

IC Ticket Report with Category Summary

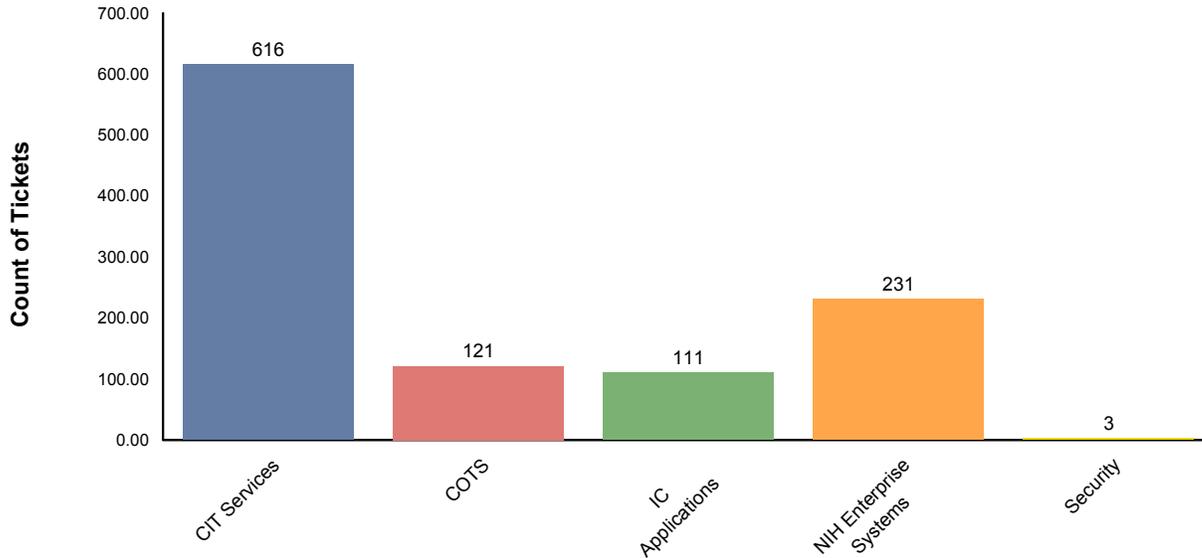
For 07/01/2005 to 09/30/2005

Snapshot Date: 10/3/2005

Categories have been grouped to simplify the presentation of the data. A breakdown is provided after each chart.

Total Tickets: 1,082

Tickets By Category Summary (For CC)



CC 1,082

CIT Services 616

Accounts	193
Back Office Support	19
CIT Categories	69
CIT Categories Remedy	6
Connectivity	25
Email	94
General Information	36
Helix Support	3
iSDP/Software Distribution	1
NIHnet	37
OS/390	6
Project Work	1
Telecommunications	59
Training	13
Video	2
Wireless Services	52

COTS 121

Application Support	46
Hardware	75

IC Applications 111

CC Clinical Applications	49
CC Technical Operations	38
Local LAN	13
OIT Categories	1
Web Site Issue (non-CIT)	10

NIH Enterprise Systems 231

ADB	57
EHRP Func App Suppt	1
EHRP Non-App Specific	1
EHRP Reporting	1
EHRP Security	26
EHRP Technical	1
eRA-COMMONS	1
eRA-IMPAC II	1
NBS-User Call	83
NED	25
NIH Data Warehouse	21
NIH Services	10
NVision	3

Security 3

Security	3
----------	---

IC Ticket Report with Category Summary

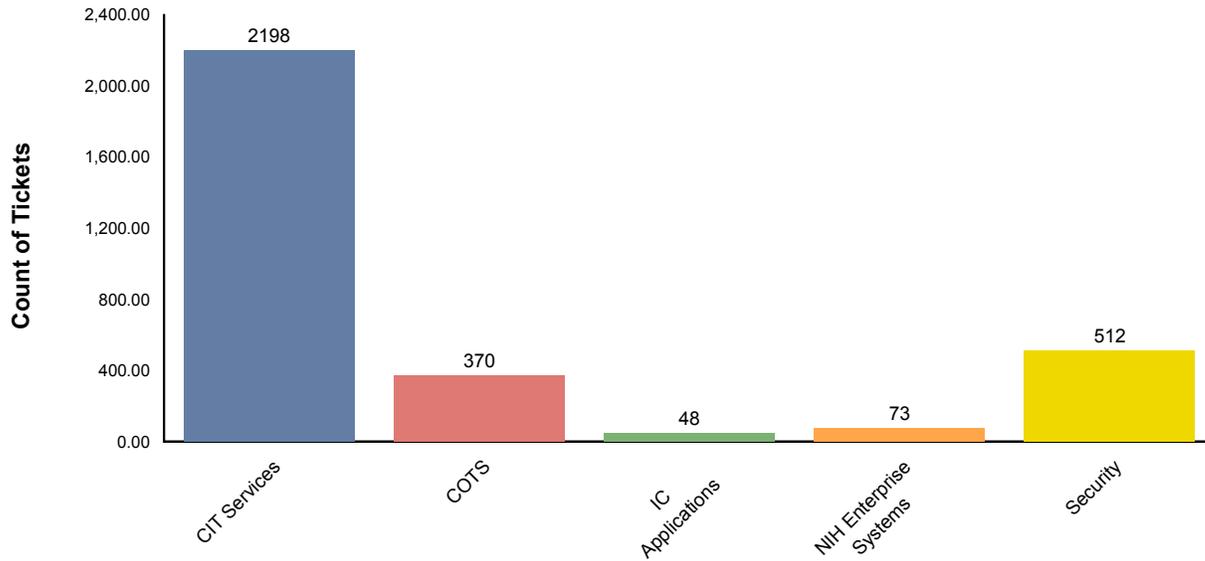
For 07/01/2005 to 09/30/2005

Snapshot Date: 10/3/2005

Categories have been grouped to simplify the presentation of the data. A breakdown is provided after each chart.

Total Tickets: 3,201

Tickets By Category Summary (For CIT)



CIT 3,201

CIT Services 2,198

Accounts	460
Back Office Support	115
CIT Categories	81
CIT Categories Aspect	15
CIT Categories Remedy	129
Connectivity	66
Email	939
General Information	141
Helix Support	2
NECS	15
NIHnet	88
OS/390	15
Project Work	8
Telecommunications	28
Training	4
Video	2
Wireless Services	90

COTS 370

Application Support	109
Hardware	261

IC Applications 48

CC Clinical Applications	6
CC Technical Operations	1
Local LAN	24
NIAMS	4
OIT Categories	2
Web Site Issue (non-CIT)	11

NIH Enterprise Systems 73

ADB	22
EHRP Func App Suppt	1
EHRP Security	3
EHRP Technical	1
eRA-IMPAC II	3
eRA-Software BA	1
NBS-User Call	20
NED	8
NIH Data Warehouse	8
NIH Services	5
NVision	1

Security 512

Anti Virus SW	5
Security	507

IC Ticket Report with Category Summary

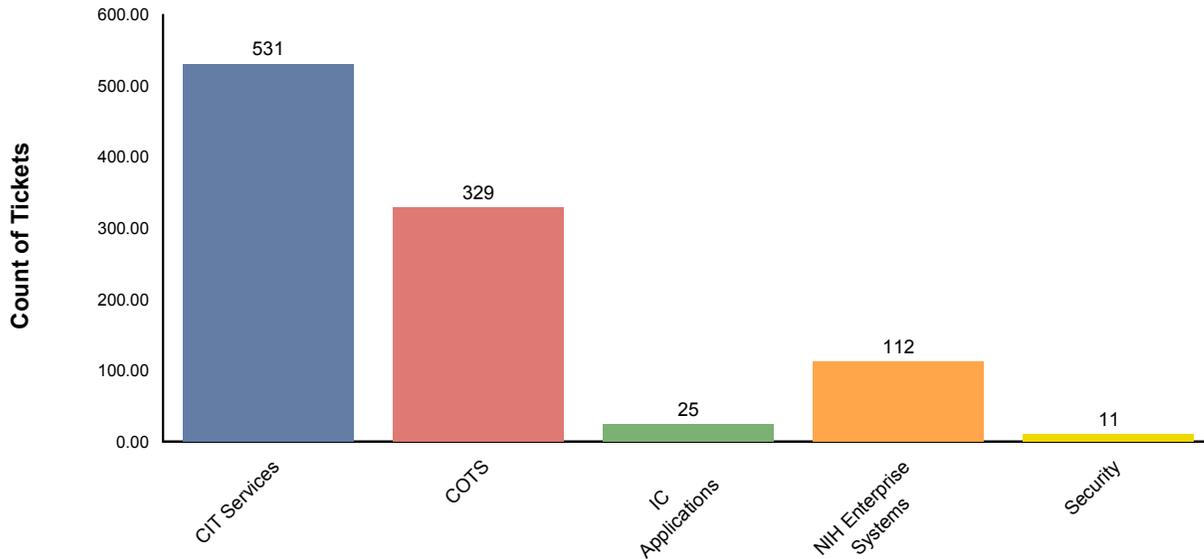
For 07/01/2005 to 09/30/2005

Snapshot Date: 10/3/2005

Categories have been grouped to simplify the presentation of the data. A breakdown is provided after each chart.

Total Tickets: 1,008

Tickets By Category Summary (For CSR)



CSR 1,008

CIT Services		531
Accounts	147	
Back Office Support	85	
CIT Categories	31	
Connectivity	52	
Email	133	
General Information	24	
Helix Support	1	
iSDP/Software Distribution	1	
NIHnet	6	
OS/390	2	
Telecommunications	15	
Video	1	
Wireless Services	33	
COTS		329
Application Support	98	
Hardware	231	
IC Applications		25
Local LAN	13	
Web Site Issue (non-CIT)	12	
NIH Enterprise Systems		112
ADB	6	
EHRP Security	9	
eRA-COMMONS	6	
eRA-IMPAC II	52	
eRA-Software BA	6	
NBS-User Call	8	
NED	5	
NIH Data Warehouse	1	
NIH Services	19	
Security		11
Anti Virus SW	1	
Security	10	

IC Ticket Report with Category Summary

For 07/01/2005 to 09/30/2005

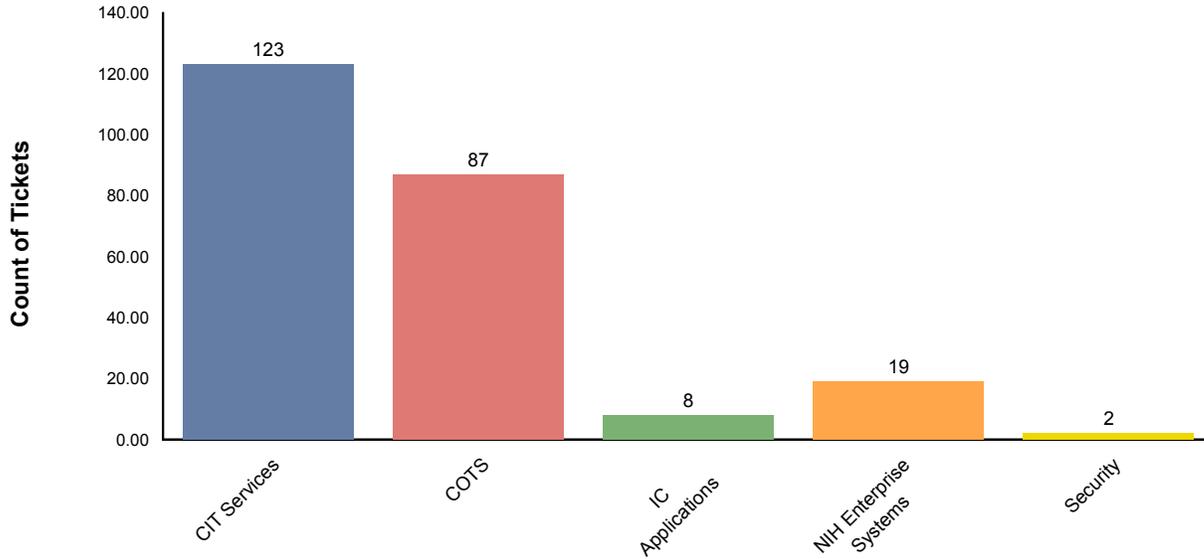
Snapshot Date: 10/3/2005

Categories have been grouped to simplify the presentation of the data. A breakdown is provided after each chart.

Total Tickets: 239

Tickets By Category Summary

(For FIC)



FIC 239

CIT Services		123
Accounts	34	
Back Office Support	17	
CIT Categories	7	
Connectivity	6	
Email	32	
General Information	7	
iSDP/Software Distribution	1	
OS/390	1	
Telecommunications	2	
Training	3	
Wireless Services	13	
COTS		87
Application Support	40	
Hardware	47	
IC Applications		8
Local LAN	5	
Web Site Issue (non-CIT)	3	
NIH Enterprise Systems		19
ADB	3	
eRA-IMPAC II	2	
NBS-User Call	4	
NED	2	
NIH Data Warehouse	3	
NIH Services	5	
Security		2
Security	2	

IC Ticket Report with Category Summary

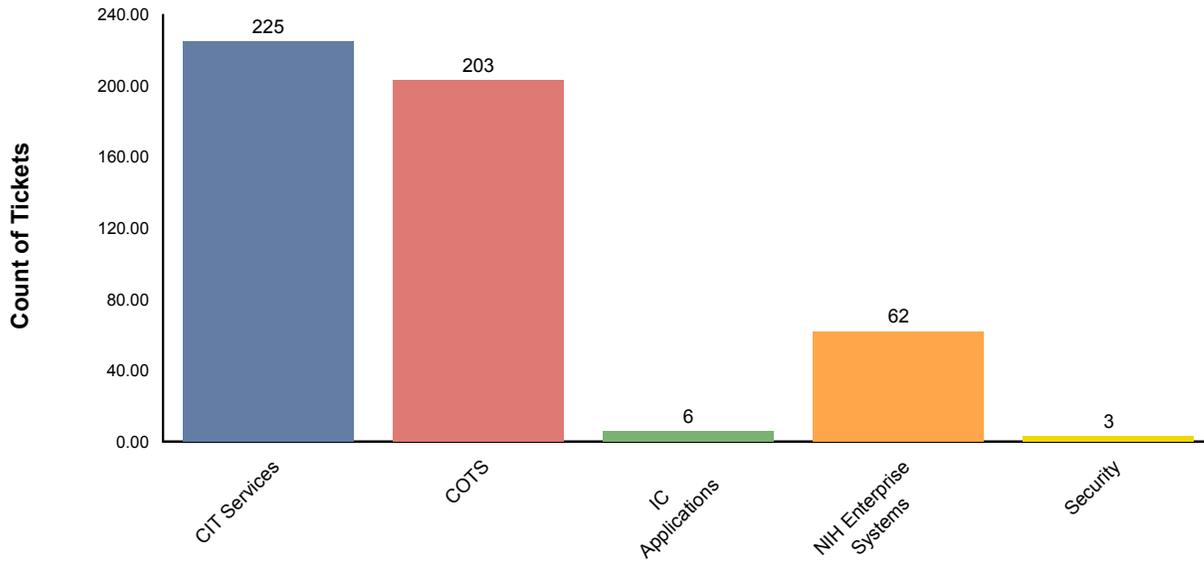
For 07/01/2005 to 09/30/2005

Snapshot Date: 10/3/2005

Categories have been grouped to simplify the presentation of the data. A breakdown is provided after each chart.

Total Tickets: 499

Tickets By Category Summary (For NCCAM)



NCCAM 499

CIT Services		225
Accounts	69	
Back Office Support	48	
CIT Categories	9	
Connectivity	6	
Email	47	
General Information	8	
Helix Support	1	
iSDP/Software Distribution	1	
NIHnet	2	
Telecommunications	5	
Training	3	
Video	10	
Wireless Services	16	
COTS		203
Application Support	56	
Hardware	147	
IC Applications		6
CC Clinical Applications	1	
Local LAN	2	
Web Site Issue (non-CIT)	3	
NIH Enterprise Systems		62
ADB	4	
eRA-IMPAC II	12	
NBS-User Call	23	
NED	5	
NIH Data Warehouse	3	
NIH Services	13	
NVision	2	
Security		3
Anti Virus SW	1	
Security	2	

IC Ticket Report with Category Summary

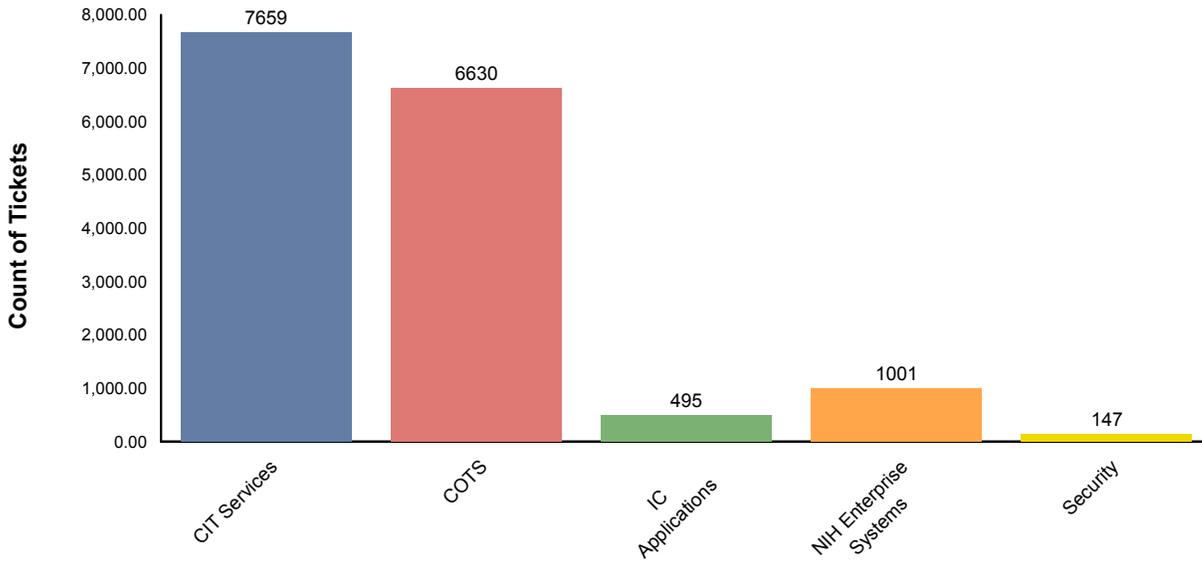
For 07/01/2005 to 09/30/2005

Snapshot Date: 10/3/2005

Categories have been grouped to simplify the presentation of the data. A breakdown is provided after each chart.

Total Tickets: 15,932

Tickets By Category Summary (For NCI)



NCI **15,932**

CIT Services

7,659

Accounts	3,120
Back Office Support	1,188
CIT Categories	259
CIT Categories Remedy	2
Connectivity	363
Email	1,631
General Information	356
Helix Support	15
iSDP/Software Distribution	29
NECS	1
NIHnet	86
OS/390	27
Project Work	1
Telecommunications	169
Training	45
Video	23
Wireless Services	344

COTS

6,630

Application Support	2,216
Hardware	4,414

IC Applications

495

CC Clinical Applications	79
CC Technical Operations	22
E-Grants	61
Local LAN	256
OIT Categories	1
Web Site Issue (non-CIT)	76

NIH Enterprise Systems

1,001

ADB	307
EHRP Func App Suppt	6
EHRP Interface	1
EHRP Reporting	1
EHRP Security	62
EHRP Technical	5
EHRP User Error	1
EHRP Workflow/Worklist	7
eRA-COMMONS	2
eRA-IMPAC II	18
eRA-Software BA	2
NBRSS-NBS	1
NBS Break/Fix	1
NBS-User Call	389
NED	74
NIH Data Warehouse	20

IC Ticket Report with Category Summary

For 07/01/2005 to 09/30/2005

Snapshot Date: 10/3/2005

Categories have been grouped to simplify the presentation of the data. A breakdown is provided after each chart.

NIH Services	94	
NVision	10	
Security		147
Anti Virus SW	22	
Security	125	

IC Ticket Report with Category Summary

For 07/01/2005 to 09/30/2005

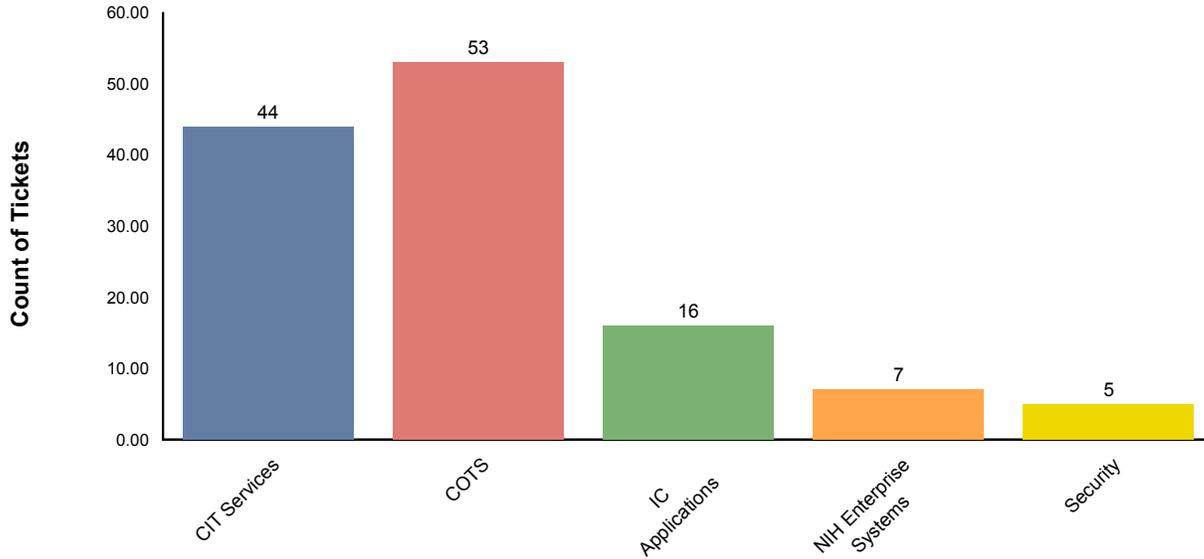
Snapshot Date: 10/3/2005

Categories have been grouped to simplify the presentation of the data. A breakdown is provided after each chart.

Total Tickets: 125

Tickets By Category Summary

(For NCMHD)



NCMHD 125

CIT Services 44

Accounts	11
Back Office Support	7
CIT Categories	4
Connectivity	1
Email	10
General Information	3
Telecommunications	1
Training	1
Wireless Services	6

COTS 53

Application Support	27
Hardware	26

IC Applications 16

Local LAN	4
OIT Categories	5
Web Site Issue (non-CIT)	7

NIH Enterprise Systems 7

eRA-IMPAC II	1
eRA-Software BA	2
NIH Services	4

Security 5

Anti Virus SW	1
Security	4

IC Ticket Report with Category Summary

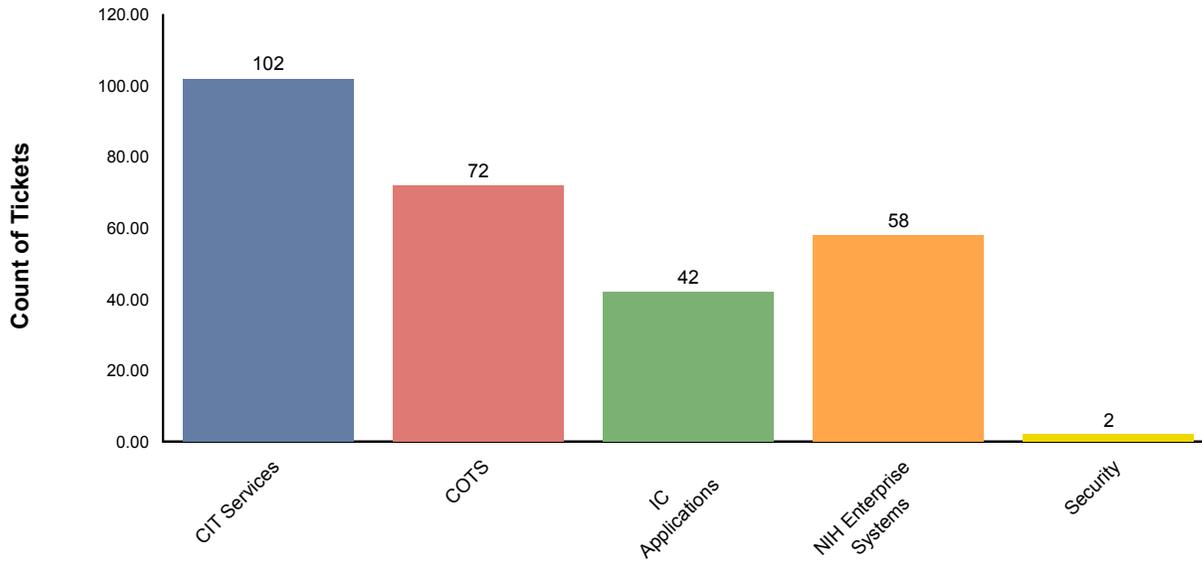
For 07/01/2005 to 09/30/2005

Snapshot Date: 10/3/2005

Categories have been grouped to simplify the presentation of the data. A breakdown is provided after each chart.

Total Tickets: 276

Tickets By Category Summary (For NCRR)



NCRR 276

CIT Services		102
Accounts	22	
Back Office Support	6	
CIT Categories	24	
Connectivity	6	
Email	21	
General Information	8	
NIHnet	1	
OS/390	1	
Telecommunications	2	
Video	1	
Wireless Services	10	
COTS		72
Application Support	38	
Hardware	34	
IC Applications		42
Local LAN	4	
Web Site Issue (non-CIT)	38	
NIH Enterprise Systems		58
ADB	9	
EHRP Reporting	1	
EHRP Security	7	
eRA-COMMONS	1	
eRA-IMPAC II	7	
eRA-Software BA	1	
NBS-User Call	24	
NED	3	
NIH Services	5	
Security		2
Security	2	

IC Ticket Report with Category Summary

For 07/01/2005 to 09/30/2005

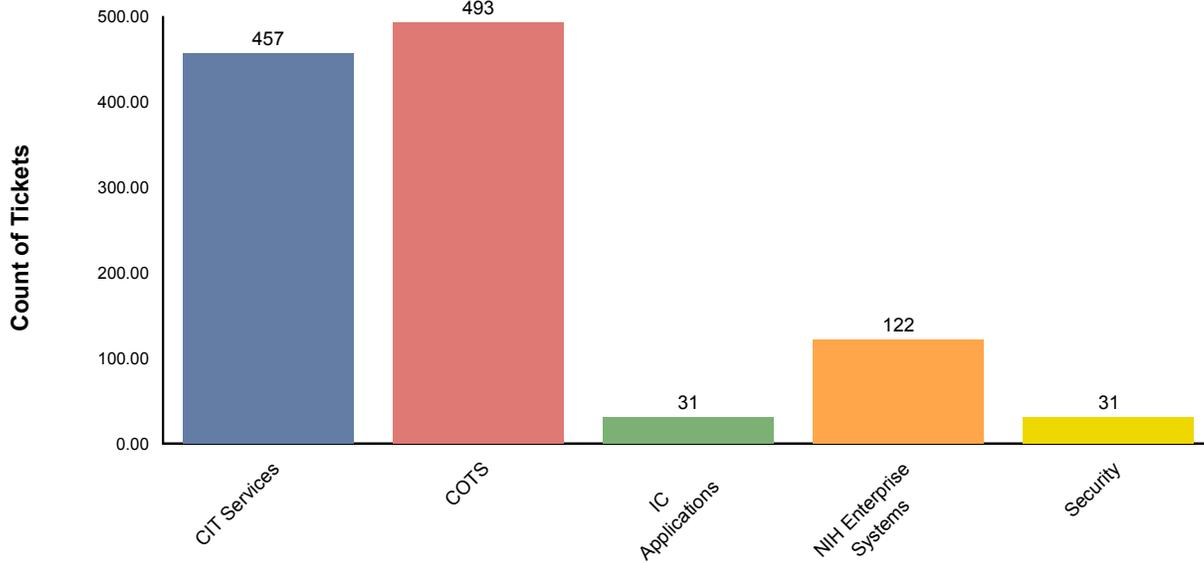
Snapshot Date: 10/3/2005

Categories have been grouped to simplify the presentation of the data. A breakdown is provided after each chart.

Total Tickets: 1,134

Tickets By Category Summary

(For NEI)



NEI 1,134

CIT Services

457

Accounts	129
Back Office Support	92
CIT Categories	18
CIT Categories Remedy	2
Connectivity	22
Email	103
General Information	30
iSDP/Software Distribution	1
NECS	2
NIHnet	10
OS/390	2
Telecommunications	19
Training	4
Video	1
Wireless Services	22

COTS

493

Application Support	195
Hardware	298

IC Applications

31

CC Clinical Applications	7
Local LAN	17
Web Site Issue (non-CIT)	7

NIH Enterprise Systems

122

ADB	28
EHRP Func App Suppt	2
EHRP Security	10
EHRP Technical	1
EHRP Workflow/Worklist	1
eRA-COMMONS	1
eRA-IMPAC II	2
NBS-User Call	53
NED	5
NIH Data Warehouse	8
NIH Services	10
NVision	1

Security

31

Security	31
----------	----

IC Ticket Report with Category Summary

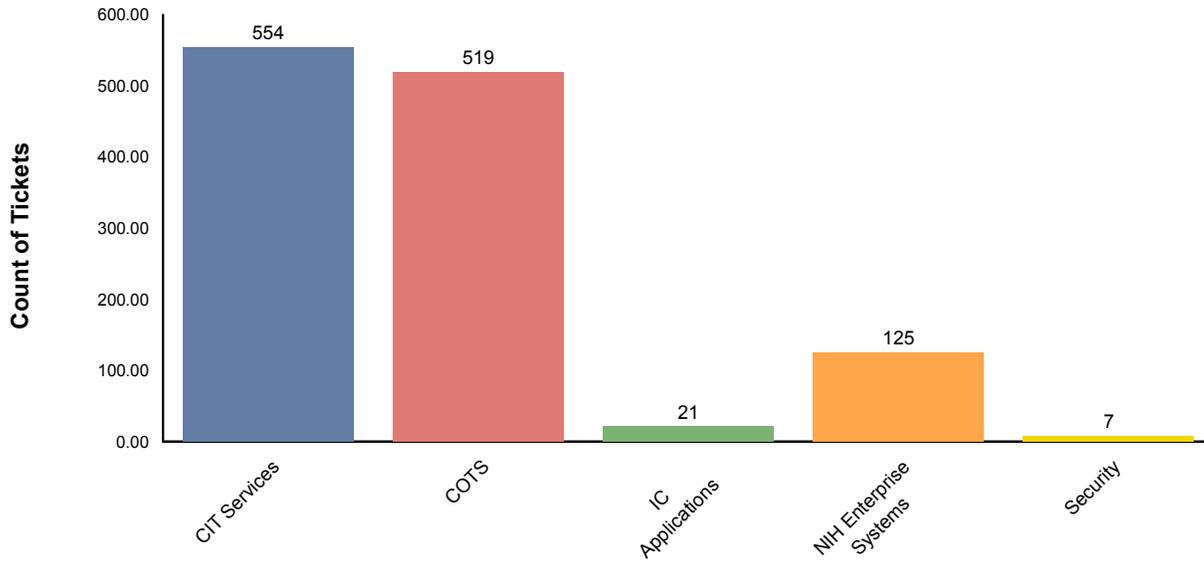
For 07/01/2005 to 09/30/2005

Snapshot Date: 10/3/2005

Categories have been grouped to simplify the presentation of the data. A breakdown is provided after each chart.

Total Tickets: 1,226

Tickets By Category Summary (For NHGRI)



NHGRI 1,226

CIT Services 554

Accounts	194
Back Office Support	58
CIT Categories	15
CIT Categories Remedy	3
Connectivity	29
Email	104
General Information	34
Helix Support	3
iSDP/Software Distribution	5
NIHnet	27
OS/390	13
Telecommunications	21
Training	4
Video	5
Wireless Services	39

COTS 519

Application Support	229
Hardware	290

IC Applications 21

CC Clinical Applications	3
CC Technical Operations	1
Local LAN	11
Web Site Issue (non-CIT)	6

NIH Enterprise Systems 125

ADB	43
EHRP Security	4
EHRP Technical	1
EHRP Workflow/Worklist	1
eRA-IMPAC II	2
NBS-User Call	53
NED	7
NIH Data Warehouse	3
NIH Services	10
NVision	1

Security 7

Anti Virus SW	5
Security	2

IC Ticket Report with Category Summary

For 07/01/2005 to 09/30/2005

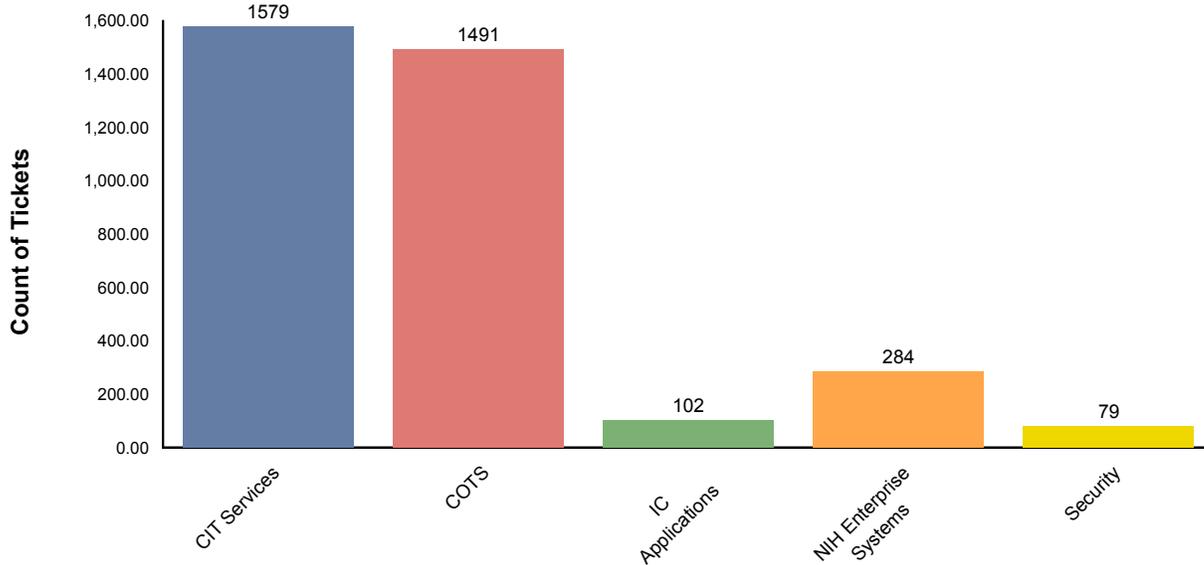
Snapshot Date: 10/3/2005

Categories have been grouped to simplify the presentation of the data. A breakdown is provided after each chart.

Total Tickets: 3,535

Tickets By Category Summary

(For NHLBI)



NHLBI 3,535

CIT Services 1,579

Accounts	536
Back Office Support	187
CIT Categories	50
CIT Categories Remedy	6
Connectivity	94
Email	420
General Information	95
Helix Support	4
iSDP/Software Distribution	4
NECS	2
NIHnet	25
OS/390	3
Telecommunications	39
Training	12
Video	1
Wireless Services	101

COTS 1,491

Application Support	527
Hardware	964

IC Applications 102

CC Clinical Applications	12
CC Technical Operations	5
Local LAN	62
Web Site Issue (non-CIT)	23

NIH Enterprise Systems 284

ADB	85
EHRP Change Management	1
EHRP Security	8
EHRP Technical	1
EHRP User Error	1
EHRP Workflow/Worklist	1
eRA-IMPAC II	15
eRA-Software BA	1
NBS Break/Fix	1
NBS Int. Des/Dev	1
NBS-User Call	100
NED	31
NIH Data Warehouse	18
NIH Services	19
NVision	1

Security 79

Anti Virus SW	13
Security	66

IC Ticket Report with Category Summary

For 07/01/2005 to 09/30/2005

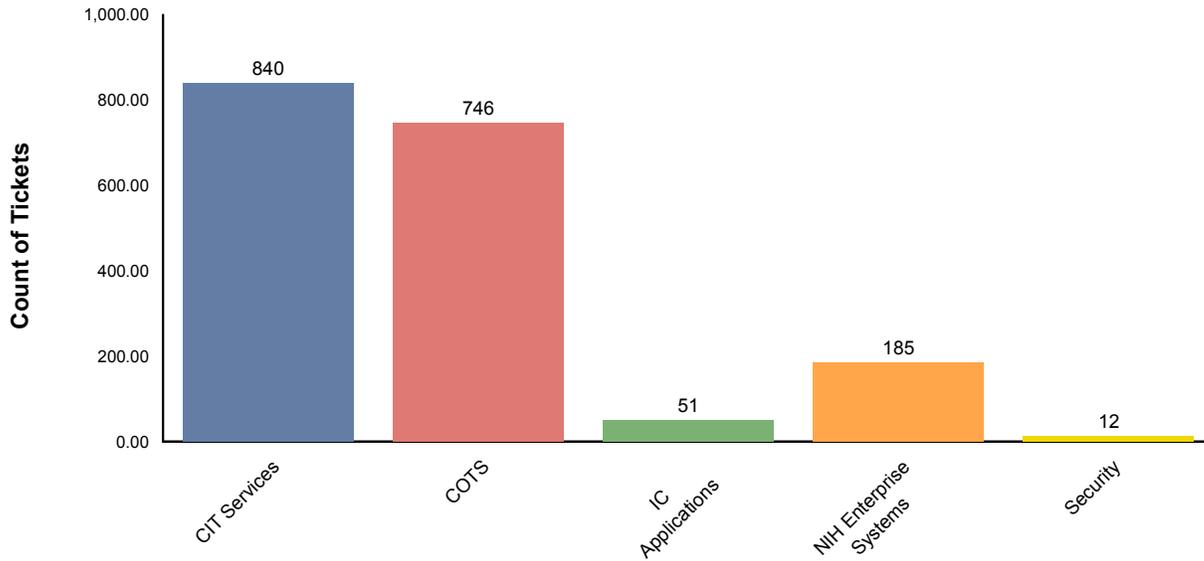
Snapshot Date: 10/3/2005

Categories have been grouped to simplify the presentation of the data. A breakdown is provided after each chart.

Total Tickets: 1,834

Tickets By Category Summary

(For NIA)



NIA **1,834**

CIT Services

840

Accounts	241
Back Office Support	99
CIT Categories	60
CIT Categories Remedy	3
Connectivity	46
Email	195
General Information	44
iSDP/Software Distribution	1
NIHnet	9
OS/390	5
Telecommunications	75
Training	5
Wireless Services	57

COTS

746

Application Support	268
Hardware	478

IC Applications

51

CC Technical Operations	1
E-Grants	1
Local LAN	27
Web Site Issue (non-CIT)	22

NIH Enterprise Systems

185

ADB	42
EHRP Non-App Specific	1
EHRP Security	6
EHRP Technical	1
EHRP Workflow/Worklist	2
eRA-IMPAC II	25
eRA-Software BA	6
NBS-User Call	69
NEED	10
NIDB Ann/Reports	1
NIH Data Warehouse	7
NIH Services	15

Security

12

Anti Virus SW	4
Security	8

IC Ticket Report with Category Summary

For 07/01/2005 to 09/30/2005

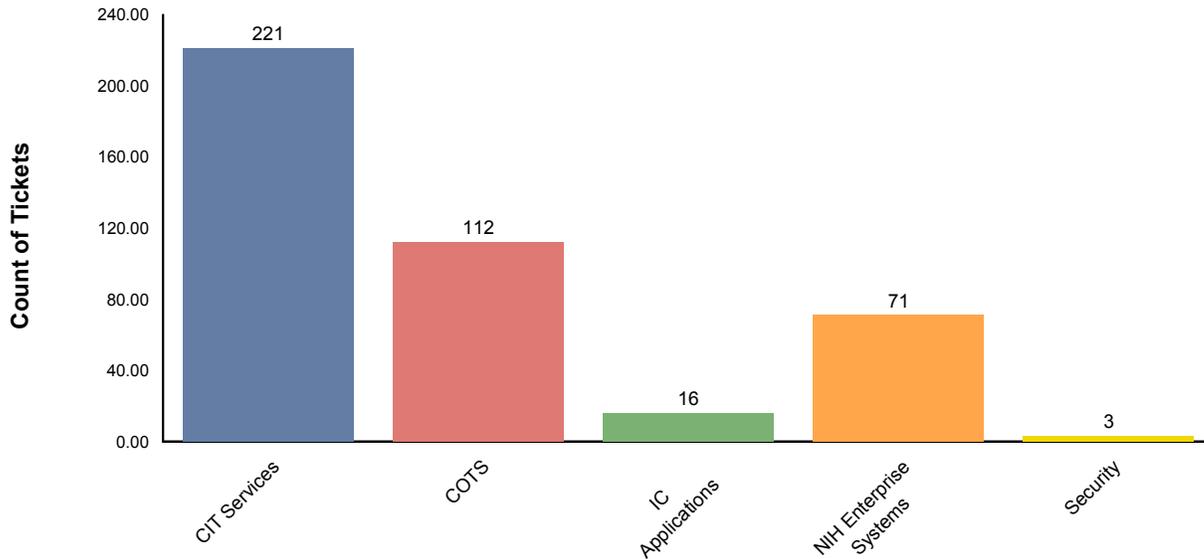
Snapshot Date: 10/3/2005

Categories have been grouped to simplify the presentation of the data. A breakdown is provided after each chart.

Total Tickets: 423

Tickets By Category Summary

(For NIAAA)



NIAAA 423

CIT Services		221
Accounts	53	
Back Office Support	24	
CIT Categories	21	
CIT Categories Remedy	1	
Connectivity	15	
Email	39	
General Information	14	
iSDP/Software Distribution	4	
NIHnet	15	
OS/390	1	
Telecommunications	9	
Video	3	
Wireless Services	22	
COTS		112
Application Support	41	
Hardware	71	
IC Applications		16
CC Clinical Applications	1	
CC Technical Operations	1	
Local LAN	7	
Web Site Issue (non-CIT)	7	
NIH Enterprise Systems		71
ADB	11	
EHRP Security	5	
eRA-IMPAC II	3	
eRA-Software BA	2	
NBS-User Call	31	
NED	7	
NIH Data Warehouse	4	
NIH Services	7	
NVision	1	
Security		3
Anti Virus SW	1	
Security	2	

IC Ticket Report with Category Summary

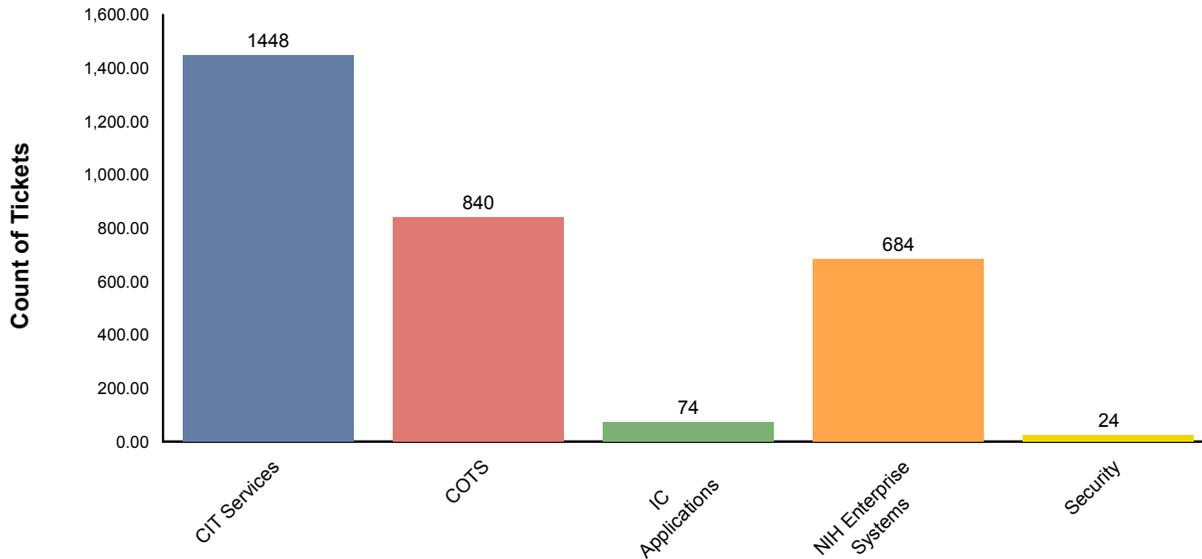
For 07/01/2005 to 09/30/2005

Snapshot Date: 10/3/2005

Categories have been grouped to simplify the presentation of the data. A breakdown is provided after each chart.

Total Tickets: 3,070

Tickets By Category Summary (For NIAID)



NIAID 3,070

CIT Services 1,448

Accounts	351
Back Office Support	168
CIT Categories	116
CIT Categories Remedy	5
Connectivity	32
Email	330
General Information	62
Helix Support	3
iSDP/Software Distribution	1
NIHnet	22
OS/390	10
Telecommunications	61
Training	14
Video	9
Wireless Services	264

COTS 840

Application Support	305
Hardware	535

IC Applications 74

CC Clinical Applications	15
CC Technical Operations	16
E-Grants	1
Local LAN	20
NIAID	1
OIT Categories	2
Web Site Issue (non-CIT)	19

NIH Enterprise Systems 684

ADB	124
EHRP Change Management	2
EHRP Func App Suppt	6
EHRP Reporting	6
EHRP Security	81
EHRP Technical	7
EHRP User Error	1
EHRP Workflow/Worklist	1
eRA-COMMONS	1
eRA-IMPAC II	22
eRA-Software BA	2
NBS Int. Des/Dev	2
NBS-User Call	326
NED	25
NIDB Ann/Reports	1
NIH Data Warehouse	21
NIH Services	50

IC Ticket Report with Category Summary

For 07/01/2005 to 09/30/2005

Snapshot Date: 10/3/2005

Categories have been grouped to simplify the presentation of the data. A breakdown is provided after each chart.

NVision	6	
Security		24
Anti Virus SW	4	
Security	20	

IC Ticket Report with Category Summary

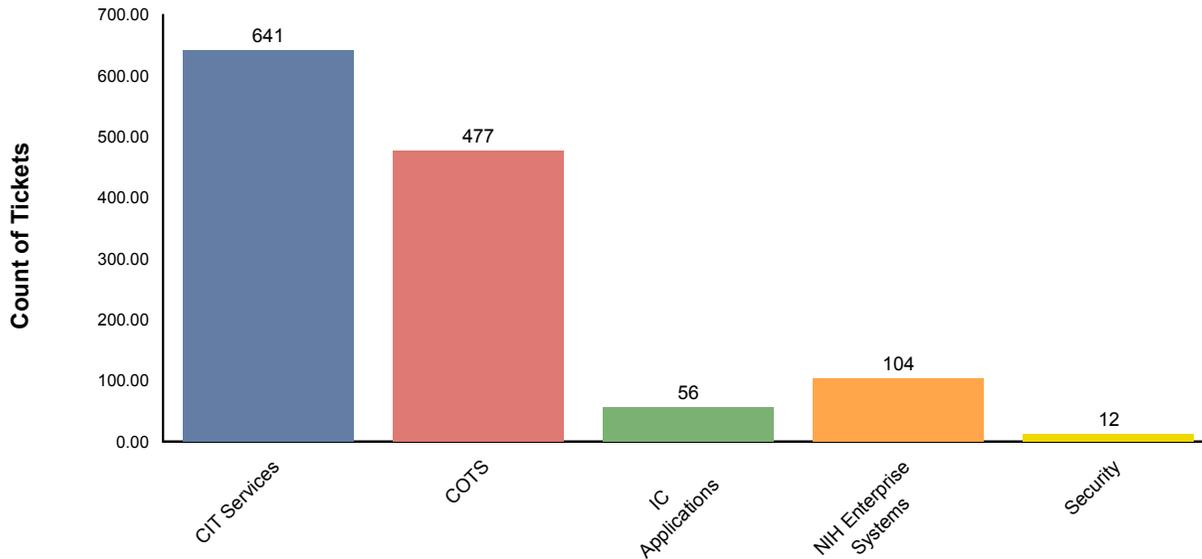
For 07/01/2005 to 09/30/2005

Snapshot Date: 10/3/2005

Categories have been grouped to simplify the presentation of the data. A breakdown is provided after each chart.

Total Tickets: 1,290

Tickets By Category Summary (For NIAMS)



NIAMS 1,290

CIT Services		641
Accounts	263	
Back Office Support	107	
CIT Categories	23	
CIT Categories Remedy	2	
Connectivity	20	
Email	122	
General Information	36	
iSDP/Software Distribution	1	
NIHnet	23	
Telecommunications	5	
Video	2	
Wireless Services	37	
COTS		477
Application Support	174	
Hardware	303	
IC Applications		56
CC Clinical Applications	16	
CC Technical Operations	2	
Local LAN	25	
NIAMS	2	
Web Site Issue (non-CIT)	11	
NIH Enterprise Systems		104
ADB	18	
EHRP Security	1	
eRA-IMPAC II	1	
eRA-Software BA	2	
NBS-User Call	52	
NED	6	
NIH Data Warehouse	5	
NIH Services	18	
NVision	1	
Security		12
Anti Virus SW	3	
Security	9	

IC Ticket Report with Category Summary

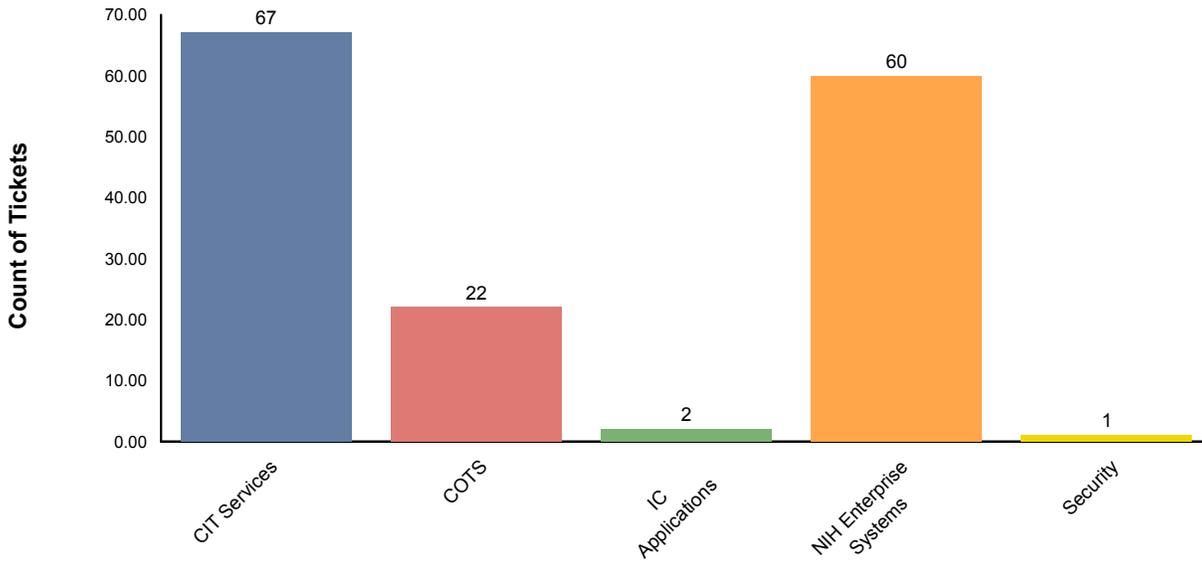
For 07/01/2005 to 09/30/2005

Snapshot Date: 10/3/2005

Categories have been grouped to simplify the presentation of the data. A breakdown is provided after each chart.

Total Tickets: 152

Tickets By Category Summary (For NIBIB)



NIBIB 152

CIT Services		67
Accounts	31	
Back Office Support	6	
CIT Categories	8	
Connectivity	2	
Email	8	
General Information	4	
iSDP/Software Distribution	1	
NECS	1	
NIHnet	3	
Telecommunications	1	
Training	1	
Wireless Services	1	
COTS		22
Application Support	7	
Hardware	15	
IC Applications		2
Web Site Issue (non-CIT)	2	
NIH Enterprise Systems		60
ADB	10	
EHRP Security	6	
EHRP Technical	1	
EHRP Workflow/Worklist	1	
eRA-COMMONS	1	
eRA-IMPAC II	4	
NBS-User Call	23	
NIH Data Warehouse	2	
NIH Services	9	
NVision	3	
Security		1
Security	1	

IC Ticket Report with Category Summary

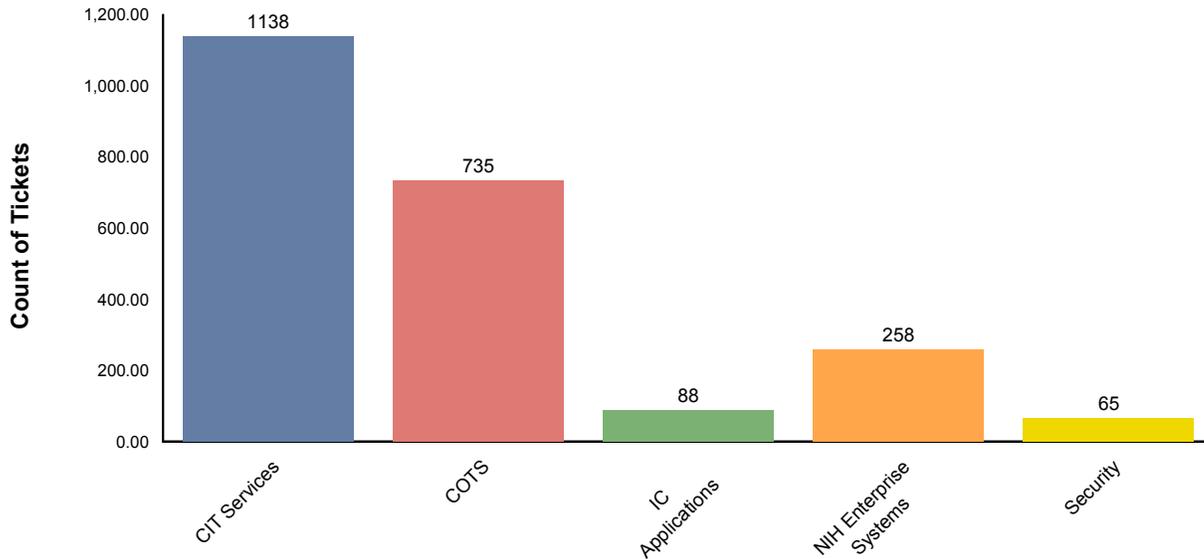
For 07/01/2005 to 09/30/2005

Snapshot Date: 10/3/2005

Categories have been grouped to simplify the presentation of the data. A breakdown is provided after each chart.

Total Tickets: 2,284

Tickets By Category Summary (For NICHD)



NICHD 2,284

CIT Services 1,138

Accounts	406
Back Office Support	102
CIT Categories	53
Connectivity	60
Email	303
General Information	53
Helix Support	8
iSDP/Software Distribution	3
NECS	1
NIHnet	22
OS/390	6
Project Work	5
Telecommunications	28
Training	12
Wireless Services	76

COTS 735

Application Support	223
Hardware	512

IC Applications 88

CC Clinical Applications	5
CC Technical Operations	4
Local LAN	62
Web Site Issue (non-CIT)	17

NIH Enterprise Systems 258

ADB	48
EHRP Security	5
EHRP Technical	1
EHRP Workflow/Worklist	1
eRA-IMPAC II	15
eRA-Software BA	1
NBS-User Call	116
NED	34
NIH Data Warehouse	8
NIH Services	24
NVision	5

Security 65

Anti Virus SW	7
Security	58

IC Ticket Report with Category Summary

For 07/01/2005 to 09/30/2005

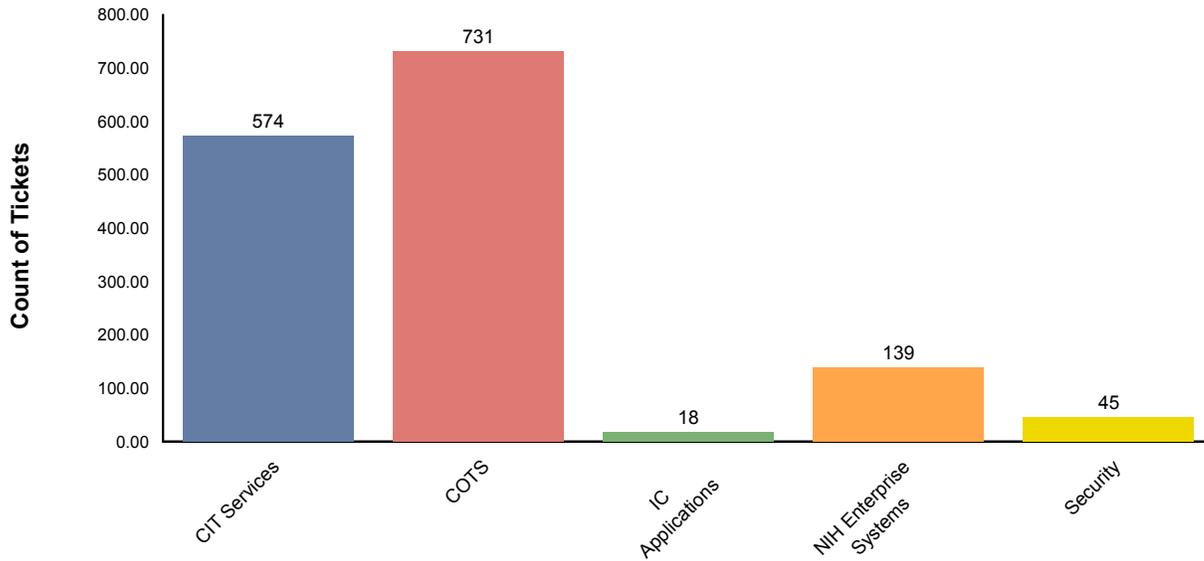
Snapshot Date: 10/3/2005

Categories have been grouped to simplify the presentation of the data. A breakdown is provided after each chart.

Total Tickets: 1,507

Tickets By Category Summary

(For NIDA)



NIDA **1,507**

CIT Services

574

Accounts	192
Back Office Support	40
CIT Categories	52
CIT Categories Remedy	1
Connectivity	18
Email	127
General Information	28
iSDP/Software Distribution	7
NIHnet	23
OS/390	1
Telecommunications	7
Training	2
Video	1
Wireless Services	75

COTS

731

Application Support	243
Hardware	488

IC Applications

18

Local LAN	12
Web Site Issue (non-CIT)	6

NIH Enterprise Systems

139

ADB	25
EHRP Func App Suppt	1
EHRP Security	5
EHRP Technical	1
eRA-COMMONS	2
eRA-IMPAC II	17
eRA-Software BA	3
NBS-User Call	38
NED	8
NIH Data Warehouse	14
NIH Services	22
NVision	3

Security

45

Anti Virus SW	2
Security	43

IC Ticket Report with Category Summary

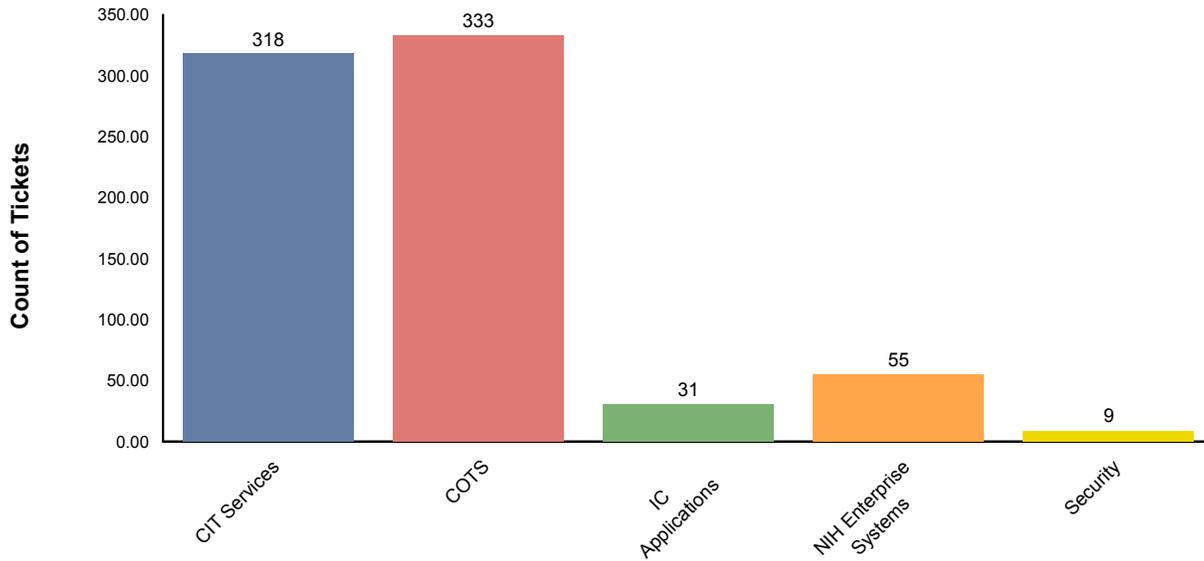
For 07/01/2005 to 09/30/2005

Snapshot Date: 10/3/2005

Categories have been grouped to simplify the presentation of the data. A breakdown is provided after each chart.

Total Tickets: 746

Tickets By Category Summary (For NIDCD)



NIDCD 746

CIT Services 318

Accounts	106
Back Office Support	44
CIT Categories	6
CIT Categories Remedy	2
Connectivity	21
Email	68
General Information	16
Helix Support	4
iSDP/Software Distribution	1
NIHnet	4
OS/390	1
Pubs	1
Telecommunications	7
Training	3
Wireless Services	34

COTS 333

Application Support	127
Hardware	206

IC Applications 31

CC Technical Operations	3
Local LAN	17
NIAMS	1
Web Site Issue (non-CIT)	10

NIH Enterprise Systems 55

ADB	17
EHRP Security	6
eRA-COMMONS	1
eRA-IMPAC II	3
eRA-Software BA	1
NBS-User Call	20
NED	3
NIH Data Warehouse	2
NIH Services	2

Security 9

Anti Virus SW	2
Security	7

IC Ticket Report with Category Summary

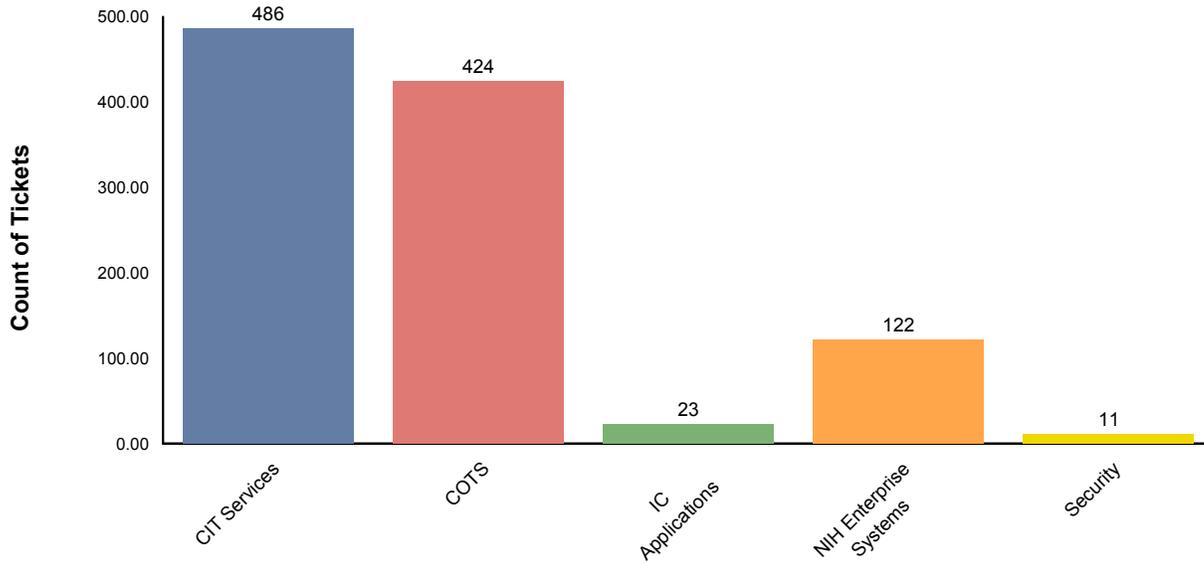
For 07/01/2005 to 09/30/2005

Snapshot Date: 10/3/2005

Categories have been grouped to simplify the presentation of the data. A breakdown is provided after each chart.

Total Tickets: 1,066

Tickets By Category Summary (For NIDCR)



NIDCR 1,066

CIT Services 486

Accounts	184
Back Office Support	47
CIT Categories	28
CIT Categories Remedy	1
Connectivity	23
Email	103
General Information	27
iSDP/Software Distribution	2
NECS	2
NIHnet	11
OS/390	4
Telecommunications	8
Training	6
Video	1
Wireless Services	39

COTS 424

Application Support	173
Hardware	251

IC Applications 23

CC Clinical Applications	1
Local LAN	15
Web Site Issue (non-CIT)	7

NIH Enterprise Systems 122

ADB	34
EHRP Security	7
eRA-IMPAC II	2
NBS-User Call	45
NED	9
NIH Data Warehouse	5
NIH Services	14
NVision	6

Security 11

Anti Virus SW	4
Security	7

IC Ticket Report with Category Summary

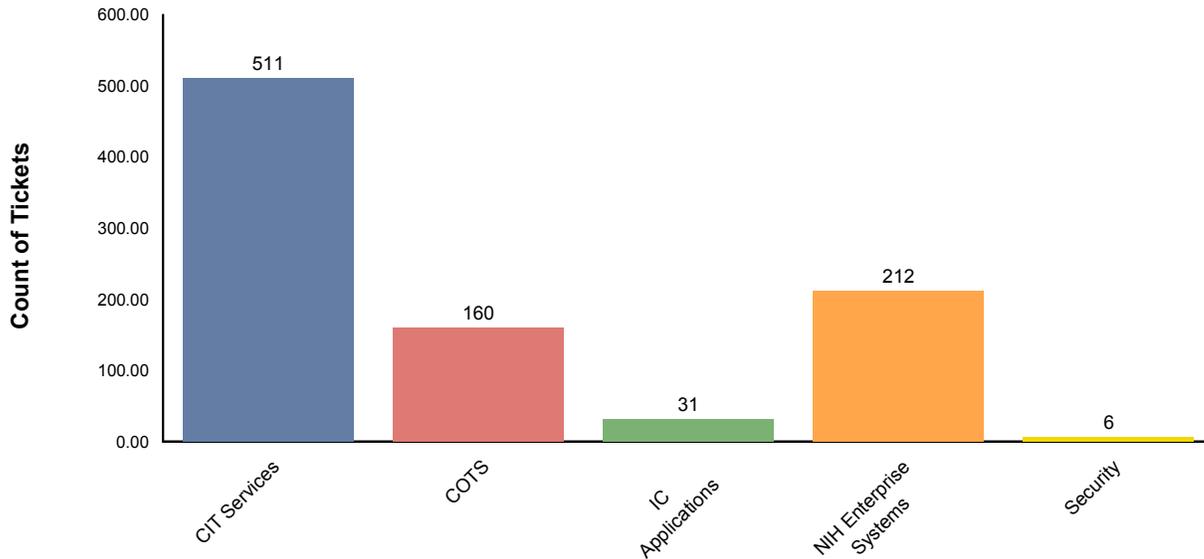
For 07/01/2005 to 09/30/2005

Snapshot Date: 10/3/2005

Categories have been grouped to simplify the presentation of the data. A breakdown is provided after each chart.

Total Tickets: 920

Tickets By Category Summary (For NIDDK)



NIDDK 920

CIT Services		511
Accounts	225	
Back Office Support	19	
CIT Categories	33	
CIT Categories Remedy	2	
Connectivity	35	
Email	67	
General Information	31	
Helix Support	5	
iSDP/Software Distribution	7	
NIHnet	20	
OS/390	6	
Telecommunications	39	
Training	5	
Wireless Services	17	
COTS		160
Application Support	62	
Hardware	98	
IC Applications		31
CC Clinical Applications	8	
CC Technical Operations	6	
Local LAN	11	
Web Site Issue (non-CIT)	6	
NIH Enterprise Systems		212
ADB	53	
EHRP Change Management	1	
EHRP Security	10	
EHRP Workflow/Worklist	1	
eRA-IMPAC II	3	
eRA-Software BA	3	
NBS Break/Fix	1	
NBS-User Call	98	
NED	22	
NIH Data Warehouse	1	
NIH Services	15	
NVision	4	
Security		6
Anti Virus SW	1	
Security	5	

IC Ticket Report with Category Summary

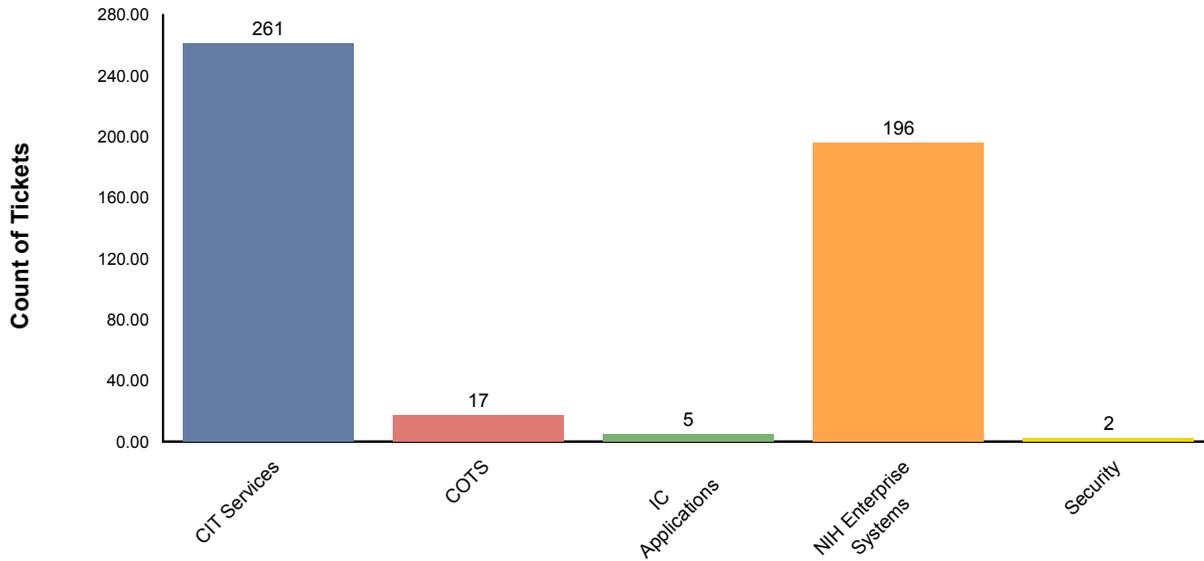
For 07/01/2005 to 09/30/2005

Snapshot Date: 10/3/2005

Categories have been grouped to simplify the presentation of the data. A breakdown is provided after each chart.

Total Tickets: 481

Tickets By Category Summary (For NIEHS)



NIEHS 481

CIT Services		261
Accounts	112	
Back Office Support	7	
CIT Categories	37	
CIT Categories Remedy	13	
Connectivity	10	
Email	31	
General Information	17	
iSDP/Software Distribution	1	
NIHnet	2	
OS/390	7	
Telecommunications	5	
Training	1	
Video	1	
Wireless Services	17	
COTS		17
Application Support	11	
Hardware	6	
IC Applications		5
CC Technical Operations	4	
Web Site Issue (non-CIT)	1	
NIH Enterprise Systems		196
ADB	40	
EHRP Reporting	1	
EHRP Security	12	
EHRP Technical	2	
NBS-User Call	113	
NED	8	
NIH Data Warehouse	11	
NIH Services	5	
NVision	4	
Security		2
Security	2	

IC Ticket Report with Category Summary

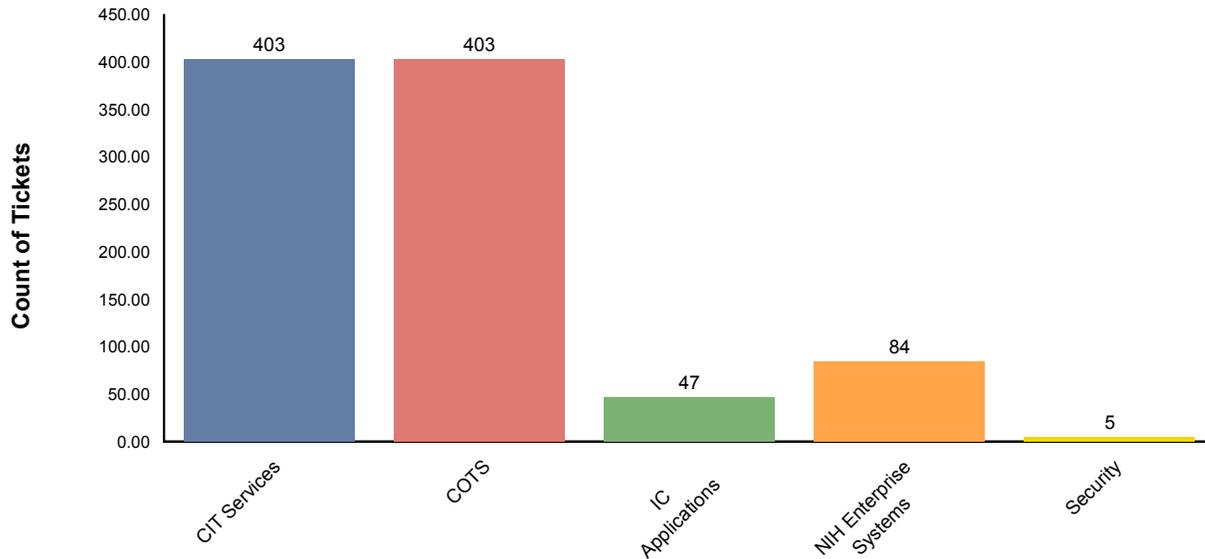
For 07/01/2005 to 09/30/2005

Snapshot Date: 10/3/2005

Categories have been grouped to simplify the presentation of the data. A breakdown is provided after each chart.

Total Tickets: 942

Tickets By Category Summary (For NIGMS)



NIGMS 942

CIT Services		403
Accounts	91	
Back Office Support	79	
CIT Categories	32	
CIT Categories Remedy	8	
Connectivity	17	
Email	67	
General Information	28	
NIHnet	11	
Telecommunications	8	
Training	1	
Video	5	
Wireless Services	56	
COTS		403
Application Support	182	
Hardware	221	
IC Applications		47
E-Grants	21	
Local LAN	6	
Web Site Issue (non-CIT)	20	
NIH Enterprise Systems		84
ADB	10	
EHRP Technical	1	
eRA-COMMONS	3	
eRA-IMPAC II	28	
eRA-Software BA	2	
NBS-User Call	12	
NED	3	
NIH Data Warehouse	6	
NIH Services	18	
NVision	1	
Security		5
Security	5	

IC Ticket Report with Category Summary

For 07/01/2005 to 09/30/2005

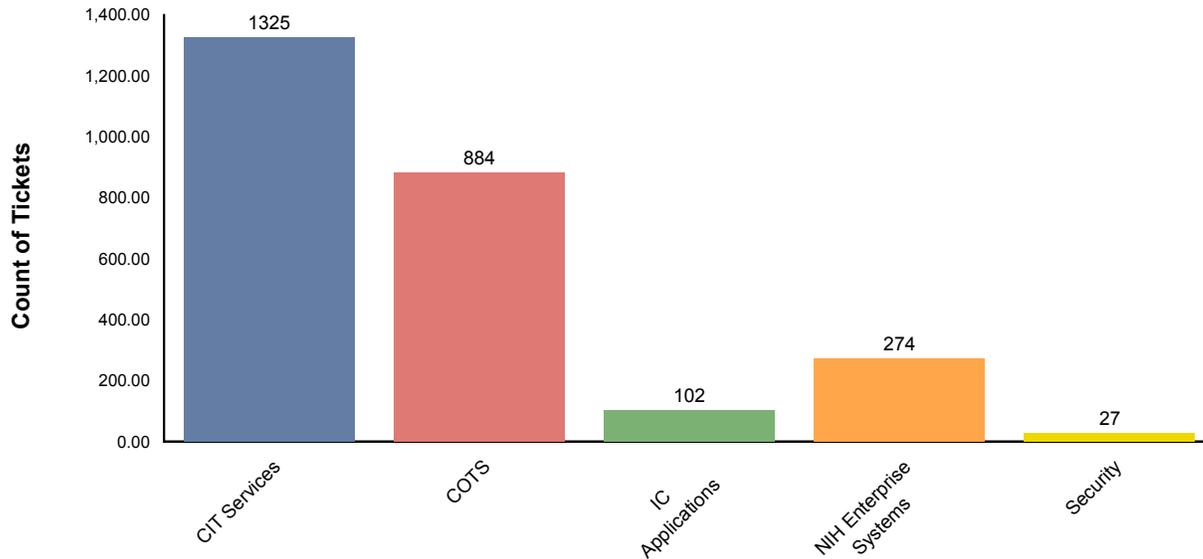
Snapshot Date: 10/3/2005

Categories have been grouped to simplify the presentation of the data. A breakdown is provided after each chart.

Total Tickets: 2,612

Tickets By Category Summary

(For NIMH)



NIMH 2,612

CIT Services

1,325

Accounts	362
Back Office Support	184
CIT Categories	86
CIT Categories Remedy	9
Connectivity	75
DCS 7x24	1
Email	338
General Information	61
Helix Support	2
iSDP/Software Distribution	7
NECS	1
NIHnet	34
OS/390	8
Telecommunications	38
Training	4
Unix Support	1
Video	2
Wireless Services	112

COTS

884

Application Support	349
Hardware	535

IC Applications

102

CC Clinical Applications	26
CC Technical Operations	4
Local LAN	51
Web Site Issue (non-CIT)	21

NIH Enterprise Systems

274

ADB	58
EHRP Func App Suppt	4
EHRP Reporting	1
EHRP Security	21
EHRP Technical	1
eRA-COMMONS	1
eRA-IMPAC II	9
eRA-Software BA	5
NBS-User Call	128
NED	26
NIDB Ann/Reports	1
NIH Data Warehouse	7
NIH Services	12

Security

27

Anti Virus SW	6
Security	21

IC Ticket Report with Category Summary

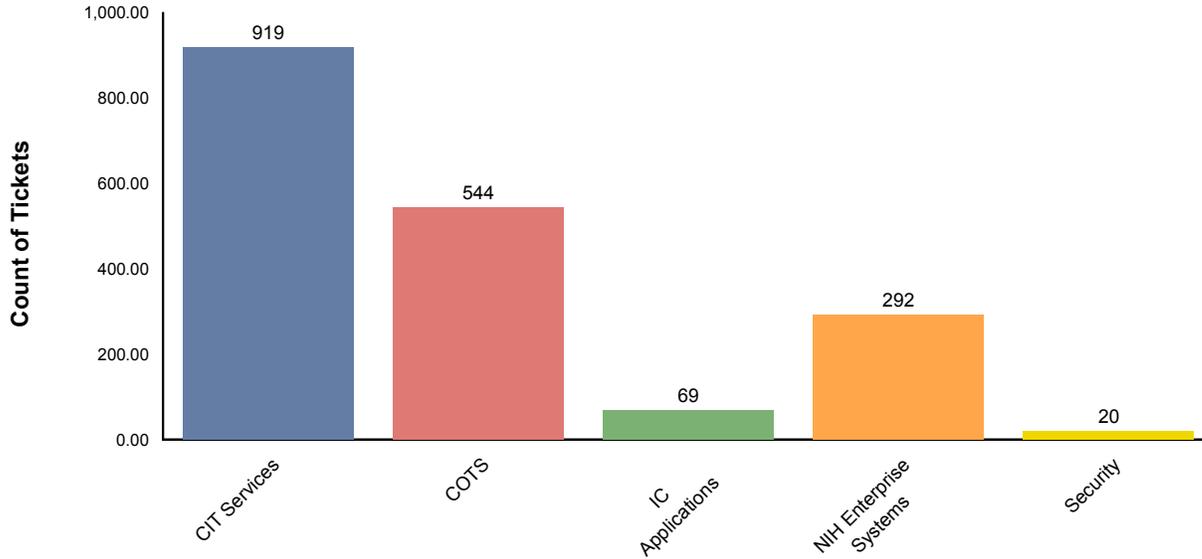
For 07/01/2005 to 09/30/2005

Snapshot Date: 10/3/2005

Categories have been grouped to simplify the presentation of the data. A breakdown is provided after each chart.

Total Tickets: 1,844

Tickets By Category Summary (For NINDS)



NINDS 1,844

CIT Services 919

Accounts	294
Back Office Support	111
CIT Categories	52
CIT Categories Remedy	6
Connectivity	51
Email	222
General Information	46
iSDP/Software Distribution	7
NIHnet	20
OS/390	7
Telecommunications	29
Training	5
Video	1
Wireless Services	68

COTS 544

Application Support	249
Hardware	295

IC Applications 69

CC Clinical Applications	16
CC Technical Operations	1
E-Grants	1
Local LAN	30
NIAMS	2
OIT Categories	1
Web Site Issue (non-CIT)	18

NIH Enterprise Systems 292

ADB	84
EHRP Func App Suppt	1
EHRP Interface	1
EHRP Security	11
EHRP Technical	2
EHRP Workflow/Worklist	1
eRA-COMMONS	1
eRA-IMPAC II	11
eRA-Software BA	2
NBS-User Call	119
NED	27
NIH Data Warehouse	5
NIH Services	22
NVision	5

Security 20

Anti Virus SW	3
Security	17

IC Ticket Report with Category Summary

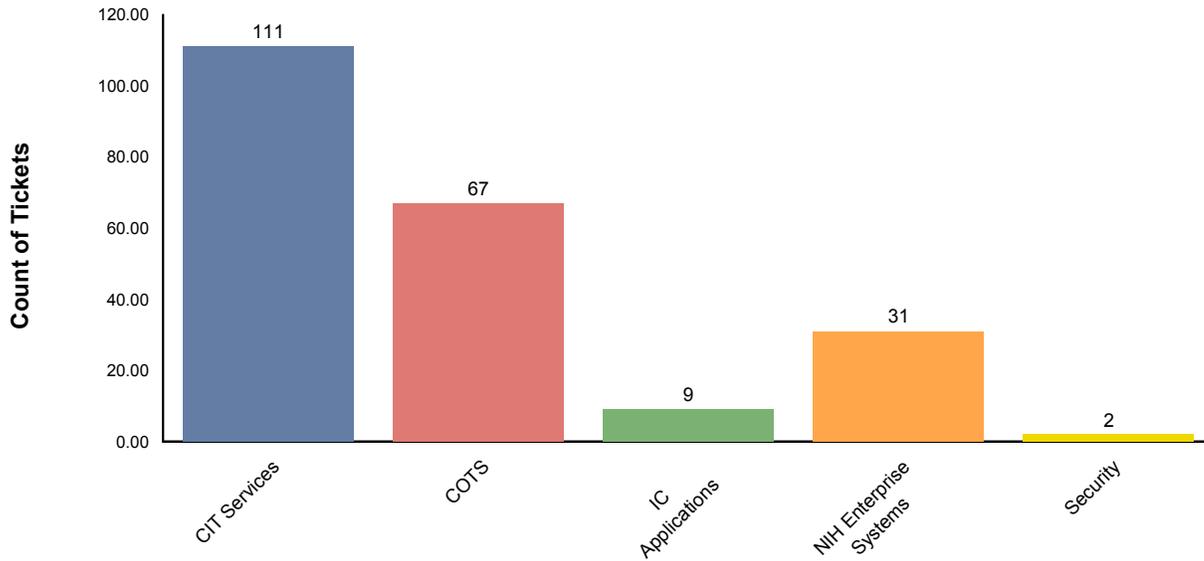
For 07/01/2005 to 09/30/2005

Snapshot Date: 10/3/2005

Categories have been grouped to simplify the presentation of the data. A breakdown is provided after each chart.

Total Tickets: 220

Tickets By Category Summary (For NINR)



NINR 220

CIT Services		111
Accounts	26	
Back Office Support	16	
CIT Categories	14	
CIT Categories Remedy	3	
Connectivity	2	
Email	21	
General Information	7	
iSDP/Software Distribution	1	
NIHnet	2	
OS/390	2	
Telecommunications	3	
Training	1	
Video	1	
Wireless Services	12	
COTS		67
Application Support	28	
Hardware	39	
IC Applications		9
Local LAN	7	
Web Site Issue (non-CIT)	2	
NIH Enterprise Systems		31
ADB	8	
EHRP Security	3	
eRA-IMPAC II	4	
NBS-User Call	9	
NED	2	
NIH Data Warehouse	2	
NIH Services	3	
Security		2
Security	2	

IC Ticket Report with Category Summary

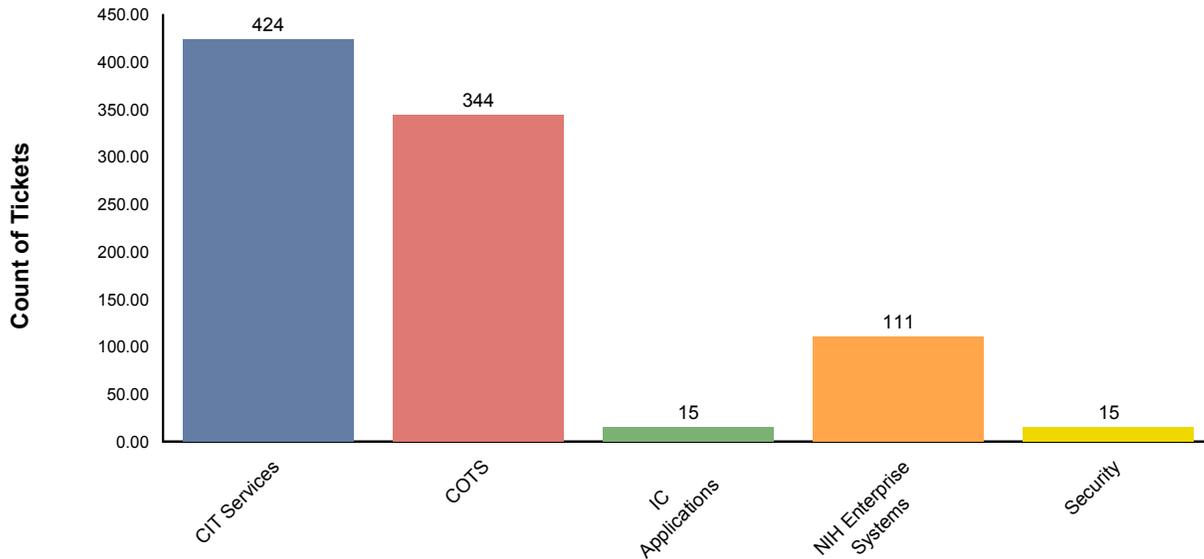
For 07/01/2005 to 09/30/2005

Snapshot Date: 10/3/2005

Categories have been grouped to simplify the presentation of the data. A breakdown is provided after each chart.

Total Tickets: 909

Tickets By Category Summary (For NLM)



NLM 909

CIT Services 424

Accounts	174
Back Office Support	32
CIT Categories	39
CIT Categories Remedy	5
Connectivity	17
Email	87
General Information	19
Helix Support	2
iSDP/Software Distribution	1
NECS	1
NIHnet	9
OS/390	2
Telecommunications	11
Training	4
Video	1
Wireless Services	20

COTS 344

Application Support	191
Hardware	153

IC Applications 15

CC Clinical Applications	1
Local LAN	8
Web Site Issue (non-CIT)	6

NIH Enterprise Systems 111

ADB	32
EHRP Func App Suppt	2
EHRP Security	4
EHRP Workflow/Worklist	1
eRA-IMPAC II	1
NBS Int. Des/Dev	1
NBS-User Call	53
NED	6
NIDB Ann/Reports	1
NIH Data Warehouse	8
NIH Services	2

Security 15

Anti Virus SW	7
Security	8

IC Ticket Report with Category Summary

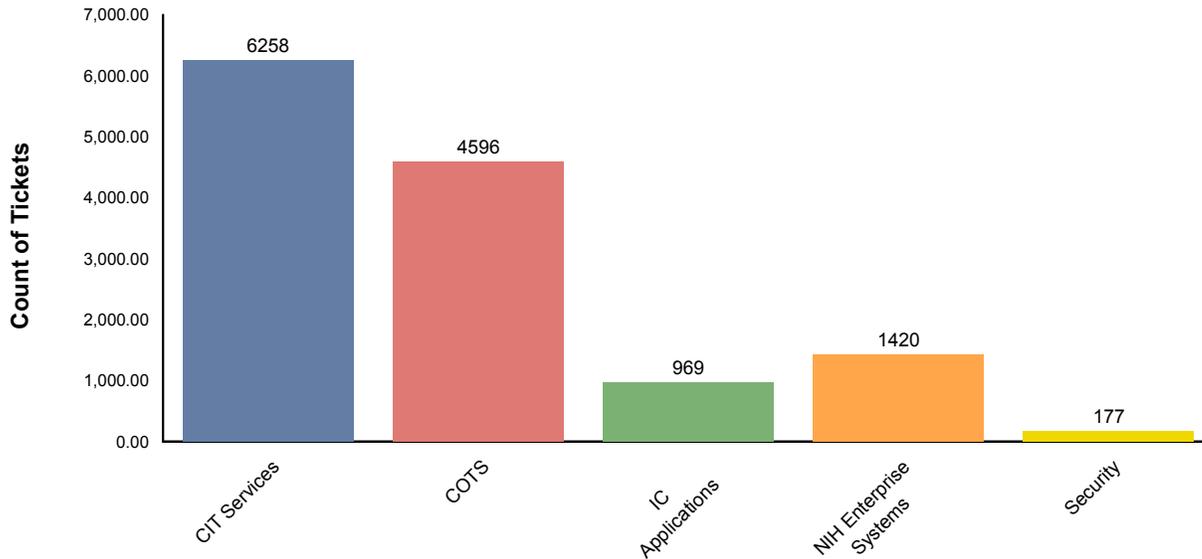
For 07/01/2005 to 09/30/2005

Snapshot Date: 10/3/2005

Categories have been grouped to simplify the presentation of the data. A breakdown is provided after each chart.

Total Tickets: 13,420

Tickets By Category Summary (For OD)



OD 13,420

CIT Services 6,258

Accounts	1,704
Back Office Support	1,222
CIT Categories	319
CIT Categories Remedy	28
Connectivity	271
Email	1,380
General Information	309
iSDP/Software Distribution	4
NECS	3
NIHnet	116
OS/390	53
Project Work	1
Telecommunications	195
Training	241
Unix Support	1
Video	12
Wireless Services	399

COTS 4,596

Application Support	1,490
Hardware	3,106

IC Applications 969

CC Clinical Applications	4
CC Technical Operations	1
E-Grants	5
Local LAN	257
OIT Categories	570
Web Site Issue (non-CIT)	132

NIH Enterprise Systems 1,420

ADB	333
EHRP Change Management	1
EHRP Func App Suppt	8
EHRP Interface	2
EHRP Non-App Specific	1
EHRP Reporting	3
EHRP Security	118
EHRP Technical	12
EHRP User Error	2
EHRP Workflow/Worklist	1
eRA-COMMONS	2
eRA-IMPAC II	121
eRA-Software BA	11
NBS Enhancement	1
NBS Int. Des/Dev	1
NBS-User Call	366

IC Ticket Report with Category Summary

For 07/01/2005 to 09/30/2005

Snapshot Date: 10/3/2005

Categories have been grouped to simplify the presentation of the data. A breakdown is provided after each chart.

NED	84	
NIH Data Warehouse	87	
NIH Services	254	
NVision	12	
Security		177
Anti Virus SW	34	
Security	143	