

NIH Help Desk Quarterly Summary Report

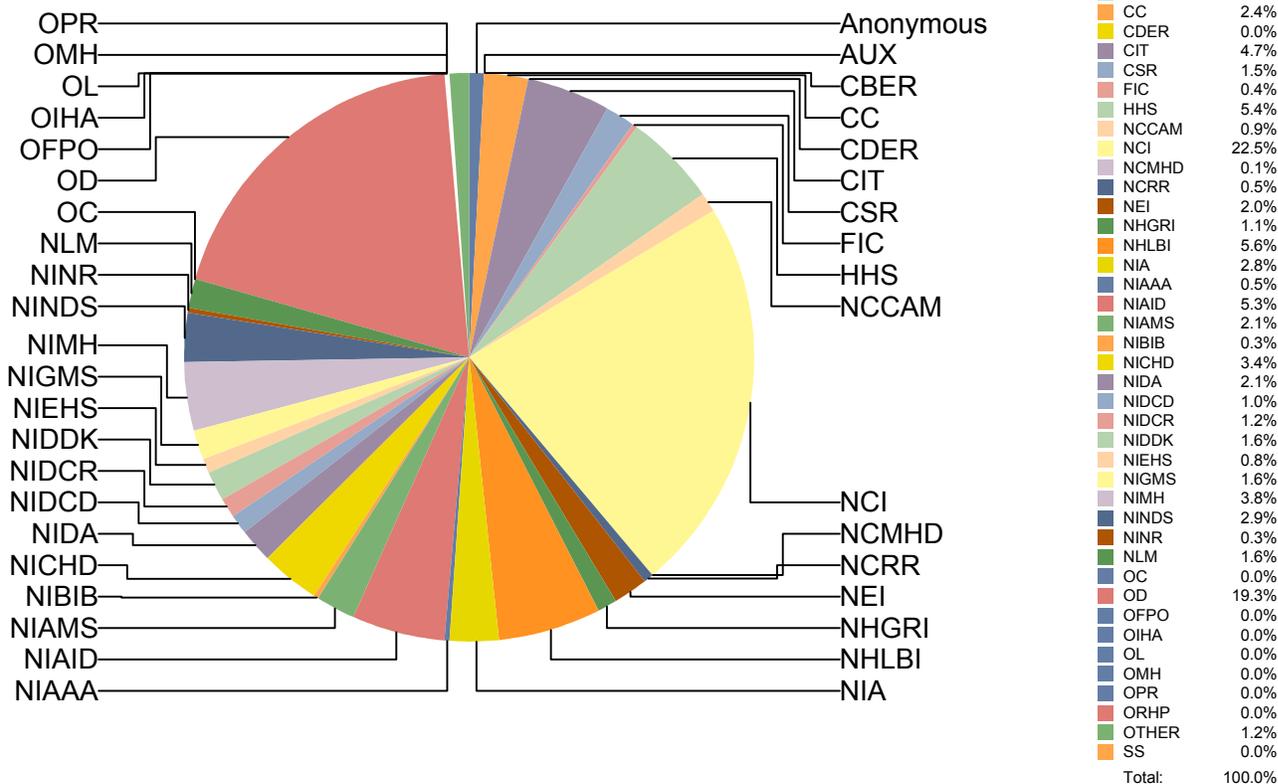
For the Period 04/01/2005 to 06/30/2005

Tickets by Category Summary, Source Summary, Tickets Closed and Unresolved.

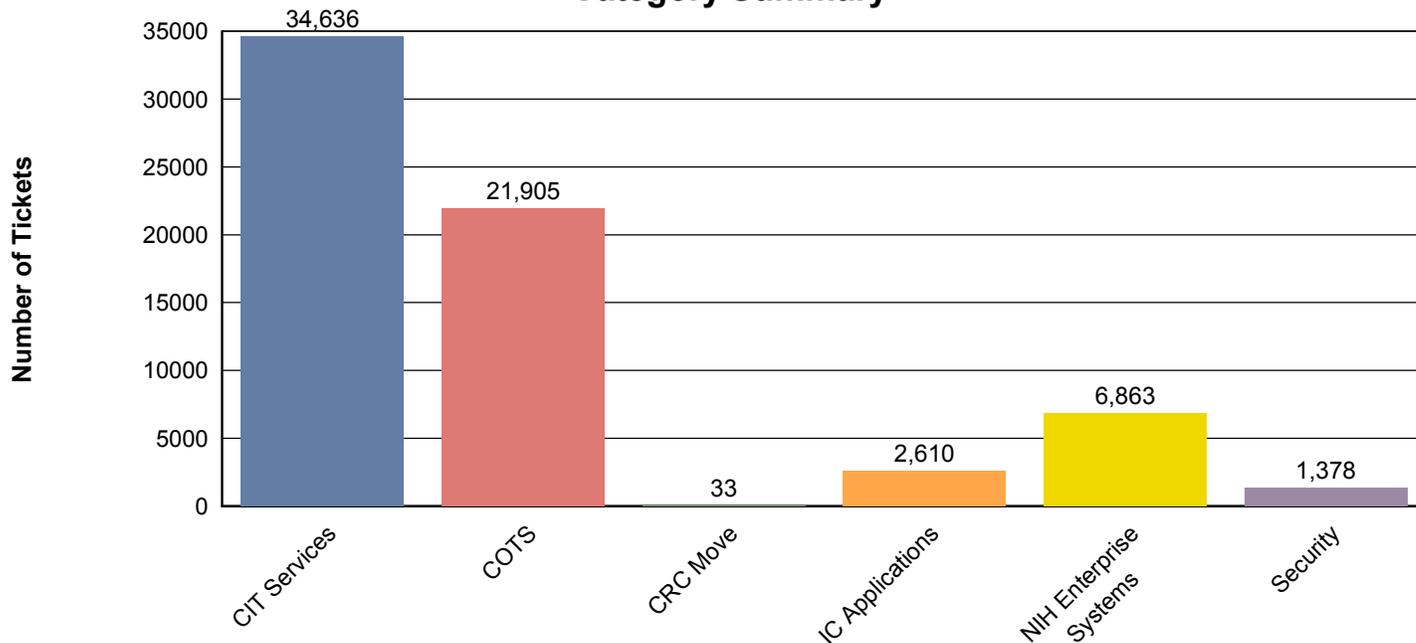
Snapshot Date: 7/5/2005

Total Tickets: 67,425

Tickets by IC



Category Summary



Categories have been grouped to simplify the presentation of the data. See the last page for a breakdown of the category groups.

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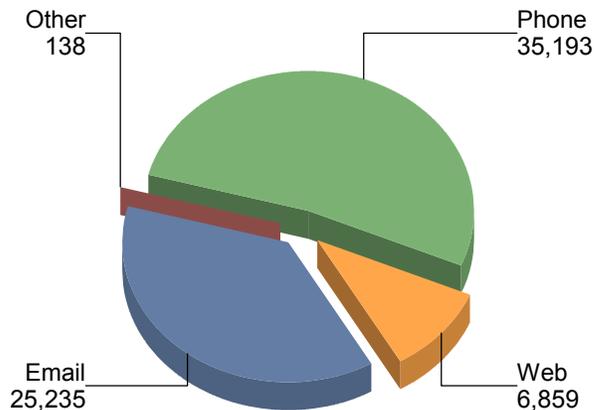
For the Period 04/01/2005 to 06/30/2005

Tickets by Category Summary, Source Summary, Tickets Closed and Unresolved.

Snapshot Date: 7/5/2005

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Ticket Sources

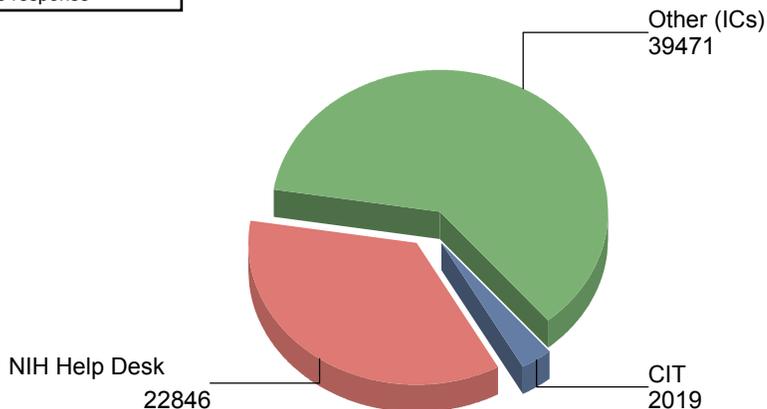


Email	37.4%
Other	0.2%
Phone	52.2%
Web	10.2%
Total:	100.0%

Tickets Closed

Total Tickets Closed: 64,336

*NOTE - includes closed no response



CIT	2019	3.1%
NIH Help Desk	22846	35.5%
Other (ICs)	39471	61.4%
Total:	64336	100.0%

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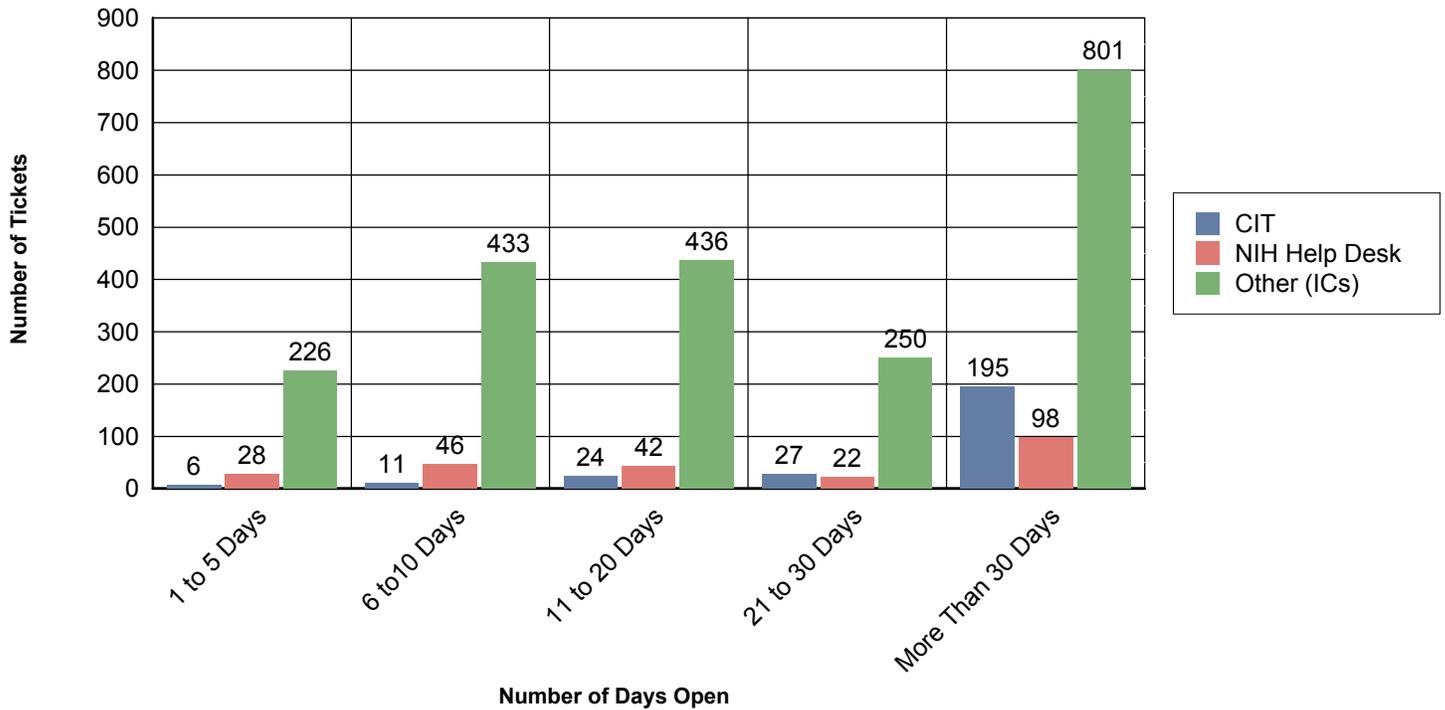
For the Period 04/01/2005 to 06/30/2005

Tickets by Category Summary, Source Summary, Tickets Closed and Unresolved.

Snapshot Date: 7/5/2005

Total Tickets Unresolved: 2,645
NOTE: - Includes Pending

Tickets Unresolved



Tickets assigned to the NIH Help Desk, other CIT divisions, and Other (ICs). These tickets were **Opened** within the selected period and are still **Open** as of the Snapshot Date.

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For the Period 04/01/2005 to 06/30/2005

Tickets by Category Summary, Source Summary, Tickets Closed and Unresolved.

Snapshot Date: 7/5/2005

Detailed Breakdown Of Category Summary

CC Clinical Applications	115
CC Clinical Applications	115
CC Technical Operations	52
CC Technical Operations	52
CIT Services	34,635
Accounts	11,881
ASR	1
Back Office Support	4,258
CIT Categories	1,989
CIT Categories Aspect	7
CIT Categories Remedy	263
Connectivity	1,534
DCS 7x24	3
Email	7,400
General Information	2,325
Helix Support	71
iSDP/Software Distribution	105
NECS	24
NIHnet	935
OS/390	257
Project Work	7
Telecommunications	1,095
Training	555
Unix Support	6
Video	132
Wireless Services	1,787
COTS	21,905
Application Support	8,098
Hardware	13,807
CRC Move	33
CRC Move	33
IC Applications	2,442
CC APPS	79
CC APPS (DCRI)	144
E-Grants	32
Local LAN	1,029
OIT Categories	538
Web Site Issue (non-CIT)	620
NIAMS	1
NIAMS	1
NIH Enterprise Systems	6,863
ADB	1,217
EHRP Change Management	16
EHRP Func App Suppt	44
EHRP Interface	4
EHRP Non-App Specific	8
EHRP Reporting	19
EHRP Security	427
EHRP Technical	100
EHRP User Error	12
EHRP Workflow/Worklist	58
eRA-COMMONS	67
eRA-IMPAC II	526
eRA-Software BA	71

NIH Enterprise Systems		6,863
NBS Break/Fix	1	
NBS Enhancement	5	
NBS Int. Des/Dev	3	
NBS-User Call	2,792	
NED	453	
NIH Data Warehouse	195	
NIH Services	737	
NVision	108	
Pubs		1
Pubs	1	
Security		1,378
Anti Virus SW	134	
Security	1,244	

Grand Total: 67,425