

# Non NIH Tickets - By Category Summary and Organization

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

Snapshot Date: 10/3/2005

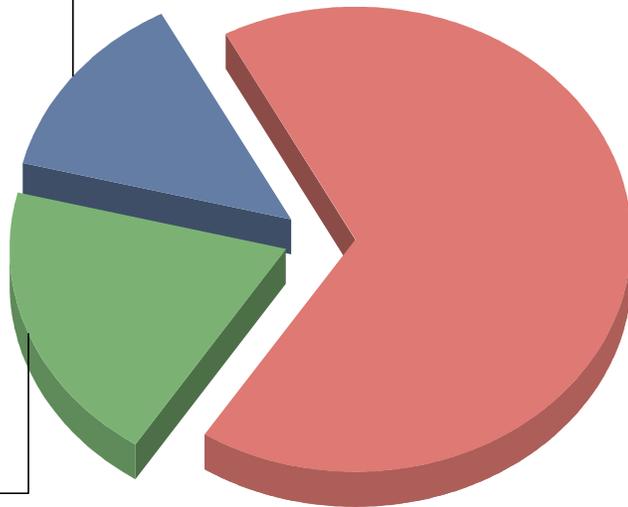
Total Tickets: 4,057

## Tickets by Non NIH

Anonymous  
540

OTHER  
797

HHS  
2720



Anonymous	13.3%
HHS	67.0%
OTHER	19.6%
Total:	100.0%

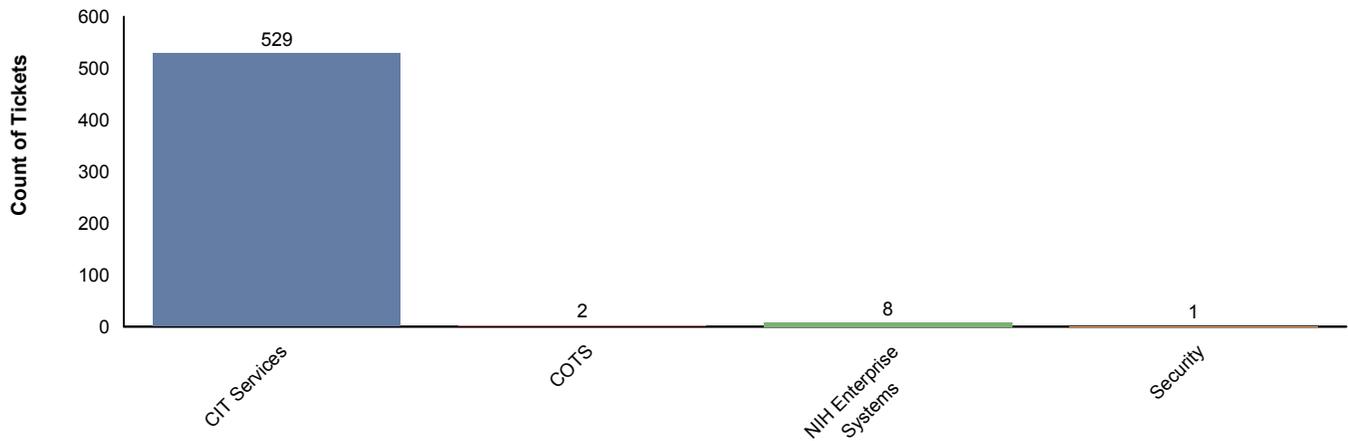
# Non NIH Tickets - By Category Summary and Organization

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

## Tickets By Category Summary

For Anonymous

**Total Tickets: 540**



### Anonymous

**540**

Category	Count	Total
<b>CIT Services</b>		<b>529</b>
Accounts	4	
CIT Categories	71	
DCS 7x24	16	
Email	4	
General Information	416	
NIHnet	3	
OS/390	1	
Telecommunications	2	
Training	4	
Video	7	
Wireless Services	1	
<b>COTS</b>		<b>2</b>
Application Support	2	
<b>NIH Enterprise Systems</b>		<b>8</b>
ADB	1	
EHRP Change Management	1	
EHRP Func App Suppt	2	
eRA-IMPAC II	2	
eRA-Software BA	1	
NVision	1	
<b>Security</b>		<b>1</b>
Security	1	

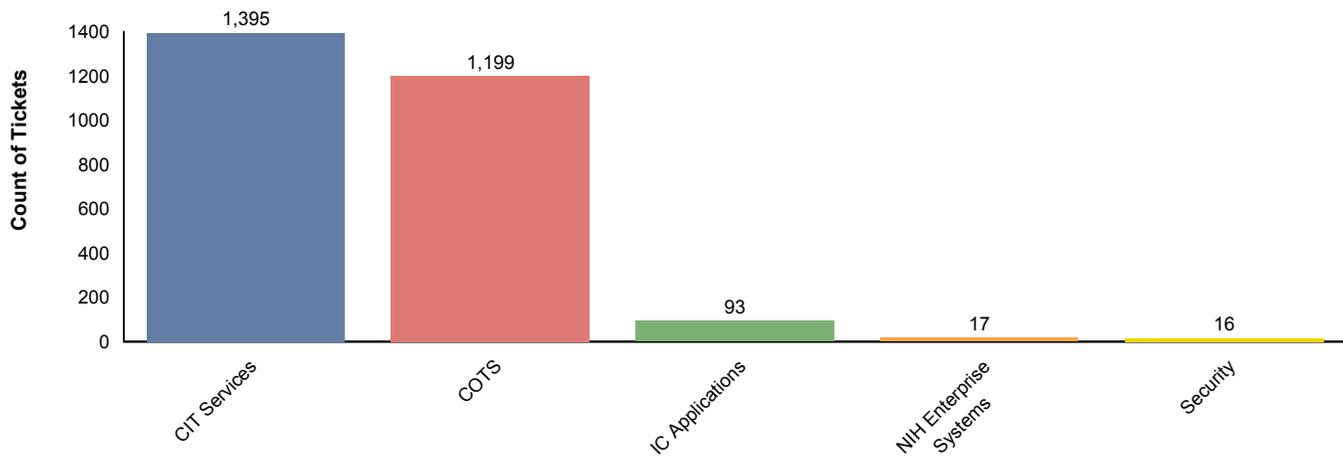
# Non NIH Tickets - By Category Summary and Organization

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

## Tickets By Category Summary

For HHS

**Total Tickets: 2,720**



### HHS

**2,720**

Category	Count	Total
<b>CIT Services</b>		<b>1,395</b>
Accounts	289	
Back Office Support	261	
CIT Categories	128	
CIT Categories Remedy	4	
Connectivity	41	
Email	436	
General Information	67	
Helix Support	2	
iSDP/Software Distribution	3	
NIHnet	5	
OS/390	4	
Telecommunications	10	
Training	3	
Video	5	
Wireless Services	137	
<b>COTS</b>		<b>1,199</b>
Application Support	407	
Hardware	792	
<b>IC Applications</b>		<b>93</b>
CC Clinical Applications	7	
CC Technical Operations	9	
Local LAN	34	
Web Site Issue (non-CIT)	43	
<b>NIH Enterprise Systems</b>		<b>17</b>
ADB	6	
eRA-IMPAC II	2	
eRA-Software BA	4	
NBS Int. Des/Dev	1	
NED	3	
NIH Services	1	
<b>Security</b>		<b>16</b>
Anti Virus SW	2	
Security	14	

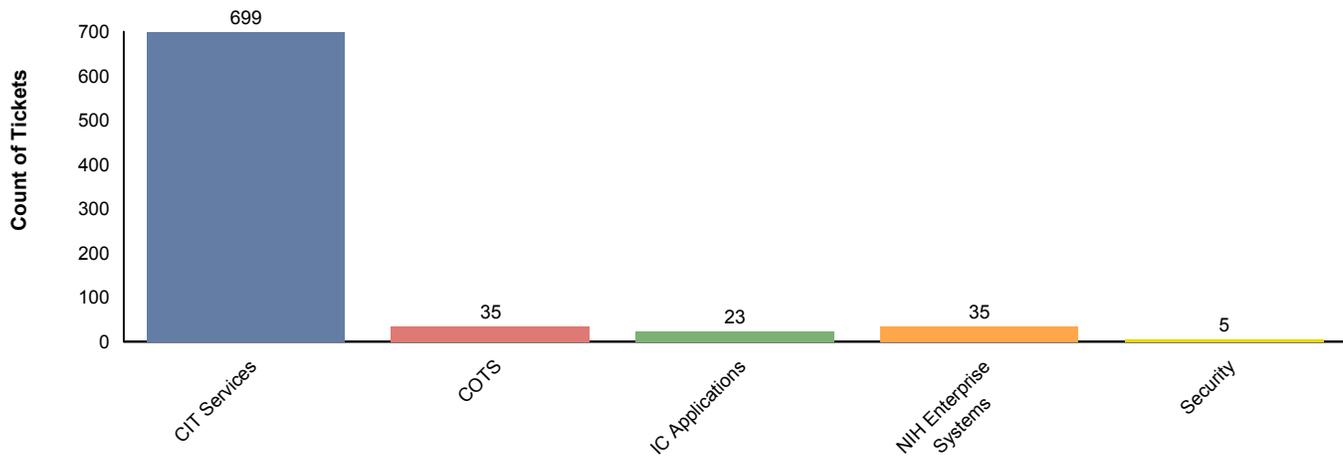
# Non NIH Tickets - By Category Summary and Organization

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

## Tickets By Category Summary

For OTHER

**Total Tickets: 797**



<b>OTHER</b>	<b>797</b>
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<b>CIT Services</b>		<b>699</b>
Accounts	160	
Back Office Support	24	
CIT Categories	62	
CIT Categories Remedy	1	
Connectivity	17	
DCS 7x24	17	
Email	69	
General Information	202	
Helix Support	2	
iSDP/Software Distribution	7	
NIHnet	10	
OS/390	17	
Project Work	1	
Telecommunications	4	
Training	7	
Video	19	
Wireless Services	80	
<b>COTS</b>		<b>35</b>
Application Support	23	
Hardware	12	
<b>IC Applications</b>		<b>23</b>
CC Clinical Applications	1	
CC Technical Operations	1	
E-Grants	1	
Local LAN	6	
Web Site Issue (non-CIT)	14	
<b>NIH Enterprise Systems</b>		<b>35</b>
ADB	9	
eRA-COMMONS	14	
eRA-IMPAC II	6	
eRA-Software BA	1	
NED	1	
NIH Services	4	
<b>Security</b>		<b>5</b>
Anti Virus SW	1	
Security	4	