

NIH Help Desk Quarterly Summary Report

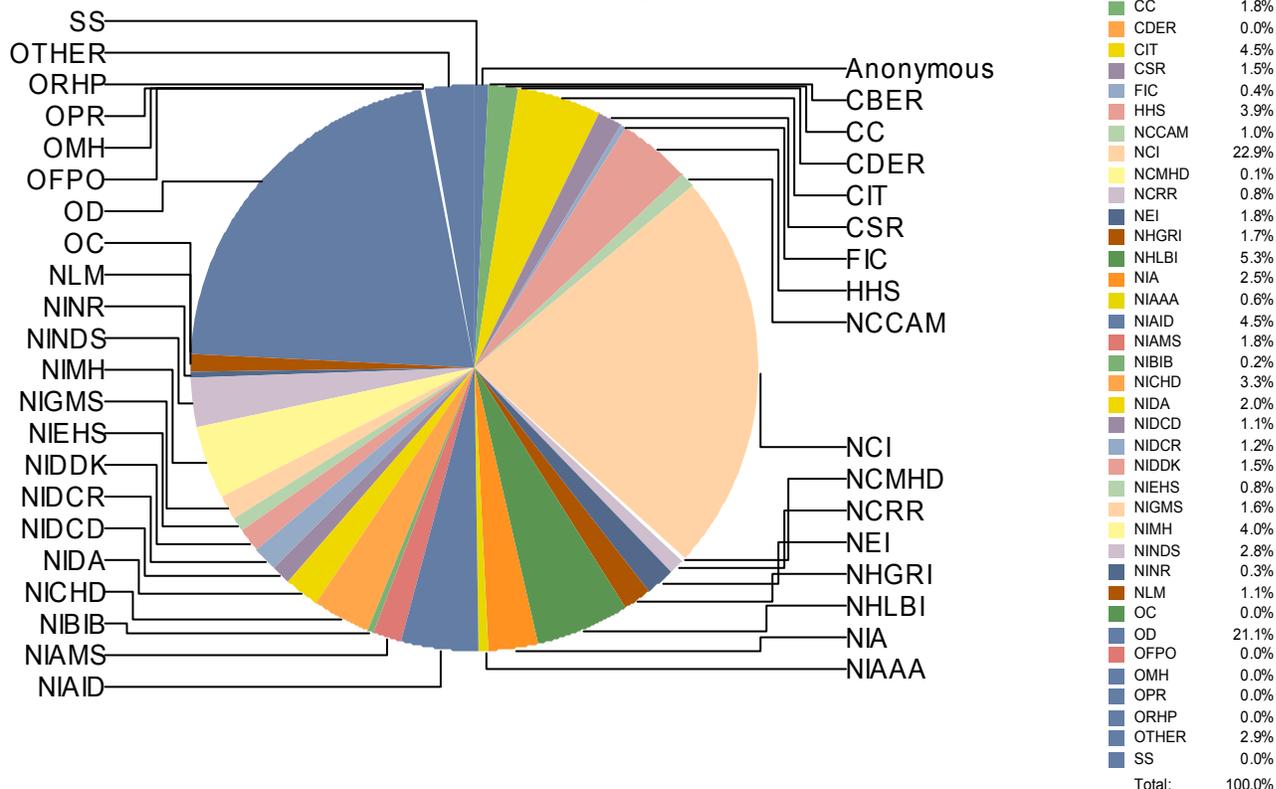
For the Period 01/01/2006 to 03/31/2006

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

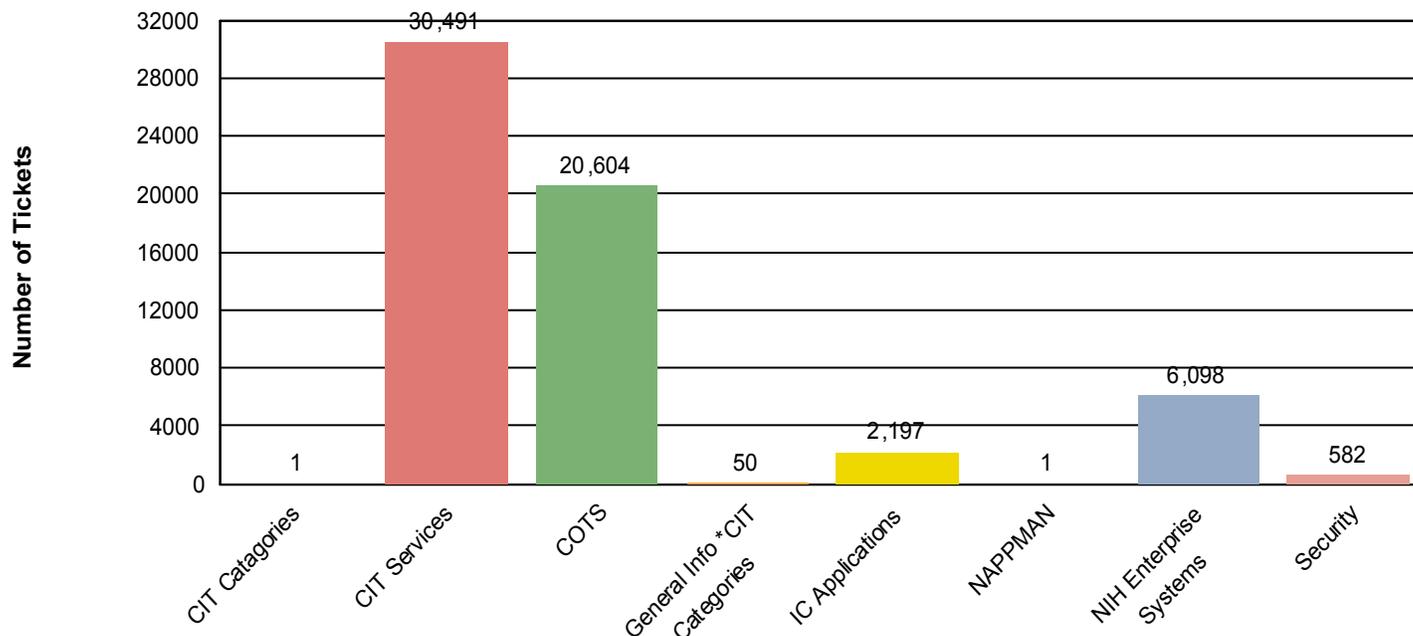
Snapshot Date: 5/1/2006

Total Tickets: 60,024

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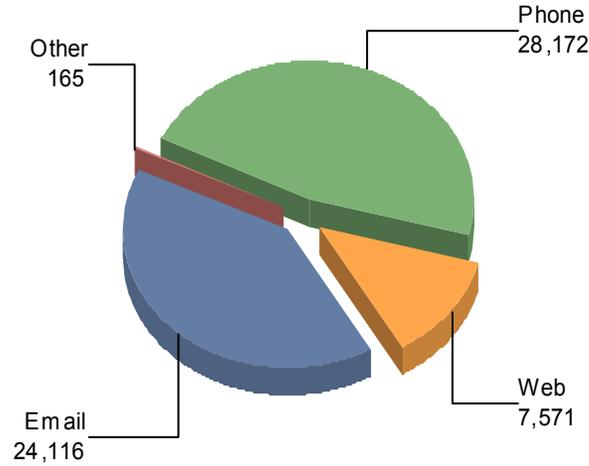
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Tickets by Category Summary, Source Summary, Tickets Closed and Unresolved.

Snapshot Date: 5/1/2006

Total Tickets: 60,024

Ticket Sources

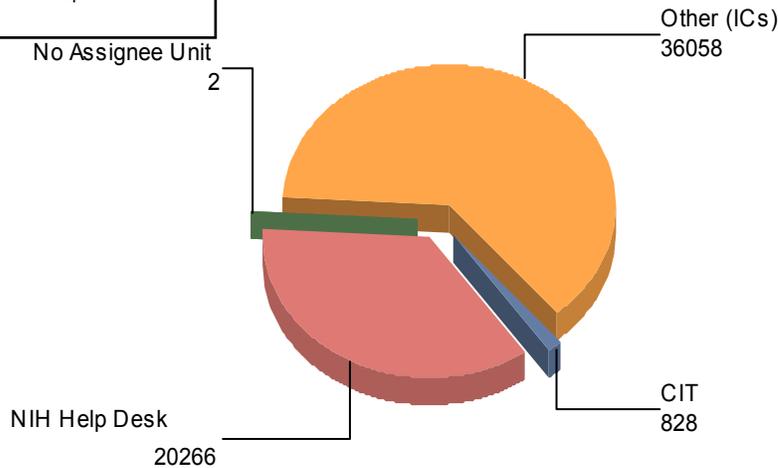


Email	40.2%
Other	0.3%
Phone	46.9%
Web	12.6%
Total	100.0%

Tickets Closed

Total Tickets Closed: 57,154

*NOTE - includes closed no response



CIT	828	1.4%
NIH Help Desk	20266	35.5%
No Assignee Unit	2	0.0%
Other (ICs)	36058	63.1%
Total	57154	100.0%

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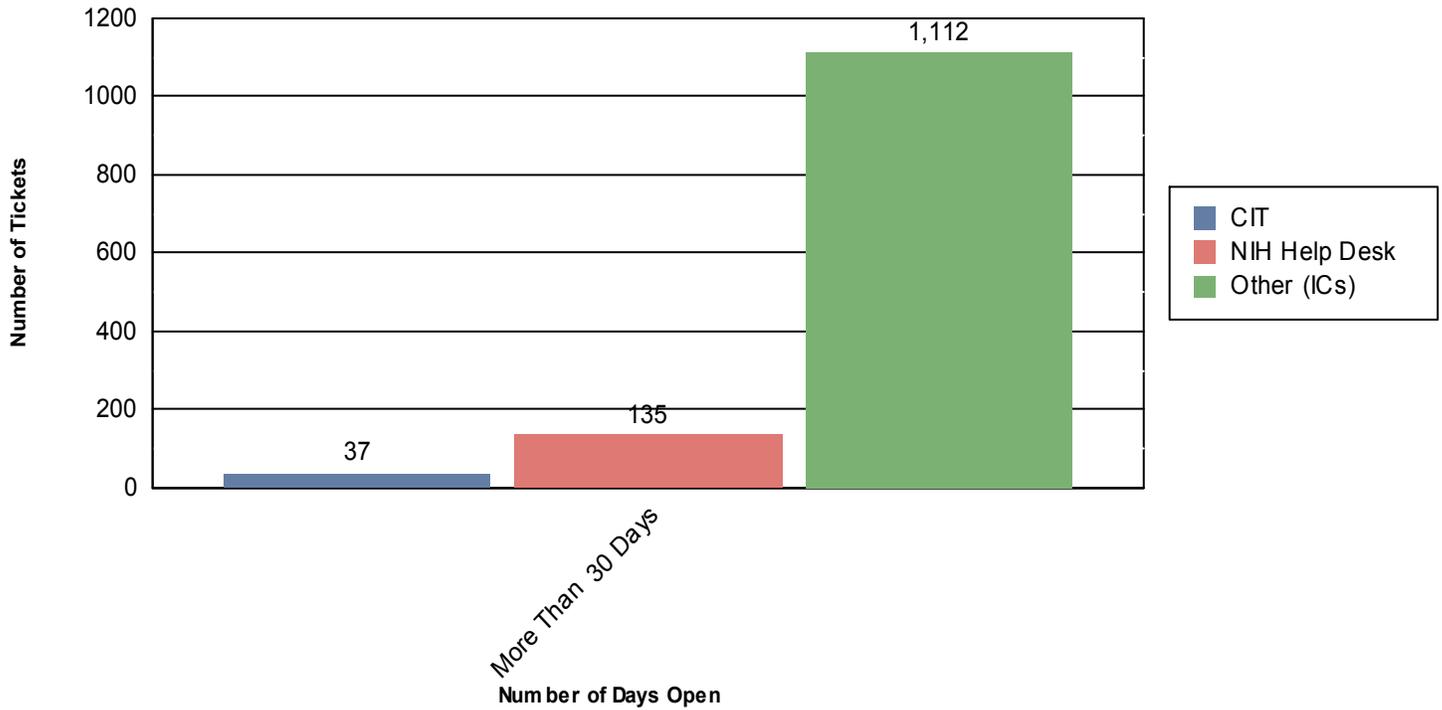
Tickets by Category Summary, Source Summary, Tickets Closed and Unresolved.

Snapshot Date: 5/1/2006

Total Tickets Unresolved: 1,284

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 01/01/2006 to 03/31/2006

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

Snapshot Date: 5/1/2006

Detailed Breakdown Of Category Summary

CC Clinical Applications	266
CC Clinical Applications	266
CC Technical Operations	115
CC Technical Operations	115
CIT Catagories	1
CIT Catagories	1
CIT Services	30,489
Accounts	9,552
ASR	1
Back Office Support	3,988
CIT Categories	1,285
CIT Categories Aspect	15
CIT Categories Remedy	268
Connectivity	1,353
DCS 7x24	8
Email	6,896
EOS	1
General Information	2,101
Helix Support	51
iSDP/Software Distribution	92
NECS	2
NIHnet	829
OS/390	84
Project Work	14
Telecommunications	1,002
Training	207
Unix Support	5
Video	361
Wireless Services	2,374
COTS	20,604
Application Support	7,431
Hardware	13,173
General Info*CIT Categories	50
General Info*CIT Categories	50
IC Applications	1,810
E-Grants	58
Local LAN	628
OIT Categories	440
Web Site Issue (non-CIT)	684
NAPPMAN	1
NAPPMAN	1
NIAMS	6
NIAMS	6
NIH Enterprise Systems	6,098
ADB	1,107
EHRP Change Management	7
EHRP Func App Suppt	25
EHRP Interface	3
EHRP Non-App Specific	3
EHRP Reporting	19
EHRP Security	448
EHRP Technical	28
EHRP User Error	7
EHRP Workflow/Worklist	30

NIH Enterprise Systems		6,098
eRA-COMMONS	555	
eRA-CRISP	3	
eRA-eCGAP	5	
eRA-IMPAC II	577	
eRA-Partnership Issues	2	
eRA-Software BA	64	
NBS-User Call	2,078	
NED	356	
NIH Data Warehouse	200	
NIH Services	505	
NVision	76	
Pubs		2
Pubs	2	
Security		582
Anti Virus SW	66	
Security	516	

Grand Total: 60,024