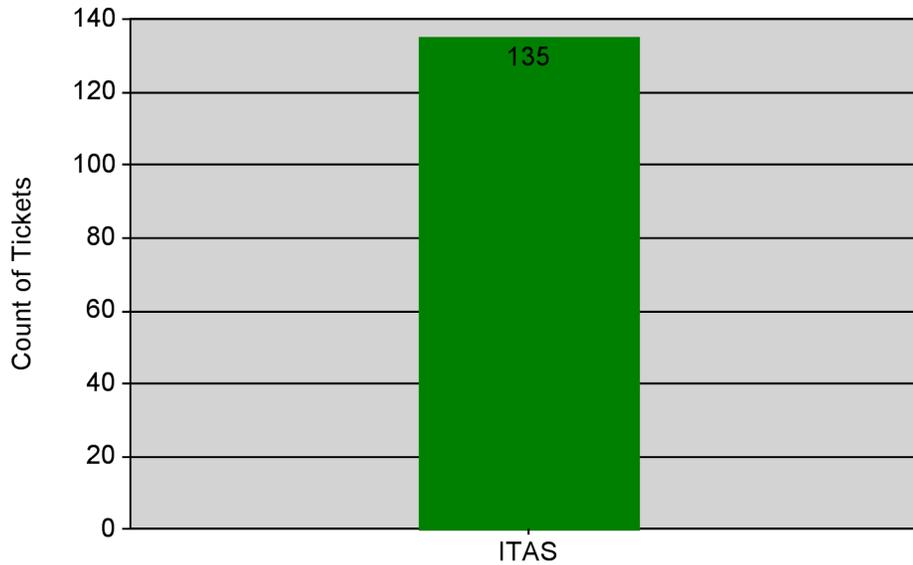
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Tickets By Category Summary

For ORA

Total tickets: 135



ORA	135
ITAS	135
ITAS	135

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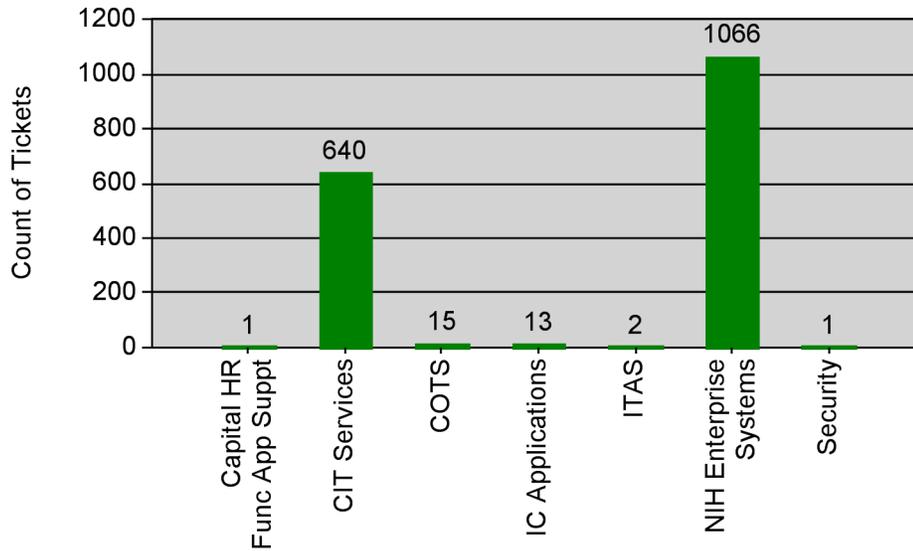
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Tickets By Category Summary

For OTHER

Total tickets: 1738



OTHER	1738
Capital HR Func App Suppt	1
Capital HR Func App Suppt	1
CIT Services	640
Accounts	203
Back Office Support	2
CIT Categories	149
CIT Categories-General Information	1
Conference Room Support-Equipment Setup	1
Connectivity	4
Email	150
General Information	113
NIHnet	2
OS/390	1

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Pubs	1
Training	4
Video	6
Wireless Services	3
COTS	15
Application Support	10
Hardware	5
IC Applications	13
E-Grants	1
NIAMS	1
Web Site Issue (non-CIT)	11
ITAS	2
ITAS	2
NIH Enterprise Systems	1066
ADB	2
eRA-COMMONS	645
eRA-DB	1
eRA-External	383
eRA-Grants Management	8
eRA-IMPAC II	1
eRA-Infrastructure	1
eRA-Partnership Issues	3
eRA-Referral and Review	13
eRA-Reporting	2
NBS-User Call	4
NED	2
NIH Services	1
Security	1
Security	1

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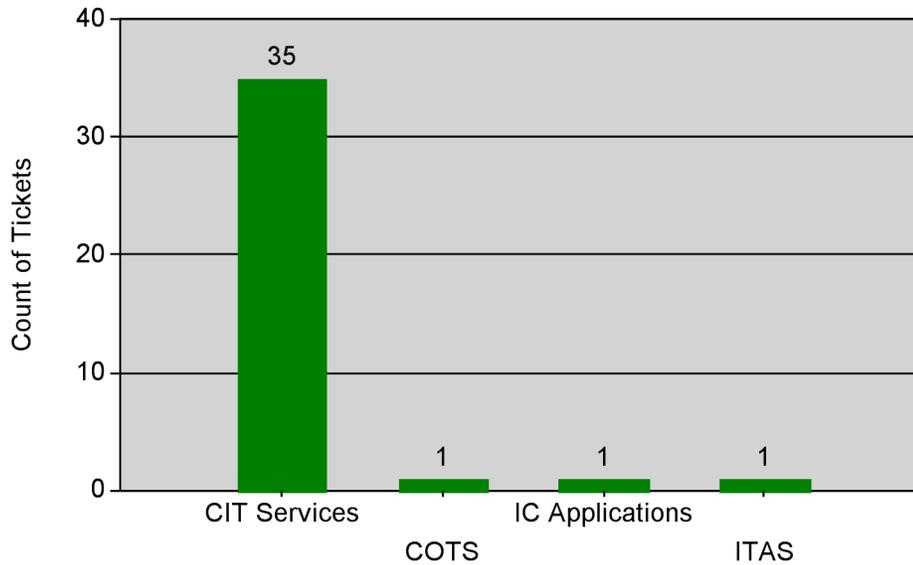
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Tickets By Category Summary

For Region

Total tickets: 38



Region	38
CIT Services	35
Accounts	25
Back Office Support	2
Email	5
General Information	2
Wireless Services	1
COTS	1
Hardware	1
IC Applications	1
CC Clinical Applications	1
ITAS	1
ITAS	1

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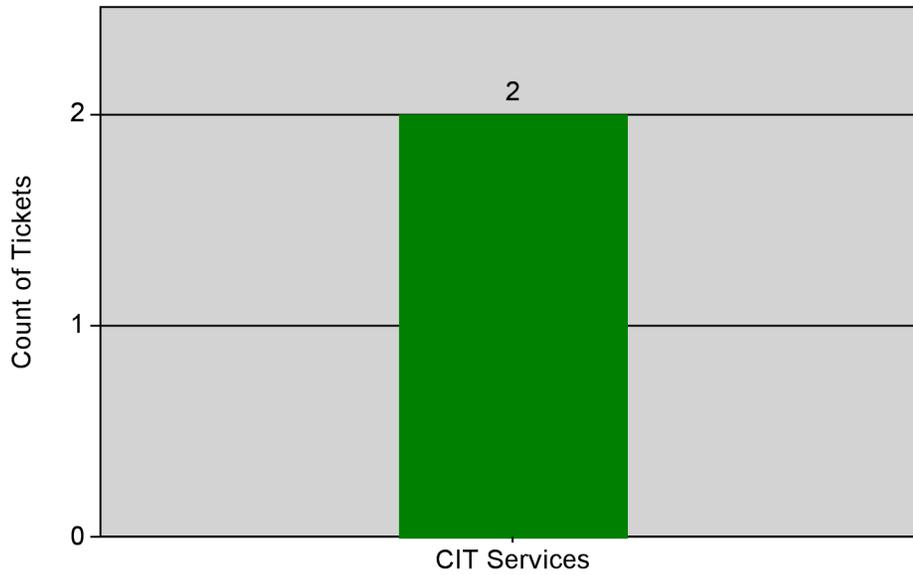
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Tickets By Category Summary

For VA

Total tickets: 2



VA	2
CIT Services	2
Accounts	1
Email	1