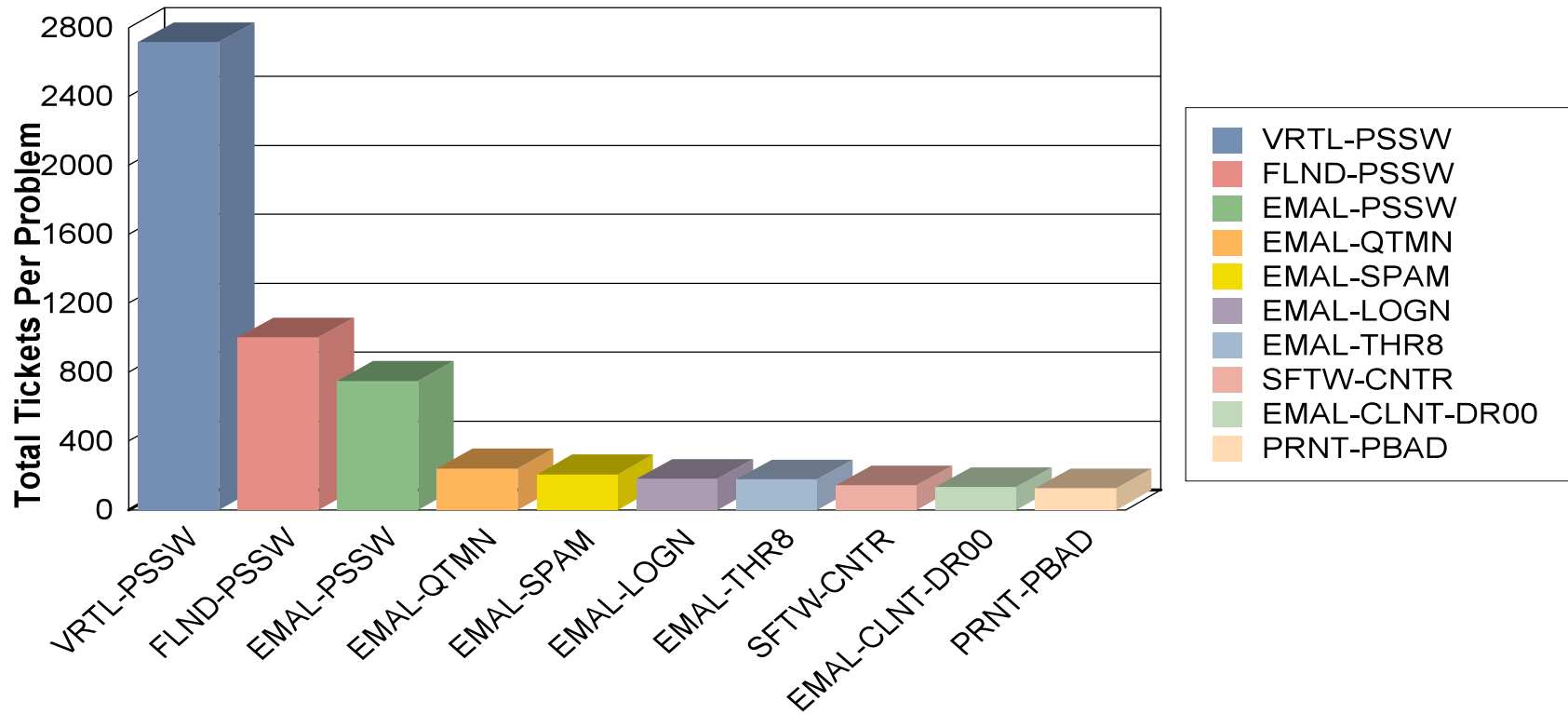


Top Ten Issues Between 06/01/2007 and 05/31/2008



Total Number of Tickets:	11,478
Top5 as % of total tickets:	43%
Top10 as % of total tickets:	49%
<hr/>	
Total Number of Categories:	276
"long-tail" (<= 1 call/mo) as % of total categories:	51%

1	VRTL-PSSW	Password Reset - VBM	2715
2	FLND-PSSW	Password Reset - Novell	1002
3	EMAL-PSSW	Password Reset - Email	748
4	EMAL-QTMN	Password Reset - Quota	241
5	EMAL-SPAM	Email - spam	207
6	EMAL-LOGN	Email - login	180

7	EMAL-THR8	Email - other	177
8	SFTW-CNTR	Software - Contribute	143
9	EMAL-CLNT-DR00	Email - client - Eudora	133
10	PRNT-PBAD	Printing - something	126
11	CMPT-OTHR	Computer - other	123
12	SFTW-MSFF		115
13	CMPT-GNRL		109
14	SFTW-THR0		104
15	CMPT-CMPB		102
16	NFRM-NFRM		100
17	PRNT-CNNT		99
18	FLND-CCNT		95
19	CMPT-QPMN		94
20	EMAL-CLNT-THND		94
21	WB00-OTHR		93
22	PRNT-THR7		92
23	FLND-CNNT		91
24	WB00-NMOD		90
25	FLND-THR0		88
26	PRCH-CLLG		87
27	Z_TH-NDFN		85
28	NTWR-RGST		84
29	EMAL-EACT		82
30	NTWR-CWEB		79
31	EMAL-INFO		76
32	SFTW-MSFF-WRD0		76
33	SFTW-DBCR		74
34	NTWR-THR4		72
35	FLND-GSTL		71
36	EMAL-RQST		70
37	VRTL-VBAM		69
38	CMPT-XTRN-MNTR		64
39	PRSN-TRBL		63
40	Z_TH		63
41	FLND-DRVC		57
42	FLND-DRVM		57
43	FLND-CCNT-CRTN		56
44	PRNT-NSEE		55

45	SFTW-CDMC-SCNC
46	PRNT-PRNE
47	PRCH-PRSN
48	VRTL-CNTL
49	SFTW-BLCK
50	CMPT-XTRN-THR0
51	NTWR-NOIP
52	SFTW-BLCK-CCNT
53	WB00-WDDV
54	CMPT-QPMN-CMPD
55	PRNT-NOGO
56	EMAL
57	EMAL-FWRD
58	EMAL-RECV
59	NFRM-THR0
60	VRTL-CNNT
61	SFTW-NTVR-SPHS
62	EMAL-PRBL
63	SFTW-VRSN
64	EMAL-HLPM
65	MTNG-PSSW
66	PRNT-NDPR
67	SFTW-CDMC-STTS
68	SFTW-MSFF-XCL0
69	SFTW
70	SFTW-FNNC
71	EMAL-NDLS
72	VRTL-THR1
73	CMPT
74	NFRM
75	SFTW-BLCK-CRSF
76	CMPT-XTRN-KYBR
77	EMAL-NDML
78	SFTW-FNNC-THR0
79	SFTW-FNNC-PRNT
80	SFTW-MSFF-THR0
81	CMPT-XTRN-MS00
82	PRCH-THR0

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83	MTNG-CCNT	25
84	MTNG-THR0	25
85	WB00-NBMC	24
86	PRNT	23
87	PRSN-VRS0	23
88	SFTW-FNNC-CNNT	23
89	TLPH-THR3	23
90	FLND-NDFL	22
91	CMPT-XTRN	21
92	EMAL-NOGO	21
93	EMAL-SEND	21
94	NTWR	21
95	NTWR-PRTC-PACT	21
96	SFTW-FNNC-PWDC	21
97	WB00-INFO	21
98	EMAL-HLPS	20
99	SFTW-BLCK-TRNN	20
100	CMPT-CMPU	19
101	CMPT-QPMN-CMPR	19
102	SFTW-CDMC	19
103	WB00-NWEB	19
104	EMAL-CLNT-THR0	18
105	EMAL-EACT-CRT0	18
106	EMAL-POL1	18
107	VRTL	18
108	CMPT-NTRN-CD/D	17
109	MTNG-CCNT-CRTN	17
110	NFRM-GNRL	17
111	PLTT-THNT	17
112	SFTW-FNNC-CCNT	17
113	EMAL-CLNT	16
114	EMAL-CLNT-WBML	16
115	PRSN-MLTP	16
116	SFTW-FNNC-NBLT	16
117	SFTW-MDSF-DBST	16
118	SFTW-OPSY-MCS0	16
119	PLTT-ZMBR	15
120	SFTW-FLMK	15

121	SFTW-NTVR	15
122	VRTL-SLWR	15
123	CMPT-NTRN-BTTY	14
124	EMAL-NDLS-RQST	14
125	EMAL-NDQR	14
126	NTWR-PRTC	14
127	PRSN-HRDW	14
128	SFTW-OPSY	14
129	SPCL-Z_TH	14
130	TLPH	14
131	VRTL-NFRM	14
132	CMPT-NTRN	13
133	PRSN-BCKP	13
134	SFTW-BLCK-CRSS	13
135	CMPT-QPMN-CMRM	12
136	PRSN	12
137	SFTW-OPSY-WNDW	12
138	VRTL-DTCH	12
139	FLND-CCNT-CHNG	11
140	LB/P-PBLC-PRBL	11
141	PRCH	11
142	SFTW-MSFF-PWRP	11
143	TLPH-CHNG	11
144	FLND	10
145	FLND-PSAD	10
146	PLTT-ZOTR	10
147	SPCL-SCNC	10
148	TLPH-NDLT	10
149	CMPT-NTRN-THRO	9
150	EMAL-EACT-CHNG	9
151	EMAL-EACT-DLT0	9
152	FLND-NDMR	9
153	MTNG-GRPR	9
154	MTNG-SYST	9
155	CMPT-XTRN-CD/C	8
156	LB/P	8
157	LB/P-DPRT	8
158	MTNG-CLAS	8

197	MMAV-NFRM	4
198	MMAV-QPMT	4
199	MTNG-CCNT-CHNG	4
200	PLTT-FL00	4
201	SFTW-MDD/	4
202	SFTW-NTVR-THR0	4
203	SFTW-WBBR-SFR0	4
204	SPCL-PSYS-PSSW	4
205	Z_TH-DMCA	4
206	CMPT-NTRN-DSPL	3
207	CMPT-QPMN-CMPT	3
208	CMPT-XTRN-TR/P	3
209	LB/P-LNGG-PRBL	3
210	LB/P-PBLC	3
211	MMAV-THRS	3
212	MTNG	3
213	MTNG-CCNT-PRBL	3
214	NTWR-DMGR	3
215	PRSN-SRNS	3
216	SFTW-NETT-WNSC	3
217	SPCL	3
218	TLPH-CHNG-WRNG	3
219	TLPH-CNNT	3
220	VRTL-UDNE	3
221	CMPT-HWUP	2
222	CMPT-NTRN-TRCK	2
223	FLND-CCNT-DLTN	2
224	LB/P-NWMD-INFO	2
225	LB/P-NWMD-MDSF	2
226	LB/P-PBLC-LBCN	2
227	LB/P-PBLC-MNTN	2
228	LB/P-SMRT-SFTW	2
229	MMAV	2
230	MMAV-CNSL	2
231	MTNG-CCNT-DLTN	2
232	MTNG-CNTC	2
233	NTWR-NLNK	2
234	SFTW-FNNC-NFRM	2

235	SFTW-MDD/-CLSS	2
236	SFTW-MDSF-D000	2
237	SPCL-SPPR-Z_TH	2
238	TLPH-PNCD	2
239	VRTL-PRBL	2
240	CMPT-NTRN-DSKT	1
241	CMPT-NTRN-KYBR	1
242	CMPT-NTRN-MTHR	1
243	CMPT-NTRN-NTWR	1
244	CMPT-NTRN-ZPDR	1
245	CMPT-XTRN-DSKT	1
246	EMAL-CLNT-TR/P	1
247	LB/P-DPRT-MNTN	1
248	LB/P-LNGG-LBCN	1
249	LB/P-LNX0-PRBL	1
250	LB/P-NWMD	1
251	LB/P-SMRT-CMPM	1
252	NTWR-DMGR-QPMN	1
253	NTWR-EQPR	1
254	NTWR-PRTC-DACT	1
255	PLTT-CLNT	1
256	SFTW-BLCK-BBPR	1
257	SFTW-DMNS	1
258	SFTW-FNNC-PSSW	1
259	SFTW-MDD/-THR0	1
260	SFTW-MDSF-MCRM	1
261	SFTW-NETT	1
262	SFTW-NETT-FTCH	1
263	SFTW-NTVR-MCFN	1
264	SFTW-OPSY-LNX/	1
265	SFTW-WBBR-MZLL	1
266	SPCL-LBRR	1
267	SPCL-SCNC-CMSC-CNNT	1
268	SPCL-SCNC-CMSC-CSML	1
269	SPCL-SCNC-CMSC-FC/R	1
270	SPCL-SCNC-CMSC-GNRL	1
271	SPCL-SCNC-CMSC-THR0	1
272	SPCL-SCNC-SPTL	1

273 SPCL-SPPR-CLNT
274 TLPH-DMGR-QPMN
275 TLPH-DMGR-TLTD
276 VRTL-LSTS

BMC IS Self-Study, January 2009
Supporting Documentation
29b. "Help Desk" Analysis of Community Needs
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