

My SC > Campus Technology Center Welcome Ben Lim | My Links

Campus Technology Center All Sites

Campus Technology Center > Issue Listing

Issue Listing

Tracking issues submitted to IT

New	Actions	Settings	Created	Issue ID	Title	Category	Problem Type	Assigned To	Requested by	Issue Status	Priority	Completed Date	Contact Number	Field
			5/21/2015 10:50 AM	27269	EDUC814 Access NEW	Blackboard	Access Request	Amy Yan	Jackie Glasgow	Solved	(1) Low			Completed
			5/21/2015 10:32 AM	27268	Staff person require assistance setting up ppt pres in Jitx NEW	Laptop	How-To Issue	Marilyn Clements	Brenda Hicks	Solved	(1) Low	5/21/2015	brenda.hicks@sckans.edu	Completed
			5/21/2015 9:39 AM	27267	Affiliate requested instructions to synch Safe Assign NEW	Blackboard	How-To Issue	Marilyn Clements	Connie Fleming	Solved	(1) Low	5/21/2015	connie.fleming@sckans.edu	Completed
			5/21/2015 9:11 AM	27266	R850-6B121298H NEW	Laptop	Hardware Failure	SC Helpdesk	Kristin Humphreys	In Progress	(1) Low			Completed
			5/21/2015 9:10 AM	27265	troubleshooting NEW	Laptop	Troubleshooting	SC Helpdesk	Kristin Humphreys	Solved	(1) Low	5/21/2015		Completed
			5/21/2015 8:32 AM	27264	E6520-3L6GFV1 NEW	Laptop	Hardware Failure	SC Helpdesk	SC Helpdesk	On Hold	(1) Low			Completed
			5/20/2015 2:35 PM	27263	PS phone - Fax line is noisy NEW	Phone System	Connectivity Issue	Tad Humphrey	Tad Humphrey	Solved	(1) Low	5/1/2015		Completed
			5/20/2015 2:31 PM	27262	Learner requested assistance with MY Grades in Blackboard. NEW	Blackboard	Troubleshooting	Marilyn Clements	Robert Nichols	Solved	(1) Low	5/20/2015	robert.nichols@sckans.edu	Completed
			5/20/2015 2:18 PM	27261	Phone - Inquiry - 1st CLASS 6370 NEW	Phone System	How-To Issue	Tad Humphrey	Steve Kramer	Solved	(1) Low	5/14/2015		Completed
			5/20/2015 2:15 PM	27260	Phone - 6299 says invalid NEW	Phone System	Connectivity Issue	Tad Humphrey	Shelley Isham	UnSolved	(1) Low			Completed
			5/20/2015 2:01 PM	27259	PS Locate request 15213329 NEW	Vendor Aid	Task	Tad Humphrey	Tad Humphrey	Solved	(1) Low	5/14/2015		Completed
			5/20/2015 1:33 PM	27258	PS Locate request 15221642 NEW	Vendor Aid	Task	Tad Humphrey	Tad Humphrey	Solved	(1) Low	5/15/2015		Completed
			5/20/2015 1:28 PM	27257	Locate request 15222643 NEW	Vendor Aid	Task	Tad Humphrey	Tad Humphrey	Solved	(1) Low	5/20/2015		Completed
			5/20/2015 1:16 PM	27256	Network - Mid West City internet down NEW	Network Device	Troubleshooting	Tad Humphrey	Jim Jordan	Solved	(3) High	5/18/2015		Completed
			5/20/2015 1:11 PM	27255	Projector - Stewart FH classroom needs replaced EOL NEW	Audio/Visual	Hardware Failure	Tad Humphrey	Jeanice Lowry	UnSolved	(1) Low			Completed
			5/20/2015 1:06 PM	27254	Phone - new phone request set in football NEW	Phone System	Hardware Failure	Tad Humphrey	Jeanice Lowry	UnSolved	(1) Low			Completed
			5/20/2015 12:57 PM	27253	Phone - cutting out, errors on SS4 NEW	Phone System	Connectivity Issue	Tad Humphrey	Lonnie Boyd	Solved	(1) Low	5/18/2015		Completed
			5/20/2015 12:05 PM	27252	Phone - Call Forward how to NEW	Phone System	How-To Issue	Tad Humphrey	Pam Olney	Solved	(1) Low	5/19/2015		Completed
			5/20/2015 12:02 PM	27251	PS Phone - test uMobility app NEW	Phone System	MAC	Tad Humphrey	Arthur Smith	UnSolved	(1) Low			Completed
			5/20/2015 11:54 AM	27250	Trained new staff person on laptop applications NEW	Laptop	How-To Issue	Marilyn Clements	Stephen Ferguson	Solved	(1) Low	5/19/2015	stephen.ferguson@sckans.e	Completed

Figure 1: Tracking screen

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			5/20/2015 2:15 PM	27260	Phone - 6299 says invalid NEW	Phone System	Connectivity Issue	Tad Humphrey	Shelley Isham	UnSolved	(1) Low			Completed
			5/20/2015 1:11 PM	27255	Projector - Stewart FH classroom needs replaced EOL NEW	Audio/Visual	Hardware Failure	Tad Humphrey	Jeanice Lowry	UnSolved	(1) Low			Completed
			5/20/2015 1:06 PM	27254	Phone - new phone request set in football NEW	Phone System	Hardware Failure	Tad Humphrey	Jeanice Lowry	UnSolved	(1) Low			Completed
			5/20/2015 12:02 PM	27251	PS Phone - test uMobility app NEW	Phone System	MAC	Tad Humphrey	Arthur Smith	UnSolved	(1) Low			Completed
			5/20/2015 11:17 AM	27248	CCTV - Cole camera 1 needs checked NEW	Audio/Visual	Troubleshooting	Tad Humphrey	Teresa Nichols	UnSolved	(1) Low			Completed
			5/19/2015 11:03 AM	27231	Hardwire in Laels office	Laptop	Connectivity Issue	Tad Humphrey	SC Helpdesk	UnSolved	(1) Low			Completed
			5/18/2015 4:48 PM	27220	testbb is Down	Blackboard	Troubleshooting	Amy Yan	Amy Yan	UnSolved	(1) Low			Completed
			4/11/2015 9:43 AM	27116	Phone - DDP's phone isn't working in Sutton	Phone System	Troubleshooting	Tad Humphrey	SC Helpdesk	UnSolved	(1) Low			Completed
			1/27/2015 10:11 AM	27022	SC Email address needed	Exchange	Create Account	SC Helpdesk	Dave Yang	UnSolved	(1) Low			Completed
			12/22/2014 11:40 AM	26974	Phone - Jim Helmer, Sutton 311 needs phone	Phone System	MAC	Tad Humphrey	Jim Helmer	UnSolved	(1) Low			Completed
			11/11/2014 8:24 AM	26904	projector - Beech 103 will not display	Audio/Visual	Troubleshooting	Tad Humphrey	Shelley Isham	UnSolved	(2) Medium			Completed
			7/2/2014 8:36 AM	26175	Network - Ben's office. add faceplate, network & CATV NW corner.	Network Device	MAC	Tad Humphrey	Tad Humphrey	UnSolved	(1) Low			Completed
			7/2/2014 8:32 AM	26174	Power - Ben's Office replace ext. cord / UL approved power tap. 10'	Other	MAC	Tad Humphrey	Ben Lim	UnSolved	(1) Low			Completed
			3/28/2014 8:11 AM	25642	Phone Jack Repair	Phone System	Hardware Failure	Tad Humphrey	SC Helpdesk	UnSolved	(1) Low			Completed
			2/28/2014 3:53 PM	25417	RDP Issue	Blackboard	Troubleshooting	Amy Yan	Amy Yan	UnSolved	(1) Low			Completed
			12/9/2013 5:21 PM	24654	user name	Other	Account Issue	Ben Lim	SC Helpdesk	UnSolved	(1) Low			Completed
			10/2/2013 9:12 AM	23698	db1	SQL Server	Account Issue	Bobby Smith	Jessica Dibble	UnSolved	(1) Low			Completed
			8/28/2013 2:31 PM	23188	broken self service	Self-Service	Error Message	Bobby Smith	SC Helpdesk	UnSolved	(1) Low			Completed
			8/19/2013 11:59 AM	22997	POWER CAMPUS	PowerCAMPUS	Troubleshooting	Bobby Smith	Cordell Black	UnSolved	(1) Low		202	Completed
			8/19/2013 11:07 AM	22982	blackboard	Blackboard	Software Issue	Amy Yan	SC Helpdesk	UnSolved	(1) Low		3169908996	Completed
			8/15/2013 11:28 AM	22875	Slow access	PowerCAMPUS	Connectivity Issue	Bobby Smith	Chris Smith	UnSolved	(1) Low			Completed

Figure 2: Example report for unsolved issues

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Issue Listing

Tracking issues submitted to IT

Created	Issue ID	Title	Category	Problem Type	Assigned To	Requested by	Issue Status	Priority	Completed Date	Contact Number	Field
4/8/2014 8:34 AM	25745	e6520-jj3gfv1	Laptop	Hardware Failure	SC Helpdesk	Marilyn Clements	Solved	(1) Low	4/8/2014		
4/7/2014 11:13 AM	25732	e6530 - 34rvk1	Laptop	Hardware Failure	SC Helpdesk	SC Helpdesk	Solved	(1) Low	9/8/2014		
4/7/2014 9:18 AM	25729	R850 - 6B120337H	Laptop	Hardware Failure	SC Helpdesk	SC Helpdesk	Solved	(1) Low	4/28/2014		
4/4/2014 1:14 PM	25722	E6520 - D34GfV1	Laptop	Hardware Failure	SC Helpdesk	Megan Walentynowicz	Solved	(1) Low	4/4/2014		
4/3/2014 3:22 PM	25709	e6530-c2rvk1	Laptop	Hardware Failure	SC Helpdesk	Alyx Elsaesser	Solved	(1) Low	4/15/2014	620-453-1907	
4/3/2014 10:39 AM	25701	e6530-5s3wvk1	Laptop	Hardware Failure	SC Helpdesk	Saeed Yazdani	Solved	(1) Low	4/3/2014		
4/3/2014 9:42 AM	25697	r850-6B146893H	Laptop	Hardware Failure	SC Helpdesk	Brad Sexson	Solved	(1) Low	5/21/2014	316-304-4321	
4/2/2014 11:18 AM	25692	E6520-HS1GfV1	Laptop	Hardware Failure	SC Helpdesk	SC Helpdesk	Solved	(1) Low	4/10/2014		
4/2/2014 10:52 AM	25691	E6520-434GfV1	Laptop	Hardware Failure	SC Helpdesk	SC Helpdesk	Solved	(1) Low	4/8/2014		
4/1/2014 8:49 AM	25665	r850-6B121801H	Laptop	Hardware Failure	SC Helpdesk	Donna Davis	Solved	(1) Low	4/15/2014		
4/1/2014 8:16 AM	25664	E6520 - 3Y3GfV1	Laptop	Hardware Failure	SC Helpdesk	Morgan Constantine	Solved	(1) Low	4/4/2014		
3/26/2014 3:23 PM	25631	E6520 - 2HDGfV1	Laptop	Hardware Failure	SC Helpdesk	Marissa Stadler	Solved	(1) Low	3/31/2014	3082932943	
3/26/2014 9:23 AM	25624	R850 - 6B120302H	Laptop	Hardware Failure	SC Helpdesk	SC Helpdesk	Solved	(1) Low	3/27/2014		
3/26/2014 9:03 AM	25623	R850 - 6B165281H	Laptop	Hardware Failure	SC Helpdesk	SC Helpdesk	Solved	(1) Low	5/12/2014		
3/26/2014 8:29 AM	25621	r850 - 6B162369H	Laptop	Hardware Failure	SC Helpdesk	Margot Koltran	Solved	(1) Low	3/26/2014		
3/25/2014 3:51 PM	25617	E6530 - 7d3wvk1	Laptop	Hardware Failure	SC Helpdesk	Edward Loeb	Solved	(1) Low	3/28/2014		
3/25/2014 1:43 PM	25614	E6530 - CXPVLX1	Laptop	Hardware Failure	SC Helpdesk	Elijah Rodda	Solved	(1) Low	3/27/2014	620*262*1631	
3/24/2014 2:58 PM	25607	E6520 - 5rpvk1	Laptop	Hardware Failure	SC Helpdesk	Cierra Ross	Solved	(1) Low	3/27/2014	316-871-7550	
3/24/2014 1:28 PM	25602	E6520-2H5gfv1	Laptop	Hardware Failure	SC Helpdesk	Hunter Bohannon	Solved	(1) Low	3/26/2014	4059195074	
3/24/2014 11:24 AM	25597	E6520-746GfV1	Laptop	Hardware Failure	SC Helpdesk	Lena Williams	Solved	(1) Low	3/24/2014	316-712-2676	
3/24/2014 11:20 AM	25596	E6530-8mDwvk1	Laptop	Hardware Failure	SC Helpdesk	Katharina Frank	Solved	(1) Low	3/24/2014		
3/24/2014 9:10 AM	25591	r850 - 6B147330H	Laptop	Hardware Failure	SC Helpdesk	Tim Miser	Solved	(1) Low	3/31/2014	913*461*3737	
3/17/2014 3:12 PM	25559	R850 - 6B147320H	Laptop	Hardware Failure	SC Helpdesk	SC Helpdesk	Solved	(1) Low	3/21/2014		
3/17/2014 2:06 PM	25557	R850 - 6B121793H	Laptop	Hardware Failure	SC Helpdesk	SC Helpdesk	Solved	(1) Low	3/21/2014		
3/14/2014 11:50 AM	25549	E6530 - cwpvk1	Laptop	Hardware Failure	SC Helpdesk	Matthew Custard	Solved	(1) Low	3/17/2014	405-639-9877	

Figure 3: Example analysis of laptop model failure

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Issue ID	Created	Title	Assigned To	Category	Problem Type	Issue Status	Requested by	Created By
Count = 5607			Count = 5607			Count = 5607		
Issue Status : In Progress (1)								
Count = 1			Count = 1			Count = 1		
Category : Blackboard (1)								
17395	8/15/2012 2:27 PM	EDUC343 Content	Amy Yan	Blackboard	Troubleshooting	In Progress	Cheryl Germann	Amy Yan
Issue Status : Solved (5606)								

Figure 4: Example of performance by period

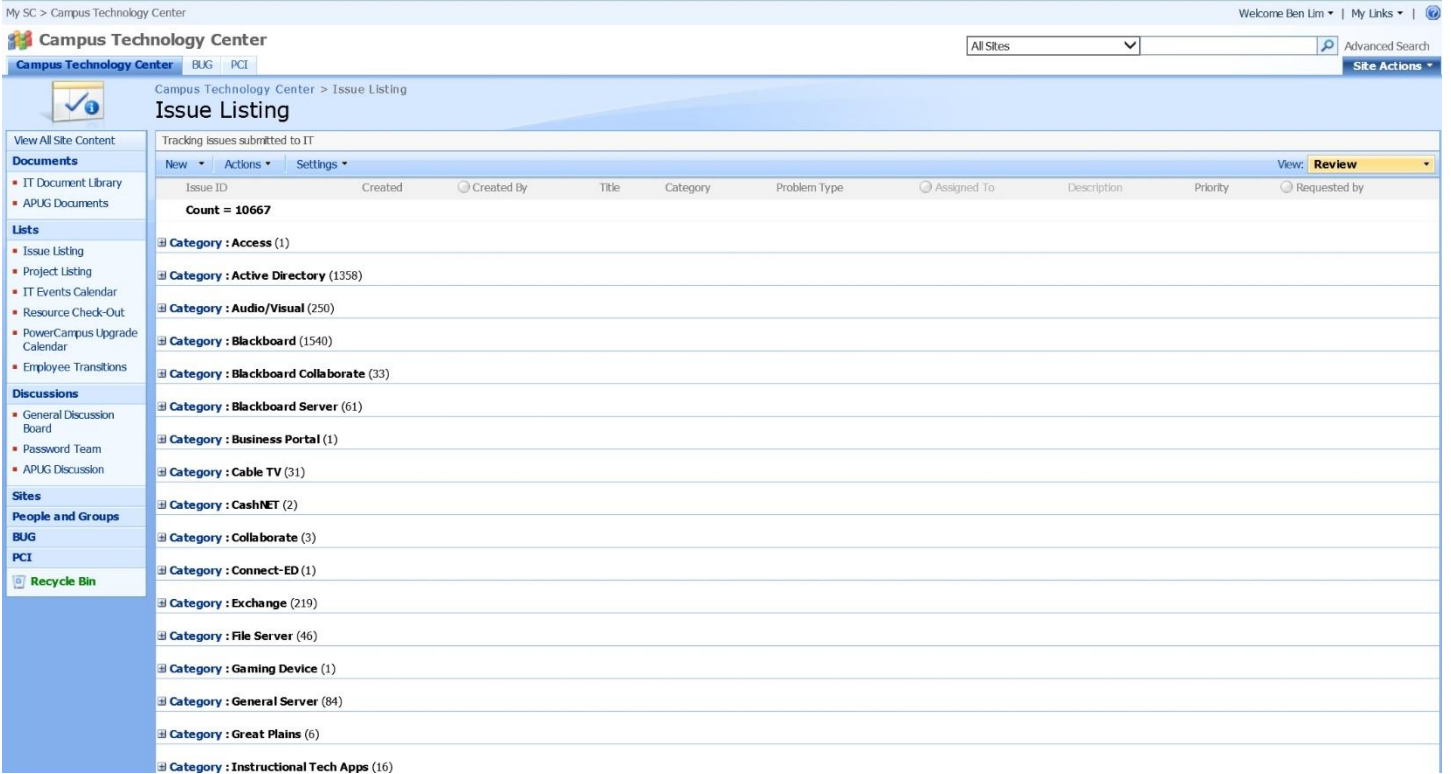


Figure 5: Review by Category

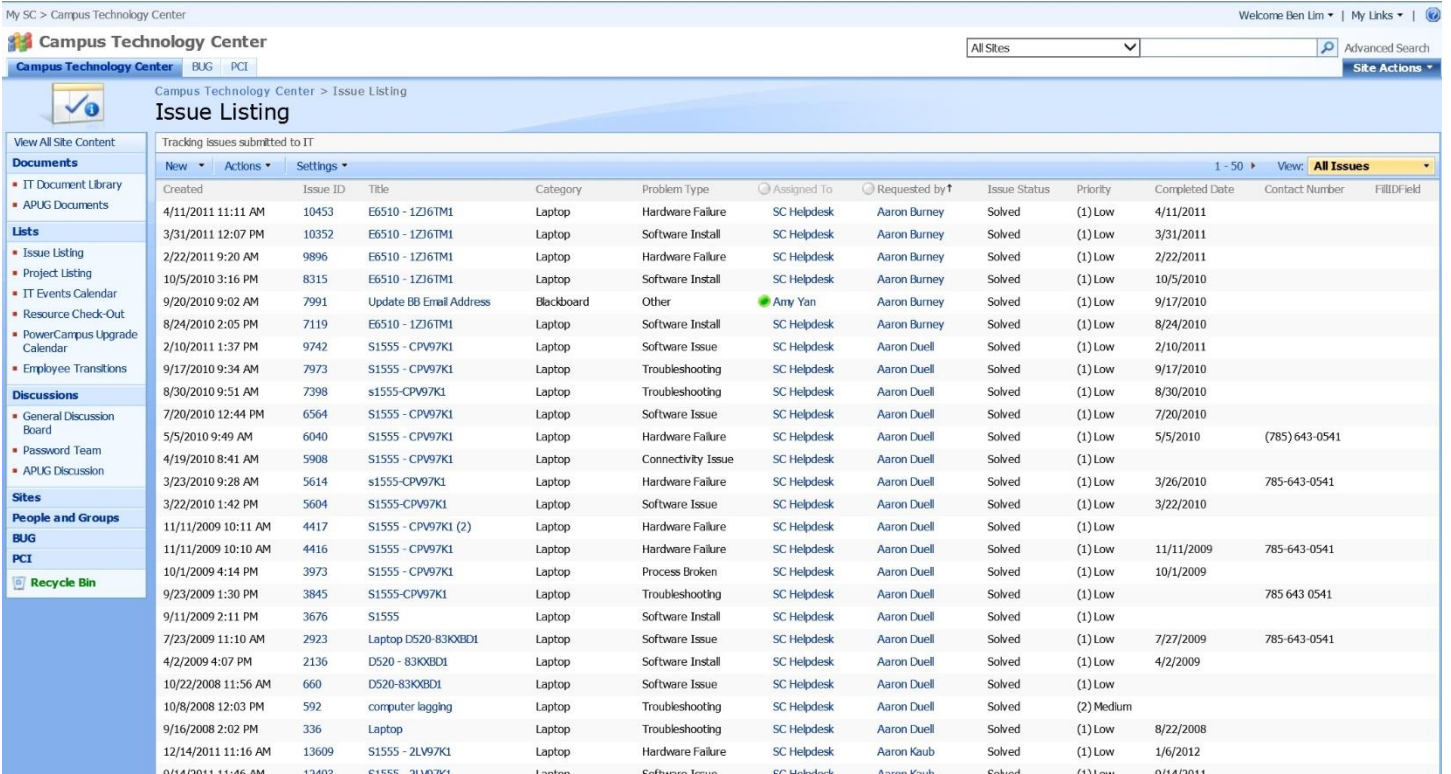


Figure 6: Example of Report by requestor

17	No seats available	Joni Rankin	Tracking only	Erinn Miller	
18	No seats available	Joni Rankin	Tracking only	Marla Drinnen	Enrollment problems
22	Learner is showing on FA report with incorrect p/d/c	Joni Rankin	Tracking only	Crystal Rogers--FA	Data entry error
23	No Seats Available	Marilyn Clements	Tracking only	Angela Merchant 111-20-0643	Enrollment problems
24	Inability to transfer calls to Registrar office	Crystal Roach	Pending		Phone
25	Transfer long distance call	Trenton Williams	Tracking only		Phone
26	Coach phone failure	Karen Wright	Resolved		Phone
27	Voicemail problem at the base	Lisa Booth	Resolved		Phone
28	Phone Tree Issue	Shirley Baker	Active	Rick Kanester 405-202-0814	Phone
29	Business Portal	Trenton Williams	Active		Data entry error
30	Powercampus non functional-Scanning very slow	Trenton Williams	Tracking only		Response time
31	Learner Complained about the new technology fee	Augusto OrtizDeVillate	Resolved	111-19-6992	Learner Complaint
32	Has Questions...no response	Susan Backofen	Resolved	Adam Brockett	Response time
33	Has Issues, no response	Stephen Ferguson	Resolved	Bradlee Brown	Response time
34	Needs assistance with class recommendation	Stephen Ferguson	Resolved	John Locke	Response time
35	Learner has questions, but has yet to receive a reply	Stephen Ferguson	Resolved	Israel Alvarado	Response time
36	no response from inquiry	Susan Backofen	Resolved		Response time
37	VA not billed	Susan Backofen	Resolved	Stephanie Anderson	Response time
38	Blackboard Not Working for Students	Eloy Mendoza	Resolved	11178780	Black Board
39	Graduate book not available	Susan Backofen	Resolved		Lack of information
40	LEAD515 not listed in Spring 2	Susan Backofen	Resolved		Response time
41	Customer Service	Susan Backofen	Resolved		customer service
42	students not loaded in Bb	Susan Backofen	Tracking only		Response time
43	Password reset inconsistently working	Susan Backofen	Resolved		Email
44	students not logging in to email	Susan Backofen	Tracking only		Email
45	Learner claimed to not have known about SCKANS.EDU account	Amy Lash Esau	Tracking only	Douglas Barrett	Lack of information
46	CJ Inquiry to MC	Amy Lash Esau	Tracking only		Misdirected Inquiry
47	Misinformation regarding financial aid	Susan Backofen	Resolved		Inconsistent information

Figure 7: Example of PS Issue tracking