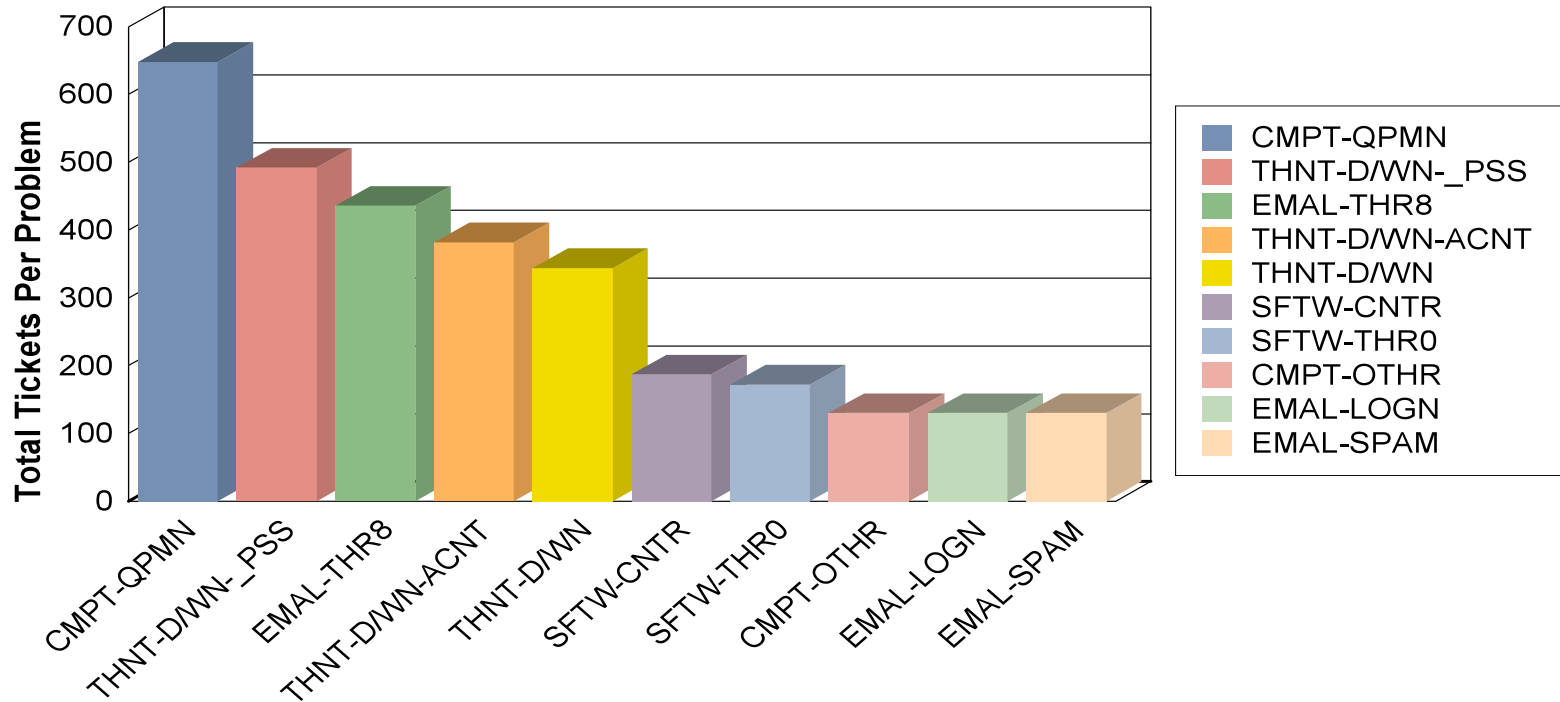


Top Ten Issues Between 06/01/2008 and 11/30/2008



Total Number of Tickets: 8,120

Top5 as % of total tickets: 28%

Top10 as % of total tickets: 38%

Total Number of Categories: 301

"long-tail" (<= 1 call/mo) as % of total categories: 47%

1	CMPT-QPMN	Equipment - transition	648.00
2	THNT-D/WN-_PSS	Auth - password reset	492.00
3	EMAL-THR8	Email - other	436.00
4	THNT-D/WN-ACNT	Auth - account locked out	382.00
5	THNT-D/WN	Auth - AD/Windows	344.00
6	SFTW-CNTR	Software - Contribute	187.00
7	SFTW-THR0	Software - other	172.00
8	CMPT-OTHR	Computing - other	130.00
9	EMAL-LOGN	Email - login	130.00

10	EMAL-SPAM	Email - spam	130.00
11	FLND-ADWN-CNNT	AD/Win - cannot access	126.00
12	EMAL-CLNT-WBML		125.00
13	THNT-NVLL-_GST		122.00
14	EMAL-SPAM-SPMR		119.00
15	Z_TH-NDFN		115.00
16	THNT-D/WN-Z_TH		100.00
17	VRTL-CNTL		97.00
18	PRNT		95.00
19	SFTW-BLCK		93.00
20	SFTW-DBCR		91.00
21	PRNT-DWND-Z_TH		83.00
22	NFRM-NFRM		81.00
23	EMAL-NDML		80.00
24	THNT-D/WN-SLFS		78.00
25	WB00-OTHR		74.00
26	NTWR-THR4		72.00
27	FLND-ADWN-PRMS		69.00
28	PRNT-DWND		69.00
29	THNT-NVLL-_PSS		66.00
30	CMPT-GNRL		63.00
31	THNT-D/WN-_GST		61.00
32	VRTL-THR1		61.00
33	FLND-ADWN-Z_TH		59.00
34	SFTW-BLCK-CCNT		59.00
35	SFTW-MSFF-WRD0		57.00
36	VRS0-NTVR-SPHS		57.00
37	PRNT-DWND-CNNT		55.00
38	NTWR-CWEB		52.00
39	PRCH-CLLG		49.00
40	THNT-D/WN-CCNT		48.00
41	WB00-NBMC		48.00
42	CMPT-XTRN-THR0		46.00
43	EMAL-CLNT-DR00		46.00
44	EMAL-FWRD		46.00
45	FLND-ADWN		46.00
46	Z_TH		45.00
47	CMPT-CMPB		43.00
48	CMPT-XTRN-MNTR		43.00
49	PRNT-DWND-PRNM		43.00

50	EMAL	41.00
51	VRTL-VBAM	41.00
52	PRNT-DWND-PRNL	40.00
53	EMAL-NOGO	39.00
54	NTWR-PNCD	36.00
55	CMPT-QPMN-CMPD	32.00
56	SFTW-BLCK-CRSF	32.00
57	VRTL-PSSW	32.00
58	NFRM-THR0	31.00
59	TLPH-THR3	31.00
60	VRTL-CNNT	31.00
61	NTWR-NOIP	30.00
62	NTWR-RGST	30.00
63	PRSN-TRBL	29.00
64	THNT-WBDT-_PSS	29.00
65	VRS0-NFCT	29.00
66	WB00-NMOD	29.00
67	EMAL-CLND-SHRD	28.00
68	EMAL-CLNT-THND	28.00
69	SFTW-CDMC-SCNC	28.00
70	SFTW-CDMC-STTS	28.00
71	WB00-WDDV	27.00
72	CMPT-HWUP	26.00
73	EMAL-NDLS	26.00
74	VRTL-DTCH	26.00
75	CMPT-NVST	25.00
76	NTWR-PRTC-PACT	25.00
77	SFTW	24.00
78	SFTW-FNNC	24.00
79	SFTW-BLCK-CRSS	23.00
80	VRTL	23.00
81	CMPT	22.00
82	CMPT-QPMN-CMPR	22.00
83	PRCH	22.00
84	FLND	21.00
85	PRCH-PRSN	21.00
86	EMAL-CLND	20.00
87	NFRM-GNRL	20.00
88	TLPH-CHNG	20.00
89	EMAL-HLPM-_RQS	19.00

90	PRNT-DMC0-CNNT	19.00
91	PRNT-NVLP-Z_TH	19.00
92	VLTN-DMCV	19.00
93	THNT-NVLL-CCNT	18.00
94	FLND-NVLS-CNNT	17.00
95	SFTW-MSFF-XCLO	17.00
96	CMPT-XTRN-MS00	16.00
97	EMAL-CLND-CRTN	16.00
98	EMAL-SEND	16.00
99	SFTW-MSFF	16.00
100	THNT	16.00
101	TLPH	16.00
102	CMPT-XTRN	15.00
103	CMPT-XTRN-KYBR	15.00
104	EMAL-HLPM	15.00
105	FLND-NVLS-Z_TH	15.00
106	NTWR	15.00
107	SFTW-OPSY-WNDW	15.00
108	EMAL-RECV	14.00
109	PRNT-DWND-PRNE	14.00
110	SFTW-OPSY-MCS0	14.00
111	CMPT-QPMN-CMRM	13.00
112	EMAL-PDSY	13.00
113	PRNT-DMC0-Z_TH	13.00
114	PRNT-NVLP-PRNM	13.00
115	SPCL-Z_TH	13.00
116	THNT-WBDT	13.00
117	VRTL-NFRM	13.00
118	CMPT-NTRN-CD/D	12.00
119	EMAL-CLNT	12.00
120	EMAL-HLPM-PRBL	12.00
121	SFTW-WBBR-FRFX	12.00
122	WB00	12.00
123	EMAL-HLPM-DMNS	11.00
124	FLND-NVLS	11.00
125	NFRM	11.00
126	NTWR-PRTC	11.00
127	PRCH-SDCM	11.00
128	PRSN-VRS0	11.00
129	SFTW-OPSY	11.00

130	THNT-NVLL	11.00
131	CMPT-CMPU	10.00
132	EMAL-NDLS-RQST	10.00
133	FLND-NVLS-DRVC	10.00
134	PRNT-DWND-PRND	10.00
135	SFTW-FLMK	10.00
136	SPCL-PRXY	10.00
137	CMPT-QPMN-NLCK	9.00
138	EMAL-SPAM-SPCC	9.00
139	FLND-ADWN-FLRS	9.00
140	PRNT-NVLP-CNNT	9.00
141	PRSN	9.00
142	PRSN-MLTP	9.00
143	SFTW-CDMC-THR0	9.00
144	SFTW-MDSF-THR0	9.00
145	SFTW-WBBR	9.00
146	THNT-NVLL-THR5	9.00
147	VRTL-PRBL	9.00
148	CMPT-XTRN-CD/C	8.00
149	LB/P-PBLC-PRBL	8.00
150	PLTT	8.00
151	CMPT-NTRN-THR0	7.00
152	EMAL-PDSY-BLCK	7.00
153	LB/P-SMRT	7.00
154	LB/P-THR0	7.00
155	NTWR-DMGR-TLTD	7.00
156	PRSN-BCKP	7.00
157	SFTW-FNNC-CNNT	7.00
158	TLPH-CHNG-QPMR	7.00
159	WB00-NWEB	7.00
160	EMAL-CLND-PRFR	6.00
161	EMAL-CLNT-THR0	6.00
162	EMAL-PSSW	6.00
163	FLND-PSSW	6.00
164	PRNT-DMC0	6.00
165	SFTW-BLCK-UPLD	6.00
166	CMPT-NTRN-BTTY	5.00
167	CMPT-XTRN-TR/P	5.00
168	EMAL-QTMN	5.00
169	MMAV-QPMT	5.00

170	PRCH-THR0	5.00
171	PRSN-HRDW	5.00
172	SFTW-BLCK-TRNN	5.00
173	SFTW-CDMC	5.00
174	SFTW-MDSF-VD00	5.00
175	SFTW-NETT-WNSC	5.00
176	SFTW-WBBR-MZLL	5.00
177	SPCL	5.00
178	SPCL-SPPR-Z_TH	5.00
179	VRS0-NTVR	5.00
180	VRTL-UDNE	5.00
181	CMPT-NTRN	4.00
182	CMPT-NTRN-HRDD	4.00
183	CMPT-NTRN-MTHR	4.00
184	CMPT-QPMN-CMPT	4.00
185	CMPT-XTRN-THRS	4.00
186	EMAL-CLNT-PPLM	4.00
187	EMAL-HLPM-DLTL	4.00
188	EMAL-NDLS-SS00	4.00
189	FLND-DRVC	4.00
190	LB/P-DPRT-LBCN	4.00
191	PRNT-DMC0-PRNL	4.00
192	PRNT-THR7	4.00
193	SFTW-DMNS-MS00	4.00
194	SFTW-MDSF	4.00
195	SFTW-MSFF-PWRP	4.00
196	SFTW-MSFF-THR0	4.00
197	SFTW-NETT-FTCH	4.00
198	SPCL-LBRR	4.00
199	SPCL-SPPR	4.00
200	TLPH-NDLT	4.00
201	TRNN-Z_TH	4.00
202	EMAL-CLND-CCPT	3.00
203	EMAL-PRBL	3.00
204	LB/P-DPRT	3.00
205	NTWR-DMGR	3.00
206	PRNT-NVLP	3.00
207	PRNT-NVLP-PRNL	3.00
208	SFTW-FNNC-CCNT	3.00
209	SFTW-FNNC-NBLT	3.00

210	SFTW-FNNC-THR0	3.00
211	SFTW-MDSF-DBST	3.00
212	SFTW-VRSN	3.00
213	SFTW-WBBR-NTRN	3.00
214	TRNN-CNTR	3.00
215	TRNN-ML/C	3.00
216	CMPT-NTRN-KYBR	2.00
217	CMPT-NTRN-MMRY	2.00
218	CMPT-XTRN-HRDD	2.00
219	EMAL-CLNT-DDRS	2.00
220	EMAL-CLNT-TLK0	2.00
221	EMAL-EACT	2.00
222	EMAL-INFO	2.00
223	EMAL-PDSY-PHN0	2.00
224	EMAL-PDSY-PLM/	2.00
225	EMAL-POL1	2.00
226	EMAL-QTMN-DCTN	2.00
227	EMAL-SPAM-SPMC	2.00
228	FLND-CCNT	2.00
229	LB/P	2.00
230	LB/P-DPRT-PRBL	2.00
231	LB/P-LNGG-PRBL	2.00
232	LB/P-SMRT-QPMA	2.00
233	MTNG-THR0	2.00
234	NTWR-WIRE	2.00
235	PLTT-ZMBR	2.00
236	PRNT-CNNT	2.00
237	PRNT-DMC0-PRNE	2.00
238	PRNT-DMC0-PRNM	2.00
239	PRNT-NVLP-PRNE	2.00
240	PRNT-PBAD	2.00
241	SFTW-DMNS	2.00
242	SFTW-MDSF-D000	2.00
243	SFTW-NETT-THR0	2.00
244	SFTW-OPSY-LNX/	2.00
245	SPCL-SPPR-CCNT	2.00
246	SPCL-SPPR-CCSS	2.00
247	TRNN	2.00
248	CMPT-NTRN-BTTR	1.00
249	CMPT-NTRN-DSPL	1.00

290	SPCL-PSYS-PSSW	1.00
291	SPCL-SCNC-CMSC-FLRS	1.00
292	SPCL-SCNC-SPTL	1.00
293	SPCL-SPPR-CLNT	1.00
294	TLPH-CHNG-VCML	1.00
295	TLPH-CHNG-WRNG	1.00
296	TLPH-DMGR	1.00
297	VLTN-CPYR	1.00
298	VRS0	1.00
299	VRS0-NTVR-THRO	1.00
300	VRTL-LSTS	1.00
301	VRTL-SLWR	1.00

811C IS Self-Study, January 2009
 Supporting Documentation
 29c. "Help Desk" Analysis of Community Needs YTD

Total Number of Tickets: 8,120.00