

System login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
CTF System Check - Mids -	Priority 1	ROCS.All.Requests
CTF System Check - Eve - 0	Priority None	ROCS.All.Requests
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo login issue	Priority 3	DCI.Customer Support.Maximo.Password Reset
User cannot access email or	Priority 3	DCI.Customer Support.office 365.Technical support
System login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Account login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
log in assistance	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
no support needed	Priority 3	DCI.Customer Support.Question
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Customer request password	Priority 3	DCI.Customer Support.Active Directory.Password reset
Kiosk low disk space notifica	Priority 3	DCI.Customer Support.SSK Kiosk
support not needed	Priority 3	DCI.Customer Support.Question
Customer network account is	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Trapeze password reset	Priority 3	Apps.Access.Trapeze
password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
call dropped	Priority 3	DCI.Customer Support.Question
Customer wants to change a	Priority 3	DCI.Customer Support.Question
IT security awarenss passwo	Priority 3	MIT.S.OPS.I.LMS ITSA.disabled account
password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
user is unable to login to her	Priority 3	DCI.Customer Support.Question
account disabled due to not f	Priority 3	MIT.S.Engineering.VPN.Technical support
call disconnected	Priority 3	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Save a bitmap image to his h	Priority 3	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Question regarding printer	Priority 3	DCI.Customer Support.Question
Outlook Issues	Priority 3	DCI.Customer Support.Software.MS Outlook.Problem Not Found
call disconnected	Priority 3	DCI.Customer Support.Question
Access Prohibited Message	Priority 3	DCI.Customer Support.Desktop Support
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
call disconnected	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
CTF System Check - Days -	Priority 1	ROCS - Hardware
password reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Kiosk	Priority 3	DCI.Customer Support.Desktop Support
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Wifi Questions	Priority 3	DCI.Customer Support.Wifi.Configuration

VPN Access for Paul	Priority 1	Applications
Password Reset	Priority 3	DCI.Customer Support.Wifi.Configuration
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
it security	Priority 3	MIT.S.OPS.I.LMS ITSA.disabled account
User Password Reset (A/D)	Priority 1	Applications
User Password Reset (A/D)	Priority 1	Applications
User Password Reset (A/D)	Priority 1	Applications
Printer Install	Priority 3	DCI.Customer Support.printer.Desktop.Install Printer Driver
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
User Password Reset	Priority 1	Applications
A/D User Password Reset	Priority 1	ROCS.All.Requests
VPN Access for Paul	Priority 1	Applications
Printer Installation due to cut	Priority 3	DCI.Customer Support.Equipment Move.Project
Maximo login issue	Priority 3	DCI.Customer Support.Maximo.Password Reset
Peoplesoft SQL	Priority 3	HR.PSHCM.Support
Log in assistance	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo login issue	Priority 3	DCI.Customer Support.Maximo.Password Reset
Verify all AIM user be able to	Priority None	Applications
CTF System Check - Mids -	Priority 1	ROCS.All.Requests
Log in assistance	Priority 3	DCI.Customer Support.Active Directory.Password reset
Log in assistance	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Fare vasion password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
log in assistance	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
CTF System Check - Evenin	Priority None	ROCS.Applications
Password requirements	Priority 3	DCI.Customer Support.Question
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
webmail access	Priority 3	DCI.Customer Support.Question
Customer request password	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Passowrd reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
access account from home	Priority 3	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
pASSWORD RESET	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Smart board issues. TEST T	Priority 1	DCI.Customer Support.Question
SOC pin	Priority 3	DCI.Customer Support.Question
no support needed	Priority 3	DCI.Customer Support.Question
E99 RPM user request to ch	Priority None	Applications
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
RK-337854	Priority 2	DCI.Customer Support.SSK Kiosk
VPN Issue	Priority 3	DCI.Customer Support.Software.VPN.Install
Support Cancelled	Priority 3	DCI.Customer Support.Question
Peoplesoft Finance Issue	Priority 3	APPS.Technical support.PSFIN
password reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset

Send AIM LE COMLINE Tab	Priority None	ROCS.All.Requests
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
support cancelled	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
training page frozen.	Priority 3	MIT.S.OPS.ILMS ITSA.post training escalation
call disconnected	Priority 3	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
status update 33986	Priority 3	DCI.Customer Support.service desk.Ticket Status
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
general question	Priority 3	DCI.Customer Support.Question
202-641-7796	Priority 3	DCI.SYSADMIN.Mobile Device Management.Technical support.S
call disconnected	Priority 3	DCI.Customer Support.Question
CTF System Check - Day - 4	Priority None	ROCS.All.Requests
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Account locked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Outlook login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Paul VPN Access	Priority 1	Applications
Oracle Report C04-04-29-20	Priority 1	Applications
Oracle Report C04-04-29-20	Priority 1	Applications
Peoplesoft login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Oracle Report request Nbr: C	Priority 1	Applications
Dropped Call	Priority 4	DCI.Customer Support.Question
Dropped Call	Priority 4	DCI.Customer Support.Question
Dropped call	Priority 3	DCI.Customer Support.Question
Outlook login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
System login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
CTF System Check - Evenin	Priority None	Applications
CTF System Check - Mids -	Priority 1	ROCS.All.Requests
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Peoplesoft login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
NSR	Priority 3	DCI.Customer Support.Active Directory.Drive Access
IE upgrade	Priority 3	DCI.Customer Support.Software.Internet Explorer
HR issue	Priority 3	HR.PSHCM.Support
Employee Timesheets	Priority 3	HR.PSHCM.Support
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Customer needs assistance	Priority 3	DCI.Customer Support.Question
NSR request for Burton Jr, H	Priority 3	DCI.Customer Support.Active Directory.New Contractor

User email will not update	Priority 3	DCI.Customer Support.Desktop Support
Customer needs access to r	Priority 3	DCI.Customer Support.Desktop Support
NSR request for Shepard, S	Priority 3	DCI.Customer Support.Active Directory.New Contractor
Oracle cloud password reset	Priority 3	DCI.Customer Support.Desktop Support
Customer needed assistance	Priority 3	DCI.Customer Support.Question
status update	Priority 3	DCI.Customer Support.service desk.Ticket Status
NSR for Magoon, Jonathan F	Priority 3	DCI.Customer Support.Active Directory.New Contractor
Customer called on ticket sta	Priority 3	DCI.Customer Support.service desk.Ticket Status
Access Prohibited Message	Priority 3	DCI.Customer Support.Internet.Access prohibited
DCI.Customer Support.hardw	Priority 3	DCI.Customer Support.hardware.Keyboard.break/fix
Register VPN	Priority 3	MTS.Engineering.VPN.Technical support
NSR for Brutsman, Scott L C	Priority 3	DCI.Customer Support.Active Directory.New Contractor
NSR	Priority 3	DCI.Customer Support.Active Directory.Drive Access
NSR for Roger, David C018	Priority 3	DCI.Customer Support.Active Directory.New Contractor
RE: HCM Access	Priority 3	HR.PSHCM.Support
Ticket update	Priority 3	DCI.Customer Support.Internet.Access prohibited
password unlock	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
user cannot access maximo	Priority 3	APPS.Technical support.Maximo
Maximo password reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
PS access	Priority 3	HR.PSHCM.Support
Setup Equipment	Priority 3	DCI.Customer Support.Desktop Support
call forwarding	Priority 3	DCI.Customer Support.Active Directory.Password reset
accessing eservice.wmata.co	Priority 3	DCI.Customer Support.Question
Log in assistance	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Account Unlocked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
RE: HelpDesk Contacts for T	Priority 3	NCS.Telephone.digital phone.Hardware
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Outlook email issues	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
Maximo Password reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Outlook not SYNCHing	Priority 1	DCI.SYSADMIN.Mobile Device Management.Password reset.Sm
Map printer to client	Priority 3	DCI.Customer Support.printer.Desktop.Training
inquiry on account reableme	Priority 3	DCI.Customer Support.Question
Scan from a Xerox WorkCer	Priority 3	DCI.Customer Support.Active Directory.Drive Access
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
EUP request	Priority 3	DCI.Customer Support.Question
Request Support - Rhonda C	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
ticket update	Priority 3	DCI.Customer Support.service desk.Ticket Status
No network connection	Priority 3	NCS.Telephone.digital phone.Other
Request Support - Rhonda C	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
Password Unlock customer v	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Request Support - Rhonda C	Priority 2	DCI.Customer Support.Question
HCM issue	Priority 3	HR.PSHCM.Support
W-350126	Priority 3	DCI.Customer Support.Desktop Support
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo pw reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Inspired LMS	Priority 3	DCI.Customer Support.Desktop Support
Outlook prompts for PW	Priority 3	DCI.Customer Support.Desktop Support

Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Question
Access to PS Financials	Priority 3	MIT.Apps Security.PSFIN.Access
Could Not Access CRM	Priority 3	MIT.Apps Security.Access.PSCRM
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
reimage request	Priority 3	DCI.Customer Support.hardware.Desktop.reimage
Sharepoint Support	Priority 3	DCI.Customer Support.Question
Acct locked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
User requested password re	Priority 3	DCI.Customer Support.Active Directory.Password reset
Dropped Call	Priority 3	DCI.Customer Support.Question
User requested password re	Priority 3	DCI.Customer Support.Active Directory.Password reset
additional monitor install	Priority 3	DCI.Customer Support.hardware.Monitor.hardware failure
Acct Locked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
User requested password re	Priority 3	DCI.Customer Support.Active Directory.Password reset
User requested password re	Priority 3	DCI.Customer Support.Active Directory.Password reset
PSS-525842	Priority 3	DCI.Customer Support.Question
status update	Priority 3	DCI.Customer Support.service desk.Ticket Status
NSR	Priority 3	DCI.Customer Support.Active Directory.New Employee
user is not able to log into pe	Priority 3	HR.PSHCM.Support
access to files	Priority 3	DCI.SYSADMIN.Server.Access
NSR	Priority 3	DCI.Customer Support.Active Directory.Drive Access
installation of MS visio comp	Priority 3	DCI.SYSADMIN.Software.upgrade.MS Visio
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
User neds PC hooked up	Priority 3	DCI.Customer Support.hardware.Monitor.configuration
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Dual Monitor Set up	Priority 3	DCI.Customer Support.hardware.Monitor.configuration
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
unable to login after compute	Priority 3	DCI.Customer Support.Active Directory.Password reset
Ticket Request	Priority 3	DCI.Customer Support.service desk.Ticket Status
Add rail car pair 7344-7345 t	Priority None	ROCS.Applications
Laptop unable to connect to	Priority 3	DCI.Customer Support.Desktop Support
Hard drive failure Dell Laptop	Priority 3	DCI.Customer Support.hardware.Desktop.hardware failure
VPN - user needs permission	Priority 2	DCI.Customer Support.Desktop Support
Customer request to map Xe	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
Customer request to map Xe	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
PW reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
seurity awareness test issue	Priority 2	DCI.Customer Support.Desktop Support
reset pw	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo Issue	Priority 3	DCI.Customer Support.Maximo.Password Reset
NSR attached for access to t	Priority 3	DCI.SYSADMIN.Server.Access
DCI.Customer Support.Ques	Priority 3	DCI.Customer Support.Question
maximo locked	Priority 3	DCI.Customer Support.Maximo.Password Reset
Dropped Call	Priority 3	DCI.Customer Support.Question
install printer	Priority 3	DCI.Customer Support.printer.Desktop.Install Printer Driver
RPM - Decommission car pai	Priority None	ROCS.Applications
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock

status update	Priority 3	DCI.Customer Support.service desk.Ticket Status
IT security logon cred provid	Priority 3	DCI.Customer Support.Question
HP_5550 (really a Xerox pri	Priority 3	DCI.Customer Support.Break-Fix.Printer
unable to change pw via des	Priority 3	DCI.Customer Support.Active Directory.Password reset
Printer Issue	Priority 3	DCI.Customer Support.printer.Desktop.Cycle Printer
Pwd Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
security camera access	Priority 3	DCI.Customer Support.Question
Metroweb Setting	Priority 3	DCI.Customer Support.Question
resolution showing bad on re	Priority 3	DCI.Customer Support.Desktop Support
Pwd Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Delegation Request	Priority 3	HR.PSHCM.Support
status update	Priority 3	DCI.Customer Support.service desk.Ticket Status
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Call for Sherry	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Customer has trouble logging	Priority 3	DCI.Customer Support.Question
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
External access to peopleso	Priority 3	DCI.Customer Support.Desktop Support
Customer cannot access zip	Priority 3	DCI.Customer Support.Question
pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
DCI.Customer Support.Desk	Priority 3	DCI.Customer Support.Desktop Support
Status Update	Priority 3	DCI.Customer Support.service desk.Ticket Status
Account Unlocked	Priority 3	MIT.S.OPS.I.LMS ITSA.disabled account
needs xerox printer installed	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
network pw reset	Priority 3	MIT.S.OPS.I.LMS ITSA.disabled account
Customer is having a issue v	Priority 3	DCI.Customer Support.Question
DCI.Customer Support.servi	Priority 3	DCI.Customer Support.service desk.Ticket Status
call dropped	Priority 3	DCI.Customer Support.Question
IT Sec. Awareness Training	Priority 3	MIT.S.OPS.I.LMS ITSA.disabled account
account locked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
user having network connect	Priority 3	DCI.Customer Support.Question
Visio Upgrade	Priority 3	DCI.SYSADMIN.Software.installation.MS Visio
Customer is not able to print	Priority 3	DCI.Customer Support.printer.Desktop.Cycle Printer
Collecting Virtual Desktops F	Priority 3	ROCS.Applications.AIM.App
inquiry	Priority 3	DCI.Customer Support.service desk.Ticket Status
status update	Priority 3	DCI.Customer Support.service desk.Ticket Status
Windows media player won't	Priority 3	DCI.Customer Support.Question
general question	Priority 3	DCI.Customer Support.Question
Display for varint would not c	Priority 1	ROCS-OCC
Status Update	Priority 3	DCI.Customer Support.service desk.Ticket Status
account locked out	Priority 3	DCI.Customer Support.Active Directory.Password reset
Pwd Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
No sound from computer	Priority 3	DCI.Customer Support.Desktop Support
unable to access trip planner	Priority 3	DCI.SYSADMIN.Software.Technical support.Operating Systems
question about email retentio	Priority 3	DCI.Customer Support.Question

Disabled Acct Inquiry	Priority 3	DCI.Customer Support.Question
java install for Documentum	Priority 3	APPS.Technical support.DOCUMENTUM
ELM Training Assistance	Priority 3	APPS.Technical support.PSELM
reset -pw	Priority 3	DCI.Customer Support.Active Directory.Password reset
PS Finance Account Locked	Priority 3	MIT.S.Apps Security.PSFIN.password reset
Update adobe pro	Priority 3	DCI.Customer Support.Desktop Support
Printer Issue	Priority 1	DCI.Customer Support.printer.Desktop.Cycle Printer
security awareness question	Priority 3	DCI.Customer Support.Question
Media Player needed to play	Priority 3	DCI.Customer Support.Question
Adobe Pro Install	Priority 3	DCI.Customer Support.Desktop Support
status of Adobe install	Priority 3	DCI.Customer Support.Question
MS project request	Priority 3	DCI.SYSADMIN.Software.installation.MS Project
security awareness question	Priority 3	DCI.Customer Support.Question
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
DCI.Customer Support.Ques	Priority 3	DCI.Customer Support.Question
DCI.Customer Support.Ques	Priority 3	DCI.Customer Support.Question
Maximo pwd reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Bad battery at CTF*	Priority 3	DCI.Customer Support.Break-Fix.Laptop
J02-TRK2OBFTPole-AP-370	Priority 3	NCS.Telephone.digital phone.Other
Maximo Inquiry	Priority 3	DCI.Customer Support.Question
status update	Priority 3	DCI.Customer Support.service desk.Ticket Status
Pwd Reset	Priority 3	MIT.S.OPS.IILMS ITSA.disabled account
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Acct Disabled	Priority 3	MIT.S.OPS.IILMS ITSA.disabled account
email not updating	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
Fix OneDrive for business sy	Priority 3	DCI.Customer Support.office 365.Technical support
wants to know username for	Priority 3	DCI.Customer Support.Desktop Support
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Pwd Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
IT Security Awareness Train	Priority 3	MIT.S.OPS.IILMS ITSA.disabled account
SPAM	Priority 3	MIT.S.OPS.security.firewall
Customer needs the credent	Priority 3	MIT.S.OPS.IILMS ITSA.registration
CTF System Check - Day - 4	Priority None	ROCS.All.Requests
IT Security Awareness Train	Priority 3	MIT.S.OPS.IILMS ITSA.disabled account
request for desktop Outlook	Priority 3	DCI.Customer Support.Question
It Security Awareness trainin	Priority 3	MIT.S.OPS.IILMS ITSA.disabled account
Upgrade IE 8	Priority 3	DCI.Customer Support.Desktop Support
Status Update	Priority 3	DCI.Customer Support.service desk.Ticket Status
Account Disabled	Priority 3	MIT.S.OPS.IILMS ITSA.disabled account
Assistance requested By Ke	Priority 1	ROCS.Hardware.AIM.Network
It Security Awareness Trainin	Priority 3	MIT.S.OPS.IILMS ITSA.disabled account
Xerox SupplyQuestion	Priority 3	DCI.Customer Support.printer.Xerox.technical support
Account lockout	Priority 3	DCI.Customer Support.Active Directory.Password reset
MS Outlook	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
Assisted user with access to	Priority 3	DCI.Customer Support.office 365.Technical support
Account disabled	Priority 3	MIT.S.OPS.IILMS ITSA.disabled account

General Information	Priority 3	DCI.Customer Support.Question
Word was slow to access. A	Priority 3	DCI.Customer Support.Question
Outlook setup	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
Unlock AD	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
error when accessing pay sta	Priority 3	DCI.Customer Support.Desktop Support
Disabled due to non complia	Priority 3	MIT.S.OPS.IILMS ITSA.disabled account
Reset ILMS	Priority 3	MIT.S.OPS.IILMS ITSA.password reset
AD disabled due to ILMS non	Priority 3	MIT.S.OPS.IILMS ITSA.disabled account
Non compliance	Priority 3	MIT.S.OPS.IILMS ITSA.disabled account
network account locked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password reset	Priority 3	DCI.Customer Support.Question
Assisted with password rese	Priority 3	DCI.Customer Support.Active Directory.Administrative Rights
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
PC won't power on at Courth	Priority 2	DCI.Customer Support.hardware.Desktop.break/fix
Request for Java upgrade or	Priority 3	DCI.Customer Support.Software.Java.upgrade
Install Silverlight on W-34858	Priority 3	DCI.Customer Support.Desktop Support
When Mr. Funks people he s	Priority 3	APPS.Technical support.Maximo
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
Reset ILMS	Priority 3	MIT.S.OPS.IILMS ITSA.password reset
AD disabled due to ILMS non	Priority 3	MIT.S.OPS.IILMS ITSA.disabled account
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
Reset ILMS	Priority 3	MIT.S.OPS.IILMS ITSA.password reset
AD disabled due to non com	Priority 3	MIT.S.OPS.IILMS ITSA.disabled account
HP Laser Jet Pro 400 Color	Priority 3	DCI.Customer Support.printer.Desktop.Cycle Printer
Unlocked Kxp-user Kiosk	Priority 3	DCI.Customer Support.SSK Kiosk
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Trip planner/password reset	Priority 3	DCI.Customer Support.Desktop Support
ILMS Reset	Priority 3	MIT.S.OPS.IILMS ITSA.password reset
CTF System Check - Mids -	Priority 1	ROCS.All.Requests
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
CTF System Check - Evenin	Priority None	Applications
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
IT security training	Priority 3	MIT.S.OPS.IILMS ITSA.disabled account
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
IT security awareness passw	Priority 3	DCI.Customer Support.Question
Maximo Password reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Password unlock	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Maximo Password reset	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	MAXIMO
Training: Reset Passwords f	Priority 3	DCI.Customer Support.Question
VPN issues. error message s	Priority 3	DCI.Customer Support.Desktop Support
To whom do we contact to p	Priority 3	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
status update	Priority 3	DCI.Customer Support.service desk.Ticket Status
dropped call	Priority 3	DCI.Customer Support.Question
IT security Awareness	Priority 3	MIT.S.OPS.IILMS ITSA.disabled account
password issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock



Visio	Priority 3	DCI.SYSADMIN.Software.installation.MS Visio
Computer Moves	Priority 4	DCI.Customer Support.Equipment Move.Project
IT security awareness	Priority 3	MIT.S.OPS.ILMS ITSA.disabled account
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
PC keeps booting in power s	Priority 3	DCI.Customer Support.Desktop Support
Delegation Request	Priority 3	HR.PSHCM.Support
no support needed	Priority 3	DCI.Customer Support.Question
Password reset	Priority 3	MIT.S.OPS.ILMS ITSA.disabled account
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
IT security awareness passw	Priority 3	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Email Account Name	Priority 3	DCI.Customer Support.Question
NSR-Oldham	Priority 3	DCI.Customer Support.Active Directory.Drive Access
Email - E4 license provision	Priority 3	DCI.Customer Support.Question
MS Soft Office 2013	Priority 3	DCI.Customer Support.Question
JOB DESCRIPTION UPLOA	Priority 3	HR.PSHCM.Support
no support needed	Priority 3	DCI.Customer Support.Question
JOB DESCRIPTION UPLOA	Priority 3	HR.PSHCM.Support
User NSR request - please s	Priority 3	DCI.Customer Support.Active Directory.Drive Access
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
NSR- Williams	Priority 3	DCI.Customer Support.Active Directory.Drive Access
dropped call	Priority 3	DCI.Customer Support.Active Directory.Password reset
User NSR request - please s	Priority 3	DCI.Customer Support.Active Directory.Drive Access
Server Access	Priority 3	DCI.SYSADMIN.Server.Access
NSR-anderson r	Priority 3	DCI.Customer Support.Active Directory.Drive Access
HR Soutions People Soft Ac	Priority 3	HR.PSHCM.Report
JOB DESCRIPTION UPLOA	Priority 3	HR.PSHCM.Support
HR Soutions People Soft Ac	Priority 3	HR.PSHCM.Report
VPN	Priority 3	DCI.Customer Support.Active Directory.Password reset
T drive access	Priority 1	DCI.Customer Support.Desktop Support
Maximo Password Reset	Priority 3	MAXIMO
Playback Request for G03 0	Priority None	ROCS.All.Requests
Printer	Priority 3	DCI.Customer Support.printer.Desktop.Cycle Printer
NSR-Keerthi	Priority 3	DCI.Customer Support.Active Directory.Drive Access
Adobe Issue	Priority 3	DCI.Customer Support.Desktop Support
HP 9500 won't print from tray	Priority 3	DCI.Customer Support.Break-Fix.Printer
NSR-Anderson	Priority 3	DCI.Customer Support.Active Directory.Drive Access
Printer set up printer IP 10.1	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
NSR	Priority 3	DCI.Customer Support.Question
Printer Install	Priority 1	DCI.Customer Support.printer.Desktop.Install Printer Driver
Log in assistance	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
NSR user request for MACS	Priority 3	DCI.Customer Support.Active Directory.Drive Access
Windows 10 testing. Sent en	Priority 2	DCI.Customer Support.Question
dropped call	Priority 3	DCI.Customer Support.Question
HR Soutions	Priority 3	HR.PSHCM.Support
It security awareness	Priority 3	MIT.S.OPS.ILMS ITSA.disabled account

log in assistance	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password Reset	Priority 3	MITS.Apps Security.PSFIN.Access
Log in assistance	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
install silverlight	Priority 3	DCI.Customer Support.Desktop Support
NSR	Priority 3	DCI.Customer Support.Active Directory.Drive Access
Playback video request for G	Priority 3	ROCS.Applications.AIM.TPS
Request to access corporate	Priority 3	APPS.Access.ROCC
Assist Kevin With Port Verific	Priority 5	ROCS - Hardware
AC not working	Priority 3	DCI.Customer Support.Question
Optram error message, unsi	Priority 3	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Pwd Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
DCI.Customer Support.printe	Priority 3	DCI.Customer Support.printer.Xerox.technical support
DCI.Customer Support.Activ	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Customer Maximo Issue: Se	Priority 3	APPS.Technical support.Maximo
dropped call	Priority 3	DCI.Customer Support.Question
Status Update	Priority 3	DCI.Customer Support.service desk.Ticket Status
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Account Unlocked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
User requested password re	Priority 3	DCI.Customer Support.Active Directory.Password reset
DCI.Customer Support.Softv	Priority 3	DCI.Customer Support.Software.VPN.Training
Network password reset req	Priority 3	DCI.Customer Support.Active Directory.Password reset
NSR	Priority 3	DCI.Customer Support.Active Directory.Drive Access
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Update on open ticket	Priority 3	DCI.Customer Support.service desk.Ticket Status
DCI.Customer Support.hardv	Priority 3	DCI.Customer Support.hardware.Tablet.reimage
NSR	Priority 3	DCI.Customer Support.Active Directory.Drive Access
DCI.Customer Support.hardv	Priority 3	DCI.Customer Support.hardware.Laptop.reimage
access to peoplesoft externa	Priority 3	DCI.Customer Support.Question
Needs help creating a private	Priority 3	DCI.Customer Support.Question
NSR- Damico	Priority 3	DCI.Customer Support.Active Directory.Drive Access
NSR attached for Vanita Kin	Priority 3	DCI.Customer Support.Active Directory.Drive Access
Liebert Unit #2 CTF Data Ce	Priority 1	ROCS - MOC
Customer needs his PC re-ir	Priority 3	DCI.Customer Support.Question
Disabled Account	Priority 3	DCI.Customer Support.Question
Screen blank	Priority 3	DCI.Customer Support.hardware.Monitor.break/fix
Pwd Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Network password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo Pwd Reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Status Update	Priority 3	DCI.Customer Support.service desk.Ticket Status
Maximo Password reset	Priority 3	APPS.Training.Maximo
Status update on open ticket	Priority 3	DCI.Customer Support.service desk.Ticket Status

Acct Disabled	Priority 3	MIT.S.OPS.ILMS ITSA.disabled account
Network password reset req	Priority 3	DCI.Customer Support.Active Directory.Password reset
Account Unlocked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Trapeze Access	Priority 3	Apps.Access.Trapeze
New Contractor account	Priority 3	DCI.Customer Support.Active Directory.New Contractor
Network password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
No sound on PENTA pc (Na	Priority 1	ROCS.All.Requests
Position Management Repor	Priority 3	HR.PSHCM.Report
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Network password reset req	Priority 3	DCI.Customer Support.Active Directory.Password reset
Remote Access	Priority 3	DCI.Customer Support.Question
Data center Access	Priority 3	DCI.Customer Support.Active Directory.Drive Access
NSR request	Priority 3	DCI.Customer Support.Active Directory.Drive Access
Request	Priority 1	DCI.Customer Support.hardware.Monitor.configuration
Dell 6420 for MTP won't pow	Priority 3	DCI.Customer Support.hardware.Laptop.break/fix
Bad network port for Traci (1	Priority 3	DCI.Customer Support.hardware.Laptop.break/fix
Bad network port for Traci (2	Priority 3	DCI.Customer Support.hardware.Laptop.break/fix
inquiry 33157	Priority 3	DCI.Customer Support.service desk.Ticket Status
Bad network port for Traci (3	Priority 3	DCI.Customer Support.hardware.Laptop.break/fix
TSR Update	Priority 3	DCI.Customer Support.Maximo.TSR Status
Pwd Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
NSR - Jemayne Walker	Priority 3	DCI.Customer Support.Active Directory.Drive Access
Bad network port ofr Traci (4	Priority 3	DCI.Customer Support.hardware.Laptop.break/fix
Customer resolved their own	Priority 3	DCI.Customer Support.Question
Network password reset req	Priority 3	DCI.Customer Support.Active Directory.Password reset
Status Update	Priority 3	DCI.Customer Support.service desk.Ticket Status
Java update for documentun	Priority 3	DCI.Customer Support.Question
DCI.Customer Support.Desk	Priority 3	DCI.Customer Support.Desktop Support
Question about mouse interr	Priority 3	DCI.Customer Support.Question
distribution list creation	Priority 3	DCI.Customer Support.Active Directory.Drive Access
IT Sec. Awareness Training	Priority 3	DCI.Customer Support.Question
Maximo password reset req	Priority 3	APPS.Training.Maximo
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
N04-ELCABGRDS-35601 pc	Priority 3	NCS.Telephone.digital phone.Other
Pwd Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Network password reset req	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo pw reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Network password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Status Update	Priority 3	DCI.Customer Support.service desk.Ticket Status
PHONE ISSUE	Priority 3	NCS.Telephone.digital phone.Other
request for distribution	Priority 3	DCI.Customer Support.Question
Troubleshoot PC Audio Play	Priority 3	DCI.Customer Support.Desktop Support
Customer's account is const	Priority 2	DCI.SYSADMIN.Server.Access
Paul Mahoney needs access	Priority 3	DCI.Customer Support.Question
Position Management Repor	Priority 3	HR.PSHCM.Report
Account Unlock	Priority 3	DCI.Customer Support.Active Directory.Password Unlock

Account unlock	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
DCI.Customer Support.Active Directory.Password Unlock	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Laptop Keyboard replacement	Priority 3	DCI.Customer Support.hardware.Keyboard.break/fix
CTF System Check - Day - 4	Priority None	ROCS.All.Requests
printing issue	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
Network password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Pwd Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
ELM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
ELM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
ELM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
ELM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset.	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Customer unable to save email	Priority 3	DCI.Customer Support.Desktop Support
ELM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Printer Install	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
Pwd Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
MS Outlook Issue	Priority 2	DCI.Customer Support.Software.MS Outlook.Repair
ELM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
ELM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
ELM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Put account in active ARS code	Priority 3	DCI.SYSADMIN.Server.Access
Network password reset request	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Maximo issue	Priority 3	DCI.Customer Support.Question
Network drive access request	Priority 3	DCI.Customer Support.Desktop Support
Rail Car Decommission - 400	Priority 1	ROCS.All.Requests
status request	Priority 3	DCI.Customer Support.service desk.Ticket Status
Rail Car Decommission - 105	Priority 1	ROCS.All.Requests
Account Unlocked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Canceled Call	Priority 3	DCI.Customer Support.Question
B11-GARAGECOM-35601 is	Priority 3	NCS.Telephone.digital phone.Other
Account Unlock	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Relocation Request	Priority 5	DCI.Customer Support.Equipment Move.Project
Acct locked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Office install	Priority 3	DCI.Customer Support.Software.MS Outlook.Install
User needs IE upgrade to 11	Priority 3	DCI.Customer Support.Software.Internet Explorer
Acct locked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
NSR attached	Priority 3	DCI.SYSADMIN.network driveClean Disk Space
Incident Tracking Tool Inquiry	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
possible SPAM	Priority 3	MIT.OPS.security.firewall
network account locked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Printer not Printing	Priority 3	DCI.Customer Support.printer.Desktop.Cycle Printer
Smart Board will not turn on	Priority 1	DCI.Customer Support.Question
User cannot access his office	Priority 2	DCI.Customer Support.Desktop Support
Mobile Device Support	Priority 3	DCI.SYSADMIN.Mobile Device Management.Password reset.Sm
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset

Pwd Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Accessing Webmail from mo	Priority 3	DCI.Customer Support.Question
PW reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
PW reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
PS FIN	Priority 3	MIT.S.Apps Security.PSFIN.password reset
PW reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Pwd Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
PS FIN access request	Priority 3	MIT.S.Apps Security.PSFIN.Access
Unable to view maps	Priority 3	DCI.Customer Support.Desktop Support
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Monitor Issues	Priority 3	DCI.Customer Support.Question
Information needed on indivi	Priority 3	DCI.Customer Support.Question
Phones in elevators 4 and 5	Priority 3	NCS.Telephone.digital phone.Other
No network connection	Priority 3	DCI.Customer Support.Desktop Support
Maximo pw reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Account Locked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
PW reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
User unable to access PS Fi	Priority 3	MIT.S.Apps Security.PSFIN.password reset
Reimage request	Priority 4	DCI.Customer Support.Desktop Support
Adobe Pro Upgrade	Priority 3	DCI.Customer Support.Desktop Support
Maximo pwd	Priority 3	DCI.Customer Support.Maximo.Password Reset
Reimage Request	Priority 3	DCI.Customer Support.hardware.Laptop.reimage
Assisted with pswd change c	Priority 3	DCI.SYSADMIN.office 365.Technical support
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
Reset PS HCM	Priority 3	DCI.Customer Support.Active Directory.Password reset
User is at West Ox and need	Priority 3	Apps.Access.Trapeze
Reset PS HCM	Priority 3	DCI.Customer Support.Active Directory.Password reset
User called and gave anothe	Priority 3	DCI.Customer Support.Question
CTF System Check - Mids 0	Priority None	Software
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
Status Update on ticket num	Priority 3	DCI.Customer Support.service desk.Ticket Status
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Silverlight configuration - Ins	Priority 3	DCI.Customer Support.Desktop Support
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Request for service cancelle	Priority 3	DCI.Customer Support.Question
Reset PS HCM	Priority 3	DCI.Customer Support.Active Directory.Password reset
CTF System Check - evenin	Priority None	Applications
Reset ILMS	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
Maximo Password Reset	Priority 3	MAXIMO
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset

Adobe Pro Install	Priority 3	DCI.Customer Support.Desktop Support
User unable to access Web	Priority 3	DCI.Customer Support.Desktop Support
Dropped Call	Priority 3	DCI.Customer Support.Question
When Mr. Wokoma goes to	Priority 3	APPS.Technical support.PSELM
Maximo Password Reset	Priority 3	MAXIMO
password reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Password Reset	Priority 3	MAXIMO
password reset	Priority 2	DCI.Customer Support.Active Directory.Password Unlock
IT security awareness	Priority 3	MIT.S.OPS.ILMS ITSA.disabled account
password reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
it security awareness test wil	Priority 3	DCI.Customer Support.Desktop Support
IT security awareness	Priority 3	DCI.Customer Support.Desktop Support
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
status update on ticket # 325	Priority 3	DCI.Customer Support.service desk.Ticket Status
question	Priority 3	DCI.Customer Support.Active Directory.Password reset
dropped calls	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
WMATA Personnel POCs	Priority 3	HR.PSHCM.Support
User unable to print to Xerox	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
RE: Can't Print Journal Entry	Priority 3	DCI.Customer Support.Question
Passowrd Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
FW: Access on CTAPPDOC	Priority 3	DCI.SYSADMIN.Server.Access
Email	Priority 3	DCI.Customer Support.Question
Ticket for MITS	Priority 3	DCI.SYSADMIN.Server.Access
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Customer computer states "n	Priority 3	DCI.Customer Support.Network.Server
Status Update	Priority 3	DCI.Customer Support.service desk.Ticket Status
Java Install	Priority 3	DCI.Customer Support.Software.Java.upgrade
needs to reimage laptops	Priority 3	DCI.Customer Support.hardware.Laptop.reimage
constantly locking	Priority 3	DCI.Customer Support.Question
Install Network Printer	Priority 3	DCI.Customer Support.printer.Desktop.Install Printer Driver
dropped call	Priority 3	DCI.Customer Support.Question
set up pcs	Priority 3	DCI.Customer Support.Equipment Move.Project
HR Soultions	Priority 3	HR.PSHCM.Report
install office 365	Priority 3	DCI.Customer Support.office 365.Technical support
MS Outlook Trying to Conne	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
unable to open course	Priority 3	MIT.S.OPS.ILMS ITSA.post training access 90
Submit NSR	Priority 3	DCI.Customer Support.Question
Pwd reset but the call droppe	Priority 3	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
RPM times out too often	Priority 3	ROCS.Applications.RPM.App
IT Health Check	Priority 3	DCI.Customer Support.hardware.Desktop.configuration

Digital Signature	Priority 3	DCI.Customer Support.Question
Keyboard not working for Fe	Priority 3	DCI.Customer Support.hardware.Keyboard.break/fix
Bad network port on 9020 at	Priority 3	DCI.Customer Support.Desktop Support
Install Clarity	Priority 3	DCI.Customer Support.Question
User needs IE upgrade	Priority 3	DCI.Customer Support.Software.Internet Explorer
NSR- Ocasio	Priority 3	DCI.Customer Support.Active Directory.Drive Access
customer the password for F	Priority 2	DCI.Customer Support.Question
support cancelled	Priority 3	DCI.Customer Support.Question
Customer is requesting to ha	Priority 3	NCS.Telephone.digital phone.Voice Mail Password Reset
User needs Data backed up	Priority 3	DCI.Customer Support.hardware.Desktop.reimage
install java	Priority 3	DCI.Customer Support.Software.Java.Install
Lei Tang is trying to reactiva	Priority 3	MIT.Engineering.VPN.Technical support
customer states that his loca	Priority 3	DCI.Customer Support.printer.Desktop.Cycle Printer
PSW reset	Priority 3	DCI.Customer Support.Active Directory.Password Self-Service A
disabled account	Priority 3	DCI.Customer Support.Desktop Support
Ticket for Suresh	Priority 3	DCI.SYSADMIN.Server.Access
Email Support Issue	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
Internet access	Priority 3	DCI.Customer Support.service desk.Ticket Status
NSR	Priority 3	DCI.Customer Support.Active Directory.Drive Access
HR Issues	Priority 3	HR.PSHCM.Support
password reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
PSW reset	Priority 3	DCI.Customer Support.Active Directory.Password Self-Service A
External Job	Priority 3	DCI.Customer Support.Question
GOTRS login issue	Priority 3	APPS.Technical support.GOTRS
PSW reset help	Priority 3	DCI.Customer Support.Active Directory.Password Self-Service A
customer reset password on	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Caller just wanted the main r	Priority 3	DCI.Customer Support.Question
needs adobe pro installed	Priority 3	DCI.Customer Support.Desktop Support
NSR-Fukuma	Priority 3	DCI.Customer Support.Active Directory.Drive Access
pw change on mobile phone	Priority 3	DCI.SYSADMIN.Mobile Device Management.Technical support.S
Digital Signature	Priority 3	DCI.Customer Support.Desktop Support
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
TSR status and no dial tone	Priority 3	NCS.Telephone.digital phone.No Dial Tone
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
HR Soultions	Priority 3	HR.PSHCM.Report
PAssword reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
account disabled after comp	Priority 3	MIT.OPS.ILMS ITSA.disabled account
3rd party software	Priority 3	DCI.Customer Support.Desktop Support
External Job	Priority 3	DCI.Customer Support.Question
Pwd Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Unable to save notes in Max	Priority 3	APPS.Technical support.Maximo
NSR-Bercher	Priority 3	DCI.Customer Support.Active Directory.Drive Access
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Phone won't update contacts	Priority 3	DCI.SYSADMIN.Mobile Device Management.Password reset.Sm
Surface pro reimage request	Priority 3	DCI.Customer Support.Question
network account locked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Terminated Employee	Priority 3	DCI.Customer Support.Question

Checking the Status	Priority 3	DCI.Customer Support.Maximo.Password Reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Assist Kevin with CTF AIM P	Priority 2	ROCS - Hardware
Peoplesoft Finance Access P	Priority 3	MIT.S.Apps Security.PSFIN.Access
Call dropped	Priority 3	DCI.Customer Support.Question
RPM Password Reset - T. D	Priority None	ROCS.Applications.RPM.App
access prohibited	Priority 3	DCI.Customer Support.Question
NSR-Mosby-Ray	Priority 3	DCI.Customer Support.Active Directory.Drive Access
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset Instructions	Priority 3	DCI.Customer Support.Question
Pwd Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
HCM pw reset	Priority 3	MIT.S.OPS.ILMS ITSA.disabled account
Call Dropped	Priority 3	DCI.Customer Support.Question
Pwd Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
send on behalf of rights	Priority 3	DCI.Customer Support.Question
hcm support	Priority 3	HR.PSHCM.Support
Customer initially had a ques	Priority 3	DCI.Customer Support.Question
Maximo Issue	Priority 3	DCI.Customer Support.Maximo.Password Reset
wanted access eservice.wma	Priority 3	DCI.Customer Support.Active Directory.Password reset
No network connection	Priority 1	DCI.Customer Support.Desktop Support
wanted to access webmail	Priority 3	DCI.Customer Support.Question
Install VLC	Priority 3	DCI.Customer Support.Desktop Support
TSR status	Priority 3	DCI.Customer Support.Maximo.TSR Status
Return Call	Priority 3	DCI.Customer Support.Question
call disconnected	Priority 3	DCI.Customer Support.Question
Install VLC	Priority 3	DCI.Customer Support.Desktop Support
Solid works error	Priority 3	DCI.Customer Support.Desktop Support
NSR for Processing	Priority 3	DCI.Customer Support.Active Directory.Drive Access
trust relationship	Priority 3	DCI.Customer Support.Network.Server
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
install local printer	Priority 3	DCI.Customer Support.printer.Desktop.Cycle Printer
ProWatch/Badging Office Iss	Priority 3	DCI.Customer Support.Desktop Support
Account Unlock	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
network pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
inquiry	Priority 3	DCI.Customer Support.service desk.Ticket Status
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
PeopleSoft HCM Access	Priority 3	HR.PSHCM.Support
Network Drive Access	Priority 3	DCI.Customer Support.Active Directory.Drive Access
Customer unable to login ge	Priority 1	DCI.Customer Support.Network.Server
HR.PSHCM.Support	Priority 3	HR.PSHCM.Support
SMS support request	Priority 3	APPS.Technical support.SMS
network pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
NSR - Thomas McCaskill	Priority 3	DCI.SYSADMIN.office 365.Technical support
Microsoft Office/Adobe Read	Priority 3	DCI.Customer Support.Software.MS Outlook.Install
needs audio visual assistanc	Priority 3	DCI.Customer Support.Inventory.Loaner Laptop
Issue Resolved	Priority 3	DCI.Customer Support.Question
IE 11 Install	Priority 3	DCI.Customer Support.Software.Internet Explorer



Mouse issue	Priority 2	DCI.Customer Support.hardware.Mouse.break/fix
unlocked account	Priority 3	DCI.Customer Support.Active Directory.Password reset
Status Update	Priority 3	DCI.Customer Support.service desk.Ticket Status
http://hdwiki/display/SOPs/C	Priority 3	DCI.Customer Support.Software.VPN.Training
Pay Statements Inquiry	Priority 3	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo Password	Priority 3	DCI.Customer Support.Maximo.Password Reset
PeopleSoft HCM - Grievance	Priority 3	HR.PSHCM.HR solutions support
phone has no dial tone	Priority 3	NCS.Telephone.digital phone.No Dial Tone
Pwd Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Status Update - Documentur	Priority 3	DCI.Customer Support.service desk.Ticket Status
DCI.Customer Support.Softv	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
TSR Status Update	Priority 3	DCI.Customer Support.Maximo.TSR Status
inquiry	Priority 3	DCI.Customer Support.service desk.Ticket Status
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
unlocked account	Priority 3	DCI.Customer Support.Active Directory.Password reset
network account locked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
RPM Password Reset - John	Priority 1	ROCS.All.Requests
Outlook not updating	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
User needs Silverlight install	Priority 3	DCI.Customer Support.Desktop Support
Pwd Reset and ITSA Inquiry	Priority 3	DCI.Customer Support.Active Directory.Password reset
Peoplesoft HR "Job Title is a	Priority 3	HR.PSHCM.HR solutions support
status 32938	Priority 3	DCI.Customer Support.service desk.Ticket Status
Conference Room Reservati	Priority 1	DCI.Customer Support.Question
IE Icon not working	Priority 3	DCI.Customer Support.Desktop Support
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
call disconnected	Priority 3	DCI.Customer Support.Question
customer needs assistance c	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
IE 11 install request	Priority 3	DCI.Customer Support.Software.Internet Explorer
DCI.Customer Support.Softv	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
Pwd Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
unable to save Excel docs	Priority 3	DCI.Customer Support.Question
question regarding case num	Priority 3	HR.PSHCM.Support
Network password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
User is getting access Prohib	Priority 3	MIT.Apps Security.Internet.Access Requested
Account conflict	Priority 3	DCI.Customer Support.Question
HR Report Request	Priority 3	HR.PSHCM.Report
VPN token is dead	Priority 3	DCI.Customer Support.Question
Adobe Acrobat XI Pro Install	Priority 3	DCI.Customer Support.Desktop Support
network account locked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Hcm pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
user profile could not loaded	Priority 3	DCI.Customer Support.Active Directory.Password reset
Install DYMO LabelWriter	Priority 3	DCI.Customer Support.Question
dropped call	Priority 3	DCI.Customer Support.Question
network pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Create Work Instruction For	Priority 2	ROCS.All.Requests

Create Account - NSR	Priority 3	DCI.SYSADMIN.Server.Access
Upgrade IE	Priority 3	DCI.Customer Support.Software.Internet Explorer
Outlook Issues	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
call disconnected	Priority 3	DCI.Customer Support.Question
ITSAT launch issues	Priority 3	DCI.Customer Support.Desktop Support
password reset	Priority 3	DCI.Customer Support.Question
HCM Finance Issue	Priority 3	DCI.Customer Support.printer.Desktop.Cycle Printer
Avaya Phone Issue	Priority 3	NCS.Telephone.digital phone.Voice Mail Password Reset
Account Unlock	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Deskphone voicemail setup	Priority 3	DCI.Customer Support.Telephone.Other
Customer unable to access t	Priority 3	DCI.Customer Support.Question
Customer lost her VPN Toke	Priority 3	DCI.Customer Support.Question
customer wants to request m	Priority 3	DCI.Customer Support.Telephone.Other
Account locked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Missing Computers	Priority 3	DCI.Customer Support.Equipment Move.Surplus removal
no connectivity	Priority 3	NCS.Telephone.digital phone.No Dial Tone
Account Disabled	Priority 2	MIT.S.OPS.ILMS ITSA.disabled account
User cannot log in SmartYar	Priority 3	BUS.ARS.Technical support.BTSS
Maximo Status. Work order t	Priority 3	DCI.Customer Support.Question
Internet Access Prohibited m	Priority 3	DCI.Customer Support.Internet.Access prohibited
KB bad buttons on 1st Floor*	Priority 3	DCI.Customer Support.hardware.Keyboard.break/fix
Move Workstation on 4/28	Priority 3	DCI.Customer Support.Equipment Move.Project
Move Workstation on 4/28	Priority 3	DCI.Customer Support.Equipment Move.Project
Move Workstation This Frida	Priority 3	DCI.Customer Support.Equipment Move.Project
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Please assign to MIT.S	Priority 3	MIT.S.OPS.ILMS ITSA.disabled account
CTF System Check - Day - 4	Priority None	ROCS.All.Requests
AIM VPN Request - Paul Wi	Priority 1	ROCS.Applications.AIM.App
Maximo Inquiry	Priority 3	DCI.Customer Support.Maximo.Password Reset
unable to open OCC Incident	Priority 3	DCI.Customer Support.Question
MetroGuest Inquiry	Priority 3	DCI.Customer Support.Wifi.Configuration
PW reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
ELM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Outlook Issue	Priority 3	DCI.Customer Support.Question
ELM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
ELM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
account disabled Security av	Priority 3	DCI.Customer Support.Active Directory.Password reset
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
StarNet Converter Not Starti	Priority 3	DCI.Customer Support.Question
ELM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
VPN Access	Priority 3	MIT.S.Engineering.VPN.Technical support
monintor issue	Priority 3	DCI.Customer Support.Question
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
DCI.Customer Support.Desk	Priority 3	DCI.Customer Support.Desktop Support
PW reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 2	DCI.Customer Support.Active Directory.Password reset

Maximo pw reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Reset Maximo	Priority 3	DCI.Customer Support.Maximo.Password Reset
PW reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo pw reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Buffer machine caught Xerox	Priority 3	DCI.Customer Support.Desktop Support
Image	Priority 3	DCI.Customer Support.hardware.Desktop.reimage
network account unlocked	Priority 3	DCI.Customer Support.Active Directory.Password reset
Reset Maximo	Priority 3	DCI.Customer Support.Maximo.Password Reset
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
Reset ILMS	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
AD disabled due to ILMS not	Priority 3	MIT.S.OPS.ILMS ITSA.disabled account
Pay stub question	Priority 3	DCI.Customer Support.Question
Provided email address	Priority 3	DCI.Customer Support.Question
Outlook login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Assisted user with email acc	Priority 3	DCI.Customer Support.office 365.Technical support
Peoplesoft login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Provided assistance with acc	Priority 3	DCI.Customer Support.office 365.Technical support
Peoplesoft login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
AD reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Peoplesoft login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
One Note is on both comput	Priority 3	DCI.Customer Support.Question
User unable to access ILMS	Priority 3	DCI.Customer Support.Desktop Support
IT Security Awareness traini	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
Status updated for Maximo A	Priority 3	APPS.Access.Maximo
System login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
CTF System Check - Mids -	Priority None	Software
MEMC stated that Crispin Vi	Priority None	Software
User cannot access Maximo	Priority 3	APPS.Technical support.Maximo
Outlook login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Maximo Profile issue	Priority 3	DCI.Customer Support.Question
User cannot access ILMS, a	Priority 3	DCI.Customer Support.Desktop Support
Peoplesoft login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Dropped Call	Priority 3	DCI.Customer Support.Active Directory.Password reset
System login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Please increase the speed o	Priority 3	DCI.Customer Support.hardware.Desktop.configuration
Dropped call	Priority 3	DCI.Customer Support.Active Directory.Password reset
Dropped Call	Priority 3	DCI.Customer Support.Active Directory.Password reset
IT Security Awareness	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
Assisted user with access to	Priority 3	DCI.Customer Support.office 365.Technical support
Maximo reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo Access	Priority 3	MAXIMO
Peoplesoft login assistance	Priority 3	HR.PSHCM.Support
Maximo	Priority 3	MAXIMO
Peoplesoft login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock

VPN Login Issue	Priority 3	DCI.Customer Support.service desk.Ticket Status
password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Clean up all boxes in C27, a	Priority None	ROCS.All.Requests
IT Security Awareness login	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
Scanned from a Xerox Multif	Priority 3	DCI.Customer Support.Active Directory.New Employee
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
IT Security training	Priority 3	MIT.S.OPS.ILMS ITSA.disabled account
CTF System Check - Evenin	Priority None	Applications
FW: RE: SOCS system wide	Priority 3	DCI.Customer Support.Question
FW: Scan from a Xerox Wor	Priority 3	DCI.SYSADMIN.Server.Access
Passowrd Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Time Approver: WEEKLY P	Priority 3	HR.PSHCM.Access
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
status update	Priority 3	DCI.Customer Support.service desk.Ticket Status
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Passord Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo Password Reset	Priority 3	DCI.Customer Support.Question
User is having issues logging	Priority 2	DCI.Customer Support.Desktop Support
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Ticket to DCI system Admins	Priority 3	DCI.SYSADMIN.Server.Access
Adobe Pro install	Priority 3	DCI.Customer Support.Desktop Support
ProWatch Installation	Priority 3	DCI.Customer Support.Active Directory.New Employee
No network connection	Priority 3	NCS.Telephone.digital phone.Other
receiving the Network Acces	Priority 3	DCI.Customer Support.Internet.Access prohibited
User need network printer m	Priority 3	DCI.Customer Support.printer.Desktop.Training
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Email - E4 license provision	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
call disconnected	Priority 3	DCI.Customer Support.Question
Printer Issue	Priority 3	DCI.Customer Support.printer.Desktop.Cycle Printer
CTFPE wokrstation setup fo	Priority 1	ROCS.Applications
network password unlock	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Reset AIMPE password	Priority 1	ROCS-OCC
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Account Unlock	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
[Wmata-DCI] Machine HRK-	Priority 3	DCI.Customer Support.SSK Kiosk
Email View	Priority 3	DCI.Customer Support.Question
Microsoft Office 365 issue	Priority 3	DCI.Customer Support.Question
IRPG Move	Priority 4	DCI.Customer Support.Equipment Move.Project
Special Agent Job: 170163	Priority 3	DCI.Customer Support.Question
Request to create Change o	Priority None	ROCS.All.Requests
Request to create Change o	Priority None	ROCS.All.Requests

FW: Board email password r	Priority 1	DCI.SYSADMIN.Mobile Device Management.Password reset.mo
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
support cancelled	Priority 3	DCI.Customer Support.Question
maximo password reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
call disconnected	Priority 3	DCI.Customer Support.Question
FW: Manager - Time Approv	Priority 3	HR.PSHCM.Access
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
name change in GAL	Priority 3	DCI.Customer Support.Question
User needs to get informatio	Priority 3	DCI.Customer Support.Question
sharepoint Support	Priority 3	DCI.Customer Support.Question
User email will not update	Priority 3	DCI.Customer Support.Software.MS Outlook.Problem Not Found
PS ELM User Profile Correct	Priority 3	APPS.Technical support.PSELM
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
NSR for Jemayne Walker-R	Priority 3	DCI.Customer Support.Active Directory.Drive Access
unable to open outlook	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
outlook prompting from cred	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
IE Upgrade for LaJuan Trave	Priority 3	DCI.Customer Support.Software.Internet Explorer
email issue customer will cal	Priority 3	DCI.Customer Support.Desktop Support
Ticket #32221 RE: Server Ac	Priority 3	DCI.Customer Support.service desk.Ticket Status
password reset	Priority 3	DCI.Customer Support.Question
e service	Priority 3	DCI.Customer Support.Question
Ticket #32223 RE: Server Ac	Priority 3	DCI.Customer Support.service desk.Ticket Status
Maximo pw reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
dropped call	Priority 3	DCI.Customer Support.Question
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Customer Question	Priority 3	DCI.Customer Support.Question
Relocation Move	Priority 1	DCI.Customer Support.Desktop Support
Tara Soesbee Purchase Recd	Priority 3	DCI.SYSADMIN.Software.installation.MS Visio
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
All IT Staff and All IT Contrac	Priority 3	DCI.Customer Support.Question
Customer needs trapeze sup	Priority 3	APPS.Trapeze.Ops Web
network pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
wants to get citrix installed	Priority 3	DCI.Customer Support.Question
Assist Tim With Hooking Up	Priority 1	ROCS.Applications.AIM.LOS
password unlock	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Maximo Password Reset	Priority 3	DCI.Customer Support.Question
java install	Priority 3	DCI.Customer Support.Question
error messages customer sta	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Wants to submit NSR	Priority 3	DCI.Customer Support.Question
Setup ROCSGRAPH Execut	Priority None	ROCS - Hardware
screen display issue	Priority 3	NCS.Telephone.digital phone.Other
Sharepoint Support	Priority 3	DCI.Customer Support.Question
requested to close ticket	Priority 3	DCI.Customer Support.service desk.Ticket Status
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
FW: user access request	Priority 3	DCI.SYSADMIN.Server.Access

Customer is requesting to m	Priority 3	DCI.Customer Support.Equipment Move.Project
time approver foe RMSCM g	Priority 3	HR.PSHCM.HR solutions support
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
cannot open links in IE	Priority 3	DCI.Customer Support.Software.Internet Explorer
network pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
HP LaserJet 5500 Printer Er	Priority 3	DCI.Customer Support.printer.Desktop.Cycle Printer
Customer Needs the Approv	Priority 3	NCS.Telephone.digital phone.Voice Mail Password Reset
RPM support	Priority 3	APPS.Technical support.ROCC
network pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
W-	Priority 3	DCI.Customer Support.Software.VPN.Install
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Please Reset Windchill Pass	Priority 3	APPS.Technical support.Windchill
Hard Drive Failure	Priority 3	DCI.Customer Support.hardware.Desktop.hardware failure
Application Status Request/A	Priority 3	HR.PSHCM.HR solutions support
Assistance Needed at Carme	Priority 3	DCI.Customer Support.Desktop Support
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
email not updating	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
WiFi Password Request	Priority 3	DCI.Customer Support.Wifi.Configuration
Maximo pw reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Please reset customer's Doc	Priority 3	APPS.Access.DOCUMENTUM
configured with MTPD windo	Priority 3	DCI.Customer Support.hardware.Laptop.reimage
CUstomer is requesting to se	Priority 3	DCI.Customer Support.Question
Request for MS Visio, MS Ac	Priority 3	DCI.SYSADMIN.Software.installation.MS Access
HCM access issue	Priority 3	DCI.Customer Support.Desktop Support
Outlook not uddating	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
unlocked account	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
CASD+TSR+Status+Update	Priority 3	DCI.Customer Support.Maximo.TSR Status
W-331168	Priority 3	DCI.Customer Support.printer.Desktop.Cycle Printer
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Eservice URL	Priority 3	HR.PSHCM.ESS technical support
Network password reset req	Priority 3	DCI.Customer Support.Active Directory.Password reset
Assistance with account	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Shared Calendar	Priority 3	DCI.SYSADMIN.Software.Technical support.MS Office
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
question regarding ticket	Priority 3	DCI.Customer Support.Question
assistance resetting passwo	Priority 3	DCI.Customer Support.Active Directory.Password reset
Status Update	Priority 3	DCI.Customer Support.Maximo.TSR Status
needs PC set up	Priority 3	DCI.Customer Support.hardware.Desktop.configuration
Status update on an open tic	Priority 3	DCI.Customer Support.service desk.Ticket Status
Request for latest Version of	Priority 3	DCI.Customer Support.Desktop Support
no network	Priority 3	NCS.Telephone.digital phone.Other
DCI.Customer Support.printe	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
APPS.Training.Maximo	Priority 3	APPS.Training.Maximo
email not opening	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
Account Check	Priority 3	DCI.Customer Support.Active Directory.Password Unlock

Adobe Creative Cloud install	Priority 3	DCI.Customer Support.Active Directory.Administrative Rights
unlocked account	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo password reset requ	Priority 3	APPS.Training.Maximo
Windows Sec. Pop Up Mess	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
RPM Password Reset - J. Sh	Priority None	ROCS.Appliications.RPM.App
DCI.Customer Support.Maxi	Priority 3	DCI.Customer Support.Maximo.TSR Status
Upgrade Software/Health Ch	Priority 3	DCI.Customer Support.Software.MS Outlook.Install
account locked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Acct Disabled	Priority 3	DCI.Customer Support.Question
Telephone Number Inquiry	Priority 3	DCI.Customer Support.Question
Softwre install. needs >NET	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
RPM logon support	Priority 3	APPS.Technical support.ROCC
Customer's password expire	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
unlicensed product message	Priority 3	DCI.Customer Support.Software.MS Outlook.Migrated
Customer resolved their own	Priority 3	DCI.Customer Support.Question
Maximo Password	Priority 3	APPS.Training.Maximo
Position Management Report	Priority 3	HR.PSHCM.Report
Documentum pw reset	Priority 3	APPS.Access.DOCUMENTUM
http://hdwiki/display/SOPs/C	Priority 3	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Outlook Issue	Priority 4	DCI.Customer Support.Software.MS Outlook.Problem Not Found
Adobe Acrobat Reader Upgr	Priority 3	DCI.Customer Support.Desktop Support
Email issue on Windows Ph	Priority 3	DCI.SYSADMIN.Mobile Device Management.Technical support.S
outlook email issues	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
Xerox Printer install request	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
Customer is receiving error r	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
email not updating	Priority 3	DCI.Customer Support.Desktop Support
Mouse not working on 6F*	Priority 3	DCI.Customer Support.hardware.Mouse.break/fix
customer being logged in wit	Priority 3	DCI.Customer Support.Question
MIT.S.OPS.ILMS ITSA.regist	Priority 3	MIT.S.OPS.ILMS ITSA.registration
Xerox Model 5790	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
Upgrade Java to the 6.27 Ve	Priority 3	DCI.Customer Support.Software.Java.upgrade
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
The customer forgot her tick	Priority 3	DCI.Customer Support.Question
RPM password reset reques	Priority 3	APPS.Technical support.ROCC
Phone Issue	Priority 3	NCS.Telephone.digital phone.No Dial Tone
Black Screen on second mo	Priority 3	DCI.Customer Support.hardware.Monitor.break/fix
CTF System Check - Day - 4	Priority None	ROCS.All.Requests
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Locked Out	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
HR.PSHCM.ESS technical s	Priority 3	HR.PSHCM.ESS technical support
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Reinstall Verint Software	Priority 3	DCI.Customer Support.Desktop Support
Share Drive	Priority 3	DCI.Customer Support.Question
Customer says they have tod	Priority 3	DCI.Customer Support.Software.MS Access

Install Adobe Pro	Priority 3	DCI.Customer Support.Desktop Support
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
JGB Weekly System Check	Priority None	ROCS.Applications
Pwd Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
extension is 22755	Priority 3	NCS.Telephone.digital phone.Other
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo won't remember pas	Priority 3	APPS.Technical support.Maximo
network HP printer issue	Priority 3	DCI.Customer Support.printer.Desktop.Cycle Printer
Login Assistance	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Unable to access Oracle pag	Priority 3	DCI.Customer Support.Question
Reset Maximo Password	Priority 3	DCI.Customer Support.Maximo.Password Reset
Metrowb Inquiry	Priority 3	DCI.Customer Support.Question
Pwd Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Customer wants to expand a	Priority 3	DCI.Customer Support.Question
Phone support request	Priority 3	NCS.Telephone.digital phone.Hardware
access issues	Priority 3	HR.PSHCM.Access
DCI.Customer Support.Softw	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
Maximo password reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Install Visio Request	Priority 3	DCI.Customer Support.Question
Answered customer's questi	Priority 3	DCI.Customer Support.Question
Broken Network port*	Priority 3	DCI.Customer Support.Break-Fix.Laptop
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Answered customer's questi	Priority 3	DCI.Customer Support.Question
Customer received email and	Priority 3	MIT.S.OPS.security.firewall
Maximo Password Reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Pwd Reset	Priority 3	DCI.Customer Support.Question
Unable to view menu bar in I	Priority 3	DCI.Customer Support.Desktop Support
Access issue	Priority 3	HR.PSHCM.Access
reimage request (laptop)	Priority 3	DCI.Customer Support.hardware.Laptop.reimage
reimage request (Laptop)	Priority 3	DCI.Customer Support.hardware.Laptop.reimage
Surface has cracked screen	Priority 3	DCI.Customer Support.Break-Fix.Tablet
Network password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Access Prohibited	Priority 3	DCI.Customer Support.Internet.Access prohibited
Call Dropped	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
java update	Priority 3	DCI.Customer Support.Question
Maximo PW reset	Priority 3	DCI.Customer Support.Desktop Support
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Outlook search not working	Priority 3	DCI.Customer Support.Question
Access Prohibited	Priority 3	MIT.S.OPS.security.firewall
Maximo reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Customer needed assistance	Priority 3	DCI.Customer Support.Question
network pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Work stoppage Software ins	Priority 3	DCI.Customer Support.Desktop Support
Silverlight request	Priority 3	DCI.Customer Support.Desktop Support



Status update for ticket 3195	Priority 3	DCI.Customer Support.service desk.Ticket Status
Please check the PC for a vi	Priority 3	DCI.Customer Support.Question
Informed user to complete M	Priority 3	DCI.Customer Support.Maximo.Password Reset
Maurice Moses Request Acc	Priority None	Software
Hard Drive crash	Priority 3	DCI.Customer Support.hardware.Desktop.hardware failure
Assisted with Outlook acces	Priority 3	DCI.Customer Support.office 365.Technical support
AD reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
CBT emrollment assistance	Priority 3	APPS.Technical support.PSELM
Decommission Car Pair 11	Priority None	Software
System login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Outlook email is not updating	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
Outlook Login issue	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
Outlook connection issue	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
User tries access Track and	Priority 3	DCI.Customer Support.Question
User tries access Track and	Priority 3	DCI.Customer Support.Question
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Peoplesoft Login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Maximo reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
CTF System Check - Mids -	Priority None	Software
Reset Maximo	Priority 3	DCI.Customer Support.Maximo.Password Reset
IT Security Awareness traini	Priority 3	DCI.Customer Support.Question
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
Status update on NSR subm	Priority 3	DCI.Customer Support.service desk.Ticket Status
Email login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
IT Security Awareness login	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
IT security awareness passw	Priority 3	DCI.Customer Support.Question
Unable to access netork driv	Priority 3	DCI.Customer Support.Desktop Support
Maximo Password Reset	Priority 3	MAXIMO
Peoplesoft login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
IT Security Awareness traini	Priority 3	DCI.Customer Support.Question
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
It security awareness training	Priority 3	MIT.S.OPS.ILMS ITSA.registration
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
maximo login assistance	Priority 3	DCI.Customer Support.Maximo.Password Reset
NSR	Priority 3	DCI.Customer Support.service desk.Ticket Status
Playback Request for 3/26/1	Priority None	ROCS.All.Requests
status update on ticket# 323	Priority 3	DCI.Customer Support.service desk.Ticket Status
Playback Request for 3/21/1	Priority None	ROCS.All.Requests
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Playback Request for C12 0	Priority None	ROCS.Applications

Prowatch issue	Priority 3	DCI.Customer Support.Question
Playback Request for J02 13	Priority None	ROCS.All.Requests
password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Playback Request for J02 0	Priority None	ROCS.All.Requests
Desktop configuration	Priority 3	DCI.Customer Support.Question
Playback Request for C07 0	Priority None	ROCS.All.Requests
Software is out/ not functioni	Priority 3	DCI.Customer Support.hardware.Desktop.break/fix
Desktop configuration	Priority 3	DCI.Customer Support.Question
How to accept a Email reciept	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
Delegation Request	Priority 3	HR.PSHCM.HR solutions support
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
User s having issues logging	Priority 2	DCI.Customer Support.Desktop Support
Lauren Bloden e020314. Viw	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
login assistance	Priority 3	DCI.Customer Support.Active Directory.Password reset
PeopleSoft Access Request	Priority 3	MITS.Apps Security.PSFIN.Access
Email - E4 license provision	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Setup PC in Kirk's office to r	Priority None	ROCS.All.Requests
NSR	Priority 3	DCI.Customer Support.Active Directory.Drive Access
Network access for a new co	Priority 3	DCI.Customer Support.Active Directory.New Employee
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
CTF System Check - Eves -	Priority None	ROCS.All.Requests
Oracle Report request Nbr: F	Priority None	ROCS.All.Requests
NSR Request	Priority 3	DCI.Customer Support.Active Directory.Drive Access
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Software Requests for Visio	Priority 3	DCI.SYSADMIN.Software.installation.MS Project
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Log in assistance	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Status update	Priority 3	DCI.Customer Support.service desk.Ticket Status
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Unable to change Network P	Priority 3	DCI.Customer Support.Question
requesting someone to confi	Priority 3	DCI.Customer Support.Desktop Support
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Oracle Report request Nbr: F	Priority None	ROCS.All.Requests
Question	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Status update	Priority 3	DCI.Customer Support.service desk.Ticket Status
Scanner Setup	Priority 3	DCI.Customer Support.Question
NSR Requests	Priority 3	DCI.Customer Support.Active Directory.New Employee
No support needed	Priority 3	DCI.Customer Support.Question
Unlicensed product with Offic	Priority 2	DCI.SYSADMIN.office 365.Technical support
Maximo pw reset	Priority 3	DCI.Customer Support.Maximo.Password Reset

Receive NSR	Priority 3	DCI.Customer Support.Active Directory.New Employee
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
HR Access issue	Priority 3	HR.PSHCM.Access
unlicensed office product me	Priority 3	DCI.SYSADMIN.office 365.Technical support
Maximo Access Request	Priority 3	DCI.Customer Support.Question
needed maximo access	Priority 3	DCI.Customer Support.Question
NSR form questions	Priority 3	DCI.Customer Support.Question
Memory Upgrade	Priority 3	DCI.Customer Support.Question
SPAM email sent to WMATA	Priority 3	MIT.S.OPS.security.firewall
Status Update	Priority 3	DCI.Customer Support.service desk.Ticket Status
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
voicemail password reset	Priority 3	NCS.Telephone.digital phone.Voice Mail Password Reset
Pwd Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Status Updates for Maximo	Priority 3	APPS.Access.Maximo
MS Visio Reinstall Request	Priority 3	DCI.SYSADMIN.Software.upgrade.MS Project
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Additional monitors and reim	Priority 3	DCI.Customer Support.hardware.Monitor.configuration
Customer unable to view and	Priority 3	DCI.Customer Support.Question
maximo Password Reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Maximo Password Reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Question regarding account	Priority 3	DCI.Customer Support.Question
Pwd Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo Issue	Priority 3	APPS.Technical support.Maximo
Xerox printer install	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
HCM pw reset	Priority 3	MIT.S.OPS.ILMS ITSA.disabled account
NSR form attached	Priority 3	DCI.SYSADMIN.Server.Access
NSR form	Priority 3	DCI.Customer Support.Question
password reset for training	Priority 3	DCI.Customer Support.Question
VIP customer needs assistan	Priority 3	DCI.Customer Support.Question
customer is requesting adobe	Priority 3	DCI.Customer Support.Desktop Support
Pwd	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset for maximo	Priority 3	DCI.Customer Support.Maximo.Password Reset
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
maximo support request	Priority 3	APPS.Technical support.Maximo
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Please refer to ticket numbe	Priority 3	DCI.Customer Support.hardware.Keyboard.break/fix
laser jet P3005 PCL6 custom	Priority 3	DCI.Customer Support.printer.Desktop.Training
Maximo Issue	Priority 3	APPS.Access.Maximo
customer is trying to print do	Priority 3	DCI.Customer Support.Desktop Support
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Email Issues customer is no	Priority 3	DCI.Customer Support.Software.MS Outlook.Problem Not Found
External Access	Priority 3	HR.PSHCM.ESS technical support
status 30193	Priority 3	DCI.Customer Support.service desk.Ticket Status
Add rail car pair 7342-7343 t	Priority None	ROCS.All.Requests

Customer unable to login	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Maximo pw reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Server Access	Priority 3	DCI.SYSADMIN.Server.Access
Subscription Expired	Priority 2	DCI.Customer Support.Software.MS Outlook.Migrated
NSR Requests	Priority 3	DCI.Customer Support.Active Directory.New Employee
user is requesting a laptop c	Priority 3	DCI.Customer Support.Break-Fix.Laptop
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
HR Support	Priority 3	HR.PSHCM.HR solutions support
password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Pwd Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
password reset for peopleso	Priority 3	HR.PSHCM.HR solutions support
Peoplesoft Access Request	Priority 3	HR.PSHCM.Support
customer wanted to have thi	Priority 3	DCI.Customer Support.Question
call disconnected	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
HR Solutions	Priority 3	HR.PSHCM.HR solutions support
Procure Issue	Priority 3	Email
Sever Access Request Form	Priority 3	DCI.SYSADMIN.Server.Access
password reset for IT sec tra	Priority 3	DCI.Customer Support.Question
Microsoft Software Request	Priority 3	DCI.SYSADMIN.Software.installation.MS Project
Password Requirment	Priority 3	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Windows Not Genuine Mess	Priority 3	DCI.Customer Support.Desktop Support
support cancelled	Priority 3	DCI.Customer Support.Question
user is unable to login to pe	Priority 3	MIT.S.Apps Security.PSFIN.Access
IT Security Awareness Train	Priority 3	MIT.S.OPS.ILMS ITSA.registration
Customer needs Peoplesoft	Priority 3	DCI.Customer Support.Desktop Support
Install SW	Priority 3	DCI.Customer Support.Desktop Support
Ticket Request	Priority 3	DCI.Customer Support.service desk.Ticket Status
Maximo Issue	Priority 3	APPS.Technical support.Maximo
Install SW	Priority 3	DCI.Customer Support.Desktop Support
unable to access HCM from	Priority 3	DCI.Customer Support.Desktop Support
Pwd Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Computer sound issue with s	Priority 3	DCI.Customer Support.Question
inquiry	Priority 3	DCI.Customer Support.service desk.Ticket Status
ROIC Request for local print	Priority None	ROCS-OCC.ASSET BASED
password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
User needs PS-FIN account	Priority 3	MIT.S.Apps Security.PSFIN.Access
Troubleshoot network Printe	Priority 3	DCI.Customer Support.Break-Fix.Printer
Peoplesoft Access	Priority 3	DCI.Customer Support.Question
NSR form attached	Priority 1	DCI.SYSADMIN.Server.Access
NSR for Processing	Priority 3	DCI.SYSADMIN.Server.Access
NSR form attached	Priority 3	DCI.Customer Support.Active Directory.Drive Access
Maximo Issue	Priority 3	DCI.Customer Support.Question
no connectivity/phone	Priority 2	NCS.Telephone.digital phone.No Dial Tone
People Soft HCM W-2 issue	Priority 3	HR.PSHCM.Support
User requested password re	Priority 3	DCI.Customer Support.Active Directory.Password reset

Pwd Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Maximo Error	Priority 3	APPS.Technical support.Maximo
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
HCM pw reset	Priority 2	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
network account locked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
network pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
ms access install request	Priority 3	DCI.Customer Support.Software.MS Access
Remove From Email Access	Priority 3	DCI.Customer Support.Active Directory.Drive Access
Please refer to ticket number	Priority 3	DCI.Customer Support.Question
Pwd Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 2	DCI.Customer Support.Active Directory.Password reset
NSR Processing - Tsang	Priority 3	DCI.Customer Support.Active Directory.Drive Access
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Unable to login	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Status Update	Priority 3	DCI.Customer Support.service desk.Ticket Status
Customer calling to check on	Priority 3	DCI.Customer Support.Software.VPN.Training
Email Reactivated	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
NSR Processing	Priority 3	DCI.Customer Support.Active Directory.Drive Access
Install MS Silverlight	Priority 3	DCI.Customer Support.Desktop Support
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Ticket for Suresh	Priority 3	DCI.SYSADMIN.ServerFailure
support cancelled	Priority 3	DCI.Customer Support.Question
Network Password reset request	Priority 3	DCI.Customer Support.Active Directory.Password reset
request to check transcript	Priority 3	DCI.Customer Support.Question
Customer not able to take trans	Priority 3	DCI.Customer Support.Question
Activate Window	Priority 3	DCI.Customer Support.Desktop Support
Customer's outlook is not up	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
unable to login to his surface	Priority 3	DCI.SYSADMIN.Mobile Device Management.Technical supportT
account locked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
unable to access email	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
call disconnected	Priority 3	DCI.Customer Support.Active Directory.Password reset
Install VALCam	Priority 3	DCI.Customer Support.Question
Surveillance Video Screen/M	Priority 2	DCI.Customer Support.Question
MS Outlook email issue	Priority 2	DCI.Customer Support.Software.MS Outlook.Repair
silverlight install	Priority 3	DCI.Customer Support.Desktop Support
Maximo Issue	Priority 3	DCI.Customer Support.Desktop Support
Chrome install	Priority 3	DCI.Customer Support.Desktop Support
Maximo password reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Silverlight Install	Priority 3	DCI.Customer Support.Desktop Support
needs outlook setup	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
unlocked account	Priority 3	DCI.Customer Support.Active Directory.Password reset
Test Results - Non Employee	Priority 3	HR.PSHCM.HR solutions support
Time Clock Question	Priority 3	DCI.Customer Support.Question
Status Update	Priority 3	DCI.Customer Support.service desk.Ticket Status

NSR for Processing - Tamm	Priority 3	DCI.Customer Support.Active Directory.Drive Access
User profile creation request	Priority 3	DCI.Customer Support.Active Directory.Password reset
Login Issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
network pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
silverlight install	Priority 3	DCI.Customer Support.Desktop Support
Windows is not genuine	Priority 3	DCI.Customer Support.Desktop Support
Question Regarding NSR Re	Priority 3	DCI.Customer Support.Question
Surface Pro not connecting t	Priority 2	DCI.SYSADMIN.Mobile Device Management.Technical supportT
Status Update	Priority 3	DCI.Customer Support.service desk.Ticket Status
Network password reset req	Priority 3	DCI.Customer Support.Active Directory.Password reset
Device Down	Priority 3	NCS.Telephone.digital phone.Other
T Drive Access	Priority 3	DCI.Customer Support.Active Directory.Drive Access
Email not updating	Priority 2	DCI.Customer Support.Software.MS Outlook.Repair
PW reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Reset Voicemail PIN	Priority 3	NCS.Telephone.digital phone.Voice Mail Password Reset
status 30622	Priority 3	DCI.Customer Support.service desk.Ticket Status
Login Issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Network password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo Reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Maximo pw reset	Priority 4	DCI.Customer Support.Maximo.Password Reset
Safety Concern Error	Priority 3	DCI.Customer Support.Question
Pwd Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
PW reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Error Message	Priority 3	DCI.Customer Support.Question
Pwd Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Multiple Interfaces With Erro	Priority 3	NCS.Telephone.digital phone.Other
wifi password	Priority 3	DCI.Customer Support.Wifi.Configuration
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Device Down	Priority 3	NCS.Telephone.digital phone.Other
Lecia Infinity Install - Severa	Priority 3	DCI.Customer Support.Question
Checking the status of ticket	Priority 3	DCI.Customer Support.service desk.Ticket Status
Keyboard Issue -Matt*	Priority 3	DCI.Customer Support.hardware.Keyboard.break/fix
ELM pw reset	Priority 3	MIT.S.OPS.I.LMS ITSA.disabled account
Bad mouse	Priority 3	DCI.Customer Support.Break-Fix.Computer
Device Down	Priority 3	NCS.Telephone.digital phone.Other
Device Down	Priority 3	NCS.Telephone.digital phone.Other
inquiry	Priority 3	DCI.Customer Support.service desk.Ticket Status
Device Down	Priority 3	NCS.Telephone.digital phone.Other
Access to x drive	Priority 3	DCI.Customer Support.Desktop Support
needs HDMI cable to connect	Priority 3	DCI.Customer Support.hardware.Mouse.hardware failure
CTF System Checks Days -	Priority 1	ROCS.All.Requests
password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
PW reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Unlocked AD	Priority 3	DCI.Customer Support.Active Directory.Password Unlock

Install Silverlight	Priority 3	DCI.Customer Support.Desktop Support
Cancelled call - Call dropped	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Reset Maximo	Priority 3	DCI.Customer Support.Maximo.Password Reset
Reset Maximo	Priority 3	DCI.Customer Support.Maximo.Password Reset
Maximo function error	Priority 3	DCI.Customer Support.Question
Maximo function error	Priority 3	DCI.Customer Support.Question
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo function error	Priority 3	DCI.Customer Support.Question
Web search assistance	Priority 3	DCI.Customer Support.Question
User stated that his computer	Priority 3	DCI.Customer Support.hardware.Desktop.configuration
ILMS test completed but an	Priority 3	MIT.OPS.ILMS ITSA.disabled account
PIDS Special Schedule Update	Priority 1	ROCS.Applications.PIDS.Other
Maximo reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
IT Security Awareness Training	Priority 3	DCI.Customer Support.Question
IT Security Awareness training	Priority 3	MIT.OPS.ILMS ITSA.password reset
Email login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
CTF System Check - MIDS	Priority 1	ROCS.All.Requests
No internet access.	Priority 3	DCI.Customer Support.hardware.Desktop.break/fix
It security awareness	Priority 3	DCI.Customer Support.Question
It security awareness	Priority 3	DCI.Customer Support.Question
Maximo login	Priority 3	DCI.Customer Support.Maximo.Password Reset
Maximo password reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
KXP machine login issue	Priority 3	DCI.Customer Support.SSK Kiosk
System login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
IT security awareness password	Priority 3	DCI.Customer Support.Question
Peoplesoft login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Desktop bar code 339414. Keyboard	Priority 2	DCI.Customer Support.hardware.Keyboard.break/fix
CTF System Check - Eves	Priority None	ROCS.All.Requests
Trapeze password reset	Priority 3	Apps.Access.Trapeze
No internet connection. Access	Priority 3	DCI.Customer Support.Internet.Access prohibited
Maximo issuing when adding	Priority 3	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
network drive issue	Priority 3	DCI.Customer Support.Question
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
needed password to access	Priority 2	DCI.Customer Support.Question
Maximo Password reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset for Peoplesoft	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Research Radios - For Tech	Priority 1	ROCS - Hardware
NSR attached	Priority 3	DCI.Customer Support.Active Directory.Drive Access
password reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
call disconnected	Priority 2	DCI.Customer Support.Question
account still disabled	Priority 3	MIT.OPS.ILMS ITSA.disabled account

maximo 500 error message	Priority 3	DCI.Customer Support.Software.Internet Explorer
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Customer did not need supp	Priority 3	DCI.Customer Support.Question
maximo password reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Customer cannot see a folde	Priority 3	DCI.Customer Support.office 365.Technical support
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Outlook Issues	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
VPN login issue	Priority 3	DCI.Customer Support.Software.VPN.Training
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
CTF System Checks 4/23/17	Priority 1	ROCS.All.Requests
Maximo Password Reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Maximo Profile issue	Priority 3	APPS.Technical support.Maximo
Maximo Login issue	Priority 3	DCI.Customer Support.Maximo.Password Reset
Liebert #2 AC Noise/ Fumes	Priority 2	ROCS - Hardware
Peoplesoft login error	Priority 3	HR.PSHCM.Support
CTF System Check - MIDS -	Priority 1	ROCS.All.Requests
Dropped call	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo maintenance	Priority 3	DCI.Customer Support.Question
dropped call	Priority 3	DCI.Customer Support.Active Directory.Password reset
IT Security Awareness login	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
NSR form attached	Priority 3	DCI.SYSADMIN.Server.Access
NSR form attached	Priority 3	DCI.Customer Support.Active Directory.Drive Access
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Oracle Report request Nbr: B	Priority None	Applications
Maximo maintenance	Priority 3	DCI.Customer Support.Question
Maximo maintenanc question	Priority 3	DCI.Customer Support.Question
Maximo maintenance questi	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
CTF System Check - Eving -	Priority None	ROCS.All.Requests
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo	Priority 3	DCI.Customer Support.Question
Playback Request for E01	Priority 1	ROCS.All.Requests
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
maximo	Priority 3	DCI.Customer Support.Question
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Customer wanted to know ho	Priority 3	DCI.Customer Support.Question
Helped customer locate the	Priority 3	DCI.Customer Support.Question



Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Customer initially asked for p	Priority 3	DCI.Customer Support.Question
unlocked account	Priority 3	DCI.Customer Support.Active Directory.Password reset
Caller did not require assista	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
VPN issue	Priority 3	DCI.Customer Support.Software.VPN.Install
printer install request	Priority 3	DCI.Customer Support.hardware.Scanner.install
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
CTF System Check - Day - 4	Priority None	ROCS.All.Requests
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
unlocked KXP account	Priority 3	DCI.Customer Support.SSK Kiosk
46020	Priority 3	DCI.Customer Support.SSK Kiosk
call disconnected	Priority 3	DCI.Customer Support.Question
Maximo Login issue	Priority 3	DCI.Customer Support.Maximo.Password Reset
password reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
System login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Peoplesoft login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Account locked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Maximo Login issue	Priority 3	DCI.Customer Support.Maximo.Password Reset
Peoplesoft ELM login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
System login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
NICE Inform Software install	Priority 3	DCI.Customer Support.Question
CTF System Check - MIDS -	Priority 2	ROCS.All.Requests
System login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Changed network password	Priority 3	DCI.Customer Support.Active Directory.Password reset
customer wants to get netwo	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
PIDS Special Schedule Upda	Priority 3	Applications
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
share calendars and other ou	Priority 3	DCI.Customer Support.Software.MS Outlook.Calender Assistanc
Document1	Priority 3	DCI.Customer Support.Question
PC Brought back to MITS JG	Priority 3	MIT.S.OPS.security.scan request
CTF Cage Inventory	Priority None	Hardware
User requested password re	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
User requested password re	Priority 3	DCI.Customer Support.Active Directory.Password reset
Disable old token and securi	Priority 3	MIT.S.Engineering.VPN.Technical support
at Glenmont Rail Facility a st	Priority 3	DCI.Customer Support.Question
Log in assistance	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Change network password	Priority 3	DCI.Customer Support.Active Directory.Password reset
T Drive list of people with ac	Priority 3	DCI.Customer Support.Question
Cant Access folders, Error m	Priority 3	DCI.Customer Support.Software.MS Access
RE: Outlook Configuration R	Priority 3	DCI.Customer Support.Question
Server Access Request	Priority 3	DCI.SYSADMIN.Server.Access
Pwd Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset

Server Access Request	Priority 3	DCI.SYSADMIN.Server.Access
Scanned from a Xerox Multifunction	Priority 3	DCI.Customer Support.Active Directory.Administrative Rights
PSW reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Email paystub	Priority 3	DCI.Customer Support.Question
Customer said that they are	Priority 3	DCI.Customer Support.Question
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
CTF System Check - Eving	Priority None	Applications
Maximo Acces request	Priority 3	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Access to Clarity	Priority 3	DCI.Customer Support.Question
Dropped call	Priority 3	DCI.Customer Support.Question
Station manager console wi	Priority 3	DCI.Customer Support.Question
IT Security Awareness Train	Priority 1	MIT.S.OPS.ILMS ITSA.registration
support not needed	Priority 3	DCI.Customer Support.Question
RE: Please process this NSF	Priority 3	DCI.Customer Support.service desk.Ticket Status
VPN Login issue	Priority 3	DCI.Customer Support.Software.VPN.Training
second monitor install	Priority 3	DCI.Customer Support.hardware.Monitor.hardware failure
RE: Please process this NSF	Priority 3	DCI.Customer Support.service desk.Ticket Status
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Name Change	Priority 3	DCI.Customer Support.Question
RE: printer feeder issue	Priority 1	DCI.Customer Support.Break-Fix.Printer
creating pdf file	Priority 3	DCI.Customer Support.Question
Internet Access Prohibited M	Priority 3	DCI.Customer Support.Internet.Access prohibited
Support not needed	Priority 3	DCI.Customer Support.Question
PepleSoft Fn login issue	Priority 3	MIT.S.Apps Security.PSFIN.Access
Microsoft Unlicensed Product	Priority 3	DCI.Customer Support.Software.MS Outlook.Migrated
Account Lockouts	Priority 3	DCI.Customer Support.Question
Outlook Issue	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
account unlock	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
PSW reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
account locked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
visio install request	Priority 3	DCI.SYSADMIN.Software.installation.MS Visio
Network password unlock	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
customer cancelled request	Priority 3	DCI.Customer Support.Question
People soft FIN account lock	Priority 3	MIT.S.Apps Security.PSFIN.password reset
password unlock	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
account locked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
User unable to login into PS-	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Network password unlock	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
ac locked	Priority 3	DCI.Customer Support.Active Directory.Password reset
Locked out	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
account locked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Login Assistance	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Locked out of PC	Priority 3	DCI.Customer Support.Active Directory.Password Unlock

account locked	Priority 3	DCI.Customer Support.Active Directory.Password reset
Customer unable to login	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
User unable to login	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
account locked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
status update	Priority 3	DCI.Customer Support.service desk.Ticket Status
Account locked	Priority 3	DCI.Customer Support.Active Directory.Password reset
account locked	Priority 3	DCI.Customer Support.Active Directory.Password reset
psw	Priority 3	DCI.Customer Support.Active Directory.Password reset
account lock out	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
User unable to login	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
People Soft FIN Issue	Priority 1	MIT.S.Apps Security.PSFIN.Access
Account locked people soft F	Priority 3	MIT.S.Apps Security.PSFIN.password reset
account locked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
account locked	Priority 3	DCI.Customer Support.Active Directory.Password reset
Pwd Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Computer Issue	Priority 3	DCI.Customer Support.Question
RE: Text Msgs Received fro	Priority 3	DCI.SYSADMIN.Mobile Device Management.Technical support.S
FIN account locked	Priority 3	MIT.S.Apps Security.PSFIN.password reset
Peoplesoft Finance	Priority 4	MIT.S.Apps Security.PSFIN.password reset
Log in assistance	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Customer said their account	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
RE: Request 31007 schedule	Priority 3	DCI.Customer Support.service desk.Ticket Status
Printer install	Priority 3	DCI.Customer Support.Desktop Support
Customer could not log in	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Access Microsoft publisher	Priority 3	DCI.Customer Support.Software.MS Access
local admin rights	Priority None	DCI.Customer Support.Desktop Support
Customer did not need assis	Priority 3	DCI.Customer Support.Question
Xerox Printer	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
Customer asked to have his	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
FW: Scanned from a Xerox f	Priority 3	DCI.SYSADMIN.Software.installation.MS Visio
FW: HelpDesk IT-Admin -- s	Priority 3	MIT.S.OPS.security.firewall
FW: HelpDesk IT-Admin	Priority 3	MIT.S.OPS.security.firewall
Reset Passwords for Users v	Priority 3	DCI.Customer Support.Question
Customer's network drives n	Priority 3	DCI.Customer Support.Desktop Support
is this valid	Priority 3	DCI.Customer Support.Question
HCM pw reset	Priority 3	MIT.S.OPS.ILMS ITSA.disabled account
People Soft FIN Lock out	Priority 3	MIT.S.Apps Security.PSFIN.Access
dropped call	Priority 3	DCI.Customer Support.Question
nsr	Priority 3	DCI.Customer Support.Active Directory.Drive Access
ticket status	Priority 3	DCI.Customer Support.service desk.Ticket Status
nsr	Priority 3	DCI.Customer Support.Active Directory.Drive Access
user's account locked	Priority 3	DCI.Customer Support.Active Directory.Password reset
Account Unlocked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
unable to access eService	Priority 3	HR.PSHCM.ESS technical support
dropped call	Priority 3	DCI.Customer Support.Question
IT Contractor Termination	Priority 1	DCI.Customer Support.Question
unable to send email	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair

W-350265	Priority 3	DCI.Customer Support.Question
Contractor Network Access	Priority 3	DCI.Customer Support.Question
customer can not connect to	Priority 3	MIT.S.Apps Security.PSFIN.Access
Call Dropped	Priority 3	DCI.Customer Support.Question
Call Dropped	Priority 3	DCI.Customer Support.Question
ITSAT pw reset	Priority 3	MIT.S.OPS.ILMS ITSA.disabled account
Questyion regarding Ticket s	Priority 3	DCI.Customer Support.service desk.Ticket Status
Account Unlock	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
people soft issue	Priority 3	HR.PSHCM.ESS technical support
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Customer not able to access	Priority 3	DCI.Customer Support.Question
Email Outlook Issue	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
customer was experiencing a	Priority 3	MIT.S.OPS.security.firewall
Laptop docking station setup	Priority 3	DCI.Customer Support.Question
10.24.2.175	Priority 3	DCI.Customer Support.Question
External People	Priority 3	HR.PSHCM.ESS technical support
Internet Explorer not openin	Priority 3	DCI.Customer Support.Desktop Support
Account Unlocked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Email issues	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
Emails is not updating	Priority 3	DCI.Customer Support.Software.MS Outlook.Problem Not Found
NSR to give ability to manag	Priority 3	DCI.SYSADMIN.office 365.Technical support
MS Outlook Email Issue	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
Call Dropped	Priority 3	DCI.Customer Support.Question
RPM- ADD CARS 7340-734	Priority None	ROCS.All.Requests
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Customer is receiving a Citri	Priority 3	DCI.Customer Support.Desktop Support
Request to Create a DB insta	Priority 3	DCI.Customer Support.Question
Account Unlock	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
network account locked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
PSW reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Time and Labor Dynamic Gr	Priority 3	HR.PSHCM.HR solutions support
ITSAT pw reset	Priority 3	MIT.S.OPS.ILMS ITSA.registration
network account locked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
account	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
PSW reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
network account locked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Unlock Account	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Account Unlocked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
psw reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Account Unlock	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Voicemail password reset	Priority 3	NCS.Telephone.digital phone.Voice Mail Password Reset
Acct Locked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
psw reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
network account locked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
maximo reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
network account locked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
account locked	Priority 3	DCI.Customer Support.Active Directory.Password reset

psw	Priority 3	DCI.Customer Support.Active Directory.Password reset
Printer Install	Priority 3	DCI.Customer Support.printer.Desktop.Install Printer Driver
network account locked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Unlock Account	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
account locked up	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Unlock Account	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Printer Install	Priority 3	DCI.Customer Support.printer.Desktop.Install Printer Driver
account locked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
network pw reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
account locked	Priority 3	DCI.Customer Support.Active Directory.Password reset
Outlook prompting for creden	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
PSW reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
External Access to PS HCM	Priority 3	HR.PSHCM.ESS technical support
Password Unlock	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
NEED Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
FIN account locked	Priority 3	MIT.Apps Security.PSFIN.password reset
Psw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Account Unlock	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Barcode W-515172	Priority 3	MIT.Apps Security.PSFIN.password reset
network account locked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
User requested PS-FIN acco	Priority 3	MIT.Apps Security.PSFIN.Access
unlock	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
network account locked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Could not access Peoplesoft	Priority 3	DCI.Customer Support.Active Directory.Password reset
Account Unlocked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
outlook issues	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
NSR attached	Priority 3	DCI.Customer Support.Active Directory.New Employee
account locked	Priority 3	DCI.Customer Support.Active Directory.Password reset
ACCOUNT LOCK OUT	Priority 3	DCI.Customer Support.Active Directory.Password reset
Account unlocked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
shared account locked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
psw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Unlock account	Priority 3	DCI.Customer Support.Active Directory.Password reset
account locked	Priority 3	DCI.Customer Support.Active Directory.Password reset
Unlock account	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Customer locked out of their	Priority 3	MIT.Apps Security.PSFIN.password reset
Account Unlocked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
System Application Freezing	Priority 3	DCI.Customer Support.Desktop Support
Customer requested accoun	Priority 3	DCI.Customer Support.Active Directory.Password reset
printer installl	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
New Member inIT CCB Coord	Priority 3	DCI.SYSADMIN.office 365.Technical support
Locked Out	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Account unlocked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Cancelled	Priority 3	DCI.Customer Support.Question
BIWEEKLY PAYROLL TIME	Priority 3	HR.PSHCM.Support

Escort Kevin in JGB Data Ce	Priority 1	ROCS.Applications.AIM.App
Adobe Pro Install	Priority 3	DCI.Customer Support.Desktop Support
NSR Request	Priority 3	DCI.Customer Support.Active Directory.New Contractor
NSR form attached	Priority 3	DCI.Customer Support.Active Directory.Drive Access
request conference room mg	Priority 3	DCI.Customer Support.Question
Avaya phone Issue	Priority 3	NCS.Telephone.digital phone.Other
Status Update	Priority 3	DCI.Customer Support.service desk.Ticket Status
Question regarding mouse	Priority 3	DCI.Customer Support.hardware.Mouse.break/fix
Username Inquiry	Priority 3	DCI.Customer Support.Question
Update on Ticket # 26968	Priority 3	DCI.Customer Support.service desk.Ticket Status
TSR status	Priority 4	DCI.Customer Support.Maximo.TSR Status
Customer cannot login	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Network Password Reset req	Priority 3	DCI.Customer Support.Active Directory.Password reset
ROCS Tech Support PE for	Priority 1	ROCS.Applications
Account Unlocked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
HCM Issues W-348943	Priority 3	HR.PSHCM.Support
Customer received an error	Priority 3	DCI.Customer Support.Active Directory.Password reset
IP address 10.9.95.126	Priority 3	DCI.Customer Support.printer.Desktop.Cycle Printer
Solution for Applicants Desig	Priority 3	HR.PSHCM.Support
Icon Issue	Priority 3	DCI.Customer Support.Question
Computer Speed	Priority 3	DCI.Customer Support.hardware.Desktop.configuration
PC Replacement Participant	Priority 3	DCI.Customer Support.PC Replacement.Question
Pwd Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Mcafee Issue	Priority 3	MIT.S.OPS.security.scan request
Maximo maintenance	Priority 3	DCI.Customer Support.Maximo.Password Reset
Network Password Unlock	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Additional Log files of AIM O	Priority 1	ROCS.Applications.AIM.App
status request	Priority 3	DCI.SYSADMIN.Server.Access
Third Party Software Install	Priority 3	DCI.Customer Support.Desktop Support
Reset Pwd	Priority 3	DCI.Customer Support.Active Directory.Password reset
unable to setup email	Priority 3	DCI.Customer Support.Desktop Support
Add C127 Office Key to Data	Priority 5	ROCS - Hardware
email - unlicensed product e	Priority 3	DCI.Customer Support.Software.MS Outlook.Migrated
Customer requests removal	Priority 4	DCI.Customer Support.Equipment Move.Surplus removal
Status Update	Priority 3	DCI.Customer Support.service desk.Ticket Status
E09-ENCL5-CSW5 is Down	Priority 3	NCS.Telephone.digital phone.Other
MSF-AP11-1242 is Down	Priority 3	NCS.Telephone.digital phone.Other
NSR Question	Priority 3	DCI.Customer Support.Question
Network password reset req	Priority 3	DCI.Customer Support.Active Directory.Password reset
CTF-B330-AP-3602I is Down	Priority 3	NCS.Telephone.digital phone.Other
one drive not working on w	Priority 3	DCI.SYSADMIN.Mobile Device Management.Technical support.S
iPhone Assistance to Find C	Priority 3	DCI.SYSADMIN.Mobile Device Management.Technical support.S
Trapeze Support Issue	Priority 3	Apps.Access.Trapeze
Customer states she is not r	Priority 3	DCI.Customer Support.Question
NSR attached	Priority 3	DCI.Customer Support.Active Directory.Drive Access
Telephone Move	Priority 3	NCS.Telephone.digital phone.Hardware
phone number update - NSR	Priority 3	DCI.Customer Support.Active Directory.Drive Access

Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Status update on open ticket	Priority 3	DCI.Customer Support.service desk.Ticket Status
unable to create electronic s	Priority 3	DCI.Customer Support.Question
Move Request	Priority 4	DCI.Customer Support.Equipment Move.Project
Pwd Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Dropped Call	Priority 3	DCI.Customer Support.Question
Customer dropped the call	Priority 3	DCI.Customer Support.Question
Computer Issue	Priority 3	DCI.Customer Support.Question
Maximo Password reset requ	Priority 3	APPS.Training.Maximo
Account Unlock	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Rockwell Collins VPN Acces	Priority None	ROCS.All.Requests
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Request to restart server	Priority 2	DCI.Customer Support.Network.Server Failure
Update Status on User Maxi	Priority 3	APPS.Access.Maximo
Maximo Password Reset	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
CTF System Check - Day - 4	Priority None	ROCS.All.Requests
PW reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Question about avaya phone	Priority 3	DCI.Customer Support.Telephone.Other
surface pro outlook issues	Priority 3	DCI.Customer Support.Desktop Support
Adobe Install	Priority 3	DCI.Customer Support.Desktop Support
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo PW reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Install Silverlight	Priority 3	DCI.Customer Support.Desktop Support
Access Prohibited	Priority 3	MIT.S.OPS.security.firewall
Reset Maximo	Priority 3	DCI.Customer Support.Maximo.Password Reset
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
User email is not opening	Priority 3	DCI.Customer Support.Software.MS Outlook.Install
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
Computer screen turned black	Priority 3	DCI.Customer Support.hardware.Desktop.break/fix
Cancelled call - Maximo acc	Priority 3	DCI.Customer Support.Question
Please install Global Print Dr	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
User would like to request ne	Priority 3	DCI.Customer Support.Question
User needs Java install for D	Priority 3	APPS.Technical support.DOCUMENTUM
CTF System Check -Mids- 0	Priority 1	ROCS.All.Requests
voicemail password reset	Priority 3	NCS.Telephone.digital phone.Voice Mail Password Reset
The the Plumbing Offices at	Priority 3	NCS.Telephone.digital phone.Other
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
Support not needed	Priority 3	DCI.Customer Support.Question
Status update on ticket 3127	Priority 3	DCI.Customer Support.service desk.Ticket Status
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset

Email attachments/folder not	Priority 3	DCI.Customer Support.office 365.Technical support
no support	Priority 3	DCI.Customer Support.Question
password unlock	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
RC Request For VPN Token	Priority 3	Applications
User requested Maximo pas	Priority 3	DCI.Customer Support.Maximo.Password Reset
Question about Maximo Acc	Priority 3	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Metroweb isn't printing any d	Priority 3	DCI.Customer Support.Question
User requested PS-HCM pas	Priority 3	DCI.Customer Support.Active Directory.Password reset
dropped call	Priority 3	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Email - E4 license provision	Priority 3	DCI.Customer Support.Question
PeopleSoft Department Data	Priority 3	DCI.Customer Support.Desktop Support
Phone directory	Priority 3	DCI.Customer Support.Question
Open a "Request Ticket" and	Priority 1	ROCS.All.Requests
Outlook not configuring. sea	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
Cannot log into Maximo	Priority 3	DCI.Customer Support.Maximo.Password Reset
CTF System Check - Eve - C	Priority None	ROCS.All.Requests
http://hdwiki/display/SOPs/P	Priority 3	DCI.Customer Support.Desktop Support
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Paystub Inquiry	Priority 3	DCI.Customer Support.Question
Ticket for Suresh	Priority 3	DCI.SYSADMIN.Server.Access
Pwd Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Customer's email not update	Priority 3	DCI.Customer Support.Software.MS Word.upgrade
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Network password reset req	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Oracle CRM issues	Priority 3	DCI.Customer Support.Desktop Support
password unlock	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Update Metro Phone Directo	Priority 3	DCI.Customer Support.Question
Requirements for password	Priority 3	DCI.Customer Support.Question
Video Purchase Equipment	Priority 3	DCI.Customer Support.Desktop Support
Pwd Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Documentum password rese	Priority 3	APPS.Access.DOCUMENTUM
no support needed	Priority 3	DCI.Customer Support.Question
Call disconnected	Priority 3	DCI.Customer Support.Question
Half screen is screen is black	Priority 3	DCI.Customer Support.hardware.Monitor.break/fix
pc not connecting to network	Priority 3	DCI.Customer Support.Desktop Support
Install second monitor	Priority 3	DCI.Customer Support.hardware.Monitor.configuration
Log in asistance	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
maximo password reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
no support needed	Priority 3	DCI.Customer Support.Question
Status Update	Priority 3	DCI.Customer Support.service desk.Ticket Status
NSR	Priority 3	DCI.Customer Support.Active Directory.Drive Access
Dropped call	Priority 3	DCI.Customer Support.Question
NSR	Priority 3	DCI.Customer Support.Active Directory.Drive Access



Server Access REquest	Priority 3	DCI.SYSADMIN.Server.Access
Sever Access Request	Priority 3	DCI.SYSADMIN.Server.Access
One drive synced to wmata c	Priority 3	DCI.SYSADMIN.Mobile Device Management.Technical support.S
Cusrtomer needs access to f	Priority 3	DCI.Customer Support.service desk.Ticket Status
Login Assistance	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
NSR	Priority 3	DCI.Customer Support.Active Directory.Drive Access
Surplus Request	Priority 3	DCI.Customer Support.Inventory.Loaner Desktop
http://hdwiki/display/SOPs/C	Priority 3	DCI.Customer Support.Active Directory.Password reset
Submit NSR	Priority 3	DCI.Customer Support.Question
Restore data	Priority 3	DCI.Customer Support.hardware.Desktop.configuration
Acct locked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
NSR	Priority 3	DCI.Customer Support.Active Directory.Drive Access
Status Updates	Priority 3	DCI.Customer Support.service desk.Ticket Status
Status Update	Priority 3	DCI.Customer Support.service desk.Ticket Status
password unlock	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
network pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Change Order Inquiry	Priority 3	DCI.Customer Support.Question
Connect to the Network Prin	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
Maximo Access Request Fo	Priority 3	DCI.Customer Support.Question
Acct locked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
customer is experiencing iss	Priority 3	DCI.SYSADMIN.office 365.Technical support
AIM Playback Request 4/8/1	Priority 1	ROCS.Applications
video card install	Priority 3	DCI.Customer Support.Desktop Support
Status Update	Priority 3	DCI.Customer Support.service desk.Ticket Status
Disabled Acct	Priority 3	MIT.OPS.ILMS ITSA.disabled account
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Status Update	Priority 3	DCI.Customer Support.service desk.Ticket Status
AIM Play Back Request for C	Priority 1	ROCS.Applications
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
helped you to gain access to	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
HR Soultions	Priority 3	HR.PSHCM.Report
Data Transfer	Priority 3	DCI.Customer Support.Desktop Support
Adobe pro install requested.	Priority 3	DCI.Customer Support.Desktop Support
Adobe pro install	Priority 3	DCI.Customer Support.Desktop Support
Unable to log into their tablet	Priority 3	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Office 365 Install	Priority 3	DCI.Customer Support.Software.MS Outlook.Install
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
RPM Password reset - Tracy	Priority 1	ROCS.Applications
IT Security Awareness Train	Priority 3	MIT.OPS.ILMS ITSA.disabled account
network account locked	Priority 3	DCI.Customer Support.Active Directory.Password reset
Record CTF PE LAN Cable	Priority 5	ROCS - Hardware
password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Disabled Account	Priority 3	MIT.OPS.ILMS ITSA.disabled account
Third party software install	Priority 3	DCI.Customer Support.Desktop Support

Dropped call	Priority 3	DCI.Customer Support.Question
Color Scanner Location Que	Priority 3	DCI.Customer Support.Question
Metroweb	Priority 3	DCI.Customer Support.Question
Maximo pwd reset	Priority 3	DCI.Customer Support.Question
password reset for Peopleso	Priority 3	DCI.Customer Support.Active Directory.Password reset
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Payroll	Priority 3	DCI.Customer Support.Question
http://hdwiki/display/SOPs/C	Priority 3	DCI.Customer Support.service desk.Ticket Status
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Update Silverlight	Priority 3	DCI.Customer Support.Desktop Support
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
customer needs to know whe	Priority 3	DCI.Customer Support.Wifi.Configuration
report request	Priority 3	HR.PSHCM.Report
http://hdwiki/display/SOPs/C	Priority 3	DCI.Customer Support.service desk.Ticket Status
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
mov request	Priority 3	DCI.Customer Support.Equipment Move.Project
Printer issue	Priority 3	DCI.Customer Support.Desktop Support
Wrong Number	Priority 3	DCI.Customer Support.Question
Printer Troubleshoot	Priority 3	DCI.Customer Support.printer.Desktop.Cycle Printer
Pwd Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Calls from terminated emplo	Priority None	DCI.Customer Support.Question
Oracle Service Cloud (CRM)	Priority 3	MIT.Apps Security.Access.PSCRM
Customer request password	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Rotate Desktop Display	Priority 3	DCI.Customer Support.Desktop Support
Desktop Inquiry	Priority 3	DCI.Customer Support.Question
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Install Plotter	Priority 3	DCI.Customer Support.printer.Desktop.Install Printer Driver
wireless mic setup	Priority 3	NCS.Telephone.digital phone.Other
MS-Access database acces	Priority 3	DCI.Customer Support.Software.MS Access
Issue with RADS application	Priority 3	DCI.Customer Support.Question
Local Administrator Passwor	Priority 3	DCI.Customer Support.Desktop Support
email pw reset	Priority 3	MIT.OPS.ILMS ITSA.password reset
Customer just changed their	Priority 1	MIT.Apps Security.PSFIN.password reset
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Cellphone Issue	Priority 3	DCI.SYSADMIN.Software.Technical support.MS Office
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Customer gets error messag	Priority 2	DCI.Customer Support.Desktop Support
Pwd Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
User requested password re	Priority 3	DCI.Customer Support.Active Directory.Password reset
office activation issue	Priority 3	DCI.Customer Support.Desktop Support
NSR - Shared email creation	Priority 3	DCI.Customer Support.Active Directory.Drive Access
printer install	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
192.168.209.1	Priority 3	DCI.Customer Support.Active Directory.Password reset
Printer Issue	Priority 3	DCI.Customer Support.printer.Desktop.Cycle Printer
Question about badge not w	Priority 3	DCI.Customer Support.Question
Customer workstation keeps	Priority 3	DCI.Customer Support.hardware.Desktop.configuration

Customer is unable to log int	Priority 3	DCI.Customer Support.Question
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Status Update	Priority 3	DCI.Customer Support.service desk.Ticket Status
unable to print	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
Network password reset req	Priority 3	DCI.Customer Support.Active Directory.Password reset
Third Party Software request	Priority 3	DCI.Customer Support.Desktop Support
Enable Remote Access	Priority 3	DCI.Customer Support.Question
Pulse Software Installation	Priority 3	DCI.Customer Support.Desktop Support
Call dropped	Priority 3	DCI.Customer Support.Question
HR SOLUTIONS	Priority 3	HR.PSHCM.HR solutions support
Customer needs to reset the	Priority 3	DCI.Customer Support.Question
Avaya Phone Inquiry	Priority 3	NCS.Telephone.digital phone.Voice Mail Password Reset
Low memory error message	Priority 3	DCI.Customer Support.Question
NSR	Priority 3	DCI.Customer Support.Active Directory.New Employee
AIM Playback Request for 4/	Priority 3	ROCS.Applications.AIM.App
Android Tablet Support	Priority 2	DCI.SYSADMIN.Mobile Device Management.Technical support T
AIM playback request 04/14/	Priority 1	ROCS.Applications
status update	Priority 3	DCI.Customer Support.Desktop Support
Network password unlock re	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
token no longer working	Priority 3	DCI.Customer Support.Question
Java Upgarde	Priority 3	DCI.Customer Support.Software.Java.upgrade
Reset Maximo Pwd	Priority 3	DCI.Customer Support.Maximo.Password Reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
User needs his dual monitor	Priority 3	DCI.Customer Support.hardware.Monitor.configuration
NSR	Priority 3	DCI.Customer Support.Active Directory.New Employee
NSR	Priority 3	DCI.Customer Support.Active Directory.New Employee
Question	Priority 3	DCI.Customer Support.Active Directory.Password reset
Customer had Purple Screen	Priority 3	DCI.Customer Support.Question
Network password reset req	Priority 3	DCI.Customer Support.Active Directory.Password reset
No ARS Account	Priority 3	DCI.Customer Support.Question
status	Priority 2	DCI.Customer Support.service desk.Ticket Status
Peoplesoft Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Internet Explorer Issue	Priority 3	DCI.Customer Support.Question
User's AD password was res	Priority 3	DCI.Customer Support.Question
Greenbelt Yard (E99) Decon	Priority 1	ROCS.Applications
Account Locked	Priority 3	DCI.Customer Support.Active Directory.Password reset
AIM Playback Request for 4/	Priority 3	ROCS.Applications.AIM.App
CTF System Check - Day - 4	Priority None	ROCS.All.Requests
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Accellion Access	Priority 3	DCI.SYSADMIN.office 365.Technical support
HCM FIN pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Status update for ticket 3040	Priority 3	DCI.Customer Support.service desk.Ticket Status
ITSAT pw reset	Priority 3	MIT.OPS.ILMS ITSA.password reset
Password Word Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
HCM questions	Priority 3	DCI.Customer Support.Desktop Support

PW reset request	Priority 3	DCI.Customer Support.Active Directory.Password reset
Chrome Install	Priority 3	DCI.Customer Support.Desktop Support
Unlocked AD	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
network account locked	Priority 3	DCI.Customer Support.Active Directory.Password reset
NSR	Priority 3	DCI.Customer Support.Active Directory.New Employee
PC booting to repair mode	Priority 3	DCI.Customer Support.Desktop Support
Status update for ticket 3127	Priority 3	DCI.Customer Support.service desk.Ticket Status
Unlocked AD	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Urgent request for Web Clod	Priority 3	DCI.Customer Support.Question
Status update for ticket 3142	Priority 3	DCI.Customer Support.service desk.Ticket Status
User stated there is no conn	Priority 3	NCS.Telephone.digital phone.No Dial Tone
Users states three computer	Priority 3	NCS.Telephone.digital phone.No Dial Tone
Assisted user with access to	Priority 3	DCI.Customer Support.Question
Assisted with access to ema	Priority 3	DCI.Customer Support.office 365.Technical support
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
CTF System Check - Mids -	Priority None	Software
Unlocked AD	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Question	Priority 3	DCI.Customer Support.Question
dropped call	Priority 3	DCI.Customer Support.Active Directory.Password reset
Work Instruction of Parallel B	Priority 3	Applications
password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Obtain the IP Address	Priority 3	DCI.Customer Support.Desktop Support
Password and Login Assista	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo Password Reset or	Priority 3	DCI.Customer Support.Maximo.Password Reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset or Account	Priority 3	DCI.Customer Support.Maximo.Password Reset
CTF System Check -Eves - C	Priority None	ROCS.All.Requests
Access Request	Priority 3	MITS.OPS.security.scan request
dropped call	Priority 3	DCI.Customer Support.Question
Access Request to clear toda	Priority 3	MITS.OPS.security.scan request
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Email - E4 license provision	Priority 3	DCI.Customer Support.Question
Email	Priority 3	Email
CPOS Support	Priority 3	NCS.Telephone.software.nice
Internet Explorer Upgrade - V	Priority 3	DCI.Customer Support.Software.Internet Explorer
HR Soutlions	Priority 3	HR.PSHCM.Support
Maximo Pwd Reset	Priority 3	DCI.Customer Support.Question
Reset Passwords for Users	Priority 3	DCI.Customer Support.Question
CTF System Check - Evenin	Priority None	Applications
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
customer is at a self-service	Priority 3	HR.PSHCM.ESS technical support
Customer calling to check st	Priority 3	DCI.Customer Support.Active Directory.Password reset

Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Internet Explorer Upgrade	Priority 3	DCI.Customer Support.Software.Internet Explorer
account password unlock	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
PeopleSoft HCM FAQs: Job	Priority 3	HR.PSHCM.ESS technical support
Question	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
NSR	Priority 3	DCI.Customer Support.Active Directory.Drive Access
Phone Box and Telephone C	Priority 3	NCS.Telephone.digital phone.Other
IT Sec. Awareness Training	Priority 3	DCI.Customer Support.Question
Acct Disabled	Priority 3	MIT.S.OPS.ILMS ITSA.disabled account
Customer's email not updatin	Priority 3	DCI.Customer Support.Software.MS Outlook.Problem Not Found
customer states that adobe i	Priority 2	DCI.Customer Support.Question
Password Reset	Priority 3	MIT.S.OPS.ILMS ITSA.disabled account
Internet Explorer Upgrade	Priority 3	DCI.Customer Support.Software.Internet Explorer
customer calling to check on	Priority 3	DCI.Customer Support.service desk.Ticket Status
HR Soutlions	Priority 3	HR.PSHCM.Support
Request to have software to	Priority 3	DCI.Customer Support.Desktop Support
HR Soutlions	Priority 3	HR.PSHCM.Report
PC Audio playback no sound	Priority 3	DCI.Customer Support.Desktop Support
no support	Priority 3	DCI.Customer Support.Question
Email Issue	Priority 3	DCI.Customer Support.Question
Surface pro running hot*	Priority 3	DCI.Customer Support.Break-Fix.Computer
HR Soutlions- Status Update	Priority 3	HR.PSHCM.Report
Browser Upgrades	Priority 3	DCI.Customer Support.Software.Internet Explorer
Browser Upgrades	Priority 3	DCI.Customer Support.Software.Internet Explorer
Browser Upgrades	Priority 3	DCI.Customer Support.Software.Internet Explorer
Browser Upgrades	Priority 3	DCI.Customer Support.Software.Internet Explorer
IT Health Check	Priority 3	DCI.Customer Support.hardware.Desktop.configuration
<a href="http://hdwiki/display/SOPs/C">http://hdwiki/display/SOPs/C</a>	Priority 3	DCI.Customer Support.Question
VPN Access for Paul For Se	Priority None	ROCS.Applications.AIM.App
password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Browser Upgrades	Priority 3	DCI.Customer Support.Software.Internet Explorer
Browser Upgrades	Priority 3	DCI.Customer Support.Software.Internet Explorer
Status Update	Priority 3	DCI.Customer Support.service desk.Ticket Status
Status Update	Priority 3	DCI.Customer Support.service desk.Ticket Status
wanted to get a list of POCs	Priority 3	DCI.Customer Support.Question
Customer is receiving no log	Priority 3	DCI.Customer Support.Network.Server
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Verified status of CA tickets	Priority None	ROCS.All.Requests
Pwd Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Maximo Access Request Fo	Priority 3	DCI.Customer Support.Question
ITSAT pw reset	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
No Sound	Priority 3	DCI.Customer Support.Desktop Support
Suresh Ticket	Priority 3	DCI.SYSADMIN.Server.Access
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
customer is requesting MS S	Priority 3	DCI.Customer Support.Desktop Support
Pwd Reset	Priority 3	DCI.Customer Support.Question

User requested PS-HCM pas	Priority 3	DCI.Customer Support.Active Directory.Password reset
Support Not Needed	Priority 3	DCI.Customer Support.service desk.Ticket Status
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
PeopleSoft HCM/HR Support	Priority 3	HR.PSHCM.Support
HP LJ 6015 on 4A won't boot	Priority 3	DCI.Customer Support.Break-Fix.Printer
Missing Geodatabase from S	Priority 3	DCI.Customer Support.Question
Pwd Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
black screen	Priority 3	DCI.Customer Support.hardware.Monitor.break/fix
support cancelled	Priority 3	DCI.Customer Support.Question
NSR-Newby	Priority 3	DCI.Customer Support.Active Directory.Drive Access
MetroGuest	Priority 3	DCI.Customer Support.Wifi.Configuration
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Keyboard Support	Priority 3	DCI.Customer Support.hardware.Keyboard.break/fix
laptop setup	Priority 1	DCI.Customer Support.Wifi.Configuration
Free space on Hard drive re	Priority 3	DCI.Customer Support.service desk.Ticket Status
Account Unlocked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
map drive	Priority 3	DCI.Customer Support.Desktop Support
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
NSR-Harper	Priority 3	DCI.Customer Support.Active Directory.Drive Access
password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
email not updating	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
HP printer Issue	Priority 3	DCI.Customer Support.printer.Desktop.Cycle Printer
Re-Image Request	Priority 3	DCI.Customer Support.hardware.Desktop.reimage
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Slow Computer	Priority 3	DCI.Customer Support.hardware.Laptop.configuration
PC reboots at Four Mile Bus	Priority 2	DCI.Customer Support.Break-Fix.Computer
Pwd Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo Pwd Reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Pwd Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Server Access request	Priority 3	DCI.SYSADMIN.Server.Access
network account locked	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Local HP Printer not working	Priority 3	DCI.Customer Support.printer.Desktop.Cycle Printer
needs omni form installed	Priority 3	DCI.Customer Support.Desktop Support
MS silverlight install	Priority 3	DCI.Customer Support.Desktop Support
wants remote desktop set up	Priority 3	DCI.Customer Support.Question
Cognos Access Request Cu	Priority 3	DCI.Customer Support.Question
NSR	Priority 3	DCI.Customer Support.Active Directory.Drive Access
CD drive not working at CTF	Priority 3	DCI.Customer Support.Break-Fix.Computer
wants number changed	Priority 3	DCI.Customer Support.Question
question regarding Payroll	Priority 3	DCI.Customer Support.Question
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Disabled Acct Support	Priority 3	MIT.S.OPS.IILMS ITSA.disabled account
User requested PS-HCM pas	Priority 3	DCI.Customer Support.Active Directory.Password reset
Dropped Call	Priority 3	DCI.Customer Support.Question

Visio reinstall **see log**	Priority 3	DCI.SYSADMIN.Software.installation.MS Project
Power up Power Down Issue	Priority 3	DCI.Customer Support.hardware.Desktop.break/fix
Internet Access Troubleshoo	Priority 3	DCI.Customer Support.Desktop Support
server access request	Priority 3	DCI.SYSADMIN.Server.Access
RE: Request to update my re	Priority 3	DCI.Customer Support.Question
e-mail distribution request	Priority 3	DCI.Customer Support.Question
User requested PS-HCM pas	Priority 3	DCI.Customer Support.Active Directory.Password reset
Adobe Acrobat Pro install	Priority 3	DCI.Customer Support.Desktop Support
Email Issues	Priority 3	DCI.Customer Support.Question
HR support	Priority 3	HR.PSHCM.HR solutions support
nsr attached	Priority 3	DCI.Customer Support.Active Directory.Drive Access
Upgrade Request	Priority 3	DCI.Customer Support.Software.Internet Explorer
Customer question	Priority 3	DCI.Customer Support.Question
nsr attached	Priority 3	DCI.Customer Support.Active Directory.Drive Access
Email Issues	Priority 3	DCI.Customer Support.Question
Metroweb site link	Priority 3	DCI.Customer Support.Question
access prohibited message	Priority 3	DCI.Customer Support.Desktop Support
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
folder sync on shared mailbo	Priority 3	DCI.SYSADMIN.office 365.Technical support
no logon servers	Priority 3	DCI.Customer Support.Network.Server
customer unable to access e	Priority 3	DCI.SYSADMIN.Mobile Device Management.Password reset.Sm
Oracle Report request Nbr: C	Priority None	ROCS.Applications.AIM.TPS
Avaya Deskphone Issue	Priority 3	NCS.Telephone.digital phone.Voice Mail Password Reset
status request	Priority 3	DCI.Customer Support.service desk.Ticket Status
RE: Request for P/S Security	Priority 3	HR.PSHCM.HR solutions support
User needs printer mapped c	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
laptop reimaging	Priority 3	DCI.Customer Support.hardware.Laptop.reimage
TSR status	Priority 3	DCI.Customer Support.Maximo.TSR Status
Cannot access HCM	Priority 3	HR.PSHCM.Support
status update	Priority 3	DCI.Customer Support.service desk.Ticket Status
Unable to run SW	Priority 3	DCI.Customer Support.Desktop Support
Status Update	Priority 3	DCI.Customer Support.service desk.Ticket Status
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Bad HD for Ferguson	Priority 3	DCI.Customer Support.hardware.Desktop.hardware failure
VPN issue	Priority 3	DCI.Customer Support.Desktop Support
reset pw	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
email pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Outlook email Issues	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
network pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Submit an NSR	Priority 3	DCI.Customer Support.Question
Network Password reset req	Priority 3	DCI.Customer Support.Active Directory.Password reset
Install SW	Priority 3	DCI.Customer Support.Desktop Support
Xerox Network Printer Install	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
INSTALL sw	Priority 3	DCI.Customer Support.Desktop Support
Install Jabra Pro software	Priority 3	DCI.Customer Support.Desktop Support

Dropped Call	Priority 3	DCI.Customer Support.Question
HP Network Printer Install	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
Network Passord reset requ	Priority 3	DCI.Customer Support.Active Directory.Password reset
Install software	Priority 3	DCI.Customer Support.Desktop Support
unable to access email on ph	Priority 3	DCI.SYSADMIN.Mobile Device Management.Technical support.S
Silverlight Install	Priority 3	DCI.Customer Support.Desktop Support
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Cstomer was given the wron	Priority 3	HR.PSHCM.Access
Network password reset req	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Peoplesoft Question	Priority 3	DCI.Customer Support.Question
Pwd Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Uninstall a unused program	Priority 3	DCI.Customer Support.Desktop Support
nsr	Priority 3	DCI.Customer Support.Active Directory.Drive Access
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 2	DCI.Customer Support.Active Directory.Password Unlock
AIM User Access Request	Priority 5	ROCS.Appliications.AIM.App
Cancel Print Jobs	Priority 3	DCI.Customer Support.Desktop Support
password reset	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
Install LOS workstation Pack	Priority 1	ROCS.Applications
Trust Relationship Failed Log	Priority 3	DCI.Customer Support.Network.Server
Unable to verify SSN#	Priority 3	DCI.Customer Support.Question
Netork password unlock requ	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
xerox printer install	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
Webpage Question W-51478	Priority 3	DCI.Customer Support.Question
Help Retrieve Documents	Priority 3	DCI.Customer Support.Question
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
ITSAT pw reset	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
Outlook repair	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
CTF System Check - Day - 4	Priority None	ROCS.All.Requests
network account locked	Priority 3	DCI.Customer Support.Active Directory.Password reset
VPN Login information requ	Priority 3	DCI.Customer Support.Software.VPN.Training
Printer Issue	Priority 3	NCS.Telephone.digital phone.Other
Locked out	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Electronic keypad entry cont	Priority 3	DCI.Customer Support.Question
status request	Priority 3	DCI.Customer Support.service desk.Ticket Status
Login Issues	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Metroquest	Priority 3	DCI.Customer Support.Wifi.Configuration
Medical Absence Report site	Priority 3	DCI.Customer Support.Question
Maximo password reset requ	Priority 3	APPS.Training.Maximo
Question regarding NSr	Priority 3	DCI.Customer Support.Question
Terminated Employee	Priority None	DCI.Customer Support.Question
status update request 29597	Priority 3	DCI.Customer Support.service desk.Ticket Status
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Slowness Issue	Priority 3	DCI.Customer Support.hardware.Desktop.configuration
RE: Crestron A/V System Inc	Priority 3	Hardware
unable to access wireless via	Priority 3	DCI.Customer Support.Question



Install SW	Priority 3	DCI.Customer Support.Desktop Support
printer install	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
Install sw	Priority 3	DCI.Customer Support.hardware.Desktop.configuration
Assign SolidWorks access ri	Priority 3	DCI.Customer Support.Desktop Support
Assign SolidWorks access ri	Priority 3	DCI.Customer Support.Desktop Support
network pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Account Unlock Password R	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
question regarding PA syste	Priority 3	DCI.Customer Support.Question
ELM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Email Update	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
User confirmed MetroNet Wi	Priority 3	DCI.Customer Support.Wifi.Configuration
unable to sign in to Metrowe	Priority 3	DCI.Customer Support.Desktop Support
PW reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
suspected SPAM	Priority 3	DCI.Customer Support.Active Directory.Password Self-Service A
Call dropped	Priority 3	DCI.Customer Support.Question
trip planner access issue	Priority 3	DCI.SYSADMIN.Software.Technical support.Operating Systems
PW reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
PW reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
unable to connect to MetroN	Priority 3	DCI.Customer Support.Wifi.Configuration
User trying to log another ou	Priority 3	DCI.Customer Support.Question
Webmail Address for home	Priority 3	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
User trying to log another ou	Priority 3	DCI.Customer Support.Question
Account Unlock	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Desktop startup issue	Priority 3	DCI.Customer Support.hardware.Desktop.break/fix
Maximo PW reset request	Priority 3	DCI.Customer Support.Active Directory.Password reset
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Outlook login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
User trying to access ELM ,	Priority 3	DCI.Customer Support.Active Directory.Password reset
Outlook webmail login issue	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
customer needs assistance a	Priority 3	DCI.Customer Support.Active Directory.Password reset
User cannot access Windchi	Priority 3	APPS.Technical support.Windchill
Outlook issue	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
Maximo login issue	Priority 3	DCI.Customer Support.Question
System log in issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
System login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
AIM Outage Recap	Priority None	Software
Maximo login issue	Priority 3	DCI.Customer Support.Maximo.Password Reset
Reset AD /PS HCM	Priority 3	DCI.Customer Support.Active Directory.Password reset
IT Security Awareness Train	Priority 3	DCI.Customer Support.Question
CTF System Check - Mids -	Priority None	Software
IT Security wareness login is	Priority 3	DCI.Customer Support.Question
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset

Maximo login issue	Priority 3	DCI.Customer Support.Maximo.Password Reset
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
Dropped Call	Priority 3	DCI.Customer Support.Question
Peoplesoft login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
User is not able to send email	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
IT Security Awareness training	Priority 3	DCI.Customer Support.Question
Windows Startup issue-(Robert)	Priority 3	DCI.Customer Support.hardware.Desktop.break/fix
Peoplesoft login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Advertised runs	Priority 3	BUS.ARS.Technical support.BTSS
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Dropped call	Priority 3	DCI.Customer Support.Question
Maximo Password Reset	Priority 3	MAXIMO
CTF System Check - Evenin	Priority None	ROCS.Applications
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
IT security awareness password	Priority 3	DCI.Customer Support.Question
Peoplesoft access	Priority 3	HR.PSHCM.Support
AutoCAD Installation	Priority 3	DCI.Customer Support.hardware.Laptop.reimage
User requested PS-HCM password	Priority 3	DCI.Customer Support.Active Directory.Password reset
adobe pdf wont let the customer	Priority 3	DCI.Customer Support.Desktop Support
Good Afternoon:Please update	Priority 3	HR.PSHCM.HR solutions support
Adobe issue	Priority 3	DCI.Customer Support.Desktop Support
Passowrd Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
PS FIN Pwd not working	Priority 3	MIT.Apps Security.PSFIN.Access
User is has 3 clients who are	Priority 3	DCI.Customer Support.Question
User is having trouble opening	Priority 3	DCI.Customer Support.Question
password reset for Rodney S	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Email - E4 license provision	Priority 3	DCI.Customer Support.Question
customer ants to save IT security	Priority 3	DCI.Customer Support.Desktop Support
User scanner is not working	Priority 3	DCI.Customer Support.hardware.Scanner.install
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Adobe Acrobat Upgrade	Priority 3	DCI.Customer Support.Desktop Support
User unable to login into PS-	Priority 3	DCI.Customer Support.Active Directory.Password reset
Status Update	Priority 3	DCI.Customer Support.service desk.Ticket Status
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
HCM Report Request	Priority 3	HR.PSHCM.Report
Popup when accessing Pay	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Request For Former Employee	Priority 3	DCI.Customer Support.Question
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Status Update	Priority 3	DCI.Customer Support.Question

Maximo password reset	Priority 3	DCI.Customer Support.Question
IT health check	Priority 3	DCI.Customer Support.hardware.Desktop.configuration
Trapeze	Priority 3	Apps.Access.Trapeze
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
NSR	Priority 3	DCI.Customer Support.Question
iLMS pasword request	Priority 3	MIT.S.OPS.iLMS ITSA.password reset
Unix Server Access REques	Priority 3	DCI.SYSADMIN.Server.Access
dropped call	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo Password Reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Motorola PremierOne Recor	Priority 3	DCI.Customer Support.Question
unable to login to computer	Priority 3	DCI.Customer Support.hardware.Desktop.configuration
Xerox Network Printer Install	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
Email assistance	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Server Access Request for C	Priority 3	DCI.SYSADMIN.Server.Access
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
VPN login issue	Priority 3	DCI.Customer Support.Software.VPN.Training
Customer's account disabled	Priority 3	MIT.S.OPS.iLMS ITSA.disabled account
Server Access Request for C	Priority 3	DCI.SYSADMIN.Server.Access
Server Access Request for C	Priority 3	DCI.SYSADMIN.Server.Access
no support needed	Priority 3	DCI.Customer Support.Question
Voicemail Password Reset F	Priority 3	NCS.Telephone.digital phone.Voice Mail Password Reset
MS silverlight install	Priority 3	DCI.Customer Support.Desktop Support
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Access Request	Priority 3	DCI.Customer Support.Question
JGB PE Feature Verification	Priority 3	ROCS.Applications.AIM.App
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
unlocked account	Priority 3	DCI.Customer Support.Active Directory.Password reset
RightNow Oracle Service Cl	Priority 3	DCI.Customer Support.Desktop Support
HP LJ 5550 has memory err	Priority 3	DCI.Customer Support.Break-Fix.Printer
adobe pro install	Priority 3	DCI.Customer Support.Desktop Support
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
maximo account issue	Priority 3	DCI.Customer Support.Maximo.Password Reset
email pw reset	Priority 3	DCI.Customer Support.Question
Providing assistance for Key	Priority 1	ROCS.Hardware.AIM.Network
status update on ticket # 310	Priority 3	DCI.Customer Support.service desk.Ticket Status
Documentum pw reset	Priority 3	APPS.Access.DOCUMENTUM
Access Request for new Insp	Priority 3	MIT.S.Apps Security.Access.PSCRM
Relocate pc for C026164 IN	Priority 5	DCI.Customer Support.Equipment Move.Project
Urgent request Access requ	Priority 3	MIT.S.Apps Security.PSFIN.Access
email not updating	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
Customer just wanted to kno	Priority 3	DCI.Customer Support.Question

password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Urgent request Access request	Priority 3	MIT.S.Apps Security.PSFIN.Access
Unlocked Account	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Allocate more space on the	Priority 3	DCI.SYSADMIN.network driveClean Disk Space
Unlock Account	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
videos cant connect to the se	Priority 3	DCI.Customer Support.Question
Emails not updating	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
credential prompt - outlook	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password reset for maximo	Priority 3	DCI.Customer Support.Question
unable to login to FIN	Priority 3	DCI.Customer Support.Desktop Support
Customer requested password	Priority 3	DCI.Customer Support.Active Directory.Password reset
User requested network acco	Priority 3	DCI.Customer Support.Active Directory.Password reset
customer has question about	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
data transfer request	Priority 3	DCI.Customer Support.Desktop Support
network pw reset	Priority 4	DCI.Customer Support.Active Directory.Password Unlock
HR Solutions	Priority 3	HR.PSHCM.HR solutions support
Free space on Hard drive req	Priority 3	DCI.Customer Support.Desktop Support
password reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
PS FIN	Priority 3	MIT.S.Apps Security.PSFIN.Access
Status Update	Priority 3	DCI.Customer Support.service desk.Ticket Status
Dual Monitor - One of the Mo	Priority 3	DCI.Customer Support.hardware.Monitor.configuration
password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Customer needs to find save	Priority 3	DCI.Customer Support.Question
Printer has Supply Memory E	Priority 3	DCI.Customer Support.Break-Fix.Printer
Maximo Password Reset	Priority 3	DCI.Customer Support.Question
Customer needed assistance	Priority 3	DCI.Customer Support.Desktop Support
Account disabled for not-con	Priority 3	MIT.S.OPS.ILMS ITSA.disabled account
VPN access issues	Priority 3	DCI.Customer Support.Software.VPN.Install
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
HP Laser jet P1102 install	Priority 3	DCI.Customer Support.printer.Desktop.Install Printer Driver
IT Security Awareness Train	Priority 3	MIT.S.OPS.ILMS ITSA.registration
Safe Mode	Priority 3	DCI.Customer Support.Desktop Support
wanted to know what the site	Priority 3	DCI.Customer Support.Software.Internet Explorer
HR Solutions	Priority 3	HR.PSHCM.HR solutions support
Network password unlock	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
PS HCM Access Request an	Priority 3	HR.PSHCM.Access
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Network password reset req	Priority 3	DCI.Customer Support.Active Directory.Password reset
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
call disconnected	Priority 2	DCI.Customer Support.Question
Maximo Password Reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Status update on open ticket	Priority 3	DCI.Customer Support.service desk.Ticket Status
VPN email support	Priority 3	DCI.Customer Support.Software.VPN.Training
Old PC Pick-Up Request	Priority 4	DCI.Customer Support.Equipment Move.Surplus removal
user stated that his PC is cor	Priority 3	DCI.Customer Support.Desktop Support
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock

Cannot Approve Time	Priority 3	DCI.Customer Support.Question
network pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Question about password re	Priority 3	DCI.Customer Support.Question
HCM Issues	Priority 3	DCI.Customer Support.Desktop Support
Windows not actvated error	Priority 3	DCI.Customer Support.Desktop Support
password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
customer needs assistance c	Priority 3	DCI.Customer Support.Desktop Support
Nice Inform Codecs installat	Priority 3	DCI.Customer Support.Desktop Support
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
PC Health Check Requested	Priority 3	DCI.Customer Support.hardware.Desktop.configuration
Customer not able to access	Priority 3	DCI.Customer Support.Software.Internet Explorer
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
ELM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Network password reset req	Priority 3	DCI.Customer Support.Active Directory.Password reset
Computer Delivery Request	Priority 3	DCI.Customer Support.Question
ELM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
PSW reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
MS Outlook Email Issue	Priority 2	DCI.Customer Support.Software.MS Outlook.Repair
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
network account	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
SSI Certificates	Priority 3	MIT.S.OPS.ILMS ITSA.registration
Network password reset req	Priority 3	DCI.Customer Support.Active Directory.Password reset
PSW reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Adobe Professional install	Priority 3	DCI.Customer Support.Desktop Support
password reset for Peopleso	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo Password Reset	Priority 3	DCI.Customer Support.Question
Avaya phone is requesting p	Priority 3	NCS.Telephone.digital phone.No Dial Tone
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
DNS Record	Priority 3	DCI.Customer Support.Question
SVGView installation reques	Priority 3	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
wired mouse not working	Priority 2	DCI.Customer Support.hardware.Mouse.break/fix
Customer unable to send em	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
call disconnected	Priority 3	DCI.Customer Support.Question
call disconnected	Priority 3	DCI.Customer Support.Question
Customer has a question ab	Priority 3	DCI.Customer Support.Equipment Move.Project
ELM Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
HCM Solutions	Priority 3	HR.PSHCM.HR solutions support
status on 30449	Priority 3	DCI.Customer Support.service desk.Ticket Status
password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Network password unlock re	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
PS Access Request MT#292	Priority 3	DCI.Customer Support.Question

password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
network pw reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Reimage Request	Priority 3	DCI.Customer Support.hardware.Desktop.reimage
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Windows activation	Priority 3	DCI.Customer Support.Desktop Support
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
New workstation set-up requ	Priority 3	DCI.Customer Support.Desktop Support
assistance logging into VPN	Priority 3	DCI.Customer Support.Software.VPN.Training
support cancelled	Priority 3	DCI.Customer Support.Question
CTF System Check - Day - 4	Priority None	ROCS.All.Requests
Does not have MAXimo	Priority 3	DCI.Customer Support.Question
Microsoft Email Issues	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
Office reactivation issue	Priority 3	DCI.Customer Support.Software.MS Outlook.Migrated
Unlocked customer's accoun	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
HR SOLutions	Priority 3	HR.PSHCM.Access
Silverlight update	Priority 3	DCI.Customer Support.Desktop Support
Status Update	Priority 3	DCI.Customer Support.service desk.Ticket Status
No Icons Issue	Priority 3	DCI.Customer Support.Question
Precision has bad memory o	Priority 3	DCI.Customer Support.Break-Fix.Computer
NSR	Priority 3	DCI.Customer Support.Active Directory.New Employee
Outlook issue - Outlook won	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
PC replacement question	Priority 3	DCI.Customer Support.PC Replacement.Question
WiFi Access	Priority 3	DCI.Customer Support.Wifi.Configuration
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Silverlight update	Priority 3	DCI.Customer Support.Desktop Support
Configure Outlook	Priority 3	DCI.Customer Support.Desktop Support
customer needs A account u	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
User is unable to access Doc	Priority 3	APPS.Access.DOCUMENTUM
User is trying to access VPN	Priority 3	DCI.Customer Support.Software.VPN.Install
assistance creating shortcuts	Priority 3	DCI.Customer Support.Desktop Support
email not updating	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
status update 29989	Priority 3	DCI.Customer Support.service desk.Ticket Status
Customer wanted to view pa	Priority 3	DCI.Customer Support.Question
Windows Explorer	Priority 3	DCI.Customer Support.Question
User is requesting a Silverlig	Priority 3	DCI.Customer Support.Desktop Support
pasword reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Server Access Request	Priority 3	DCI.SYSADMIN.Server.Access
Windows Error	Priority 3	DCI.Customer Support.Question
Suspicious E-mail	Priority 3	DCI.Customer Support.Question
Status updated for MAXIMO	Priority 3	DCI.Customer Support.service desk.Ticket Status
JGB LE Weekly System Ch	Priority 1	ROCS.Applications.AIM.App
System login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Maximo continually loads an	Priority 3	APPS.Technical support.Maximo
email not updating	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
Desktop login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Windows update encountere	Priority 3	DCI.Customer Support.Desktop Support

Mobile Device Issue	Priority 2	NCS.Telephone.mobile phone.No Service
password reset	Priority 3	DCI.Customer Support.Question
Silverlight update	Priority 3	DCI.Customer Support.Desktop Support
E99-SINorth-AP-1552E is Dc	Priority 3	DCI.Customer Support.Question
NSR Request	Priority 3	DCI.Customer Support.Active Directory.Drive Access
Status updated for ticket 303	Priority 3	DCI.Customer Support.service desk.Ticket Status
Desktop Login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
NSR form attached	Priority 3	DCI.Customer Support.Active Directory.Drive Access
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
Received Email Delivery Fail	Priority 3	DCI.Customer Support.Question
Call dropped	Priority 3	DCI.Customer Support.Question
GOTRS Login issue	Priority 3	APPS.Technical support.GOTRS
Peoplesoft login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Outlook Send/Receive issue	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
User received delivery failure	Priority 3	DCI.Customer Support.Question
Peoplesoft login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
CTF System Check - Mids -	Priority None	Software
Maximo login issue	Priority 3	DCI.Customer Support.Maximo.Password Reset
Unlocked AD	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Oracle Report F06-04-17-20	Priority 1	ROCS.Applications.AIM.TPS
VPN Login Issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo Login issue	Priority 3	DCI.Customer Support.Maximo.Password Reset
PIDS special schedule files f	Priority None	Software
CTF System Check - Mids- C	Priority None	ROCS.All.Requests
Peoplesoft login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Peoplesoft login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Maximo password reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
MS outlook inbox issue	Priority 3	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
RCOOM2 report keyboard n	Priority 1	ROCS - Hardware
Accounts Disabled for Non-c	Priority 3	MIT.S.OPS.ILMS ITSA.disabled account
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
status update	Priority 3	DCI.Customer Support.service desk.Ticket Status
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset

password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Disable old token and securi	Priority 3	MIT.S.Engineering.VPN.Technical support
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
CTF System Check - Evenin	Priority None	ROCS.Applications
Follow Up With Daryl Mason	Priority 3	DCI.Customer Support.Question
Remove Access	Priority 3	MIT.S.OPS.security.scan request
Email - E4 license provision	Priority 3	DCI.Customer Support.Question
Security message: Microsoft	Priority 3	DCI.Customer Support.Question
Pwd Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
NSR	Priority 3	DCI.Customer Support.Active Directory.New Contractor
Timesheet-help	Priority 3	HR.PSHCM.HR solutions support
NSR	Priority 3	DCI.Customer Support.Active Directory.New Contractor
Return call for Daryl Mason	Priority 3	DCI.Customer Support.Question
Install Chrome.	Priority 3	DCI.Customer Support.Desktop Support
Customer said that the cable	Priority 3	NCS.Telephone.digital phone.Hardware
Status update on open ticket	Priority 3	DCI.Customer Support.service desk.Ticket Status
The computer starts in Repa	Priority 2	DCI.Customer Support.Desktop Support
IE Not Responding or Frozer	Priority 3	DCI.Customer Support.Desktop Support
Server Access Request	Priority 3	DCI.SYSADMIN.Server.Access
MS Access Install	Priority 3	DCI.Customer Support.Software.MS Access
How do I delete my resume f	Priority 3	HR.PSHCM.Support
Dropped call	Priority 3	DCI.Customer Support.Question
PC move	Priority 3	DCI.Customer Support.Desktop Support
No Access to Programs and	Priority 3	DCI.Customer Support.Question
Support not needed	Priority 3	DCI.Customer Support.Question
The Laptop is making too m	Priority 3	DCI.Customer Support.Break-Fix.Laptop
customer is trying to access	Priority 3	DCI.Customer Support.Software.Java.Install
Java Update	Priority 3	DCI.Customer Support.Software.Java.upgrade
HR Report Request	Priority 3	HR.PSHCM.Support
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Email setup issue	Priority 3	DCI.Customer Support.Question
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
PC - Monitor shows Images	Priority 3	DCI.Customer Support.Desktop Support
support not needed	Priority 3	DCI.Customer Support.Question
NSR Inquiry	Priority 3	DCI.Customer Support.Question
Deactivate Employee Accou	Priority 3	DCI.Customer Support.Question
password reset for peopleso	Priority 3	DCI.Customer Support.Active Directory.Password reset
Sound Driver missing	Priority 3	DCI.Customer Support.Question
Browser Upgrades	Priority 3	DCI.Customer Support.Software.Internet Explor
Browser Upgrades	Priority 3	DCI.Customer Support.Software.Internet Explor
Maximo access issue	Priority 3	DCI.Customer Support.Maximo.Password Reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
customer wants to access sh	Priority 3	DCI.Customer Support.Question
D-127 Entrance lamp is dark	Priority None	Hardware
Richard Sumptionn C872747	Priority 2	DCI.Customer Support.Software.MS Outlook.Repair
New Employee Login	Priority 3	DCI.Customer Support.Question
Employees Separated From	Priority 3	DCI.Customer Support.Active Directory.Administrative Rights



Status update	Priority 3	DCI.Customer Support.service desk.Ticket Status
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
HR Report Request	Priority 3	HR.PSHCM.Support
Browser Upgrades	Priority 3	DCI.Customer Support.Software.Internet Explorer
Browser Upgrades	Priority 3	DCI.Customer Support.Software.Internet Explorer
Browser Upgrades	Priority 3	DCI.Customer Support.Software.Internet Explorer
Browser Upgrades	Priority 3	DCI.Customer Support.Software.Internet Explorer
PASSWORD RESET	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo pw reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Dropped call	Priority 3	DCI.Customer Support.Question
Customer needed help unlock	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Peoplesoft Access Request	Priority 5	HR.PSHCM.Access
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Remove Hardware Request	Priority 3	DCI.Customer Support.Equipment Move.Surplus removal
status update	Priority 3	DCI.Customer Support.service desk.Ticket Status
Internet and Phone line down	Priority 3	NCS.Telephone.digital phone.Other
support cancelled	Priority 3	DCI.Customer Support.Question
Update telephone number in	Priority 1	DCI.SYSADMIN.Mobile Device Management.Password reset.mo
Browser Upgrades	Priority 3	DCI.Customer Support.Software.Internet Explorer
Please repair outlook	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
user wanted to get mapped to	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
Pwd Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Harddrive failure	Priority 3	DCI.Customer Support.hardware.Desktop.hardware failure
password reset because cus	Priority 3	DCI.Customer Support.Active Directory.Password reset
needs token registered	Priority 3	MIT.Engineering.VPN.Technical support
Lobby Display	Priority 3	DCI.SYSADMIN.Server.Access
phone doesn't go to voice mail	Priority 3	DCI.Customer Support.Question
resetting password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Please assign the below req	Priority 3	MIT.Apps Security.Access.PSCRM
Hard Drive Failure	Priority 3	DCI.Customer Support.hardware.Desktop.hardware failure
IT sec training support	Priority 3	MIT.OPS.ILMS ITSA.post training escalation
Access Prohibited Inquiry	Priority 2	DCI.Customer Support.Internet.Access prohibited
NSR	Priority 3	DCI.Customer Support.Active Directory.New Contractor
password reset for Peoplesoft	Priority 3	DCI.Customer Support.Active Directory.Password reset
NSR	Priority 3	DCI.Customer Support.Active Directory.New Contractor
NSR	Priority 3	DCI.Customer Support.Active Directory.New Contractor
Move PCs	Priority 5	DCI.Customer Support.Desktop Support
Greenbelt Yard (E-99) Rail C	Priority 1	ROCS.Applications.RPM.App
PS Access Request	Priority 3	HR.PSHCM.Access
Local Printer Troubleshooting	Priority 3	DCI.Customer Support.printer.Desktop.Cycle Printer
NSR/PS Access Requests for	Priority 3	DCI.Customer Support.Active Directory.Drive Access
customer is trying to change	Priority 3	DCI.Customer Support.Question
Ticket status	Priority 3	DCI.Customer Support.Active Directory.New Contractor
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password requirement	Priority 3	DCI.Customer Support.Question
Clarity support request	Priority 3	DCI.Customer Support.Question

Troubleshoot PC Audio Play	Priority 3	DCI.Customer Support.Desktop Support
View Paystub from PS-HCM	Priority 3	DCI.Customer Support.Question
usb ports not working - (Rob	Priority 3	DCI.Customer Support.Break-Fix.Laptop
Reset Documentum Pwd	Priority 3	APPS.Access.DOCUMENTUM
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Project transfer/install	Priority 3	DCI.SYSADMIN.Software.installation.MS Project
TSR Forwarding Inquiry	Priority 3	DCI.Customer Support.Question
Create ctmxwebapp01 dv.wm	Priority 3	MIT.S.OPS.security.firewall
User unable to login into IT S	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
Pwd Inquiry	Priority 3	DCI.Customer Support.Question
HR Access Request	Priority 3	HR.PSHCM.Access
xerox printer issue	Priority 3	DCI.Customer Support.printer.Xerox.technical support
User unable to login Maximo	Priority 3	DCI.Customer Support.Maximo.Password Reset
emails not updating	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
Printer was not printing - it ha	Priority 3	DCI.Customer Support.printer.Desktop.Cycle Printer
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Dropped Call	Priority 3	DCI.Customer Support.Question
Office 365 issues	Priority 3	DCI.Customer Support.Software.MS Outlook.Calender Assistanc
surplus pickup request	Priority 3	DCI.Customer Support.Equipment Move.Surplus removal
NSR attached	Priority 3	DCI.Customer Support.Active Directory.Drive Access
Customer needs silverlight ir	Priority 3	DCI.Customer Support.Desktop Support
IT Security Issue	Priority 3	DCI.Customer Support.Question
Pwd Reset Inquiry	Priority 3	DCI.Customer Support.Active Directory.Password reset
Install Local Printer	Priority 3	DCI.Customer Support.printer.Desktop.Install Printer Driver
Network password reset req	Priority 3	DCI.Customer Support.Active Directory.Password reset
Silverlight Install	Priority 3	DCI.Customer Support.Desktop Support
Human Resources/Payroll/B	Priority 3	HR.PSHCM.Support
password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Email not updating	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
termination notification	Priority 3	DCI.Customer Support.Question
Silverlight installation reques	Priority 3	DCI.Customer Support.Desktop Support
password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Customer unable to view the	Priority 3	DCI.Customer Support.Question
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
NSR attached	Priority 3	DCI.Customer Support.Active Directory.Drive Access
NSR attached	Priority 3	DCI.Customer Support.Active Directory.Drive Access
I missed Open Enrollment or	Priority 3	DCI.Customer Support.PC Replacement.Question
Network password unlock	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Avaya Phone Issues	Priority 3	NCS.Telephone.digital phone.Other
Pwd Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
email not updating	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
Computer move	Priority 4	DCI.Customer Support.Equipment Move.Surplus removal
unlock account	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Customer cannot open files i	Priority 3	DCI.Customer Support.Software.MS Excel.Training
Network password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset

Cancelled	Priority 3	DCI.Customer Support.Question
monitor connectivity	Priority 3	DCI.Customer Support.hardware.Monitor.hardware failure
Adobe Software Issues	Priority 3	DCI.Customer Support.Question
user wants PC moved	Priority 3	DCI.Customer Support.Equipment Move.Project
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Data transfer request	Priority 3	DCI.Customer Support.Desktop Support
monitor issues	Priority 1	DCI.Customer Support.hardware.Monitor.hardware failure
User needs Silver Light update	Priority 3	DCI.Customer Support.Desktop Support
customer wants to know what	Priority 3	DCI.Customer Support.Question
Network password unlock request	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
User having less than 3 characters	Priority 3	DCI.Customer Support.Question
status update	Priority 3	DCI.Customer Support.service desk.Ticket Status
unlocked account	Priority 3	DCI.Customer Support.Active Directory.Password reset
CASD WMATA Intranet: Meeting	Priority 3	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Install printers	Priority 3	DCI.Customer Support.Desktop Support
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Network password reset request	Priority 3	DCI.Customer Support.Active Directory.Password reset
emails not updating	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
question	Priority 3	DCI.Customer Support.Question
Unable to access email	Priority 3	DCI.Customer Support.Desktop Support
password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
unlocked account	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Maximo password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
CTF-B330-AP-3602I is down	Priority 3	NCS.Telephone.digital phone.Other
password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
D11-MZ66-DMP4400G is down	Priority 3	NCS.Telephone.digital phone.Other
Account Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
C99-TSSM2FL-AP3-3502I is down	Priority 3	NCS.Telephone.digital phone.Other
status update 30246	Priority 3	DCI.Customer Support.service desk.Ticket Status
NSR attached	Priority 3	DCI.Customer Support.Active Directory.Drive Access
Password Reset	Priority 3	DCI.Customer Support.Question
User could not fill in fields	Priority 3	DCI.Customer Support.Desktop Support
Silverlight update	Priority 3	DCI.Customer Support.Desktop Support
password reset for Peoplesoft	Priority 3	DCI.Customer Support.Active Directory.Password reset
NSR attached	Priority 3	DCI.Customer Support.Active Directory.Drive Access
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
IT Security Awareness login	Priority 3	MIT.OPS.ILMS ITSA.password reset
User needs scansnap configuration	Priority 3	DCI.Customer Support.Hardware.Scanner.Reconfigure
CTF System Checks - Days	Priority 1	ROCS.All.Requests
Maximo Account Unlock and	Priority 3	APPS.Training.Maximo
MS Outlook Issue	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
AutoCAD update	Priority 3	DCI.Customer Support.Desktop Support
Maximo Password change is	Priority 3	DCI.Customer Support.Maximo.Password Reset
Floors Cleaned in D209 Request	Priority 2	ROCS.All.Requests
Maximo login issue	Priority 3	DCI.Customer Support.Maximo.Password Reset
User computer will not boot up	Priority 3	DCI.Customer Support.hardware.Desktop.hardware failure

User had an in general Ques	Priority 3	DCI.Customer Support.Question
Account locked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Customer unable to open PD	Priority 3	DCI.Customer Support.Desktop Support
Call Cancelled	Priority 3	DCI.Customer Support.Question
PC hangs up	Priority 3	DCI.Customer Support.Equipment Move.Project
Phone not working @ Potom	Priority 3	NCS.Telephone.digital phone.No Dial Tone
Password unlock/reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Silverlight Installation	Priority 3	DCI.Customer Support.Desktop Support
Class registration issue	Priority 3	APPS.Technical support.PSELM
Advertise Run System Login	Priority 3	BUS.ARS.Technical support.BTSS
Customer	Priority 3	DCI.Customer Support.Question
Peoplesoft login Issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
F11 Branch Ave Duplicate T	Priority 1	ROCS.Applications.RPM.App
N03 RTU Ignore Alerts	Priority 1	ROCS - Hardware
Peoplesoft login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
DCI.Customer Support.Maxi	Priority 3	DCI.Customer Support.Maximo.Password Reset
Peoplesoft login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
AIM DATA BACKUP 4/1/17 4	Priority None	Software
CTF System Check - Mids -	Priority None	ROCS.All.Requests
Email	Priority 3	Email
Retrieve sent email	Priority 3	DCI.Customer Support.Desktop Support
Peoplesoft login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Mobile email issue	Priority 3	DCI.SYSADMIN.Mobile Device Management.Technical support.S
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Customer unable to log into	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
User email is not allowing hir	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
Wifi	Priority 3	DCI.Customer Support.Question
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Passowrd reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Cancelled Call	Priority 3	DCI.Customer Support.Question
passowrd reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
User computer is not working	Priority 3	DCI.Customer Support.Question
Desktop keeps entering pow	Priority 3	DCI.Customer Support.hardware.Desktop.break/fix
CTF System Check - Evenin	Priority None	ROCS.Applications
User hung up phone before c	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
Question about Intranet. Met	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Keyboard not working - Smit	Priority 3	DCI.Customer Support.hardware.Keyboard.break/fix
Caller had to hang up	Priority 3	DCI.Customer Support.Question
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
unable to login to maximo	Priority 3	DCI.Customer Support.Maximo.Password Reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset

support cancelled	Priority 3	DCI.Customer Support.Question
Call Dropped	Priority 3	DCI.Customer Support.Question
Answered general account o	Priority 3	DCI.Customer Support.Question
Maximo Deactivated due to i	Priority 3	DCI.Customer Support.Question
unable to open the "My cours	Priority 3	DCI.Customer Support.Desktop Support
password reset for IT sec tra	Priority 3	DCI.Customer Support.Question
unable to connect via VPN	Priority 3	DCI.Customer Support.Software.VPN.Install
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
emails not updating	Priority 3	DCI.Customer Support.Desktop Support
CTF System Check 4/16/17	Priority 1	ROCS.All.Requests
Netowrk login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Maximo login	Priority 3	DCI.Customer Support.Maximo.Password Reset
Menu missing on Trapeze	Priority 3	APPS.Technical Support.Trapeze
Transfer AIM Generated Dat	Priority None	Software
IT Security Awareness login	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
Internet access issue	Priority 2	DCI.Customer Support.Internet.Access prohibited
Peoplesoft Login Issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
CTF System Check - Mids -	Priority 1	ROCS.All.Requests
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
User email is stuck on config	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
Dropped Call	Priority 3	DCI.Customer Support.Question
Review Work Instruction of P	Priority None	Applications
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
dropped call	Priority 3	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
support not needed	Priority 3	DCI.Customer Support.Question
CTF System Check - Evenin	Priority None	ROCS.Applications
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo password reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Passwordt Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset for IT securit	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
user needed assistance logg	Priority 3	DCI.Customer Support.Software.VPN.Training
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
call disconnected	Priority 4	DCI.Customer Support.Question
Avaya phone issues	Priority 2	NCS.Telephone.digital phone.Other
wanted to get assistance wit	Priority 3	DCI.Customer Support.Hardware.Scanner.Reconfigure
GOTRS Password Reset Re	Priority 3	DCI.Customer Support.Desktop Support

password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
user is unable to complete fir	Priority 3	MIT.S.OPS.ILMS ITSA.post training escalation
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
CTF System Check - Day - 4	Priority None	ROCS.All.Requests
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
wanted to know the wifi pass	Priority 3	DCI.Customer Support.Wifi.Configuration
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Peoplesoft login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Email login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
I drive issue	Priority 3	DCI.Customer Support.Question
Peoplesoft login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Peoplesoft login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Documentum Login issue	Priority 3	APPS.Access.DOCUMENTUM
Status on open ticket	Priority 3	APPS.Technical support.PIDS
Malware issue	Priority 3	DCI.Customer Support.Question
CTF System Check - Mids -	Priority None	ROCS.All.Requests
Peoplesoft access issue	Priority 3	HR.PSHCM.Support
Peoplesoft Login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
CTF System Check - Evenin	Priority None	ROCS.Applications
Review work instruction IT_A	Priority None	Applications
PIDs maps are not displaying	Priority 3	DCI.Customer Support.Desktop Support
computer frozen. wmata kxp	Priority 3	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
support not needed	Priority 3	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
computer keeps going into p	Priority 3	DCI.Customer Support.Desktop Support
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
trying to send a document in	Priority 3	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
PIDS Special Schedule Upda	Priority None	Applications
Maximo password reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Access Request to clear toda	Priority 3	MIT.S.OPS.security.scan request
Customer question about sa	Priority 3	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
User requested network acco	Priority 3	DCI.Customer Support.Active Directory.Password reset
User requested IT Security A	Priority 3	DCI.Customer Support.Question
Requested paystubs to come	Priority 3	DCI.Customer Support.Question

Support Mr. Zhenyu Li on NO	Priority 1	Applications
User requested PS-HCM pas	Priority 3	DCI.Customer Support.Active Directory.Password reset
status update	Priority 3	DCI.Customer Support.service desk.Ticket Status
Customer unable to login usi	Priority 3	DCI.Customer Support.Question
Project Requests	Priority 3	DCI.SYSADMIN.Software.installation.MS Project
Maximo password reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Pwd Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Account locked out for non-c	Priority 3	MIT.S.OPS.I.LMS ITSA.disabled account
Email - E4 license provision	Priority 3	DCI.Customer Support.Question
FW: PC Access	Priority 3	DCI.SYSADMIN.Server.Access
Maximo TSR ticket is neede	Priority 3	DCI.Customer Support.Question
Network password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Account reactivation	Priority 1	DCI.Customer Support.Software.MS Word.upgrade
Emailing: Bryant, Kiesa 0254	Priority 3	DCI.SYSADMIN.office 365.Technical support
Status update	Priority 3	DCI.Customer Support.service desk.Ticket Status
I drive space full.	Priority 3	DCI.SYSADMIN.network driveClean Disk Space
I Drive Access	Priority 3	DCI.SYSADMIN.office 365.Technical support
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Server access request form	Priority 3	DCI.SYSADMIN.Server.Access
Mobile SUpport Customer st	Priority 3	DCI.SYSADMIN.Mobile Device Management.Technical support.S
Matthew Green #013307 Pe	Priority 3	HR.PSHCM.Support
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Report Request	Priority 3	HR.PSHCM.Support
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
customer needed status upd	Priority 3	DCI.Customer Support.service desk.Ticket Status
Help Desk Ticket 30312 - Pr	Priority 3	DCI.Customer Support.Active Directory.New Contractor
General questions about em	Priority 3	DCI.Customer Support.Question
Printer Install	Priority 3	DCI.Customer Support.printer.Desktop.Install Printer Driver
Maximo Paswword reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Please remove meetings in L	Priority 3	DCI.SYSADMIN.Software.installation.MS Office
Customer having issue with	Priority 3	DCI.Customer Support.Question
Password Reset for iLMS	Priority 3	MIT.S.OPS.I.LMS ITSA.registration
Peoplesoft updated form for	Priority 3	HR.PSHCM.Support
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Unable to see the Medical A	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
VA -West Falls Church Facil	Priority 3	DCI.Customer Support.Desktop Support
Former Employees Files	Priority 3	DCI.Customer Support.Question
Laptop won't power on at Ft	Priority 3	DCI.Customer Support.Break-Fix.Laptop
HCM reset pw	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Customer requesting for silv	Priority 3	DCI.Customer Support.Desktop Support
Dropped Call	Priority 3	DCI.Customer Support.Question
Office 365 Issue	Priority 3	DCI.Customer Support.Software.MS Outlook.Migrated
unable to print	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver

PSW reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
No Sound coming From com	Priority 3	DCI.Customer Support.Desktop Support
Sharepoint	Priority 3	DCI.Customer Support.Question
A person trying to solicit calle	Priority 3	DCI.Customer Support.Question
RE: Service request: Adding	Priority 3	DCI.Customer Support.printer.Desktop.Install Printer Driver
Maximo status request	Priority 3	DCI.Customer Support.Question
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Question regarding It securit	Priority 3	DCI.Customer Support.Question
Access Request	Priority 3	MIT.S.OPS.security.firewall
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Computer system crash	Priority 3	DCI.Customer Support.hardware.Desktop.hardware failure
Customer requested OPS W	Priority 3	APPS.Technical Support.Trapeze
Restore data	Priority 3	DCI.Customer Support.Desktop Support
Access Request	Priority 3	MIT.S.OPS.security.firewall
Dropped Call	Priority 3	DCI.Customer Support.Question
Customer called saying she	Priority 3	DCI.Customer Support.Question
Dropped Call	Priority 3	DCI.Customer Support.Question
Scan Snap Issue	Priority 3	DCI.Customer Support.Question
Scofi's access to Q:\ Drive	Priority 3	DCI.SYSADMIN.Server.Access
Outlook Email was not updat	Priority 3	DCI.Customer Support.Desktop Support
question regarding nsr	Priority 3	DCI.Customer Support.Question
RPM Password Reset - M. B	Priority None	ROCS.Applications.RPM.App
PSW reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Browser Upgrades	Priority 3	DCI.Customer Support.Software.Internet Explorer
password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
IT Security Awareness Train	Priority 3	MIT.S.OPS.ILMS ITSA.registration
Browser Upgrades	Priority 3	DCI.Customer Support.Software.Internet Explorer
IT Security Awareness Train	Priority 3	MIT.S.OPS.ILMS ITSA.disabled account
Browser Upgrades	Priority 3	DCI.Customer Support.Software.Internet Explorer
Hp printer driver	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
Customer not able to open m	Priority 3	DCI.Customer Support.Question
Browser Upgrades	Priority 3	DCI.Customer Support.Software.Internet Explorer
Answered caller's questions	Priority 3	DCI.Customer Support.Question
Browser Upgrades	Priority 3	DCI.Customer Support.Software.Internet Explorer
DCI.Customer Support.Desk	Priority 3	DCI.Customer Support.Desktop Support
Browser Upgrades	Priority 3	DCI.Customer Support.Software.Internet Explorer
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Customer lost calendar from	Priority 3	DCI.SYSADMIN.Mobile Device Management.Technical support.S
Network Printer Install reque	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
Customer needs help with se	Priority 3	DCI.Customer Support.Software.VPN.Install
Maximo pw reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Question regarding account	Priority 3	DCI.Customer Support.Question
Caller had to hang up	Priority 3	DCI.Customer Support.Question
questions about password re	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Question
Hard Disk Failure Message	Priority 3	DCI.Customer Support.hardware.Desktop.hardware failure
NSR Request	Priority 3	DCI.Customer Support.Question



Answered customer's general	Priority 3	DCI.Customer Support.Question
Unlicensed Product, Subscri	Priority 2	DCI.Customer Support.Software.MS Outlook.Migrated
Customer cannot connect to	Priority 3	DCI.Customer Support.Question
Pwd Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Outlook Email Not Updating	Priority 3	DCI.Customer Support.Desktop Support
NSR_ProWatch	Priority 3	DCI.Customer Support.Active Directory.Drive Access
GOTRS scheduled maintena	Priority 3	DCI.Customer Support.Desktop Support
NSR Forms for ProWatch Ac	Priority 3	DCI.Customer Support.Active Directory.New Employee
NSR Forms for ProWatch Ac	Priority 3	DCI.Customer Support.Active Directory.New Employee
NSR Forms for ProWatch Ac	Priority 3	DCI.Customer Support.Active Directory.New Employee
NSR Forms for ProWatch Ac	Priority 3	DCI.Customer Support.Active Directory.New Employee
Wireless network scheduled	Priority 3	DCI.Customer Support.Wifi.Configuration
NSR Forms for ProWatch Ac	Priority 3	DCI.Customer Support.Active Directory.New Employee
Shared Mailbox Access	Priority 3	DCI.Customer Support.Question
NSR_ProWatch	Priority 3	DCI.Customer Support.Active Directory.Drive Access
NSR attached	Priority 3	DCI.Customer Support.Active Directory.Drive Access
PC is taking too long to insta	Priority 3	DCI.Customer Support.Question
NSR_ProWatch	Priority 3	DCI.Customer Support.Active Directory.Drive Access
NSR_ProWatch	Priority 3	DCI.Customer Support.Active Directory.Drive Access
network pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
NSR_ProWatch	Priority 3	DCI.Customer Support.Active Directory.Drive Access
Status of Maximo Tickets	Priority None	ROCS.All.Requests
Increase space allocation	Priority 1	DCI.SYSADMIN.network driveClean Disk Space
NSR_ProWatch	Priority 3	DCI.Customer Support.Active Directory.Drive Access
NSR_ProWatch	Priority 3	DCI.Customer Support.Active Directory.Drive Access
VPN Support	Priority 3	DCI.Customer Support.Software.VPN.Training
Computer will not start issue	Priority 3	DCI.Customer Support.Break-Fix.Computer
NSR_ProWatch	Priority 3	DCI.Customer Support.Active Directory.Drive Access
NSR_ProWatch	Priority 3	DCI.Customer Support.Active Directory.Drive Access
Maximo Access Request Fo	Priority 3	DCI.Customer Support.Question
VPN issue	Priority 3	DCI.Customer Support.Software.VPN.Install
Access Issues	Priority 3	DCI.Customer Support.Desktop Support
NSR_ProWatch	Priority 3	DCI.Customer Support.Active Directory.Drive Access
NSR_ProWatch	Priority 3	DCI.Customer Support.Active Directory.Drive Access
NSR_ProWatch	Priority 3	DCI.Customer Support.Active Directory.Drive Access
Pwd Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
PAssword reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
TEST PLEASE IGNORE	Priority None	DCI.Customer Support.Active Directory.New Employee
allocate more space to netw	Priority 3	DCI.SYSADMIN.network driveClean Disk Space
Documentum login error	Priority 3	APPS.Access.DOCUMENTUM
browser update	Priority 3	DCI.Customer Support.Software.Internet Explorer
Remote Access	Priority 3	DCI.Customer Support.Question
Outlook Missing Folders - Ba	Priority 3	DCI.SYSADMIN.office 365.Technical support
Customer's network drive (I)	Priority 2	DCI.Customer Support.Desktop Support
VPN issue (Thompson, Crys	Priority 3	DCI.Customer Support.Software.VPN.Install
VPN Access Barcode L-3549	Priority 3	DCI.Customer Support.Software.VPN.Training

restrict printer	Priority 3	DCI.Customer Support.Question
add to MetroNet	Priority 3	DCI.Customer Support.Wifi.Configuration
I answered questions about	Priority 3	DCI.Customer Support.Question
Pwd Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
I answered questions about	Priority 3	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
unable to print pdf from metr	Priority 3	DCI.Customer Support.printer.Desktop.Install Printer Driver
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
password reset for ELM	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset for elm	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Status Updates	Priority 3	DCI.Customer Support.service desk.Ticket Status
ELM Password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
W-#406800 Missing Outlook	Priority 3	DCI.Customer Support.office 365.Technical support
request to add RTAD1 to acc	Priority 3	HR.PSHCM.Support
Question regarding ticket	Priority 3	DCI.Customer Support.Question
USB drives not reading for J	Priority 3	DCI.Customer Support.Break-Fix.Computer
Please reset voicemail pin fo	Priority 3	NCS.Telephone.digital phone.Voice Mail Password Reset
General question how to sav	Priority 3	DCI.Customer Support.Question
Call Dropped	Priority 3	DCI.Customer Support.Question
Request Printer Trouble Sho	Priority 3	DCI.Customer Support.printer.Desktop.Cycle Printer
Install HP Printer	Priority 3	DCI.Customer Support.printer.Desktop.Install Printer Driver
Pwd Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Account Unlocked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Pro-watch install	Priority 3	DCI.Customer Support.Desktop Support
Customer need his physical	Priority 3	NCS.Telephone.digital phone.Other
Web Mail Link	Priority 3	DCI.Customer Support.office 365.Technical support
Install MS Access	Priority 3	DCI.Customer Support.Software.MS Access
Update on open ticket	Priority 3	DCI.Customer Support.service desk.Ticket Status
Status Update	Priority 3	DCI.Customer Support.service desk.Ticket Status
W-512109 W-347972 W-350	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
Status Update	Priority 3	DCI.Customer Support.service desk.Ticket Status
NSR	Priority 3	DCI.Customer Support.Question
W-406782	Priority 3	DCI.Customer Support.Desktop Support
Customer needs someone ir	Priority 3	DCI.Customer Support.Question
Call Dropped	Priority 3	DCI.Customer Support.Question
W-604818	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
Status Update	Priority 3	DCI.Customer Support.service desk.Ticket Status
password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Customer needs assistance	Priority 2	DCI.Customer Support.Desktop Support
Unable to logon to windows	Priority 3	DCI.Customer Support.Active Directory.Password reset
Barcode W-512356 - Custon	Priority 3	DCI.Customer Support.office 365.Technical support
password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset

Subscription Expired	Priority 3	DCI.Customer Support.Software.MS Outlook.Migrated
Outlook Will not sync	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
lobby display not working	Priority 3	DCI.Customer Support.hardware.Monitor.hardware failure
Customer mouse is not work	Priority 2	DCI.Customer Support.hardware.Mouse.break/fix
Missing Contacts on Iphone	Priority 3	DCI.SYSADMIN.Mobile Device Management.Technical support.S
Question concerning poples	Priority 3	DCI.Customer Support.Desktop Support
Password Reset	Priority 2	DCI.Customer Support.Active Directory.Password reset
Issue using MS Office Produ	Priority 3	DCI.Customer Support.Question
Status updates	Priority 3	DCI.Customer Support.service desk.Ticket Status
PS Access Request	Priority 3	HR.PSHCM.Access
Dell 9020 keeps shutting dow	Priority 3	DCI.Customer Support.Break-Fix.Computer
Northern Bus Garage - Work	Priority 3	DCI.Customer Support.Question
Customer wants a call to dis	Priority 3	DCI.SYSADMIN.Mobile Device Management.Technical support.S
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
CTF System Check - Days -	Priority 1	ROCS.All.Requests
Account Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Test Ticket to check the not	Priority 1	DCI.Customer Support.Active Directory.Drive Access
NSR attached	Priority 3	DCI.Customer Support.Active Directory.Drive Access
Reset Windows	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset for Peoples	Priority 3	DCI.Customer Support.Question
Please process the attached	Priority 3	DCI.Customer Support.Active Directory.Drive Access
Maximo pw reset	Priority 3	APPS.Training.Maximo
User was trying to access Ou	Priority 3	DCI.Customer Support.Internet.Access prohibited
User get a constant loud sou	Priority 3	DCI.Customer Support.hardware.Desktop.hardware failure
Cancelled - User access sys	Priority 3	DCI.Customer Support.Question
Reset PS HCM	Priority 3	DCI.Customer Support.Active Directory.Password reset
Added user to self service re	Priority 3	DCI.Customer Support.Active Directory.Password Self-Service A:
Reset PS HCM	Priority 3	DCI.Customer Support.Active Directory.Password reset
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
Avaya phone is completely d	Priority 3	NCS.Telephone.digital phone.Other
When user scans on the Xer	Priority 3	DCI.Customer Support.Desktop Support
RPM Password Reset - C. C	Priority None	ROCS.Applications.RPM.App
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
PS HCM reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Request to move MS Project	Priority 3	DCI.SYSADMIN.Software.installation.MS Project
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
CTF System Check - Mid - 4	Priority None	ROCS.All.Requests
dropped call	Priority 3	DCI.Customer Support.Question
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
PS HCM reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Customer requests upgradin	Priority 3	DCI.Customer Support.Question
ProWatch Configuration with	Priority 3	DCI.Customer Support.Desktop Support
Validate JGB PE Weekly Sys	Priority 3	Applications
PS HCM reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Call back in reference to tick	Priority 3	DCI.SYSADMIN.network driveClean Disk Space
CTF System Check - Evenin	Priority None	Applications
Request paint feature, Comr	Priority 3	Applications

Wants to send pictures from	Priority 3	DCI.SYSADMIN.Mobile Device Management.Technical support.S
account has been disabled p	Priority 3	MIT.S.OPS.security.firewall
Customer is requesting a ne	Priority 2	DCI.Customer Support.hardware.Keyboard.break/fix
Need access Space on your	Priority 3	DCI.SYSADMIN.network driveClean Disk Space
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
IT security awareness traini	Priority 3	DCI.Customer Support.Question
IT Security Awareness	Priority 3	DCI.Customer Support.Question
IT Security Awareness Train	Priority 3	DCI.Customer Support.Desktop Support
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
User Account Still Disabled A	Priority 2	MIT.S.OPS.ILMS ITSA.disabled account
User requested network acco	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
It security awareness questio	Priority 3	DCI.Customer Support.Question
NSRs	Priority 3	DCI.Customer Support.Question
Group Policy Failed Error	Priority 2	DCI.Customer Support.Desktop Support
NSRs	Priority 3	DCI.Customer Support.Question
Documentum Syatem	Priority 3	APPS.Access.DOCUMENTUM
MS Soft Office 2013	Priority 3	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Checking on the reason as to	Priority 3	DCI.Customer Support.service desk.Ticket Status
Windchill Password Reset	Priority 3	APPS.Technical support.Windchill
NSR	Priority 3	DCI.Customer Support.Question
HR Solutions	Priority 3	HR.PSHCM.Report
Windows activation error	Priority 1	DCI.Customer Support.Question
log in assistance	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
NSR	Priority 3	DCI.Customer Support.Question
NSR	Priority 3	DCI.Customer Support.Question
Maximo Pwd Reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
upgrade to Adobe Pro	Priority 3	DCI.Customer Support.Software.MS Excel.Install
NSR- Dejene	Priority 3	DCI.Customer Support.Question
Passowrd reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
NSR-Singh	Priority 3	DCI.Customer Support.Question
Customer not able to access	Priority 3	DCI.Customer Support.Desktop Support
PSW reset	Priority 3	DCI.Customer Support.Desktop Support
NSR-Nobanza	Priority 3	DCI.Customer Support.Question
NSR-Tran	Priority 3	DCI.Customer Support.Question
NSR-McQueen	Priority 3	DCI.Customer Support.Question
Outlook not responding	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
Voicemail Access and Setup	Priority 3	NCS.Telephone.digital phone.Voice Mail Password Reset
NSR attached	Priority 3	DCI.Customer Support.Active Directory.Drive Access
PeopleSoft Finance Applicat	Priority 3	MIT.S.Apps Security.PSFIN.password reset
Customer not able to access	Priority 3	DCI.Customer Support.Question
Sever Access	Priority 3	DCI.SYSADMIN.Server.Access
Passowrd reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
maximo password reset	Priority 3	DCI.Customer Support.Maximo.Password Reset

MS Visio Install	Priority 3	DCI.SYSADMIN.Software.installation.MS Visio
support not needed	Priority 3	DCI.Customer Support.Question
Passowrd reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Locked out of PC.	Priority 3	MIT.S.OPS.IILMS ITSA.disabled account
NSR form attached,	Priority 3	DCI.Customer Support.Active Directory.New Employee
pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
PW Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Account disabled by badging	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
PSW reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Install office 365 and remove	Priority 3	DCI.Customer Support.Desktop Support
Potential Virus	Priority 2	MIT.S.OPS.security.scan request
MS Visio	Priority 3	DCI.SYSADMIN.Software.installation.MS Visio
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Call dropped	Priority 3	DCI.Customer Support.Question
Customer requestingfor print	Priority 3	DCI.Customer Support.printer.Desktop.Training
Password reset	Priority 3	DCI.Customer Support.Question
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
CUSTOMER employee ID E	Priority 2	DCI.Customer Support.Desktop Support
Xerox Printer offline	Priority 3	DCI.Customer Support.printer.Desktop.Cycle Printer
NSR	Priority 3	DCI.Customer Support.Active Directory.New Employee
Pwd Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
PRO WATCH NSR	Priority 3	DCI.Customer Support.Question
Printer Install	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
adobe pro install	Priority 3	DCI.Customer Support.Desktop Support
NSR	Priority 3	DCI.Customer Support.Question
Customer needed assistance	Priority 3	DCI.Customer Support.Software.VPN.Install
network password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo pw reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Pwd Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo access issue. custo	Priority 3	DCI.Customer Support.Maximo.Password Reset
Maximo pw reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
drop call	Priority 3	DCI.Customer Support.Question
network account locked	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo Pwd Reset	Priority 3	DCI.Customer Support.Question
ESSO Form	Priority 3	DCI.Customer Support.Question
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Pwd Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Roxio Start Software Uninstall	Priority 3	DCI.Customer Support.Desktop Support
password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Pwd Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Fuser error on 2B*	Priority 3	DCI.Customer Support.Break-Fix.Printer
password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Third Party Installation	Priority 3	DCI.Customer Support.Desktop Support
customer wanted password	Priority 3	DCI.Customer Support.Active Directory.Password reset

HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Metroweb	Priority 3	DCI.Customer Support.Question
It security awareness training	Priority 3	DCI.Customer Support.Desktop Support
Voicemail Access and Setup	Priority 3	DCI.Customer Support.Telephone.Other
customer wants to know how	Priority 3	DCI.Customer Support.Active Directory.Password reset
reset pw	Priority 3	DCI.Customer Support.Active Directory.Password reset
Omni form install	Priority 3	DCI.Customer Support.Desktop Support
NSR	Priority 1	DCI.Customer Support.Active Directory.Drive Access
IE Upgrade	Priority 3	DCI.Customer Support.Software.Internet Explorer
HP printer broken roller	Priority 3	DCI.Customer Support.printer.Desktop.Cycle Printer
Pwd Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
File will not attach to email	Priority 3	DCI.Customer Support.Question
Office move	Priority 3	DCI.Customer Support.Equipment Move.Project
silverlight installation	Priority 3	DCI.Customer Support.Desktop Support
Pwd Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Outlook	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
Connection issue	Priority 3	DCI.Customer Support.Question
Maximo activation request	Priority 3	DCI.Customer Support.Question
pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Trapeze Install	Priority 3	DCI.Customer Support.Question
Access Is Denied Error Mess	Priority 2	DCI.Customer Support.Desktop Support
Customer cannot log into ma	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
needs pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Maximo pw reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Maximo Password Reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
IT Sec. Awareness Training	Priority 3	DCI.Customer Support.Question
needs pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo Access	Priority 3	DCI.Customer Support.Question
Maximo pw reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Password Reset	Priority 3	DCI.Customer Support.Question
People Soft ELM access	Priority 3	DCI.Customer Support.Software.Internet Explorer
customer is requesting softw	Priority 3	DCI.Customer Support.Question
Peoplesoft Access Issue Bar	Priority 3	DCI.Customer Support.Question
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Windchill Password Reset R	Priority 3	APPS.Technical support.Windchill
requesting driver install for P	Priority 3	DCI.Customer Support.Desktop Support
user needs pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Silverlight update	Priority 3	DCI.Customer Support.Desktop Support
Prowatch not working	Priority 3	DCI.Customer Support.Desktop Support
Message For David O	Priority 3	DCI.Customer Support.Question
customer account still disabl	Priority 2	MIT.S.OPS.I.LMS ITSA.disabled account
vpn queation	Priority 3	DCI.Customer Support.Software.VPN.Install
Outlook Email Issue	Priority 2	DCI.Customer Support.Software.MS Outlook.Repair
Maximo Access	Priority 3	DCI.Customer Support.Question

Dropped call	Priority 3	DCI.Customer Support.Question
customer needs CMS Super	Priority 3	DCI.Customer Support.Desktop Support
STAT password reset	Priority 3	DCI.Customer Support.Question
Wireless function not working	Priority 3	DCI.Customer Support.Question
The second monitor is not di	Priority 3	DCI.Customer Support.hardware.Monitor.configuration
NICE Inform install	Priority 3	DCI.Customer Support.Question
Avaya Existing Issue	Priority 3	NCS.Telephone.digital phone.Other
TSR status	Priority 3	DCI.Customer Support.Maximo.TSR Status
Silver Light Install	Priority 3	DCI.Customer Support.Desktop Support
PC can't access program fro	Priority 3	DCI.Customer Support.hardware.Desktop.break/fix
Pwd Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
account disabled	Priority 3	MIT.S.OPS.ILMS ITSA.disabled account
Outlook issue - Intermittent c	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
Update	Priority 3	DCI.Customer Support.Question
question about PC replacem	Priority 3	DCI.Customer Support.PC Replacement.Question
user trying to remote	Priority 3	DCI.Customer Support.Question
Status Update	Priority 3	DCI.Customer Support.service desk.Ticket Status
Maximo Access Request	Priority 3	DCI.Customer Support.Question
PASSWORD RESET	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
mouse not working	Priority 2	DCI.Customer Support.hardware.Mouse.break/fix
network account locked	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo Pwd Reset	Priority 3	DCI.Customer Support.Question
MS Project and Visio Reinsta	Priority 3	DCI.SYSADMIN.Software.upgrade.MS Project
Move Request	Priority 4	DCI.Customer Support.Equipment Move.Project
Change Network password r	Priority 3	DCI.Customer Support.Active Directory.Password reset
hcm support	Priority 3	HR.PSHCM.Support
HP Printer Issue	Priority 3	DCI.Customer Support.Break-Fix.Printer
Silver Light Install	Priority 3	DCI.Customer Support.Desktop Support
Install or Upgrade Silverlight	Priority 3	DCI.Customer Support.Desktop Support
Pwd Reset Inquiry	Priority 3	DCI.Customer Support.Active Directory.Password reset
RPM Issue	Priority 3	APPS.Technical support.ROCC
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Call cancelled - Network pas	Priority 3	DCI.Customer Support.Question
Pwd Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Install silver light	Priority 3	DCI.Customer Support.Desktop Support
Hard Drive Failed	Priority 3	DCI.Customer Support.hardware.Desktop.hardware failure
Move Wall Mounted Monitors	Priority 5	ROCS - Hardware
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Login into PeopleSoft Fin Re	Priority 3	APPS.Technical support.PSFIN
RPM Access	Priority 3	APPS.Technical support.ROCC
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
unable to pull itinerary in Trip	Priority 3	DCI.Customer Support.Desktop Support
Pwd Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
IT Security Awareness Cert.	Priority 3	DCI.Customer Support.Question
Account Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock

Pwd Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
User's profile failed to load	Priority 3	DCI.Customer Support.Desktop Support
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Wrong E-mail	Priority 3	DCI.Customer Support.Question
not receiving emails	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
computer launched into start	Priority 3	DCI.Customer Support.Desktop Support
network account locked	Priority 3	DCI.Customer Support.Active Directory.Password reset
Pwd Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Account Unlocked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Outlook Email Issue	Priority 2	DCI.Customer Support.Software.MS Outlook.Repair
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Account Password	Priority 3	DCI.Customer Support.Desktop Support
PS Access Request	Priority 3	DCI.Customer Support.Question
In general question about cla	Priority 3	MIT.S.OPS.ILMS ITSA.disabled account
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Mouse is not working* -Matt	Priority 2	DCI.Customer Support.hardware.Mouse.break/fix
NSR	Priority 3	DCI.Customer Support.Active Directory.New Employee
file transfer request	Priority 3	DCI.Customer Support.PC Replacement.Question
email not updating	Priority 3	DCI.Customer Support.Software.MS Outlook.Problem Not Found
network pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Access Prohibited	Priority 3	DCI.Customer Support.Internet.Access prohibited
Maximo reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Account locked	Priority 3	DCI.Customer Support.Active Directory.Password reset
Account password	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
network account locked	Priority 3	DCI.Customer Support.Active Directory.Password reset
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Maximo password reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Request to remove Office 20	Priority 3	DCI.SYSADMIN.Software.installation.MS Visio
CTF System Check - Days -	Priority 1	ROCS.All.Requests
password unlock	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
User unable to login - Error:	Priority 3	DCI.Customer Support.Desktop Support
ELM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
DCI.Customer Support.hardv	Priority 3	DCI.Customer Support.hardware.Desktop.configuration
Unlocked Windows	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Reset PS HCM	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Reset PS HCM	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
User cannot access the link	Priority 3	DCI.Customer Support.Question
Maximo reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Maximo reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
User only has the following is	Priority 3	DCI.Customer Support.Software.Internet Explorer
Walked through steps to res	Priority 3	NCS.Telephone.mobile phone.Hardware
Reset PS HCM	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
User is disabled in AD althou	Priority 3	MIT.S.OPS.ILMS ITSA.disabled account
CTF System Check - Mids -	Priority None	Software
User getting access prohibite	Priority 3	MIT.S.Apps Security.Internet.Access Requested



Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
User is unable to access his	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
An hour has not passed since	Priority 3	MIT.S.OPS.ILMS ITSA.disabled account
JGB PE Weekly system check	Priority None	Applications
Mailbox size exceeded. Please	Priority 3	DCI.Customer Support.Desktop Support
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	MAXIMO
Account Locked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
CTF System Check - Eves -	Priority None	ROCS.All.Requests
User is not able to use word	Priority 3	DCI.Customer Support.Software.MS Word.upgrade
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Switch users home location in	Priority None	ROCS.All.Requests
<a href="http://hdwiki/display/SOPs/C">http://hdwiki/display/SOPs/C</a>	Priority 3	MAXIMO
Move TV from D127 to C127	Priority None	ROCS.All.Requests
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Dropped Call	Priority 3	DCI.Customer Support.Question
RPM Issue	Priority 3	APPS.Technical support.ROCC
RPM Issue at Shady Grove Y	Priority 3	ROCS.Applications.RPM.App
NSR	Priority 3	DCI.Customer Support.Active Directory.Drive Access
IT security awareness passw	Priority 3	DCI.Customer Support.Question
NCR - Account creation	Priority 3	DCI.Customer Support.Active Directory.Drive Access
Metroweb isn't accessible	Priority 3	DCI.Customer Support.Desktop Support
General question	Priority 3	DCI.Customer Support.Question
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
general question	Priority 3	DCI.Customer Support.Question
Dropped call	Priority 3	DCI.Customer Support.Question
NSR	Priority 3	DCI.Customer Support.Active Directory.Drive Access
NSR	Priority 3	DCI.Customer Support.Active Directory.Drive Access
Password Reest	Priority 3	DCI.Customer Support.Active Directory.Password reset
Email - E4 license provision	Priority 3	DCI.Customer Support.Question
Install printer	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
Prowatch issue	Priority 3	DCI.Customer Support.Question
User outlook will not launch	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
Pw reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
VPN issue	Priority 3	DCI.Customer Support.Software.VPN.Training
Disabled Acct	Priority None	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
PS Access	Priority 3	HR.PSHCM.Support
Acrobat install	Priority 3	DCI.Customer Support.Desktop Support
Install Acrobat Pro	Priority 3	DCI.Customer Support.Desktop Support
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
EUP Question	Priority 3	DCI.Customer Support.Active Directory.Administrative Rights
Windows 10 install	Priority 3	DCI.Customer Support.Question
HR Solutions	Priority 3	HR.PSHCM.Support
Pwd Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset

Reset password	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
user account locked	Priority 3	DCI.Customer Support.Desktop Support
Dropped Call	Priority 3	DCI.Customer Support.hardware.Desktop.training
No Account Created	Priority 3	DCI.Customer Support.Question
Dropped Call	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
http://hdwiki/display/SOPs/W	Priority 3	DCI.Customer Support.Desktop Support
IT Security Awareness Train	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
dropped call	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
dropped call	Priority 3	DCI.Customer Support.Active Directory.Password reset
Ticket for Suresh--EUP for J	Priority 3	DCI.Customer Support.Active Directory.Administrative Rights
dropped call	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Temp profile erro	Priority 3	DCI.Customer Support.Desktop Support
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
HR Solutions	Priority 3	HR.PSHCM.Access
Password reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Password Reset	Priority 3	MAXIMO
Question regarding Accessir	Priority 3	DCI.Customer Support.Question
PSW reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
USB install	Priority 3	DCI.Customer Support.Desktop Support
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Pwd Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
assisted with projecting imag	Priority 3	DCI.Customer Support.hardware.Monitor.configuration
mximo password reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
question regarding Job appli	Priority 3	DCI.Customer Support.Question
Pwd Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
unable to login to his PC	Priority 3	DCI.Customer Support.Question
McAfee	Priority 3	DCI.Customer Support.Question
unable to login to PS PAR	Priority 3	MIT.S.Apps Security.PSFIN.password reset
Customer checking if his acc	Priority 3	DCI.Customer Support.Desktop Support
reimage	Priority 3	DCI.Customer Support.hardware.Tablet.reimage
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
IT Security Awareness Train	Priority 3	DCI.Customer Support.Question
NSR	Priority 3	DCI.Customer Support.Active Directory.Drive Access
Customer's account locked c	Priority 3	DCI.Customer Support.Desktop Support
Admin Rights Request	Priority 3	DCI.Customer Support.Question
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
NSR	Priority 3	DCI.Customer Support.Active Directory.Drive Access
Acct locked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Status update on 28471	Priority 3	DCI.Customer Support.service desk.Ticket Status
SSP registration	Priority 3	DCI.Customer Support.Active Directory.Password reset
Tsr update	Priority 3	DCI.Customer Support.Maximo.TSR Status

Xerox install	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
account has been deactivate	Priority 3	DCI.Customer Support.Question
Account locked Inquiry	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
PC flickers ever ytime custor	Priority 3	DCI.Customer Support.hardware.Desktop.hardware failure
Xerox Printer	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
password reset for IT securit	Priority 3	DCI.Customer Support.Question
need to get phone connected	Priority 3	DCI.Customer Support.Question
needs cms supervisor install	Priority 3	DCI.Customer Support.Question
Outlook Credential pop up (f	Priority 3	DCI.SYSADMIN.office 365.Technical support
MMaximo pw reset	Priority 3	DCI.Customer Support.Question
Oracle Report request Nbr: P	Priority None	ROCS.Applications.AIM.Oracle
Adobe XI install	Priority 3	DCI.Customer Support.Desktop Support
Payclock computer requestir	Priority 3	DCI.Customer Support.Question
VDI Access	Priority 2	DCI.Customer Support.Desktop Support
customer wants to connect a	Priority 3	DCI.Customer Support.hardware.Monitor.configuration
Vsphere issue	Priority 3	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Reset pwd	Priority 3	DCI.Customer Support.Active Directory.Password reset
question about HD wiki	Priority 3	DCI.Customer Support.Question
User requested Maximo acco	Priority 3	DCI.Customer Support.Maximo.Password Reset
It security awareness passw	Priority 3	DCI.Customer Support.Question
Adobe Acrobat Pro install	Priority 3	DCI.Customer Support.Desktop Support
Pwd Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
NSR	Priority 3	DCI.Customer Support.Active Directory.New Employee
customer wants to know how	Priority 3	HR.PSHCM.ESS technical support
Reset Maximo Pwd	Priority 3	DCI.Customer Support.Question
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
wants a replacement mouse	Priority 3	DCI.Customer Support.hardware.Mouse.break/fix
call disconnected	Priority 3	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
third party software install	Priority 3	DCI.Customer Support.Desktop Support
Customer wants to add ROC	Priority 3	DCI.Customer Support.Question
users ARS account states te	Priority 3	DCI.Customer Support.Question
account disabled	Priority 3	DCI.Customer Support.Question
Ticket for Suresh	Priority 3	DCI.SYSADMIN.Server.Access
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Peoplesoft HCM Issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
MS Silverlight issue	Priority 3	DCI.Customer Support.Desktop Support
unusual email - NOT SPAM	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
unlocked account	Priority 3	DCI.Customer Support.Active Directory.Password reset
install ie11	Priority 3	DCI.Customer Support.Software.Internet Explorer
Silverlight update	Priority 3	DCI.Customer Support.Desktop Support
Silverlight Install	Priority 3	DCI.Customer Support.Desktop Support
Switch User Inquiry	Priority 3	DCI.Customer Support.Active Directory.Password reset

Silverlight update	Priority 3	DCI.Customer Support.Desktop Support
network pw rset	Priority 3	DCI.Customer Support.Active Directory.Password reset
External PS HCM site	Priority 3	HR.PSHCM.ESS technical support
Outlook email issue	Priority 3	DCI.Customer Support.Question
Update	Priority 3	DCI.Customer Support.service desk.Ticket Status
User requested password re	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Status Update	Priority 3	DCI.Customer Support.service desk.Ticket Status
Maximo Pwd Reset	Priority 3	DCI.Customer Support.Question
Rename Laptop	Priority 3	DCI.Customer Support.Desktop Support
Outlook email issue	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
Subject: Microsoft Excel Upd	Priority 3	DCI.Customer Support.Software.MS Outlook.Install
User requested password re	Priority 3	DCI.Customer Support.Active Directory.Password reset
PeopleSoft Access	Priority 3	HR.PSHCM.Support
RE: Network Request	Priority 3	DCI.Customer Support.Active Directory.Drive Access
server access request	Priority 3	DCI.SYSADMIN.Server.Access
User requested password re	Priority 3	DCI.Customer Support.Active Directory.Password reset
Pwd Reset	Priority 3	DCI.Customer Support.Question
metro directory	Priority 3	DCI.Customer Support.Desktop Support
needs USB cable for printer	Priority 3	DCI.Customer Support.Question
Acct locked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
customer called and stated t	Priority 3	DCI.Customer Support.Desktop Support
upgrade adobe	Priority 3	DCI.Customer Support.Desktop Support
Subject: Project Managemer	Priority 3	Software.Environment
Request for access to the B	Priority 3	HR.PSHCM.Support
Unable to fine email on folde	Priority 3	DCI.Customer Support.Desktop Support
request access to budget req	Priority 3	HR.PSHCM.Support
Status Update	Priority 3	DCI.Customer Support.service desk.Ticket Status
peoplesoft access request	Priority 3	HR.PSHCM.HR solutions support
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Emails are not updating on i	Priority 3	DCI.SYSADMIN.Mobile Device Management.Technical support.S
Metroweb Question	Priority 3	DCI.Customer Support.Question
Disconnected Call	Priority 3	DCI.Customer Support.Question
Account Access	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
http://hdwiki/display/SOPs/C	Priority 3	DCI.Customer Support.Inventory.Loaner Desktop
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
BAd HD for 8A*	Priority 3	DCI.Customer Support.Break-Fix.Computer
hard drive not found	Priority 2	DCI.Customer Support.Break-Fix.Computer
Customer cannot unsubsrib	Priority 3	DCI.Customer Support.Question
admin account pw reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Acct locked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Silverlight update	Priority 3	DCI.Customer Support.Desktop Support
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Install Software	Priority 3	DCI.Customer Support.Desktop Support
Pwd Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Pwd Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password expired	Priority 3	DCI.Customer Support.Active Directory.Password reset

TSR needed	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Customer needs 2 computer	Priority 3	DCI.Customer Support.Equipment Move.Project
Silverlight update	Priority 3	DCI.Customer Support.Desktop Support
needs silverlight install	Priority 3	DCI.Customer Support.Desktop Support
From: Bowman, Stephanie S	Priority 3	DCI.Customer Support.Question
NSR for Eric Jordan	Priority 3	DCI.Customer Support.Active Directory.New Employee
application status	Priority 3	DCI.Customer Support.Question
O365 Requisition	Priority 3	DCI.Customer Support.Active Directory.New Employee
Pwd Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
NSR attached	Priority 3	HR.PSHCM.HR solutions support
Customer states that he is g	Priority 3	DCI.Customer Support.Software.MS Outlook.Migrated
unable to access terminal se	Priority 3	DCI.Customer Support.Desktop Support
External Access to eservice	Priority 3	HR.PSHCM.ESS technical support
Pwd Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Account Unlocked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
constant account lockout	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Status Update	Priority 3	DCI.Customer Support.service desk.Ticket Status
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
terminated employee	Priority 3	DCI.Customer Support.Question
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Add a pwd to the customer's	Priority 3	DCI.Customer Support.Question
Account Unlock	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Outlook Email Issue	Priority 2	DCI.Customer Support.Software.MS Outlook.Repair
Maximo Pwd Reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Relocate Storage Cages from	Priority 1	ROCS - Hardware
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
see ticket 8210234	Priority 3	DCI.Customer Support.Question
Drive Folder Access	Priority 3	DCI.Customer Support.Desktop Support
REassign maximo ticket 820	Priority 3	DCI.Customer Support.service desk.Ticket Status
Status update on an open tic	Priority 3	DCI.Customer Support.service desk.Ticket Status
Status Update	Priority 3	DCI.Customer Support.Question
RE: Server Access Request	Priority 3	DCI.SYSADMIN.Server.Access
Printer Install	Priority 3	DCI.Customer Support.printer.Desktop.Install Printer Driver
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
RE: CTEM Status Report Re	Priority 3	DCI.Customer Support.Active Directory.Drive Access
Acct locked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
customer needs fax line activ	Priority 3	DCI.Customer Support.Question
phone issue	Priority 3	NCS.Telephone.digital phone.Other
Increase space allocation on	Priority 3	DCI.SYSADMIN.network driveClean Disk Space
Status Update	Priority 3	DCI.Customer Support.service desk.Ticket Status
trouble logging in	Priority 3	DCI.Customer Support.Desktop Support
local printer/scanner not wor	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
sound not working	Priority 3	DCI.Customer Support.Desktop Support
Trust relationship error	Priority 3	DCI.Customer Support.Network.Server
Test ticket please ignore	Priority 3	DCI.Customer Support.Active Directory.New Employee

Documentum pw reset	Priority 3	APPS.Access.DOCUMENTUM
polycom request	Priority 3	DCI.Customer Support.Question
network account locked	Priority 3	DCI.Customer Support.Active Directory.Password reset
People Soft FIN	Priority 3	MIT.S.Apps Security.PSFIN.Access
Account disabled due to non	Priority 3	MIT.S.OPS.ILMS ITSA.disabled account
network account locked	Priority 3	DCI.Customer Support.Active Directory.Password reset
unable to launch outlook	Priority 3	DCI.Customer Support.Desktop Support
office subscription expired	Priority 3	DCI.Customer Support.Software.MS Outlook.Migrated
Install Google Chrome	Priority 3	DCI.Customer Support.Desktop Support
Outlook is not updating	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
Unable to access email.	Priority 3	DCI.Customer Support.Software.MS Outlook.Problem Not Found
User cancelled call. He acce	Priority 3	DCI.Customer Support.Question
PW reset request	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo pw reset	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
User needs telephone jack r	Priority 3	DCI.Customer Support.Question
IT Security Awareness Issue	Priority 3	DCI.Customer Support.Desktop Support
GOTRS reset	Priority 3	APPS.Technical support.GOTRS
Silverlight Install	Priority 3	DCI.Customer Support.Desktop Support
NSR	Priority 3	DCI.Customer Support.Active Directory.Drive Access
AD disabled due to ILMS non	Priority 3	MIT.S.OPS.ILMS ITSA.disabled account
requesting a new fax line	Priority 3	DCI.Customer Support.Question
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
NSR Attached	Priority 3	APPS.Access.DOCUMENTUM
ILMS reset	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
CTF System Check - Days -	Priority 1	ROCS.All.Requests
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Ticket inquiry	Priority 3	DCI.Customer Support.Question
PC return	Priority 3	DCI.Customer Support.Desktop Support
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Unlocked AD	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Call dropped	Priority 3	DCI.Customer Support.Question
Unable to log into Peoplesoft	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Unable to print	Priority 3	DCI.Customer Support.printer.Desktop.Cycle Printer
AD/PS HCM reset (she state	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Email not updating	Priority 3	DCI.SYSADMIN.Mobile Device Management.Technical support.S
Unable to log into VPN	Priority 3	MIT.S.Engineering.VPN.Technical support
Added user to self service re	Priority 3	DCI.Customer Support.Active Directory.Password Self-Service A
Call cancelled - User realized	Priority 3	DCI.Customer Support.Question
Maximo Login Issue	Priority 3	DCI.Customer Support.Maximo.Password Reset
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Security Camera Outage (Ft	Priority 3	DCI.Customer Support.Question
Desktop login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Reset Maximo	Priority 3	DCI.Customer Support.Maximo.Password Reset
Assisted user with access to	Priority 3	DCI.Customer Support.office 365.Technical support
Metroweb is freezing/bufferin	Priority 3	DCI.Customer Support.Desktop Support
Reset ILMS pswd	Priority 3	MIT.S.OPS.ILMS ITSA.password reset

AD disabled due to ILMS nor	Priority 3	MIT.S.OPS.ILMS ITSA.disabled account
Office Upgrade Request	Priority 3	DCI.Customer Support.Desktop Support
Unable to log into Peoplesoft	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Software Installation request	Priority 3	DCI.Customer Support.Desktop Support
Scroll bar missing in IE	Priority 3	DCI.Customer Support.Question
NSR form attached	Priority 3	DCI.Customer Support.Active Directory.Drive Access
NSR form attached	Priority 3	DCI.SYSADMIN.Server.Access
CTF System Check - Mids -	Priority 1	Software
NSR form attached	Priority 3	DCI.SYSADMIN.Server.Access
Unable to log into Maximo	Priority 3	DCI.Customer Support.Maximo.Password Reset
Speed Up IENumber:202-70	Priority 3	DCI.Customer Support.hardware.Desktop.configuration
Metroweb not loading	Priority 3	DCI.Customer Support.Question
Dropped Call	Priority 3	DCI.Customer Support.Active Directory.Password reset
Dropped Call	Priority 3	DCI.Customer Support.Active Directory.Password reset
Unable to log in to Peopleso	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Maximo Password Reset	Priority 3	MAXIMO
User cant print from outlook	Priority 3	DCI.Customer Support.Question
PC applications won't open-A	Priority 3	DCI.Customer Support.hardware.Desktop.break/fix
Blacks screen issue	Priority 3	DCI.Customer Support.hardware.Monitor.break/fix
Request to pick up 3 switche	Priority 1	ROCS.All.Requests
Unable to load page" when a	Priority 3	DCI.Customer Support.Desktop Support
Unable to load page" when a	Priority 3	DCI.Customer Support.Desktop Support
Unable to load page" when a	Priority 3	DCI.Customer Support.Desktop Support
The soc Telecommunication	Priority 3	DCI.Customer Support.Question
Dropped Call	Priority 3	DCI.Customer Support.Question
Dropped Call	Priority 3	DCI.Customer Support.Question
IT Security Awareness Train	Priority 3	MIT.S.OPS.ILMS ITSA.disabled account
Dropped Call	Priority 3	DCI.Customer Support.Question
Dropped Call	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	MAXIMO
Pay Statements: View, Print,	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
CTF System Check - Evenin	Priority None	Applications
Peoplesoft nVision installatio	Priority 3	DCI.Customer Support.Desktop Support
VIP NSR	Priority 1	DCI.Customer Support.Active Directory.Drive Access
NSR	Priority 1	DCI.Customer Support.Active Directory.Administrative Rights
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
drop call when customer war	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
drop call	Priority 3	DCI.Customer Support.Question
Move all PCs, Monitors insid	Priority None	Hardware
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
User requested network acco	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
nsr	Priority 3	DCI.Customer Support.Active Directory.Drive Access
customer request to have Mi	Priority 3	DCI.Customer Support.Desktop Support

User requested password re	Priority 3	DCI.Customer Support.Active Directory.Password reset
User needs someone to rem	Priority 3	DCI.Customer Support.Question
Email - E4 license provision	Priority 3	DCI.Customer Support.Question
Please process the attached	Priority 3	DCI.Customer Support.Active Directory.New Employee
VPN issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Outlook issue	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
User VPN can not resolve H	Priority 2	Software
Please process the attached	Priority 3	DCI.Customer Support.Active Directory.New Employee
printer install	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
Metroweb issue	Priority 3	DCI.Customer Support.Question
User requested password re	Priority 3	DCI.Customer Support.Active Directory.Password reset
metro access contractor C01	Priority 3	MITS.Apps.Security Access.PSEPM
NSR form attached	Priority 3	DCI.Customer Support.Active Directory.New Employee
Email password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
No Access to Career page	Priority 3	HR.PSHCM.Support
[Wmata-DCI] Machine HRK-	Priority 3	DCI.Customer Support.SSK Kiosk
Slow PC	Priority 3	DCI.Customer Support.hardware.Desktop.configuration
[Wmata-DCI] Machine HRK-	Priority 3	DCI.Customer Support.SSK Kiosk
Silver Light Install	Priority 3	DCI.Customer Support.Desktop Support
customer had a question and	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
User requested password re	Priority 3	DCI.Customer Support.Active Directory.Password reset
Cancelled Call	Priority 3	DCI.Customer Support.Active Directory.Password reset
defective hd - Ferguson	Priority 3	DCI.Customer Support.Break-Fix.Laptop
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
customer wants to be able to	Priority 3	DCI.Customer Support.Question
Voicemail password reset	Priority 3	NCS.Telephone.digital phone.Voice Mail Password Reset
Internet issue	Priority 3	DCI.Customer Support.Question
dropped call	Priority 3	DCI.Customer Support.Question
dropped call	Priority 3	DCI.Customer Support.Question
2nd monitor installation	Priority 3	DCI.Customer Support.hardware.Monitor.configuration
metroweb page takes a long	Priority 3	DCI.Customer Support.Question
Dropped Call	Priority 3	DCI.Customer Support.Question
Create a Terminal Session	Priority 3	DCI.Customer Support.Software.VPN.Install
Improve Computer Speed	Priority 3	DCI.Customer Support.hardware.Desktop.configuration
User requested password re	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Rest	Priority 3	DCI.Customer Support.Active Directory.Password reset
User requested password re	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Master Contract Listing	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo pw reset	Priority 3	APPS.Training.Maximo
Maximo Password Reset	Priority 3	MAXIMO



Error Message when Logging	Priority 3	DCI.Customer Support.Question
Color Printer	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
account disabled	Priority 3	DCI.Customer Support.Question
Caller had to hang up	Priority 3	DCI.Customer Support.Question
Account Locked	Priority 3	DCI.Customer Support.Active Directory.Password reset
call disconnected	Priority 3	DCI.Customer Support.Question
[Wmata-DCI] Machine HRK-	Priority 3	DCI.Customer Support.SSK Kiosk
JGB System Check (LE) 4/1	Priority 1	ROCS.Hardware.AIM.Other
Printer Install Request	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
The user is requesting to hav	Priority 3	DCI.Customer Support.Software.MS Outlook.Install
Computer and phone move	Priority 3	DCI.Customer Support.Desktop Support
password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Access to shared/centralized	Priority 3	DCI.Customer Support.Question
unable to connect to desktop	Priority 3	DCI.Customer Support.Software.VPN.Install
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
AIM Playback Inquiry	Priority 1	ROCS.Applications.AIM.App
Brandy Keeler NSR for Drive	Priority 1	DCI.Customer Support.Active Directory.New Contractor
Metro Web Page	Priority 3	DCI.Customer Support.Question
NSR Request for Priyanka D	Priority 1	DCI.Customer Support.Active Directory.Drive Access
login issue locked out of the	Priority 3	DCI.Customer Support.Active Directory.Password reset
IT Health Check	Priority 3	DCI.Customer Support.hardware.Desktop.configuration
MS outlook issuse	Priority 3	DCI.Customer Support.Desktop Support
user is receiving an access p	Priority 2	DCI.Customer Support.Internet.Access prohibited
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Three Separate Reports - Ov	Priority 3	HR.PSHCM.Support
network pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Power Strip be Removed fro	Priority 1	ROCS.All.Requests
One Drive Question	Priority 3	DCI.Customer Support.Question
NSR Request	Priority 3	DCI.Customer Support.Active Directory.New Employee
NSR	Priority 3	DCI.Customer Support.Active Directory.New Contractor
walk in pw reset post ITSAT	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Network drive issue	Priority 3	DCI.Customer Support.Question
customer wanted to obtain a	Priority 3	DCI.Customer Support.Question
Voicemail Password reset	Priority 3	NCS.Telephone.digital phone.Voice Mail Password Reset
Test (4) Walkie Talkies	Priority 1	ROCS.All.Requests
touch screen monitor is black	Priority 3	DCI.Customer Support.Question
NSR Request	Priority 3	DCI.Customer Support.Active Directory.Drive Access
Remove Cubicle for LAB /St	Priority 2	ROCS.All.Requests
Customer is located at OCC	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
support cancelled	Priority 3	DCI.Customer Support.Question
RE: Open Request	Priority 3	DCI.Customer Support.service desk.Ticket Status
email not updating	Priority 3	DCI.Customer Support.Active Directory.Password reset
Decommission rail car pair 4	Priority 1	ROCS.Applications.RPM.App
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
FW: Seeking access to Z: dr	Priority 3	DCI.SYSADMIN.Server.Access
Bad HD for Ferguson*	Priority 3	DCI.Customer Support.Break-Fix.Computer
Add new 7K rail car pair 733	Priority 1	ROCS.Applications.RPM.App

wanted to know URL for IT s	Priority 3	DCI.Customer Support.Question
PeopleSoft HCM Access	Priority 3	DCI.Customer Support.Question
User cannot access the inter	Priority 3	DCI.Customer Support.Internet.Access prohibited
Network Service Form	Priority 3	DCI.Customer Support.Active Directory.New Contractor
KIDS (E08) Prince George's	Priority 1	ROCS.All.Requests
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Unlicensed Product Error Me	Priority 2	DCI.Customer Support.Software.MS Word.upgrade
NSR for drive access	Priority 3	DCI.Customer Support.Active Directory.Drive Access
Please Install Visio - W-5159	Priority 3	DCI.SYSADMIN.Software.installation.MS Visio
HP Network printer install	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
The user is requesting to get	Priority 3	DCI.Customer Support.Equipment Move.Project
account locked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Mobile Support	Priority 3	DCI.SYSADMIN.Mobile Device Management.Technical support.S
Maximo Password Reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Laptop CD repair-WFC	Priority 2	DCI.Customer Support.Break-Fix.Laptop
Unable to log into VPN.	Priority 3	DCI.Customer Support.Question
install printer	Priority 3	DCI.Customer Support.printer.Desktop.Install Printer Driver
Pwd Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
user wanted to know if we ca	Priority 3	DCI.Customer Support.Question
Toner Cartridge Replacemen	Priority 1	DCI.Customer Support.printer.Network.Install Toner
Printer Install	Priority 3	DCI.Customer Support.printer.Desktop.Install Printer Driver
HP Printer Installl	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
Xerox Printer Install	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
ELM support	Priority 3	APPS.Technical support.PSELM
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
not receiving emails	Priority 3	MIT.S.OPS.security.firewall
hard drive failure (no memor	Priority 3	DCI.Customer Support.hardware.Desktop.hardware failure
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Relocate PC 28359	Priority 3	DCI.Customer Support.Equipment Move.Project
email not updating	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
Documentum Inquiry	Priority 3	APPS.Access.DOCUMENTUM
Status update on open ticket	Priority 3	DCI.Customer Support.service desk.Ticket Status
Maximo Pwd Reset	Priority 3	DCI.Customer Support.Question
IT Health Check	Priority 3	DCI.Customer Support.hardware.Desktop.configuration
printer not printing next to 4G	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
Maximo Password Reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
NSR received	Priority 3	DCI.Customer Support.Active Directory.New Contractor
needed assistance changing	Priority 3	DCI.Customer Support.Active Directory.Password reset
unlock account	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Needs to confirm network co	Priority 3	NCS.Telephone.digital phone.Other
The user stated that the pho	Priority 3	NCS.Telephone.digital phone.Other
new phone number request	Priority 3	DCI.Customer Support.Question
drive access rights	Priority 3	DCI.Customer Support.Active Directory.Drive Access

Maximo Password Reset	Priority 3	DCI.Customer Support.Question
Email Issue	Priority 3	DCI.Customer Support.Desktop Support
Submit NSR	Priority 3	DCI.Customer Support.Question
Maximo Pwd Reset	Priority 3	DCI.Customer Support.Question
Customer getting unlicensed	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Microsoft 2016 Inquiry	Priority 3	DCI.Customer Support.Question
HR Solutions	Priority 3	HR.PSHCM.HR solutions support
Dropped call	Priority 3	DCI.Customer Support.Question
GOTRS Support	Priority 3	APPS.Technical support.GOTRS
NSR Request	Priority 3	DCI.Customer Support.Active Directory.Drive Access
Pwd Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Call Dropped	Priority 3	DCI.Customer Support.Question
Upgade IE	Priority 3	DCI.Customer Support.Software.Internet Explorer
User need data moved from	Priority 3	DCI.Customer Support.Desktop Support
password reset	Priority 3	DCI.Customer Support.Question
General Customer Support C	Priority 3	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
User needs pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
unable to open Outlook	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
Hardware Issue on laptop-C	Priority 2	DCI.Customer Support.Break-Fix.Laptop
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
DCI.Customer Support.Softw	Priority 3	DCI.Customer Support.Software.MS Word.upgrade
Customer's rings just once a	Priority 3	NCS.Telephone.digital phone.No Dial Tone
Password Requirements	Priority 3	DCI.Customer Support.Question
Reimage request	Priority 3	DCI.Customer Support.Question
GOTRS Login	Priority 3	APPS.Technical support.GOTRS
Status Update	Priority 3	DCI.Customer Support.service desk.Ticket Status
Password Reset	Priority 3	DCI.Customer Support.Question
adobe pro install request	Priority 3	DCI.Customer Support.Desktop Support
Loaner Requests	Priority 3	DCI.Customer Support.Inventory.Loaner Desktop
Network password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
outlook constant popup	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
Server Access Request	Priority 3	DCI.SYSADMIN.Server.Access
Mobile Device Inquiry	Priority 3	DCI.SYSADMIN.Mobile Device Management.Technical support.S
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
PS ELM Access	Priority 3	DCI.Customer Support.Question
BORMS Password Reset req	Priority 3	DCI.Customer Support.Question
Status update on open ticket	Priority 3	DCI.Customer Support.service desk.Ticket Status
NSR Request	Priority 3	DCI.Customer Support.Active Directory.New Employee
Local Printer	Priority 3	DCI.Customer Support.printer.Desktop.Cycle Printer
needs assistance accessing	Priority 3	DCI.Customer Support.Question
Change Maximo password	Priority 3	APPS.Training.Maximo
DCI.Customer Support.Activ	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Kiosk Down	Priority 3	DCI.Customer Support.SSK Kiosk
Dropped Call/Chat	Priority 3	DCI.Customer Support.Question
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset

NCS.Telephone.Voice Mail Password Reset	Priority 3	NCS.Telephone.digital phone.Voice Mail Password Reset
Status Update	Priority 3	DCI.Customer Support.service desk.Ticket Status
NSR processing	Priority 3	DCI.Customer Support.Question
PeopleSoft HCM Support	Priority 3	HR.PSHCM.Support
Install Color Printer CP6015	Priority 3	DCI.Customer Support.printer.Desktop.Install Printer Driver
Status Update	Priority 3	DCI.Customer Support.Question
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
NSR Form	Priority 3	DCI.Customer Support.Question
drive space increase	Priority 3	DCI.SYSADMIN.network driveClean Disk Space
Desktop Icons	Priority 3	DCI.Customer Support.Question
Remove Back Cubicle In Back	Priority 1	ROCS.All.Requests
avaya phone issue	Priority 3	NCS.Telephone.digital phone.Other
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
unable to access email	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
status update 29032	Priority 3	DCI.Customer Support.service desk.Ticket Status
Image Request	Priority 3	DCI.Customer Support.hardware.Laptop.reimage
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
unable to change pw via desktop	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Request to be connected to printer	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
User has a paper jam in HP printer	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
support cancelled	Priority 3	DCI.Customer Support.Question
User is unable to see the printer	Priority 3	DCI.Customer Support.Question
Files in Z: Drive	Priority 3	DCI.Customer Support.Desktop Support
Assisted with access to 365	Priority 3	DCI.Customer Support.office 365.Technical support
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
UNABLE TO LOGON TO pc	Priority 3	DCI.Customer Support.Desktop Support
ITSAT pw reset	Priority 3	DCI.Customer Support.Desktop Support
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
NSR	Priority 3	DCI.Customer Support.Active Directory.New Employee
CTF System Check -Days - 0	Priority 1	ROCS.All.Requests
unlocked account	Priority 3	DCI.Customer Support.Active Directory.Password reset
network pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Reset Maximo	Priority 3	DCI.Customer Support.Maximo.Password Reset
NSR	Priority 3	DCI.Customer Support.Active Directory.New Employee
NSR	Priority 3	DCI.Customer Support.Active Directory.New Employee
Account Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
See attached NSR	Priority 3	DCI.Customer Support.Active Directory.New Employee
Maximo PW reset request	Priority 3	DCI.Customer Support.Desktop Support
Reset Windows	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
unable to open emails.	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
Outlook will not open	Priority 3	DCI.Customer Support.Desktop Support
See attached NSR	Priority 3	DCI.Customer Support.Active Directory.Drive Access
PW reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Reset PS HCM	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Unable to log into Peoplesoft	Priority 3	DCI.Customer Support.Active Directory.Password Unlock

Unable to access Peoplesoft	Priority 3	HR.PSHCM.Support
Touchscreen monitor showing	Priority 3	DCI.Customer Support.Question
Status update for ticket 2879	Priority 3	DCI.Customer Support.service desk.Ticket Status
Unable to log into VPN	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Unable to log into Peoplesoft	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Customer locked out	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
User is getting Java error me	Priority 3	APPS.Technical support.DOCUMENTUM
Updated Directory in PS HC	Priority 3	DCI.Customer Support.Question
Reset PS HCM	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Email not updating	Priority 3	DCI.Customer Support.office 365.Technical support
Move Project and Visio Licen	Priority 3	DCI.SYSADMIN.Software.upgrade.MS Project
Status on ticket 29136	Priority 3	DCI.Customer Support.service desk.Ticket Status
See attached NSR	Priority 3	DCI.Customer Support.Active Directory.New Contractor
Cancelled call . User no long	Priority 3	DCI.Customer Support.Question
Disable Remote & Interactive	Priority 3	DCI.SYSADMIN.Server.Access
PS Security Access	Priority 3	DCI.Customer Support.Question
NSR to remove former WAM	Priority 3	DCI.SYSADMIN.Server.Access
Peoplesoft Financial Passwo	Priority 3	MIT.Apps Security.PSFIN.password reset
CTF System Check - Mids -	Priority None	Software
User Outlook never complete	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
dropped call	Priority 3	DCI.Customer Support.Question
maximo password reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Monitor at Benning Rd*	Priority 3	DCI.Customer Support.hardware.Monitor.break/fix
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Phones are not working at be	Priority 3	NCS.Telephone.digital phone.No Dial Tone
Maximo login issue	Priority 3	DCI.Customer Support.Question
Maximo password reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
<a href="http://hdwiki/display/SOPs/C">http://hdwiki/display/SOPs/C</a>	Priority 3	MAXIMO
Silverlight Install	Priority 3	DCI.Customer Support.Desktop Support
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Unlock account	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Monitor & Printing Help	Priority 3	DCI.Customer Support.hardware.Monitor.hardware failure
NSR for Victoria Robinson (A	Priority 3	DCI.SYSADMIN.Server.Access
Xerox printer issues.	Priority 3	DCI.Customer Support.printer.Xerox.technical support
Server Access Request Form	Priority 4	DCI.SYSADMIN.Server.Access
customer needed help acces	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
RDDS issue	Priority 3	APPS.Technical support.ROCC
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
User needs to have email up	Priority 3	DCI.Customer Support.Desktop Support
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset.	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset.	Priority 3	DCI.Customer Support.Active Directory.Password reset
Internet explorer needs to be	Priority 3	DCI.Customer Support.Software.Internet Explorer

password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
AIM User request for Lamor	Priority None	ROCS.All.Requests
AIM User Access Service Re	Priority None	ROCS.Applications
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
CTF System Check - Evenin	Priority None	ROCS.Applications
Voicemail	Priority 3	NCS.Telephone.digital phone.Hardware
Pwd Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
User needs citrix installed	Priority 3	DCI.Customer Support.Question
Create A Terminal Session	Priority 3	DCI.Customer Support.Software.VPN.Training
Trapeze Issue	Priority 3	DCI.Customer Support.Question
System Frozen	Priority 3	DCI.Customer Support.Desktop Support
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Documentum Password Res	Priority 3	APPS.Access.DOCUMENTUM
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Laptop Inquiry	Priority 1	DCI.Customer Support.Question
Maximo password reset	Priority 3	DCI.Customer Support.Question
Reset Voicemail Pwd	Priority 3	NCS.Telephone.digital phone.Voice Mail Password Reset
Install Silverlight	Priority 3	DCI.Customer Support.Desktop Support
Computer issue	Priority 2	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
disabled account	Priority 3	MIT.S.OPS.ILMS ITSA.disabled account
Pwd Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo pw reset	Priority 3	APPS.Training.Maximo
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Cursor moves automatically	Priority 3	DCI.Customer Support.Question
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Printer Issues	Priority 3	DCI.Customer Support.printer.Desktop.Cycle Printer
AIM Request Form Inquiry (C	Priority 1	ROCS.Applications.AIM.App
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Status update on an open tic	Priority 3	DCI.Customer Support.service desk.Ticket Status
Caller hung up	Priority 3	DCI.Customer Support.Question
Kisok Issues	Priority 3	DCI.Customer Support.Question
Internet Training and Pwd Re	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Per email - For Suresh	Priority 3	DCI.Customer Support.Active Directory.Administrative Rights
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
TEST PLEASE IGNORE	Priority None	NCS.Telephone.digital phone.Other
TEST PLEASE IGNORE	Priority None	NCS.Telephone.digital phone.Other
TEST PLEASE IGNORE	Priority None	NCS.Telephone.mobile phone.Hardware
TEST PLEASE IGNORE	Priority None	NCS.Telephone.digital phone.No Dial Tone
TEST PLEASE IGNORE	Priority None	NCS.Telephone.digital phone.End User Training
Status Update	Priority 3	DCI.Customer Support.service desk.Ticket Status
Needs to have their Develop	Priority 3	DCI.Customer Support.Question

laptop needs an update Office	Priority 3	DCI.Customer Support.Software.MS Outlook.Install
pw reset digital signature	Priority 3	DCI.Customer Support.Question
Dropped Call	Priority 3	DCI.Customer Support.Question
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Tim Hays Needs to be Able to	Priority 3	HR.PSHCM.Support
Local Printer Service	Priority 3	DCI.Customer Support.printer.Desktop.Cycle Printer
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Create Mailbox	Priority 3	DCI.SYSADMIN.Server.Access
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
third-party software install re	Priority 3	DCI.Customer Support.Desktop Support
Status Update	Priority 3	DCI.Customer Support.service desk.Ticket Status
Add 7K cars 7336/7337 to R	Priority None	ROCS.Applications.RPM.App
Visio Software Request	Priority 3	DCI.SYSADMIN.Software.installation.MS Visio
I drive requested	Priority 3	DCI.Customer Support.Active Directory.Drive Access
user was unable to print from	Priority 3	DCI.Customer Support.printer.Xerox.technical support
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
PSF Password Reset	Priority 3	MIT.Apps Security.PSFIN.password reset
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
user does not have an account	Priority 2	MIT.OPS.ILMS ITSA.registration
Pwd reset	Priority 3	DCI.Customer Support.Question
TEST Ticket for Sherry	Priority 3	DCI.Customer Support.Active Directory.Password reset
People Soft FIN access	Priority 3	MIT.Apps Security.PSFIN.Access
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Relocate from 6E-05 to 6C-0	Priority 3	DCI.Customer Support.Equipment Move.Project
network pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
password reset for Peoplesoft	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
network pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Status update	Priority 3	DCI.Customer Support.service desk.Ticket Status
NSR for Merceron	Priority 3	DCI.Customer Support.Active Directory.Drive Access
support cancelled	Priority 3	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Answered questions about c	Priority 3	DCI.Customer Support.Question
NSR Request for Eric Jordan	Priority 3	DCI.Customer Support.Active Directory.Drive Access
maximo password reset	Priority 3	APPS.Training.Maximo
Local HP printer install	Priority 3	DCI.Customer Support.printer.Desktop.Install Printer Driver
unable to send/receive email	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
AIM Service Request Inquiry	Priority 1	ROCS.All.Requests
Employee Separations and T	Priority 3	DCI.Customer Support.Question
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo Pwd Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Request to Install Visio - Sc	Priority 3	DCI.SYSADMIN.Software.installation.MS Visio
Cancelled Ticket	Priority 3	DCI.Customer Support.Question
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset

password reset for IT securit	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
NSR - Remove access to int	Priority 3	DCI.Customer Support.Active Directory.Drive Access
Printer Install	Priority 3	DCI.Customer Support.printer.Desktop.Install Printer Driver
Request via email asking ho	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
W-514885	Priority 3	DCI.Customer Support.Software.VPN.Training
drive access-NSR attached	Priority 3	DCI.Customer Support.Active Directory.Drive Access
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
the user is unable to use her	Priority 3	DCI.Customer Support.Desktop Support
Folder Access	Priority 3	DCI.Customer Support.Question
W-347972	Priority 3	DCI.Customer Support.printer.Desktop.Install Printer Driver
NSR Processing Request - N	Priority 3	DCI.Customer Support.Active Directory.Drive Access
support cancelled	Priority 3	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
User requested password re	Priority 3	DCI.Customer Support.Maximo.Password Reset
support cancelled	Priority 3	DCI.Customer Support.Question
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
VPN Issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
issue logging in	Priority 3	DCI.Customer Support.Active Directory.Password reset
Pwd Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Local admin rights	Priority 3	DCI.Customer Support.Active Directory.Administrative Rights
Printer issue	Priority 3	DCI.Customer Support.printer.Desktop.Cycle Printer
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Email Issue	Priority 3	DCI.Customer Support.Software.MS Outlook.Problem Not Found
MS Outlook: Delay Message	Priority 3	DCI.Customer Support.Question
visio	Priority 3	DCI.SYSADMIN.Software.installation.MS Visio
inquiry	Priority 3	DCI.Customer Support.service desk.Ticket Status
Laptop re-image*	Priority 3	DCI.Customer Support.Desktop Support
Software install	Priority 3	DCI.Customer Support.Desktop Support
Proxy settings for Outlook ad	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
Status/Update	Priority 3	DCI.Customer Support.service desk.Ticket Status
User requested password re	Priority 3	DCI.Customer Support.Active Directory.Password reset
RPM account request	Priority 3	ROCS.All.Requests
user is receiving an activate	Priority 3	DCI.Customer Support.Software.MS Outlook.Migrated
Outlook Issue	Priority 2	DCI.Customer Support.Software.MS Outlook.Repair
Pwd Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
IT Security Awareness Train	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset for Peoplesc	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
WinSCP credential request	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
NSR Attatched	Priority 3	DCI.Customer Support.Active Directory.Drive Access
Printer issue on Surface Pro	Priority 3	DCI.Customer Support.printer.Xerox.technical support
Pwd Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
IT Security Awareness pop u	Priority 3	MIT.S.OPS.security.firewall
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock



Locked out of Maximo	Priority 3	DCI.Customer Support.Maximo.Password Reset
Test Ticket to check the notifi	Priority 3	ROCS.All.Requests
Operating System error	Priority 3	DCI.Customer Support.Software.Operating System.Upgrade Win
IT Security Awareness Train	Priority 3	MIT.S.OPS.I.LMS ITSA.registration
Metronet Wi-Fi configuration	Priority 3	DCI.Customer Support.Wifi.Configuration
NSR attached	Priority 3	DCI.Customer Support.Active Directory.Drive Access
status update	Priority 3	DCI.Customer Support.service desk.Ticket Status
W-512606 - I navigated the c	Priority 3	DCI.Customer Support.Question
Test Ticket to check the notifi	Priority 3	ROCS.All.Requests
Unable to receive emails	Priority 3	DCI.Customer Support.Desktop Support
IT Security Awareness Train	Priority 3	DCI.Customer Support.Desktop Support
PeopleSoft ELM Support	Priority 3	APPS.Technical support.PSELM
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Status ticket	Priority 3	DCI.Customer Support.service desk.Ticket Status
add to time group	Priority 3	HR.PSHCM.Support
Printer install	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
Micro Soft Suite	Priority 2	DCI.SYSADMIN.Software.Technical support.MS Office
Maximo Password Reset - Ir	Priority 3	DCI.Customer Support.Question
Adobe issue W-349528	Priority 3	DCI.Customer Support.Question
Printer instal	Priority 3	DCI.Customer Support.printer.Xerox.technical support
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Documentum Acct Access a	Priority 3	APPS.Access.DOCUMENTUM
status on ticket	Priority 3	DCI.Customer Support.service desk.Ticket Status
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
user is unable to login to doc	Priority 3	APPS.Access.DOCUMENTUM
Phone and Internet Issue	Priority 3	NCS.Telephone.digital phone.Other
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
IE 11 UPGRADE	Priority 3	DCI.Customer Support.Software.Internet Explorer
Customer called to inquire o	Priority 3	DCI.Customer Support.Question
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
email - license expired	Priority 3	DCI.Customer Support.Software.MS Outlook.Migrated
user is unable to print from x	Priority 3	DCI.Customer Support.printer.Xerox.technical support
job application status	Priority 3	DCI.Customer Support.Question
Pwd Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
reimage request	Priority 3	DCI.Customer Support.hardware.Desktop.reimage
Webmail Access	Priority 2	DCI.Customer Support.Question
wanted to retrieve her certifi	Priority 3	DCI.Customer Support.Question
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
L-348802 - Room B105A - H	Priority 3	DCI.Customer Support.Desktop Support
suprlus equipment removal	Priority 4	DCI.Customer Support.Equipment Move.Surplus removal
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
E131226	Priority 3	DCI.Customer Support.Active Directory.Password Unlock

Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Pwd Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
I answered questions about t	Priority 3	DCI.Customer Support.Question
Status update on Open tick	Priority 3	DCI.Customer Support.service desk.Ticket Status
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
mobile phone contacts	Priority 2	DCI.SYSADMIN.Software.Technical support.MS Office
Documentum Access	Priority 3	APPS.Access.DOCUMENTUM
Acct Disabled	Priority 3	MIT.S.OPS.ILMS ITSA.disabled account
Outlook Not Updating Email	Priority 3	DCI.Customer Support.Desktop Support
Password unlock	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
PW reset question	Priority 3	DCI.Customer Support.Active Directory.Password reset
Blue Screen at CTF	Priority 3	DCI.Customer Support.hardware.Desktop.hardware failure
unable to open outlook. canr	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
PeopleSoft CRM training Err	Priority 3	DCI.Customer Support.Desktop Support
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Office 365 Install Barcode-W	Priority 3	DCI.Customer Support.Software.MS Outlook.Install
HR Report Request	Priority 3	HR.PSHCM.Report
SMS Issue	Priority 3	APPS.Technical support.SMS
Maximo Password Reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
server access request form	Priority 3	DCI.SYSADMIN.Server.Access
Users contact list is not show	Priority 2	DCI.SYSADMIN.Mobile Device Management.Technical support.S
Blue screen of Death	Priority 3	DCI.Customer Support.hardware.Desktop.hardware failure
TSR Request	Priority 3	DCI.Customer Support.Question
Decommission Cars 1108 - 1	Priority None	ROCS.Applications.RPM.App
The user is unable to login to	Priority 3	APPS.Access.DOCUMENTUM
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Customer said account was	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
user stated that her phone is	Priority 3	NCS.Telephone.digital phone.Other
Account Unlock	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Unlocked AD	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
archived email	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
NSR attached	Priority 3	DCI.Customer Support.Active Directory.Drive Access
status update 28798	Priority 3	DCI.Customer Support.service desk.Ticket Status
Retired April 1st 2017 and no	Priority 3	DCI.Customer Support.hardware.Desktop.hardware upgrade
unlocked account	Priority 3	DCI.Customer Support.Active Directory.Password reset
PW reset request	Priority 3	DCI.Customer Support.Active Directory.Password reset
intermitent network connecti	Priority 3	NCS.Telephone.digital phone.Other
unlocked account	Priority 3	DCI.Customer Support.Active Directory.Password reset
PS Access request form	Priority 3	HR.PSHCM.Access
PAR Delegate Access to Glo	Priority 3	HR.PSHCM.HR solutions support
request to be added to distrib	Priority 3	HR.PSHCM.Support
TSR Request	Priority 3	DCI.Customer Support.Question
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
needed assistance logging in	Priority 3	DCI.Customer Support.Active Directory.Password reset

AD PW reset request	Priority 3	DCI.Customer Support.Active Directory.Password reset
Unable to log into Maximo	Priority 3	DCI.Customer Support.Maximo.Password Reset
NSR attached	Priority 3	DCI.Customer Support.Active Directory.Drive Access
Unable to log into system	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
employee departure	Priority 3	DCI.Customer Support.Question
call disconnected	Priority 3	DCI.Customer Support.Question
Assisted with access to work	Priority 3	DCI.SYSADMIN.Mobile Device Management.Technical support.S
CTF System Check - Days -	Priority None	ROCS.All.Requests
network drive access	Priority 3	DCI.Customer Support.Active Directory.Drive Access
User stated it took a very lon	Priority 3	DCI.Customer Support.Question
Second monitor not working	Priority 3	DCI.Customer Support.hardware.Monitor.hardware failure
Webmail Access	Priority 3	DCI.Customer Support.Question
Reset Maximo	Priority 3	DCI.Customer Support.Maximo.Password Reset
PIDS special schedule files f	Priority None	Software
Assisted with access to ema	Priority 3	DCI.Customer Support.office 365.Technical support
Unable to log into system	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Maximo PW reset request	Priority 3	DCI.Customer Support.Active Directory.Password reset
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
<a href="http://hdwiki/display/SOPs/C">http://hdwiki/display/SOPs/C</a>	Priority 3	DCI.Customer Support.Maximo.Password Reset
Unable to log into system	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
User says one screen is mag	Priority 3	DCI.Customer Support.hardware.Desktop.hardware failure
Password change assistance	Priority 3	DCI.Customer Support.Active Directory.Password reset
Reset Maximo	Priority 3	DCI.Customer Support.Maximo.Password Reset
Printer Install	Priority 3	NCS.Telephone.digital phone.Other
Call rang and dropped on it's	Priority 3	DCI.Customer Support.Question
CTF System Check - Mids -	Priority None	Software
AD Password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Reset ILMS	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
User needs Documentum pa	Priority 3	APPS.Access.DOCUMENTUM
User is trying to get a car ou	Priority 3	DCI.Customer Support.Question
Unable to do search in ELM	Priority 3	APPS.Technical support.PSELM
Unable to log into Peoplesof	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Call Transfer	Priority 5	DCI.Customer Support.Question
Problem with filling out job ap	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Unable to log into Maximo	Priority 3	DCI.Customer Support.Maximo.Password Reset
Password reset	Priority 3	DCI.Customer Support.Question
RPM Service Request for Pa	Priority None	ROCS.Applications
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
support not needed	Priority 3	DCI.Customer Support.Question
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
outlook issues. password res	Priority 3	DCI.Customer Support.Active Directory.Password reset
Passwords Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Account disabled due to retir	Priority 3	DCI.Customer Support.Desktop Support

Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
CTF System Check - Evenin	Priority None	ROCS.Applications
Dropped call	Priority 3	DCI.Customer Support.Question
IT security awareness trainin	Priority 3	DCI.Customer Support.Desktop Support
outlook access	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
Dropped Call	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
User CCTV is out	Priority 3	DCI.Customer Support.Question
issues with documentum. po	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
General PC Replacement qu	Priority 3	DCI.Customer Support.PC Replacement.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
microsoft outlook problems.	Priority 3	DCI.Customer Support.Desktop Support
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
HP printer Feeder is having p	Priority 3	DCI.Customer Support.Break-Fix.Printer
Caller dropped phone	Priority 3	DCI.Customer Support.Question
it security awareness training	Priority 3	MIT.S.OPS.I.LMS ITSA.disabled account
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
needed assistance accessin	Priority 3	DCI.Customer Support.Question
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
General Questions	Priority 3	DCI.Customer Support.Question
Non Compliance IT Security	Priority 3	MIT.S.OPS.I.LMS ITSA.disabled account
Non Compliance IT Security	Priority 3	MIT.S.OPS.I.LMS ITSA.disabled account
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
needed assistance accessin	Priority 3	DCI.Customer Support.Desktop Support
unlocked account	Priority 3	DCI.Customer Support.Active Directory.Password reset
unlocked account	Priority 3	DCI.Customer Support.Maximo.Password Reset
needed assistance accessin	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
user profile could not be load	Priority 3	DCI.Customer Support.Active Directory.Password reset
CTF System Check - Days -	Priority 1	ROCS - Hardware
PASSWORD RESET	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Email not upating	Priority 3	DCI.Customer Support.Desktop Support
Transfer AIM Generated Dat	Priority None	Software
CTF System Check - Mids -	Priority None	Software

Unable to log into HCM	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Customer unabe to print	Priority 3	DCI.Customer Support.printer.Desktop.Cycle Printer
Unable to log onto Peopleso	Priority 3	DCI.Customer Support.Question
Unable to log into IT Security	Priority 3	MIT.S.OPS.I.LMS ITSA.registration
Chrome is not installed on sy	Priority 3	DCI.Customer Support.Desktop Support
Unable to log into IT Security	Priority 3	MIT.S.OPS.I.LMS ITSA.password reset
Unable to log into system	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Unable to access Metroweb	Priority 3	DCI.Customer Support.Desktop Support
Password Reset	Priority 3	DCI.Customer Support.Desktop Support
Unable to log into email (mo	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
maximo password reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Password Reset	Priority 3	APPS.Access.Maximo
Dropped Call	Priority 3	DCI.Customer Support.Desktop Support
IT security Awareness	Priority 3	DCI.Customer Support.Desktop Support
Customer request assistanc	Priority None	Applications
IT security awareness	Priority 3	DCI.Customer Support.Question
metroweb link	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Internet is not conncting	Priority 3	DCI.Customer Support.Network.Server
No support needed	Priority 3	DCI.Customer Support.Question
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
User is not able to access V	Priority 3	DCI.Customer Support.Desktop Support
Avaya Phone issue	Priority 3	NCS.Telephone.digital phone.Other
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	MIT.S.OPS.I.LMS ITSA.disabled account
Customer said that his accou	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
CTF System Check - Evenin	Priority None	Applications
NON compliance of IT secur	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
GOTRS Login - User was tol	Priority 3	DCI.Customer Support.Desktop Support
email not updating	Priority 3	DCI.Customer Support.Desktop Support
User needs Password For IT	Priority 3	MIT.S.OPS.I.LMS ITSA.password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
General Questions about PC	Priority 3	DCI.Customer Support.PC Replacement.Question
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
IT Security Awareness Non-	Priority 3	DCI.Customer Support.Question

password reset for training	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
wants office 365 installed	Priority 3	DCI.Customer Support.Software.MS Outlook.Install
Customer had PC Replacement	Priority 3	DCI.Customer Support.PC Replacement.Question
Call Dropped	Priority 3	DCI.Customer Support.Question
PC was off - light was blinking	Priority 3	DCI.Customer Support.hardware.Desktop.configuration
group policy failed error message	Priority 3	DCI.Customer Support.Desktop Support
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Rhode Island MTPD W-3472	Priority 3	DCI.Customer Support.Network.Server
CTF System Check - Day - 4	Priority None	ROCS.Applications
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
users monitor has a black screen	Priority 3	DCI.Customer Support.hardware.Monitor.break/fix
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password reset	Priority 2	DCI.Customer Support.Active Directory.Password Unlock
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Direct Deposit assistance	Priority 3	HR.PSHCM.Support
ELES page won't load	Priority 3	DCI.Customer Support.Desktop Support
unlocked account	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Network Password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Maximo Password reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Network Password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Maximo Password reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Customer unable to system	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
CTF System Check - Mids -	Priority None	Software
Outlook not opening properly	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Dropped call	Priority 3	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
password reset in maximo	Priority 3	DCI.Customer Support.Maximo.Password Reset
CTF System Check - Evenin	Priority None	Applications
Internet/Metroweb Access Tr	Priority 3	DCI.Customer Support.Desktop Support
VPN access	Priority 3	DCI.Customer Support.Software.VPN.Install
PIDS Special Schedule Upda	Priority None	Applications
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Access Email from Any Inter	Priority 3	DCI.Customer Support.Question
User requested password re	Priority 3	DCI.Customer Support.Maximo.Password Reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
User requested password re	Priority 3	DCI.Customer Support.Active Directory.Password reset
Log in assistance	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
PDF issue	Priority 3	DCI.Customer Support.Question
walk in Snagit install	Priority 3	DCI.Customer Support.Desktop Support

Chrome install walk in	Priority 3	DCI.Customer Support.Desktop Support
NSR regarding QAJazzUsers	Priority 3	DCI.Customer Support.Active Directory.Drive Access
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Laptop Inquiry	Priority 3	DCI.Customer Support.Question
Emails Not syncing	Priority 3	DCI.SYSADMIN.Mobile Device Management.Technical support.S
I Drive Access Request	Priority 3	DCI.Customer Support.Question
NSR processed for walkin fo	Priority 3	DCI.Customer Support.Active Directory.Drive Access
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Canceled Ticket	Priority 3	DCI.Customer Support.Question
maximo password reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Install Java abd Oracle	Priority 3	DCI.Customer Support.Software.Java.Install
FW: post to lobby display	Priority 3	DCI.SYSADMIN.Server.Access
Outlook not updating. We ca	Priority 3	DCI.Customer Support.Desktop Support
Customer needed password	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Customer calling tech back	Priority 3	DCI.Customer Support.Question
customer has never logged i	Priority 3	MIT.Engineering.VPN.Access
One drive document	Priority 3	DCI.Customer Support.Question
Job Inquiry- Customer Servic	Priority 3	DCI.Customer Support.Question
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Data Restore	Priority 3	DCI.Customer Support.Desktop Support
customer is unable to see ar	Priority 3	DCI.Customer Support.Desktop Support
Software Install	Priority 3	DCI.Customer Support.Desktop Support
Request to create email acco	Priority 3	DCI.Customer Support.Active Directory.New Contractor
Request to create email acco	Priority 3	DCI.Customer Support.Active Directory.New Contractor
user unable to open IE links	Priority 3	DCI.Customer Support.Desktop Support
Request to create email acco	Priority 3	DCI.Customer Support.Active Directory.New Contractor
IE not opening links	Priority 3	DCI.Customer Support.Desktop Support
Request to create email acco	Priority 3	DCI.Customer Support.Active Directory.New Contractor
Access to the T drive	Priority 3	DCI.Customer Support.Question
maximo password reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Pwd reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Codec for Audio/Video	Priority 3	DCI.Customer Support.Desktop Support
Question regarding Citrix Re	Priority 3	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
status update	Priority 3	DCI.Customer Support.service desk.Ticket Status
Maximo Password reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
FW: Request # 28424 is Ret	Priority 3	DCI.Customer Support.service desk.Ticket Status
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Status Update	Priority 3	DCI.Customer Support.service desk.Ticket Status
Microsoft Project	Priority 3	DCI.SYSADMIN.Software.installation.MS Project
Maximo Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
network pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
printer install	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
PW reset request	Priority 1	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
User does not have McAfee	Priority 2	MIT.OPS.security.firewall

Customer has never been at	Priority 3	DCI.Customer Support.Question
Maximo Password Reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
FW: Missed call	Priority 3	DCI.SYSADMIN.Server.Access
Customer Outlook email issu	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
Please Install Cscope - Gree	Priority 3	DCI.Customer Support.Question
network pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
FIN account locked	Priority 3	MIT.Apps Security.PSFIN.password reset
Priyanka Duggal NSR for Dr	Priority 1	DCI.Customer Support.Active Directory.Drive Access
status update on ticket #269	Priority 3	DCI.Customer Support.service desk.Ticket Status
Customer needs help setting	Priority 3	DCI.Customer Support.Question
network account locked	Priority 3	DCI.Customer Support.Active Directory.Password reset
FW: Scanned from a Xerox I	Priority 3	DCI.SYSADMIN.Server.Access
Maximo Password Reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
FW: Disable User Interactive	Priority 3	DCI.SYSADMIN.Server.Access
password reset C120891	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Customer not able to login to	Priority 3	APPS.Access.DOCUMENTUM
network pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
dropped call	Priority 3	DCI.Customer Support.Question
Customer needs help with V	Priority 3	DCI.Customer Support.Software.VPN.Training
HCM Issues	Priority 3	DCI.Customer Support.Desktop Support
Excel subscription expired	Priority 2	DCI.Customer Support.Software.MS Word.upgrade
Windows activation	Priority 3	DCI.Customer Support.Desktop Support
Software Install/Update	Priority 3	DCI.Customer Support.Desktop Support
Software Install/Update	Priority 3	DCI.Customer Support.Software.Internet Explorer
Access Prohibited	Priority 3	DCI.Customer Support.Internet.Access prohibited
access to shared mailbox	Priority 3	DCI.Customer Support.Question
Add rail car pair 7334 - 7335	Priority 1	ROCS.Applications
Monitor Issues - CTF, BLDG	Priority 3	DCI.Customer Support.hardware.Monitor.break/fix
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
file tranfer request	Priority 3	DCI.Customer Support.Question
Call Dropped	Priority 3	DCI.Customer Support.Question
Call Dropped	Priority 3	DCI.Customer Support.Question
install printerr	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
Ticket #28195 - VDI access	Priority 3	DCI.Customer Support.Active Directory.Drive Access
Voicemail password	Priority 3	NCS.Telephone.digital phone.Voice Mail Password Reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
[Wmata-DCI] Machine HRK-	Priority 3	DCI.Customer Support.SSK Kiosk
NSR Form Inquiry	Priority 3	DCI.Customer Support.Question
Outlook and internet access	Priority 3	DCI.SYSADMIN.Mobile Device Management.Technical support.S
Assisted with computer setup	Priority 3	DCI.Customer Support.printer.Xerox.technical support
RE: Terminated employees v	Priority 3	DCI.Customer Support.service desk.Ticket Status
Maximo Password Reset	Priority 3	DCI.Customer Support.Question
Request ROCS Tech for PID	Priority 1	Software
Help to Sync my desktop and	Priority 3	DCI.Customer Support.PC Replacement.Question
Maximo pw reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Please Install Win.scp	Priority 3	DCI.Customer Support.Desktop Support



NSR	Priority 3	DCI.Customer Support.Active Directory.Drive Access
MS access install	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
NSR	Priority 3	DCI.Customer Support.Active Directory.Drive Access
W-350050	Priority 3	HR.PSHCM.ESS technical support
MS Visio reinstall request	Priority 3	DCI.SYSADMIN.Software.upgrade.MS Visio
Xerox Printer Request	Priority 3	DCI.Customer Support.printer.Xerox.technical support
HP LJ 4700 prints double at	Priority 3	DCI.Customer Support.printer.Network.Install Toner
Voicemail Password Reset	Priority 3	NCS.Telephone.digital phone.End User Training
user cannot connect to netw	Priority 2	DCI.Customer Support.Desktop Support
Customer needs assistance	Priority 3	DCI.Customer Support.Question
customer hung up	Priority 3	DCI.Customer Support.Question
Customer's local printer not v	Priority 3	DCI.Customer Support.Desktop Support
user locked herself out	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
NSR attached	Priority 3	DCI.Customer Support.Active Directory.New Contractor
access prohibited	Priority 3	DCI.Customer Support.Internet.Access prohibited
Avaya Deskphone Issue	Priority 3	NCS.Telephone.digital phone.Hardware
resetting their password	Priority 3	DCI.Customer Support.Active Directory.Password reset
MS Security pop up	Priority 2	DCI.Customer Support.Software.MS Outlook.Repair
Auto Cad/TrueView	Priority 3	DCI.Customer Support.Desktop Support
External PS Access	Priority 3	HR.PSHCM.ESS technical support
user does not know extensio	Priority 3	NCS.Telephone.digital phone.Other
Access prohibited message	Priority 1	MIT.S.OPS.security.firewall
ITSA Training Request	Priority 3	DCI.Customer Support.Question
user wants to know how to l	Priority 3	DCI.Customer Support.Question
network pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
account locked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Neat Works Scanner Softwa	Priority 3	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
computer move	Priority 3	DCI.Customer Support.Desktop Support
Pasword reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
support not needed	Priority 3	DCI.Customer Support.Question
Test Ticket please ignore	Priority 3	NCS.Telephone.digital phone.Voice Mail Password Reset
CA PPM (Clarity) maintenanc	Priority 3	DCI.Customer Support.Question
EUP Form Inquiry	Priority 3	DCI.Customer Support.Question
Drive Access	Priority 3	DCI.Customer Support.Desktop Support
Download SW for PC install	Priority 3	DCI.Customer Support.Desktop Support
Status update on ticket	Priority 3	DCI.Customer Support.service desk.Ticket Status
Cognos maintenance	Priority 3	DCI.Customer Support.Question
Won't read CD's- WFC	Priority 2	DCI.Customer Support.Break-Fix.Laptop
Test - Please Ignore!!!	Priority None	NCS.Telephone.digital phone.End User Training
Question regarding home en	Priority 3	DCI.Customer Support.Question
NSR attached	Priority 3	DCI.Customer Support.Active Directory.New Contractor
request IE upgrade	Priority 3	DCI.Customer Support.Software.Internet Explorer
Add new laptop to domain	Priority 3	DCI.Customer Support.Desktop Support
Rset password	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Cannot open Files on compu	Priority 3	DCI.Customer Support.Question

NSR attached	Priority 3	DCI.Customer Support.Active Directory.New Employee
Add new laptop to domain	Priority 3	DCI.Customer Support.Desktop Support
IT Security Awareness Train	Priority 3	DCI.Customer Support.Desktop Support
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo Password Reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Pwd Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Data backup	Priority 3	DCI.Customer Support.Desktop Support
Test Ticket Please ignore	Priority 3	NCS.Telephone.digital phone.Other
Test ticket Please Ignore	Priority 3	NCS.Telephone.mobile phone.Voice Mail Password Reset
NSR attached	Priority 3	DCI.Customer Support.Active Directory.New Employee
test ticket Please ignore	Priority 3	NCS.Telephone.digital phone.Hardware
Computer Reimaging Reque	Priority 3	DCI.Customer Support.hardware.Desktop.reimage
Test Ticket Please Ignore	Priority 3	NCS.Telephone.mobile phone.No Service
Test Ticket Please Ignore	Priority 3	NCS.Telephone.mobile phone.Hardware
customer called to update in	Priority 3	DCI.Customer Support.service desk.Ticket Status
Test Ticket Please Ignore	Priority 3	NCS.Telephone.digital phone.Other
McAfee Livesafe	Priority 3	MIT.S.OPS.security.firewall
Test Ticket Please Ignore	Priority 3	NCS.Telephone.digital phone.Hardware
Test Ticket please ignore	Priority 3	NCS.Telephone.digital phone.No Dial Tone
Local Printer Issue	Priority 3	DCI.Customer Support.printer.Desktop.Cycle Printer
Maximo Password reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
issue access ITSAT in IE	Priority 3	DCI.Customer Support.Desktop Support
Change Network password	Priority 3	DCI.Customer Support.Active Directory.Password reset
After the PC Move - Needs M	Priority 3	DCI.Customer Support.Equipment Move.Project
Maximo Issues	Priority 3	DCI.Customer Support.Question
Outlook request	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
it security	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
install printer	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
One monitor is not working -	Priority 3	DCI.Customer Support.hardware.Monitor.break/fix
Status Update	Priority 3	DCI.Customer Support.service desk.Ticket Status
General Question regarding	Priority 3	DCI.Customer Support.Question
reset password	Priority 3	DCI.Customer Support.Active Directory.Password reset
kisok down	Priority 3	DCI.Customer Support.SSK Kiosk
Laptop CD Repair- WFC-(Du	Priority 2	DCI.Customer Support.Break-Fix.Laptop
Customer states the keyboa	Priority 2	DCI.Customer Support.Break-Fix.Laptop
No display on monitor-WFC	Priority 2	DCI.Customer Support.Break-Fix.Laptop
Status Update on open ticke	Priority 3	DCI.Customer Support.service desk.Ticket Status
iLMS Password Requested	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
Surplus Equipment	Priority 4	DCI.Customer Support.Equipment Move.Surplus removal
Silverlight	Priority 3	DCI.Customer Support.Desktop Support
Change Network password	Priority 3	DCI.Customer Support.Active Directory.Password reset
install printer	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
Pwd Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Pwd reset	Priority 3	DCI.Customer Support.Question
Monitor Issues W-513888	Priority 3	DCI.Customer Support.hardware.Monitor.break/fix
VPN support/browser	Priority 3	DCI.Customer Support.Software.VPN.Install

Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
user gets password prompts	Priority 3	NCS.Telephone.mobile phone.Other
Printer Install	Priority 3	DCI.Customer Support.printer.Desktop.Cycle Printer
network account locked	Priority 3	DCI.Customer Support.Active Directory.Password reset
PC and Phone down	Priority 2	DCI.Customer Support.Question
account unlocked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
user account locked	Priority 3	DCI.Customer Support.Active Directory.Password reset
network account locked	Priority 3	DCI.Customer Support.Active Directory.Password reset
status check	Priority 3	DCI.Customer Support.service desk.Ticket Status
PC not responding	Priority 3	DCI.Customer Support.hardware.Monitor.break/fix
keyboard not working	Priority 3	DCI.Customer Support.hardware.Keyboard.break/fix
Change Network password	Priority 3	DCI.Customer Support.Active Directory.Password reset
maximo password reset	Priority 3	APPS.Training.Maximo
DCI.Customer Support.Ques	Priority 3	DCI.Customer Support.Question
ELM Password Reset Reque	Priority 3	APPS.Technical support.PSELM
user cannot logon	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
W-349183 Printer install	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
computer move	Priority 3	DCI.Customer Support.Desktop Support
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
MS Suite repair	Priority 3	DCI.Customer Support.Question
External Software Installs	Priority 3	DCI.Customer Support.Desktop Support
B99-ENCL15-CSW15 is Down	Priority 3	NCS.Telephone.digital phone.Other
OM-100-35601 is Down	Priority 3	NCS.Telephone.digital phone.Other
password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
account locked out	Priority 3	DCI.Customer Support.Active Directory.Password reset
Account Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
SOUTHERN-MAINT-DMP44	Priority 3	NCS.Telephone.digital phone.Other
Password unlock	Priority 3	DCI.Customer Support.Active Directory.Password reset
unable to access shared	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
Cannot access webmail	Priority 3	DCI.Customer Support.Question
account unlocked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
SOFTWARE INSTALLATION	Priority 3	DCI.Customer Support.Desktop Support
Outlook not responding	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
silver light install	Priority 3	DCI.Customer Support.Desktop Support
Roxio Uninstall	Priority 3	DCI.Customer Support.Desktop Support
ELM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Move workspace out of D127	Priority 2	ROCS.All.Requests
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
network drive access	Priority 3	DCI.SYSADMIN.Server.Access
CTF System Check -Days - 0	Priority 1	ROCS.All.Requests
Verification Certificates	Priority 3	DCI.SYSADMIN.Mobile Device Management.Technical support.S
Unable to take security aware	Priority 3	DCI.Customer Support.Desktop Support
PW Reset request	Priority 3	DCI.Customer Support.Active Directory.Password reset

User missing desktop icons	Priority 3	DCI.Customer Support.Desktop Support
RC's Paul W. Request VPN	Priority None	Software.Environment
Customer called and stated t	Priority 3	DCI.Customer Support.Question
third-party software update	Priority 3	DCI.Customer Support.Desktop Support
Unable to log into any compu	Priority 3	DCI.SYSADMIN.Quest self service.Technical support
Unlocked AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
Request for Network Drive a	Priority 3	DCI.Customer Support.Question
Account Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
User stated that he sees pos	Priority 2	DCI.Customer Support.Question
Checked user proxy settings	Priority 3	DCI.SYSADMIN.Software.Technical support.MS Office
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
User stated the updates nev	Priority 3	MIT.S.OPS.security.firewall
Added user to self service re	Priority 3	DCI.Customer Support.Active Directory.Password Self-Service A
Reset Windows	Priority 3	DCI.Customer Support.Active Directory.Password reset
Betty Toulson re-located from	Priority 4	DCI.Customer Support.Question
Followed up - pswd reset fo	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
ILMS reset	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
Assisted with email access	Priority 3	DCI.Customer Support.office 365.Technical support
User is unable to access IT \$	Priority 3	DCI.Customer Support.Desktop Support
Status update on ticket 2752	Priority 3	DCI.Customer Support.service desk.Ticket Status
User cannot access "Moving	Priority 3	DCI.Customer Support.Question
NSR form attached	Priority 3	DCI.Customer Support.Active Directory.New Contractor
From: Katragadda, Suresh	Priority 3	DCI.Customer Support.Question
CTF System Check - Mids -	Priority None	Hardware
User unable to access email	Priority 3	DCI.Customer Support.office 365.Technical support
Request for assistance viewi	Priority 3	DCI.Customer Support.Question
Cancelled call - User was on	Priority 3	DCI.Customer Support.Question
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
IT security awareness traini	Priority 2	MIT.S.OPS.ILMS ITSA.registration
Users computer and phone r	Priority 3	NCS.Telephone.digital phone.Other
error messages says no log	Priority 3	DCI.Customer Support.Network.Server
Malware error keeps popping	Priority 2	DCI.Customer Support.Question
Playback Request for from F	Priority None	Applications
kiosk is not letting customer	Priority 2	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Question
VPN is not connecting custo	Priority 2	DCI.Customer Support.Desktop Support
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
customer had a question abo	Priority 3	DCI.Customer Support.Question
Outlook Not Updating, No Re	Priority 3	DCI.Customer Support.Desktop Support
VPN access.	Priority 3	DCI.Customer Support.Software.VPN.Training
User requested password re	Priority 3	DCI.Customer Support.Active Directory.Password reset
Run network cable from TV t	Priority None	Hardware
Documentum Account Acces	Priority 3	APPS.Access.DOCUMENTUM
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
CTF System Check - Evenin	Priority None	Applications
customer needed help resett	Priority 3	DCI.Customer Support.Active Directory.Password reset

User requested password re	Priority 3	DCI.Customer Support.Active Directory.Password reset
http://hdwiki/display/SOPs/C	Priority 3	DCI.SYSADMIN.Software.upgrade.MS Project
Customer says his W2 says	Priority 3	HR.PSHCM.Support
Email - E4 license provision	Priority 3	DCI.Customer Support.Question
Account created	Priority 3	DCI.Customer Support.service desk.Ticket Status
Documentum password rese	Priority 3	APPS.Access.DOCUMENTUM
User unable to login into PS-	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
customer was transferred	Priority 3	DCI.Customer Support.Question
drop call	Priority 3	DCI.Customer Support.Question
Users audio is intermittent	Priority 3	DCI.Customer Support.Desktop Support
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
User requested password re	Priority 3	DCI.Customer Support.Active Directory.Password reset
All Network Connections in f	Priority 1	NCS.Telephone.digital phone.No Dial Tone
Monitor Setup	Priority 3	DCI.Customer Support.hardware.Monitor.configuration
User has no internet connec	Priority 3	NCS.Telephone.digital phone.Other
Spam	Priority 3	MIT.S.OPS.security.scan request
Pwd Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
remove surplus equipment 8	Priority 3	DCI.Customer Support.Equipment Move.Surplus removal
[Wmata-DCI] Machine HRK-	Priority 3	DCI.Customer Support.SSK Kiosk
VDI Access	Priority 3	DCI.Customer Support.Question
phone does not work after m	Priority 3	NCS.Telephone.digital phone.No Dial Tone
[Wmata-DCI] Machine HRK-	Priority 3	DCI.Customer Support.SSK Kiosk
Assisted with setting up com	Priority 3	DCI.Customer Support.Desktop Support
EUP	Priority 3	DCI.Customer Support.Active Directory.Administrative Rights
People soft pay roll unable to	Priority 3	DCI.Customer Support.Active Directory.Password reset
[Wmata-DCI] Machine HRK-	Priority 3	DCI.Customer Support.SSK Kiosk
customer requested passwo	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
NSR	Priority 3	DCI.Customer Support.Active Directory.Drive Access
[Wmata-DCI] Machine HRK-	Priority 3	DCI.Customer Support.SSK Kiosk
Email lost from inbox	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
Pwd Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
NSR	Priority 3	DCI.Customer Support.Active Directory.Drive Access
Pin Request	Priority 3	DCI.Customer Support.Question
HR Solutions	Priority 3	HR.PSHCM.Support
Profile not loading	Priority 3	DCI.Customer Support.Desktop Support
Applications/PC issues.	Priority 3	MIT.S.OPS.security.scan request
[Wmata-DCI] Machine HRK-	Priority 3	DCI.Customer Support.SSK Kiosk
NSR	Priority 3	DCI.Customer Support.Active Directory.Drive Access
Customer needs Maximo an	Priority 3	APPS.Training.Maximo
[Wmata-DCI] Machine HRK-	Priority 3	DCI.Customer Support.SSK Kiosk
Customer's pst file on deskto	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
Local Administator Password	Priority 3	DCI.Customer Support.Desktop Support
emergency light safety syste	Priority 2	DCI.Customer Support.Question
NICE System Error Message	Priority 2	DCI.Customer Support.Question
Status update	Priority 3	DCI.Customer Support.service desk.Ticket Status
NSR Form Request	Priority 3	DCI.Customer Support.Question
customer has no internet, int	Priority 3	DCI.Customer Support.Desktop Support

Dropped call	Priority 3	DCI.Customer Support.Question
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Not receiving emails, name r	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Escort A/V Team In OCC An	Priority 1	ROCS.All.Requests
Account locked out	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Forgotten IT Security Aware	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
RC Request For VPN Token	Priority 1	ROCS.All.Requests
NSR processed	Priority 3	DCI.Customer Support.Active Directory.Drive Access
NSR-Jerold Alston	Priority 3	DCI.Customer Support.Active Directory.Drive Access
Account locked out	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Customer looking for email c	Priority 3	DCI.Customer Support.Question
NSR-Ryan Bebe	Priority 3	DCI.Customer Support.Active Directory.Drive Access
Customer's PC keeps crashi	Priority 3	DCI.Customer Support.hardware.Desktop.hardware failure
Outlook not updating.	Priority 3	DCI.Customer Support.Desktop Support
Add rail car pair 7332-7333 t	Priority None	Applications
HCM pw reset	Priority 3	MIT.S.OPS.ILMS ITSA.disabled account
NSR	Priority 3	DCI.Customer Support.Active Directory.Drive Access
Trash Dumpster C127	Priority 3	ROCS.All.Requests
Customer requesting for flas	Priority 3	DCI.Customer Support.Desktop Support
email distribution lists	Priority 3	DCI.Customer Support.Question
usb not recognized error me	Priority 3	DCI.Customer Support.Break-Fix.Computer
Pwd reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
customer is unable to submit	Priority 3	DCI.Customer Support.Question
Status Update	Priority 3	DCI.Customer Support.service desk.Ticket Status
NSR	Priority 3	DCI.Customer Support.Active Directory.Drive Access
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
verify email address	Priority 3	DCI.Customer Support.Question
customer called to get passv	Priority 3	DCI.Customer Support.Question
Customer gets redirected to	Priority 3	DCI.Customer Support.Question
Customer locked out	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
inquiry	Priority 3	DCI.Customer Support.service desk.Ticket Status
Pwd Reset	Priority 3	DCI.Customer Support.Question
customer needed help acces	Priority 3	DCI.Customer Support.Question
move request	Priority 3	DCI.Customer Support.Desktop Support
network pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Network password Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
iPhone Error Messages	Priority 2	DCI.SYSADMIN.Mobile Device Management.Technical support.S
maximo password	Priority 3	APPS.Training.Maximo
default printer	Priority 3	DCI.Customer Support.Question
No Content	Priority 3	DCI.Customer Support.Question
network pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Move/Relocation Request	Priority 5	DCI.Customer Support.Equipment Move.Project
Maximo pw reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Access Prohibited	Priority 1	DCI.Customer Support.Internet.Access prohibited

IT health check	Priority 3	DCI.Customer Support.Desktop Support
setup email on phone	Priority 3	DCI.Customer Support.Software.MS Outlook.Migrated
customer called to get access	Priority 2	NCS.Telephone.digital phone.Other
installed local printer for user	Priority 3	DCI.Customer Support.Desktop Support
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
customer unable to print documents	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
status update	Priority 3	DCI.Customer Support.service desk.Ticket Status
status update	Priority 3	DCI.Customer Support.service desk.Ticket Status
Avaya Phone	Priority 3	NCS.Telephone.digital phone.Other
install printer	Priority 3	DCI.Customer Support.printer.Desktop.Install Printer Driver
Install software	Priority 3	DCI.Customer Support.Desktop Support
Organized Network Cables in	Priority 3	NCS.Telephone.digital phone.Other
status update on ticket # 270	Priority 3	DCI.Customer Support.service desk.Ticket Status
user trying to access intranet	Priority 3	DCI.Customer Support.Question
issues access ITSAT	Priority 3	DCI.Customer Support.Desktop Support
Kiosk Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
install printer	Priority 3	DCI.Customer Support.printer.Xerox.technical support
account is constantly locking	Priority 3	DCI.Customer Support.Active Directory.Password reset
WMATA Intranet	Priority 3	DCI.Customer Support.Question
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Pwd Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Third Party Software Request	Priority 3	DCI.Customer Support.Desktop Support
install printer	Priority 3	DCI.Customer Support.printer.Desktop.Install Printer Driver
VPN Access for Paul	Priority 1	Applications
user cannot access voicemail	Priority 3	NCS.Telephone.digital phone.Other
Office 365 Issues	Priority 2	DCI.Customer Support.Question
ITSAT pw reset	Priority 3	MIT.OPS.I.LMS ITSA.password reset
cannot login to laptop	Priority 3	DCI.Customer Support.Network.Server
Retrieve file from PC	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Install office 2013 with access	Priority 3	DCI.Customer Support.Desktop Support
W-347865	Priority 3	DCI.Customer Support.printer.Desktop.Cycle Printer
printer installed. walkup	Priority 3	DCI.Customer Support.Desktop Support
Clean print queue	Priority 3	DCI.Customer Support.Desktop Support
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Customer needs an admin to	Priority 3	DCI.Customer Support.Active Directory.Administrative Rights
status update	Priority 3	DCI.Customer Support.service desk.Ticket Status
opening excel document	Priority 3	DCI.Customer Support.Software.MS Excel.Install
NSR	Priority 3	DCI.Customer Support.Active Directory.Drive Access
Customer needs printwork	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
Status update for 27194	Priority 4	DCI.Customer Support.service desk.Ticket Status
unable to login to ARS	Priority 3	BUS.ARS.Technical support.BTSS
Assign full SolidWorks access	Priority 3	DCI.Customer Support.hardware.Desktop.configuration

dropped call	Priority 4	DCI.Customer Support.Question
needs Java	Priority 1	DCI.Customer Support.Software.Java.Install
adobe pro install request	Priority 3	DCI.Customer Support.Desktop Support
password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
network account locked	Priority 3	DCI.Customer Support.Active Directory.Password reset
Assign SolidWorks access ri	Priority 3	DCI.Customer Support.hardware.Desktop.configuration
avaya not working	Priority 3	NCS.Telephone.digital phone.No Dial Tone
HR Solutions	Priority 3	HR.PSHCM.Support
People CRM	Priority 3	DCI.Customer Support.Desktop Support
Suresh Request	Priority 3	DCI.Customer Support.Question
PC frozen	Priority 1	DCI.Customer Support.Desktop Support
TEST PLEASE IGNORE	Priority None	APPS.Technical support.DOCUMENTUM
TEST PLEASE IGNORE	Priority None	APPS.Technical support.Maximo
MS Project install	Priority 3	DCI.SYSADMIN.Software.installation.MS Project
security awareness question	Priority 3	DCI.Customer Support.Question
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Maximo password reset	Priority 3	DCI.Customer Support.Question
TEST PLEASE IGNORE	Priority None	APPS.Technical support.DOCUMENTUM
email not updating	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
Tablet Support	Priority 3	DCI.Customer Support.hardware.Desktop.reimage
NSR Request	Priority 3	DCI.Customer Support.Question
Update IE to 11	Priority 3	DCI.Customer Support.Software.Internet Explorer
MS project	Priority 3	DCI.SYSADMIN.Software.installation.MS Project
Quest One	Priority 3	DCI.Customer Support.Active Directory.Password Self-Service A
Customer hung up phone	Priority 3	DCI.Customer Support.Question
install network printer	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
Xerox Printer Install	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
TEST PLEASE IGNORE	Priority None	APPS.Technical support.Windchill
TEST PLEASE IGNORE	Priority None	NCS.Telephone.software.cms
TEST PLEASE IGNORE	Priority None	NCS.Telephone.software.cms
Enable remote desktop	Priority 3	DCI.Customer Support.Desktop Support
TEST PLEASE IGNORE	Priority None	NCS.Telephone.software.cms
TEST PLEASE IGNORE	Priority None	NCS.Telephone.software.cms
TEST PLEASE IGNORE	Priority None	NCS.Telephone.software.cms
TEST PLEASE IGNORE	Priority None	NCS.Telephone.software.cms
TEST PLEASE IGNORE	Priority None	NCS.Telephone.software.cms
TEST PLEASE IGNORE	Priority None	NCS.Telephone.software.cms
reset pw	Priority 3	DCI.Customer Support.Active Directory.Password reset
TEST PLEASE IGNORE	Priority None	NCS.Telephone.software.cms
Password expired	Priority 3	DCI.Customer Support.Maximo.Password Reset
TEST PLEASE IGNORE	Priority None	APPS.Technical support.Windchill
TEST PLEASE IGNORE	Priority None	APPS.Technical support.Maximo
TEST PLEASE IGNORE	Priority None	NCS.Telephone.software.cms
TEST PLEASE IGNORE	Priority None	NCS.Telephone.software.cms
Third party software install	Priority 3	DCI.Customer Support.Desktop Support
Local Printer Troubleshooting	Priority 3	DCI.Customer Support.printer.Desktop.Cycle Printer
TEST PLEASE IGNORE	Priority None	NCS.Telephone.software.cms



issues playing videos	Priority 3	DCI.Customer Support.Question
Mailbox Request	Priority 3	DCI.Customer Support.Question
account locked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
customer needs network por	Priority 3	DCI.Customer Support.Question
Acrobat Pro install request o	Priority 3	DCI.Customer Support.Desktop Support
password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
USER would like to access t	Priority 3	DCI.Customer Support.office 365.Technical support
NSR Request	Priority 3	DCI.Customer Support.Active Directory.New Employee
VPN Support	Priority 2	DCI.Customer Support.Software.VPN.Install
user needs name on phone c	Priority 3	NCS.Telephone.digital phone.Other
Desktop image request	Priority 3	DCI.Customer Support.hardware.Desktop.reimage
activate windows	Priority 3	DCI.Customer Support.Desktop Support
Update on Open ticket	Priority 3	DCI.Customer Support.service desk.Ticket Status
Computer Move	Priority 4	DCI.Customer Support.Equipment Move.Project
Outlook Issues	Priority 3	DCI.Customer Support.Software.MS Outlook.Problem Not Found
MetroNet Wi-Fi	Priority 3	DCI.Customer Support.Wifi.Configuration
password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
local printer install	Priority 3	DCI.Customer Support.printer.Desktop.Install Printer Driver
printer installation	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
CTF System Check - Days -	Priority 2	ROCS.All.Requests
Outlook issue	Priority 2	DCI.Customer Support.Software.MS Outlook.Repair
network pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Update on open ticket 27607	Priority 3	DCI.Customer Support.service desk.Ticket Status
Account locked	Priority 3	DCI.Customer Support.Active Directory.Password reset
HR Issues	Priority 3	HR.PSHCM.ESS technical support
Remove Cubicle Walls for La	Priority 3	ROCS - Hardware
password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
unable to forward phones us	Priority 3	DCI.Customer Support.Telephone.Other
printer installation	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
MS. Visio installed	Priority 3	DCI.SYSADMIN.Software.installation.MS Visio
NSR Access	Priority 2	MIT.Engineering.VPN.Technical support
IE 8 upgrade	Priority 3	DCI.Customer Support.hardware.Desktop.configuration
Avaya Phone Name Change	Priority 3	DCI.Customer Support.Question
account unlocked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
email not updating	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
NSR	Priority 3	DCI.Customer Support.Active Directory.New Employee
Ticket Request	Priority 3	DCI.Customer Support.Question
Account locked	Priority 3	DCI.Customer Support.Active Directory.Password reset
account locked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
unable to open outlook	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
IT Health check	Priority 3	DCI.Customer Support.Desktop Support
Customer needs computers	Priority 3	DCI.Customer Support.Desktop Support
Outlook fails to launch	Priority 3	DCI.Customer Support.Desktop Support
Documentum password rese	Priority 3	APPS.Access.DOCUMENTUM
Unlocked AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
VPN Connection	Priority 3	DCI.Customer Support.Question
W-514764	Priority 3	DCI.Customer Support.Desktop Support

Cancelled Call - had to go to	Priority 3	DCI.Customer Support.Question
NSR	Priority 3	DCI.Customer Support.Active Directory.New Employee
Customer requested Badge	Priority 3	DCI.Customer Support.Question
Diablsed due to non complia	Priority 3	MIT.S.OPS.IILMS ITSA.disabled account
PW reset request	Priority 3	DCI.Customer Support.Active Directory.Password reset
email not updating	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
Badge disabled - Badge Exp	Priority 3	MIT.S.OPS.security.scan request
PC PW reset request	Priority 3	DCI.Customer Support.Active Directory.Password reset
network pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
ticket status	Priority 3	DCI.Customer Support.service desk.Ticket Status
NCS Issue	Priority 3	NCS.Telephone.digital phone.Other
Phone Issue	Priority 3	NCS.Telephone.digital phone.Other
Needs help to forward calls t	Priority 3	DCI.Customer Support.Question
Maximo PW reset request	Priority 3	DCI.Customer Support.Maximo.Password Reset
network pw reset	Priority 3	MIT.S.OPS.IILMS ITSA.disabled account
User is requesting assistanc	Priority 3	DCI.Customer Support.Question
Provided information about s	Priority 3	DCI.Customer Support.Question
Reset Maximo	Priority 3	DCI.Customer Support.Maximo.Password Reset
Assisted with access to ema	Priority 3	DCI.Customer Support.office 365.Technical support
Each time user or tech clicks	Priority 3	DCI.Customer Support.hardware.Desktop.hardware failure
Reset IILMS	Priority 3	DCI.Customer Support.Question
CTF System Check - Mids -	Priority None	ROCS.Applications.AIM.App
Reset Maximo	Priority 3	DCI.Customer Support.Maximo.Password Reset
Reset PS HCM	Priority 3	DCI.Customer Support.Active Directory.Password reset
Please send a new Oracle C	Priority 3	MIT.Apps Security.Access.PSCRM
User is unable to view the PI	Priority 3	APPS.Technical support.PIDS
User gets message no genu	Priority 3	DCI.Customer Support.Desktop Support
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
NSR Forms for ProWatch Ad	Priority 3	DCI.Customer Support.Active Directory.New Employee
Hardware Request: Request	Priority 1	Hardware
Password Reset	Priority 3	MIT.S.OPS.IILMS ITSA.disabled account
dropped Call	Priority 4	DCI.Customer Support.Question
dropped call	Priority 4	DCI.Customer Support.Question
User Phone gives message	Priority 3	NCS.Telephone.digital phone.Other
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
customer cant logged into hi	Priority 2	DCI.Customer Support.Desktop Support
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
NSR	Priority 3	DCI.SYSADMIN.Server.Access
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
NSR	Priority 2	DCI.Customer Support.Active Directory.Drive Access
NSR	Priority 3	DCI.Customer Support.Active Directory.Drive Access
CTF System Check - Evenin	Priority None	ROCS.All.Requests
User is having trouble acces	Priority 2	DCI.Customer Support.Desktop Support
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset

maximo password reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
http://hdwiki/display/SOPs/Es	Priority 3	MIT.S.Apps.Security Access.PSEPM
IT SECURITY TRAINING	Priority 3	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
customer called to reset netw	Priority 2	DCI.Customer Support.Active Directory.Password reset
Melody MeijaAdministrative A	Priority 3	DCI.SYSADMIN.office 365.Technical support
Customer needed to get pas	Priority 3	DCI.Customer Support.Active Directory.Password reset
User NSR	Priority 3	DCI.Customer Support.Active Directory.New Contractor
customer called the wrong n	Priority 3	DCI.Customer Support.Question
User NSR	Priority 3	DCI.Customer Support.Active Directory.New Contractor
Fueling Issue User Is not abl	Priority 3	BUS.ARS.Technical support.BTSS
ancelled Call	Priority 4	DCI.Customer Support.Question
Password Reset	Priority 3	MAXIMO
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Question	Priority 3	DCI.Customer Support.Question
NSR for Naveen Arjunan CO	Priority 3	DCI.Customer Support.Active Directory.New Employee
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
PASSWORD RESET	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Adjusting SQL scheduled job	Priority None	ROCS.All.Requests
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
hcm pw reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Pwd Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
HR Solutions	Priority 3	HR.PSHCM.Support
HR Solutions	Priority 3	HR.PSHCM.Support
Health check	Priority 3	DCI.Customer Support.hardware.Desktop.configuration
Monitor setup	Priority 3	DCI.Customer Support.hardware.Monitor.configuration
Prowatch Install	Priority 3	DCI.Customer Support.Active Directory.Drive Access
IT security awareness	Priority 4	MIT.S.OPS.ILMS ITSA.disabled account
MS Outlook Pwd Popup Mes	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
NSR	Priority 3	DCI.Customer Support.Active Directory.Drive Access
User outlook will not launch	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
NSR	Priority 3	DCI.Customer Support.Active Directory.Drive Access
Pwd reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Trust relationship	Priority 3	DCI.Customer Support.Network.Server
Photoshop for business use	Priority 3	DCI.Customer Support.Desktop Support
HR Solutions	Priority 3	HR.PSHCM.Support
metroweb access	Priority 3	DCI.Customer Support.Question
HR Solutions	Priority 3	HR.PSHCM.Support
Finance Pwd Not Working	Priority 3	MIT.S.Apps Security.PSFIN.password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Voice Mail Reset	Priority 3	NCS.Telephone.digital phone.Voice Mail Password Reset
Playback Fort Totten (E06) t	Priority 2	ROCS.All.Requests
new hire needed to have pas	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
VPN Access for Paul	Priority 1	Software
Customer has 2 laptops that	Priority 3	DCI.Customer Support.Software.VPN.Training
Customer needs Hard Drive	Priority 3	DCI.Customer Support.Question

FIN account locked	Priority 3	MIT.S.Apps Security.PSFIN.password reset
HR Solutions	Priority 3	HR.PSHCM.Support
Clone machine issue	Priority 3	DCI.Customer Support.Question
NSR	Priority 3	DCI.Customer Support.Active Directory.New Employee
needs office 365	Priority 3	DCI.Customer Support.Software.MS Outlook.Install
Black Screen Monitor Issues	Priority 3	DCI.Customer Support.hardware.Monitor.break/fix
e service access	Priority 3	HR.PSHCM.ESS technical support
HR Solutions	Priority 3	HR.PSHCM.Support
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
test ticket please ignore	Priority 3	DCI.SYSADMIN.Software.installation.Operating Systems
NSR	Priority 3	DCI.Customer Support.Active Directory.New Employee
printer install	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
test ticket please ignore	Priority 3	APPS.Technical support.PSFIN
test ticket Please ignore	Priority 3	DCI.SYSADMIN.Server.Access
test ticket Please ignore	Priority 3	NCS.Telephone.mobile phone.Hardware
Pwd reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Test Ticket Please ignore	Priority 3	DCI.SYSADMIN.ServerOutage
HR Solutions	Priority 3	HR.PSHCM.Access
status update	Priority 3	DCI.Customer Support.service desk.Ticket Status
test Request please ignore	Priority 3	APPS.Technical support.PSFIN
HR Solutions	Priority 3	HR.PSHCM.Access
password reset for PS Produ	Priority 3	MIT.S.OPS.security.firewall
NSR	Priority 3	DCI.Customer Support.Active Directory.Drive Access
Email Issues	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
HR Support	Priority 3	HR.PSHCM.Access
HR Solutions	Priority 3	HR.PSHCM.Access
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
access to e service	Priority 3	HR.PSHCM.ESS technical support
HR Solutions	Priority 3	HR.PSHCM.Access
UPK not working	Priority 3	DCI.Customer Support.Question
EUP	Priority 3	DCI.Customer Support.Active Directory.Administrative Rights
Pwd Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
maximo password reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
uninstall software	Priority 2	DCI.Customer Support.Desktop Support
maximo unlock	Priority 3	APPS.Training.Maximo
NSR	Priority 3	DCI.Customer Support.Active Directory.New Contractor
customer called for maximo	Priority 3	DCI.Customer Support.Question
Caller ID Inquiry	Priority 3	DCI.Customer Support.Question
printer install	Priority 3	DCI.Customer Support.printer.Desktop.Install Printer Driver
needs help to forward calls to	Priority 3	NCS.Telephone.digital phone.Hardware
unable to take Exam	Priority 3	DCI.Customer Support.Desktop Support
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
user is requesting to speak v	Priority 3	DCI.Customer Support.service desk.Ticket Status
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Pwd reset	Priority 3	DCI.Customer Support.Question
HR Solutions	Priority 3	HR.PSHCM.Report
no account for IT awareness	Priority 3	MIT.S.OPS.ILMS ITSA.registration

Surplus Equipment	Priority 3	DCI.Customer Support.Equipment Move.Surplus removal
email not updating	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
Adobe acrobat pro install	Priority 3	DCI.Customer Support.Desktop Support
HR Solutions	Priority 3	HR.PSHCM.Support
status update	Priority 3	DCI.Customer Support.service desk.Ticket Status
Status update	Priority 3	DCI.Customer Support.service desk.Ticket Status
Test Ticket Please Ignore	Priority 3	DCI.SYSADMIN.Server.Access
26791 status	Priority 4	DCI.Customer Support.service desk.Ticket Status
User requested password re	Priority 3	DCI.Customer Support.Maximo.Password Reset
update pc softaware	Priority 3	DCI.Customer Support.Software.MS Outlook.Install
Cleanup D127	Priority None	ROCS.All.Requests
Bring the refrigerator to C127	Priority None	ROCS.All.Requests
Ticket Status	Priority 3	DCI.Customer Support.service desk.Ticket Status
User requested password re	Priority 3	DCI.Customer Support.Active Directory.Password reset
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Setup new PC	Priority 2	DCI.Customer Support.hardware.Desktop.configuration
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Pwd reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
reimage laptop	Priority 3	DCI.Customer Support.hardware.Laptop.reimage
Dropped call	Priority 3	DCI.Customer Support.Question
dropped call	Priority 4	DCI.Customer Support.Question
status update	Priority 3	DCI.Customer Support.service desk.Ticket Status
bad hard drive	Priority 3	DCI.Customer Support.Break-Fix.Computer
Scanner Issue	Priority 3	DCI.Customer Support.Question
Checking the status	Priority 3	DCI.Customer Support.service desk.Ticket Status
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
wireless mouse not working*	Priority 3	DCI.Customer Support.hardware.Mouse.break/fix
Ticket status 27657	Priority 4	DCI.Customer Support.Question
Tablet Support	Priority 2	DCI.SYSADMIN.Mobile Device Management.Technical supportT
Reset pwd	Priority 3	DCI.Customer Support.Active Directory.Password reset
user cannot access maximo	Priority 3	APPS.Technical support.Maximo
NSR	Priority 3	DCI.Customer Support.Active Directory.Drive Access
needs monitor installed	Priority 3	DCI.Customer Support.hardware.Monitor.configuration
wants to be mapped to a pri	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
HP Printer Install	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
unlocked account	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Xerox Printer install	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
Desktop - Outlook	Priority 3	DCI.Customer Support.Question
call drop	Priority 3	DCI.Customer Support.Question
NSR	Priority 3	DCI.Customer Support.Active Directory.Drive Access
needs a tier 2 tech to walk th	Priority 3	DCI.Customer Support.Question
Change Home Location in R	Priority 3	ROCS.Applications
password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Desktop - temp profile issue	Priority 3	DCI.Customer Support.Question
Move Request	Priority 5	DCI.Customer Support.Equipment Move.Project

change distribution list	Priority 3	DCI.Customer Support.Question
ITSAT and ELN questions	Priority 3	DCI.Customer Support.Question
test ticket please ignore	Priority 3	MIT.OPS.ILMS ITSA.disabled account
Request for user PS-Fin acc	Priority 3	MIT.Apps Security.PSFIN.Access
password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
status	Priority 3	DCI.Customer Support.service desk.Ticket Status
Printer Install	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
Status update	Priority 3	DCI.Customer Support.service desk.Ticket Status
user cannot login , getting te	Priority 3	DCI.Customer Support.Question
question	Priority 3	DCI.Customer Support.Question
general question	Priority 3	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
See Ticket 8208476	Priority 3	DCI.Customer Support.Question
Locked Out	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
test ticket please ignore	Priority 3	MIT.Engineering.VPN.Technical support
test ticket please ignore	Priority 3	MIT.Engineering.VPN.Return token
test ticket please ignore	Priority 3	MIT.Engineering.VPN.Access
network pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
test ticket please ignore	Priority 3	MIT.Apps.Security Access.PSEPM
Test Ticket please ignore	Priority 3	MIT.Apps Security.PSFIN.password reset
test ticket please ignore	Priority 3	MIT.Apps Security.PSFIN.Access
TEst Rquest Please ignore	Priority 3	MIT.Apps Security.Internet.Access Requested
Test Request please ignore	Priority 3	MIT.Apps Security.Access.PSCRM
ELM pw reset	Priority 4	DCI.Customer Support.Active Directory.Password reset
Micro Soft Project	Priority 3	DCI.Customer Support.Question
Unable to view and print pay	Priority 3	DCI.Customer Support.Question
Maximo access request need	Priority 3	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
HCM pw reset	Priority 3	DCI.Customer Support.Question
Email Issue	Priority 3	DCI.Customer Support.Question
COGNOS account request	Priority 3	DCI.Customer Support.Question
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Phone and Internet DOWN	Priority 3	NCS.Telephone.digital phone.Other
ELM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Pwd reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
silver light install	Priority 3	DCI.Customer Support.Desktop Support
Maximo pw reset	Priority 3	DCI.Customer Support.Question
Temporary profile each time	Priority 3	DCI.Customer Support.Desktop Support
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Verify email address.	Priority 3	DCI.Customer Support.Question
Emails not Updating	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
Checking the status of ticket	Priority 3	DCI.Customer Support.service desk.Ticket Status
IT Security Awareness Train	Priority 3	MIT.OPS.ILMS ITSA.registration
Subject: Position Managemen	Priority 3	HR.PSHCM.HR solutions support
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
NSR	Priority 3	DCI.Customer Support.Active Directory.New Employee

Pwd Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
ARS	Priority 3	BUS.ARS.Technical support.BTSS
Loaner PC	Priority 3	DCI.Customer Support.Inventory.Loaner Desktop
Customer needs printer installed	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
email issue	Priority 3	DCI.Customer Support.Desktop Support
Outlook	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
audio and One Drive issues	Priority 3	DCI.Customer Support.Desktop Support
Maximo pwd reset.	Priority 3	DCI.Customer Support.Maximo.Password Reset
Maximo Password Reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
W-512134	Priority 3	DCI.Customer Support.Question
Outlook Pdf add in assistance	Priority 3	DCI.Customer Support.PC Replacement.Question
search function is not proper	Priority 3	DCI.Customer Support.Question
User is unable to register his	Priority 3	DCI.Customer Support.Desktop Support
password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
NSR	Priority 3	DCI.Customer Support.Active Directory.New Employee
network pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
System shuts down unexpectedly	Priority 3	DCI.Customer Support.Question
Decommission 1142-43 in R	Priority 3	ROCS.Applications
status update	Priority 3	DCI.Customer Support.service desk.Ticket Status
AIM User Access Request -	Priority 1	ROCS.Applications
Laptop unused for a few months	Priority 3	DCI.Customer Support.Question
screen is grey after logon	Priority 3	DCI.Customer Support.hardware.Monitor.hardware failure
ELM Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
CTF System Check - Days -	Priority None	ROCS.All.Requests
network pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
AD PW reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
software install	Priority 3	DCI.Customer Support.Desktop Support
Provide Screen Shots For Example	Priority 1	ROCS.Applications
CTF System Check - Days -	Priority 1	ROCS.All.Requests
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
software update	Priority 3	DCI.Customer Support.Desktop Support
AD PW Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
AD PW reset request	Priority 3	DCI.Customer Support.Active Directory.Password reset
Reset Maximo	Priority 3	APPS.Training.Maximo
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Please create a Maximo ticket	Priority 3	NCS.Telephone.digital phone.Other
ELM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Please create a Maximo ticket	Priority 2	NCS.Telephone.digital phone.Other
Maximo reset	Priority 3	APPS.Training.Maximo
Customer unable to log into	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Please create a Maximo ticket	Priority 2	NCS.Telephone.digital phone.Other
Please create a Maximo ticket	Priority 3	NCS.Telephone.digital phone.Other
Customer unable to log into	Priority 3	DCI.Customer Support.Question
User cannot access the I drive	Priority 3	DCI.Customer Support.Desktop Support
PC Not Replaced	Priority 3	DCI.Customer Support.PC Replacement.Question
Data has been turned off	Priority 2	DCI.SYSADMIN.Mobile Device Management.Technical support.S

Reset Maximo	Priority 3	APPS.Training.Maximo
Reset PS HCM	Priority 3	DCI.Customer Support.Active Directory.Password reset
Customer unable to log into	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Reset PS HCM	Priority 3	DCI.Customer Support.Active Directory.Password reset
Reset Maximo	Priority 3	APPS.Training.Maximo
Reset PS HCM	Priority 3	DCI.Customer Support.Active Directory.Password reset
User Request Home Locatio	Priority None	Software
User unable to access PS H	Priority 3	DCI.Customer Support.Desktop Support
CTF System Check - Mids -	Priority None	Hardware
Customer unable to access	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Reset Maximo	Priority 3	APPS.Training.Maximo
Customer unable to access v	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Customer unable to access e	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
IT security awareness	Priority 3	MIT.S.OPS.ILMS ITSA.disabled account
Mouse Replacement	Priority 2	DCI.Customer Support.hardware.Mouse.break/fix
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Customer unable to log into	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
IT Security awarenss Non co	Priority 3	MIT.S.OPS.ILMS ITSA.disabled account
customer decided to call bac	Priority 3	DCI.Customer Support.Question
software installation	Priority 3	DCI.Customer Support.Desktop Support
Please create a ticket and as	Priority 3	Server
Passsword Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Rest	Priority 3	DCI.Customer Support.Active Directory.Password reset
customer needed maximo pa	Priority 3	DCI.Customer Support.Maximo.Password Reset
CTF System Check - Evenin	Priority None	ROCS.All.Requests
dropped call	Priority 4	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo Password Reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Password Reest	Priority 3	DCI.Customer Support.Active Directory.Password reset
customer is unable to log int	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Request to failover from Hos	Priority 1	ROCS.Applications
External Access to PeopleSc	Priority 3	HR.PSHCM.ESS technical support
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
HCM Issue	Priority 3	HR.PSHCM.Support
VPN login issue	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
User PS-HCM password res	Priority 3	DCI.Customer Support.Active Directory.Password reset
VPN	Priority 2	DCI.Customer Support.Desktop Support
NEED PRINTER INSTALL	Priority 3	DCI.Customer Support.printer.Desktop.Install Printer Driver
intercom syatem is malfuncti	Priority 2	DCI.Customer Support.Question
DCI requests an escort for S	Priority None	ROCS.All.Requests
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Email	Priority 3	HR.PSHCM.HR solutions support



User needsSoftware downoa	Priority 3	DCI.Customer Support.Question
Desktop issue	Priority 1	DCI.Customer Support.Desktop Support
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Network account unlock	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
http://hdwiki/pages/viewpage	Priority 3	DCI.Customer Support.Question
User network account suppo	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
FW: 2016 Annual Survey of	Priority 3	HR.PSHCM.Report
http://hdwiki/display/SOPs/C	Priority 3	DCI.Customer Support.Question
test	Priority 5	DCI.Customer Support.Active Directory.Password Unlock
User PS-HCM password res	Priority 3	DCI.Customer Support.Active Directory.Password reset
trying to go into VPN states i	Priority 3	DCI.Customer Support.Software.VPN.Training
Acct locked	Priority 3	DCI.Customer Support.Active Directory.Password reset
Dropped Call	Priority 3	DCI.Customer Support.Desktop Support
Customer unable to sign into	Priority 3	DCI.Customer Support.Question
New Employee Setup	Priority 3	DCI.Customer Support.Active Directory.New Employee
password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
drop call	Priority 3	DCI.Customer Support.Question
Question	Priority 3	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
customer needed help loggin	Priority 3	DCI.Customer Support.Active Directory.Password reset
Validate JGB Weekly Check	Priority None	ROCS.Applications
Printer is not printing correct	Priority 3	DCI.Customer Support.printer.Desktop.Cycle Printer
NSR attached	Priority 3	DCI.Customer Support.Active Directory.Drive Access
password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Documentum Password	Priority 3	APPS.Access.DOCUMENTUM
Internet Problems	Priority 3	DCI.Customer Support.Question
NSR Processed	Priority 3	DCI.Customer Support.Active Directory.Drive Access
NSR - Elton Starks Network	Priority 3	DCI.Customer Support.Active Directory.Administrative Rights
Customer needed to have pa	Priority 3	DCI.Customer Support.Active Directory.Password reset
TEST PLEASE IGNORE	Priority None	HR.PSHCM.Access
TEST PLEASE IGNORE	Priority None	DCI.Customer Support.Inventory.Loaner Tablet
TEST PLEASE IGNORE	Priority None	DCI.Customer Support.Break-Fix.Laptop
file access	Priority 3	DCI.Customer Support.Question
ITSAT pw reset	Priority 3	MIT.S.OPS.ILMS ITSA.registration
submitted internet access fo	Priority 3	DCI.Customer Support.service desk.Ticket Status
Request For Payroll Access	Priority 3	HR.PSHCM.Support
TEST PLEASE IGNORE	Priority None	DCI.Customer Support.Inventory.Loaner Tablet
TEST PLEASE IGNORE	Priority None	DCI.Customer Support.Inventory.Loaner Tablet
TEST PLEASE IGNORE	Priority None	APPS.Technical support.metroweb
TEST PLEASE IGNORE	Priority None	APPS.Technical support.metroweb
test	Priority 4	DCI.Customer Support.Active Directory.Password reset
Customer needed password	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
unable to login	Priority 3	DCI.Customer Support.Active Directory.Password reset
network pw reset	Priority 3	MIT.S.OPS.ILMS ITSA.disabled account
Re: Ticket # 8211963 Has B	Priority 3	DCI.Customer Support.service desk.Ticket Status
status update 8211808	Priority 3	DCI.Customer Support.service desk.Ticket Status

TEST PLEASE IGNORE	Priority None	APPS.Access.APPSPAY
Maximo access Issue	Priority 3	DCI.Customer Support.Software.Internet Explorer
outlook email and voicemail	Priority 3	Email
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
drop call	Priority 3	DCI.Customer Support.Question
FIN account locked out	Priority 3	MIT.Apps Security.PSFIN.password reset
TEST PLEASE IGNORE	Priority None	DCI.Customer Support.Break-Fix.Computer
account unlocked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
customer needed help logging	Priority 3	DCI.Customer Support.Active Directory.Password reset
needed assistance changing	Priority 3	DCI.Customer Support.Active Directory.Password reset
RE: New call	Priority 3	DCI.Customer Support.Question
customer needed to have ac	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
TEST PLEASE IGNORE	Priority None	DCI.Customer Support.Inventory.Loaner Tablet
TEST PLEASE IGNORE	Priority None	APPS.Access.CPOS
password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
PS ELM - Remove Menu Item	Priority 3	MIT.Apps.Security Access.PSEPM
password reset	Priority 2	DCI.Customer Support.Maximo.Password Reset
Test - Please Ignore!!!	Priority None	APPS.Access.metroweb
equipment install	Priority 3	DCI.Customer Support.Question
Test - Please Ignore!!!	Priority None	APPS.Access.metroweb
Access Termination Request	Priority 3	DCI.Customer Support.Question
Test - Please Ignore!!!	Priority None	NCS.Telephone.mobile phone.Other
third party software install	Priority 3	DCI.Customer Support.Desktop Support
Test - Please Ignore!!!	Priority None	DCI.Customer Support.Inventory.Loaner Laptop
Test - Please Ignore!!!	Priority None	DCI.Customer Support.Break-Fix.Computer
Test - Please Ignore!!!	Priority None	DCI.Customer Support.Equipment Move.Project
[Wmata-DCI] Machine HRK-	Priority 3	DCI.Customer Support.SSK Kiosk
customer needed password	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
VPN issue	Priority 3	DCI.Customer Support.Software.VPN.Training
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Windows issue	Priority 2	DCI.Customer Support.hardware.Desktop.break/fix
password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
FIN Password Reset Request	Priority 3	DCI.Customer Support.Active Directory.Password reset
ticket status	Priority 3	DCI.Customer Support.service desk.Ticket Status
IT Contractor Termination	Priority 3	DCI.Customer Support.Question
Customer needs to have pas	Priority 3	DCI.Customer Support.Active Directory.Password reset
Health Check	Priority 3	DCI.Customer Support.Question
email issue	Priority 2	DCI.Customer Support.Software.MS Outlook.Repair
General Questions about Me	Priority 3	DCI.Customer Support.Question
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Test - Please Ignore!!!	Priority None	NCS.Telephone.software.ice
password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
dual monitor issue	Priority 3	DCI.Customer Support.hardware.Monitor.configuration

Password reset	Priority 3	DCI.Customer Support.Question
microsoft software purchase	Priority 3	DCI.SYSADMIN.Software.installation.MS Visio
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
asistance resetting password	Priority 3	DCI.Customer Support.Active Directory.Password reset
NSR Form	Priority 3	DCI.Customer Support.Active Directory.New Employee
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Review work instructions for	Priority 1	ROCS.Applications
NSR Form	Priority 3	DCI.Customer Support.Active Directory.Drive Access
Customer has issue with log	Priority 3	DCI.Customer Support.Question
Test - Please Ignore!!!	Priority None	NCS.Telephone.digital phone.End User Training
wants to set up a distribution	Priority 3	DCI.Customer Support.Question
FW: admin rights for Michael	Priority 3	DCI.Customer Support.Active Directory.Administrative Rights
The user stated that his super	Priority 3	DCI.Customer Support.Question
Laptop re-image	Priority 3	DCI.Customer Support.hardware.Laptop.reimage
The user is stating that he di	Priority 3	DCI.Customer Support.Desktop Support
Pwd Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
questions	Priority 3	DCI.Customer Support.Question
Laptop re-image	Priority 3	DCI.Customer Support.hardware.Laptop.reimage
Customer request Wifi passw	Priority 4	DCI.Customer Support.Wifi.Configuration
computer speakers	Priority 3	DCI.Customer Support.Question
unable to access Metroweb f	Priority 3	DCI.Customer Support.Question
Software Install Request	Priority 3	DCI.Customer Support.Desktop Support
Outlook issue	Priority 3	DCI.Customer Support.Software.MS Outlook.Problem Not Found
Avaya Phone Password Res	Priority 3	NCS.Telephone.digital phone.Voice Mail Password Reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
internet explorer cannot disp	Priority 3	NCS.Telephone.digital phone.Other
Email Issue	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
network pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Assign Telephone Request (	Priority 3	NCS.Telephone.digital phone.Other
AIM Access Form Request	Priority 1	ROCS.Applications
kiosk issues	Priority 3	DCI.Customer Support.SSK Kiosk
computer restarting unexpect	Priority 2	DCI.Customer Support.hardware.Desktop.break/fix
HR Reports	Priority 3	HR.PSHCM.Report
account disabled due to not f	Priority 3	MIT.S.OPS.ILMS ITSA.disabled account
network account locked and	Priority 3	DCI.Customer Support.Active Directory.Password reset
network account locked	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
desktop	Priority 3	DCI.Customer Support.Question
ITSAT pw	Priority 3	MIT.S.OPS.ILMS ITSA.registration
NSR	Priority 3	DCI.Customer Support.Active Directory.New Employee
NSR_ProWatch	Priority 3	DCI.Customer Support.Active Directory.Drive Access
TEST PLEASE IGNORE	Priority None	DCI.SYSADMIN.Software.installation.MS Visio
TEST PLEASE IGNORE	Priority None	MIT.S.OPS.ILMS ITSA.registration
TEST PLEASE IGNORE	Priority None	MIT.S.OPS.ILMS ITSA.password reset
TEST PLEASE IGNORE	Priority None	MIT.S.OPS.security.firewall
PC Move Request	Priority 4	DCI.Customer Support.Equipment Move.Project

TEST PLEASE IGNORE	Priority None	MIT.S.OPS.security.firewall
Peoplesoft Access	Priority 3	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Avaya Phone Issue	Priority 3	NCS.Telephone.digital phone.Hardware
Outlook support	Priority 3	DCI.Customer Support.Software.MS Outlook.Problem Not Found
reset network pw for A accou	Priority 3	DCI.Customer Support.Active Directory.Password reset
NSR	Priority 3	DCI.Customer Support.Active Directory.New Employee
NSR	Priority 3	DCI.Customer Support.Active Directory.Drive Access
Internet Not Working	Priority 3	DCI.Customer Support.Network.Server
TEST PLEASE IGNORE	Priority None	MIT.S.OPS.security.firewall
reset network pw	Priority 3	DCI.Customer Support.Active Directory.Password reset
TEST PLEASE IGNORE	Priority None	MIT.S.OPS.security.firewall
NSR	Priority 3	DCI.Customer Support.Active Directory.New Employee
TEST PLEASE IGNORE	Priority None	DCI.SYSADMIN.Software.installation.Operating Systems
TEST PLEASE IGNORE	Priority None	MIT.S.OPS.ILMS ITSA.password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
TEST PLEASE IGNORE	Priority None	MIT.S.OPS.security.firewall
TEST PLEASE IGNORE	Priority None	MIT.S.Apps Security.Access.PSCRM
HR SOLutions	Priority 3	HR.PSHCM.Access
People Soft FIN	Priority 3	MIT.S.Apps Security.PSFIN.password reset
Maximo Pwd Reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
customer needs assistance a	Priority 3	DCI.Customer Support.Question
PC reimage	Priority 4	DCI.Customer Support.hardware.Desktop.reimage
Call Dropped	Priority 3	DCI.Customer Support.Question
HR Slutions	Priority 3	HR.PSHCM.Access
Customer unable to open vid	Priority 3	DCI.Customer Support.Desktop Support
Password reset	Priority 3	DCI.Customer Support.Question
Began Moving Lab Area Equ	Priority 1	ROCS - Hardware
Wants access to drive	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Checking the status	Priority 3	DCI.Customer Support.service desk.Ticket Status
HR Solutions	Priority 3	HR.PSHCM.Access
password unlock	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
HR SOLutions	Priority 3	HR.PSHCM.Access
Windchill access	Priority 3	APPS.Access.Windchill
VPN Login Issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
subscription expired for out	Priority 3	DCI.Customer Support.Software.MS Outlook.Migrated
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Account Locked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Non Wmata Customer	Priority 3	DCI.Customer Support.Question
printer jam	Priority 3	DCI.Customer Support.printer.Desktop.Cycle Printer
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Status updates on tickets	Priority 3	DCI.Customer Support.service desk.Ticket Status
password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock

Black Screen Monitor Issue	Priority 3	DCI.Customer Support.hardware.Monitor.break/fix
PIDS:	Priority None	Hardware
Office Error - See Attached s	Priority 3	DCI.Customer Support.Desktop Support
HR Support Issues	Priority 3	HR.PSHCM.HR solutions support
driver install	Priority 3	DCI.Customer Support.Hardware.Scanner.Reconfigure
Logon issue. no logon serve	Priority 3	DCI.Customer Support.Network.Server
Customer locked out of PC.	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Conference Room	Priority 3	DCI.Customer Support.Question
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Access Prohibited Message	Priority 3	DCI.Customer Support.Internet.Access prohibited
restore folder on share drive	Priority 3	DCI.Customer Support.Desktop Support
voicemail password reset	Priority 3	NCS.Telephone.digital phone.Voice Mail Password Reset
IT Security Awareness and L	Priority 1	ROCS.Applications
status update	Priority 3	DCI.Customer Support.service desk.Ticket Status
Drive Access	Priority 3	DCI.Customer Support.Active Directory.Drive Access
I drive creation	Priority 3	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
SOFTWARE PUSH	Priority 3	DCI.SYSADMIN.Software.installation.MS Project
Silverlight Update	Priority 3	DCI.Customer Support.Desktop Support
Login Issue	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
No dial tone	Priority 3	DCI.Customer Support.Network.Server
NCS Issue	Priority 3	NCS.Telephone.digital phone.Other
Documentum pw reset.	Priority 3	APPS.Access.DOCUMENTUM
Application Install Request	Priority 3	DCI.Customer Support.Software.Java.Install
Maximo pw reset	Priority 3	APPS.Training.Maximo
Caller requested eservice.wr	Priority 3	DCI.Customer Support.Question
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
emails	Priority 2	DCI.Customer Support.Software.MS Outlook.Repair
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Computer Install Request	Priority 3	DCI.Customer Support.Equipment Move.Project
ELM support	Priority 3	APPS.Technical support.PSELM
Finance Account Locked	Priority 3	MIT.S.Apps Security.PSFIN.password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Outlook Not Updating	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
customer wants to see if he c	Priority 3	DCI.Customer Support.Question
Customer cannot log into ma	Priority 3	DCI.Customer Support.Desktop Support
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
peripherals do not work after	Priority 2	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Assisted user with how to res	Priority 3	DCI.SYSADMIN.Mobile Device Management.Technical supportT
malware software has expire	Priority 3	MIT.S.OPS.security.scan request
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
virus detected	Priority 3	MIT.S.OPS.security.scan request
Existing NCS OPS Issue	Priority 3	NCS.Telephone.digital phone.Other
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
User is unable to send email	Priority 2	DCI.Customer Support.Software.MS Outlook.Repair

Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
CTF System Check - Days -	Priority None	ROCS.All.Requests
Existing NCS Telecommunic	Priority 3	NCS.Telephone.digital phone.Other
Call Dropped	Priority 3	DCI.Customer Support.Question
B08 Siliver Spring KIDS Dow	Priority 1	DCI.Customer Support.SSK Kiosk
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
MS Project Request Reinsta	Priority 3	DCI.SYSADMIN.Software.upgrade.MS Project
Reset IOS cell phone	Priority 2	DCI.SYSADMIN.Mobile Device Management.Technical support.S
KIDS down	Priority 3	DCI.Customer Support.Question
Configure eMAIL aCCOUNT	Priority 3	DCI.Customer Support.Question
unable to access the internet	Priority 3	DCI.Customer Support.Desktop Support
Install Adobe Acrobat	Priority 3	DCI.Customer Support.Desktop Support
ELM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
ELM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
ELM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
HR Solutions	Priority 3	HR.PSHCM.HR solutions support
password reset	Priority 3	Applications
The user is unable to get to a	Priority 3	DCI.Customer Support.Desktop Support
PW reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
time reporting	Priority 3	HR.PSHCM.HR solutions support
NSR	Priority 3	HR.PSHCM.Access
network pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
User can access internet but	Priority 3	DCI.Customer Support.office 365.Technical support
HR Performance Appraisal	Priority 3	HR.PSHCM.HR solutions support
NSR	Priority 3	DCI.Customer Support.Active Directory.New Employee
Job Code Override	Priority 3	HR.PSHCM.HR solutions support
question	Priority 3	DCI.Customer Support.Desktop Support
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
visio new install request	Priority 3	DCI.SYSADMIN.Software.installation.MS Visio
Printer Install	Priority 3	DCI.Customer Support.printer.Desktop.Install Printer Driver
Request for MITS OPS Secu	Priority 3	DCI.Customer Support.Question
The user's speakers were di	Priority 3	DCI.Customer Support.Desktop Support
Customer unable to log into	Priority 3	DCI.Customer Support.Maximo.Password Reset
Request for MITS OPS Secu	Priority 3	DCI.Customer Support.Question
NSR Request	Priority 3	DCI.Customer Support.Active Directory.Drive Access
NSR form attached, ESSO fo	Priority 3	DCI.Customer Support.Active Directory.New Employee
Mouse at Friendship Heights	Priority 2	DCI.Customer Support.hardware.Mouse.break/fix
Monthly MTPD Seniority Rep	Priority 3	HR.PSHCM.HR solutions support
Customer unable to log in we	Priority 4	DCI.Customer Support.Active Directory.Password Unlock
Reset Maximo	Priority 3	DCI.Customer Support.Question
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Printer install request	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
Applications,Other	Priority 3	DCI.Customer Support.Desktop Support
Customer unable to log into	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Assisted with access to PS H	Priority 3	DCI.Customer Support.Question
Verified user completed test	Priority 3	DCI.Customer Support.Question

Customer can't log into Virtu	Priority 3	DCI.Customer Support.Question
Customer is unable to get m	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Move from D127 to C127	Priority None	ROCS.All.Requests
Customer unable to log into	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
AD reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
User unable to access Virtua	Priority 2	DCI.Customer Support.Question
CTF System Check - Mids -	Priority None	APPS.Technical support.ROCC
User needs a new keyboard	Priority 2	DCI.Customer Support.hardware.Keyboard.break/fix
Unable to log into Peoplesof	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Customer unable to log into	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Customer unable to log into	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
<a href="http://hdwiki/display/SOPs/C">http://hdwiki/display/SOPs/C</a>	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Reset PS HCM	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
user needs Adobe flash insta	Priority 3	DCI.Customer Support.Desktop Support
Customer unable to log into	Priority 5	DCI.Customer Support.Active Directory.Password Unlock
Customers PC periodically c	Priority 4	DCI.Customer Support.hardware.Desktop.hardware failure
Maximo Password Reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Password reset. Unable to lo	Priority 3	DCI.Customer Support.Active Directory.Password reset
Status update on ticket num	Priority 3	DCI.Customer Support.service desk.Ticket Status
Customer unable to log into	Priority 4	Applications
customers account needed t	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Email not updating.	Priority 3	DCI.Customer Support.Desktop Support
CTF System Check - Eves -	Priority 1	ROCS.All.Requests
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
User loaner laptop has no lo	Priority 3	DCI.Customer Support.Network.Server
Disfunctional mouse	Priority 3	DCI.Customer Support.hardware.Mouse.break/fix
Passedword Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
customer needed help with n	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
emails not updating	Priority 3	DCI.SYSADMIN.Mobile Device Management.Password reset.Sm
customer wants to access th	Priority 3	DCI.Customer Support.Desktop Support
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
customer request password	Priority 3	DCI.Customer Support.Active Directory.Password reset
User Name or Password Iss	Priority 3	MIT.S.OPS.ILMS ITSA.disabled account
Password REset	Priority 3	DCI.Customer Support.Active Directory.Password reset
customer called to have acco	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Skype issues	Priority 2	DCI.SYSADMIN.office 365.Technical support
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Laptop Re-Image Request	Priority 3	DCI.Customer Support.hardware.Laptop.reimage
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Prowatch Installation Reques	Priority 3	DCI.Customer Support.Desktop Support
Java Updates	Priority 3	DCI.Customer Support.Software.Java.upgrade
Maximo password reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
ProWatch Installation Reque	Priority 3	DCI.Customer Support.Desktop Support
Pwd Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
locked out of maxio	Priority 3	DCI.Customer Support.Question

User Skype is not starting up	Priority 3	DCI.SYSADMIN.office 365.Technical support
customer needed status update	Priority 3	DCI.Customer Support.service desk.Ticket Status
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Safety Measurement System	Priority 3	APPS.Technical support.SMS
unable to send emails	Priority 2	DCI.Customer Support.Software.MS Outlook.Repair
User request ticket remains open	Priority 3	DCI.Customer Support.service desk.Ticket Status
when saving to the I drive the	Priority 3	DCI.SYSADMIN.network driveClean Disk Space
map drive	Priority 3	DCI.Customer Support.Question
Cannot access. No access to	Priority 3	DCI.Customer Support.Software.VPN.Install
NSR Processing	Priority 3	DCI.Customer Support.Active Directory.Drive Access
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
general question	Priority 4	DCI.Customer Support.Question
Silverlight Install Request	Priority 3	DCI.Customer Support.Desktop Support
User needs printer mapped to	Priority 3	DCI.Customer Support.Desktop Support
account unlock	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Wireless VLAN 625 to Reach	Priority 3	MIT.Apps.Security Access.PSEPM
Cancelled Call	Priority 4	DCI.Customer Support.Question
NSR Processing for \\jgpsap	Priority 3	DCI.Customer Support.Active Directory.Drive Access
password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Telephone Needs Correct Name	Priority 3	NCS.Telephone.digital phone.Other
User wants to create an SSL	Priority 3	MIT.OPS.security.firewall
call dropped	Priority 3	DCI.Customer Support.Question
Network Printer Install	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
Customer unable to access e	Priority 3	HR.PSHCM.Access
Firewall Access	Priority 3	MIT.OPS.security.firewall
study guide for the electronic	Priority 3	APPS.Access.DOCUMENTUM
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Pwd Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Data from PC Requested	Priority 3	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
TEST PLEASE IGNORE	Priority None	NCS.Telephone.digital phone.Other
Test Password Reset	Priority 4	DCI.Customer Support.Active Directory.Password reset
peoplesoft finance account id	Priority 3	MIT.Apps Security.PSFIN.password reset
Customer states that custom	Priority 3	DCI.Customer Support.Question
study guide for the electronic	Priority 3	DCI.Customer Support.Question
Upgrade Internet Explorer	Priority 3	DCI.Customer Support.Software.Internet Explorer
unlocked account	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Status Update	Priority 3	DCI.Customer Support.service desk.Ticket Status
TEST PLEASE IGNORE	Priority None	DCI.SYSADMIN.Software.Technical support.MS Access
TEST PLEASE IGNORE	Priority None	DCI.SYSADMIN.Software.Technical support.MS Access
TEST PLEASE IGNORE	Priority None	DCI.SYSADMIN.Software.installation.Operating Systems
CTF System Check - [Days -	Priority None	ROCS.All.Requests
Donald Bolton Request Ass	Priority None	ROCS.All.Requests
TEST PLEASE IGNORE	Priority None	DCI.SYSADMIN.Software.Technical support.Citrix Receiver
customer needed to call back	Priority 3	DCI.Customer Support.Question



Password reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
TEST PLEASE IGNORE	Priority None	DCI.SYSADMIN.Software.installation.MS Visio
Help Customer Login	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
verify email address	Priority 3	DCI.Customer Support.Question
Dropped Call	Priority 3	DCI.Customer Support.Question
TEST PLEASE IGNORE	Priority None	DCI.SYSADMIN.Software.installation.MS Project
Re-Imaging Request for PC	Priority 3	DCI.Customer Support.hardware.Desktop.reimage
TEST PLEASE IGNORE	Priority None	DCI.SYSADMIN.Software.Technical support.MS Access
TEST PLEASE IGNORE	Priority None	DCI.SYSADMIN.Software.installation.Citrix Receiver
outlook	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
TEST PLEASE IGNORE	Priority None	DCI.SYSADMIN.Software.installation.MS Visio
customer requested informa	Priority 3	DCI.Customer Support.Software.VPN.Training
TEST PLEASE IGNORE	Priority None	DCI.SYSADMIN.Software.installation.Citrix Receiver
IT Security Awareness Train	Priority 3	MIT.S.OPS.ILMS ITSA.registration
TEST PLEASE IGNORE	Priority None	DCI.SYSADMIN.Server.Access
PeopleSoft Financial Access	Priority 3	MIT.S.Apps Security.PSFIN.Access
call disconnected	Priority 3	DCI.Customer Support.Question
email pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo access	Priority 3	DCI.Customer Support.Question
HR Report Request for AI Sh	Priority 3	HR.PSHCM.Report
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Locked Acct	Priority 3	DCI.Customer Support.Active Directory.Password reset
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
New Job Description - 0319	Priority 3	HR.PSHCM.HR solutions support
PeopleSoft FIN	Priority 3	MIT.S.Apps Security.PSFIN.password reset
access prohibited message	Priority 3	DCI.Customer Support.Question
customer would like to gain f	Priority 2	DCI.Customer Support.Question
Microsoft Word Question	Priority 3	DCI.Customer Support.Question
power up issue	Priority 3	DCI.Customer Support.hardware.Desktop.break/fix
Won't copy or scan	Priority 3	DCI.Customer Support.printer.Desktop.Cycle Printer
NSR Processing Request	Priority 3	DCI.Customer Support.Active Directory.Drive Access
scansnap	Priority 3	DCI.Customer Support.Hardware.Scanner.Reconfigure
Outlook issue	Priority 2	DCI.Customer Support.Software.MS Outlook.Repair
prinetr install	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
I would like to request for a d	Priority 3	NCS.Telephone.mobile phone.Hardware
user wanted to know if skype	Priority 3	DCI.Customer Support.Desktop Support
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo pw reset	Priority 3	APPS.Training.Maximo
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Status Update	Priority 3	DCI.Customer Support.service desk.Ticket Status
Internet Issues	Priority 3	DCI.Customer Support.Question
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Loaner monitor with DVI con	Priority 3	DCI.Customer Support.Inventory.Loaner Desktop
Customer requested Metrow	Priority 3	DCI.Customer Support.Question
X Factor SOftware not worki	Priority 3	DCI.Customer Support.Question

password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Reset Pwd	Priority 3	DCI.Customer Support.Active Directory.Password reset
Pro Watch Issue	Priority 3	DCI.Customer Support.Desktop Support
email not updating	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
status update	Priority 3	DCI.Customer Support.service desk.Ticket Status
Pwd Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
unable to launch course	Priority 3	DCI.Customer Support.Desktop Support
New EE login credentials	Priority 3	DCI.Customer Support.Question
connect second monitor	Priority 3	DCI.Customer Support.Desktop Support
Computer slow	Priority 3	DCI.Customer Support.Question
Applications Freezing	Priority 3	DCI.Customer Support.Desktop Support
customer requests network c	Priority 4	NCS.Telephone.digital phone.Hardware
Computer Login issue	Priority 3	DCI.Customer Support.Active Directory.Password reset
status update	Priority 3	DCI.Customer Support.service desk.Ticket Status
Printer Install	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
Install Adobe Pro on PC	Priority 3	DCI.Customer Support.Desktop Support
NSR Processing request for	Priority 3	DCI.Customer Support.Active Directory.Administrative Rights
needed to free up space on C	Priority 3	DCI.Customer Support.Desktop Support
Ticket status	Priority 4	DCI.Customer Support.service desk.Ticket Status
login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Calvin Parker - Enquiring Ab	Priority 1	ROCS.Applications
IT Security Awareness Test	Priority 3	DCI.Customer Support.Desktop Support
Contact DCI to remove surpl	Priority None	ROCS - Hardware
customer concern	Priority 3	DCI.Customer Support.Question
peoplesoft FIN account locke	Priority 3	MITS.Apps Security.PSFIN.password reset
Decommissioning Of Old Offic	Priority 3	ROCS - Hardware
Applications,Other	Priority 3	DCI.Customer Support.Desktop Support
Pwd reset	Priority 2	DCI.Customer Support.Desktop Support
Adobe doc issue	Priority 3	DCI.Customer Support.Active Directory.Password reset
password	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
PC Repair	Priority 2	DCI.Customer Support.Question
Customer Support,Customer	Priority 3	DCI.Customer Support.Desktop Support
Outlook email was not updat	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
EUP request	Priority 3	DCI.Customer Support.Question
Sync Email password on wsm	Priority 3	DCI.SYSADMIN.Mobile Device Management.Password reset.Sm
Outlook email	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
Customer Support,Customer	Priority 3	DCI.Customer Support.Desktop Support
HR solutions	Priority 3	HR.PSHCM.HR solutions support
PC move	Priority 4	DCI.Customer Support.Equipment Move.Project
PeopleSoft Financial Passwo	Priority 3	MITS.Apps Security.PSFIN.Access
Customer Support,Customer	Priority 3	DCI.Customer Support.Desktop Support
locked test accounts	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
account locked	Priority 3	MITS.OPS.ILMS ITSA.registration
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
HR Solutions	Priority 3	HR.PSHCM.HR solutions support
Startup Repair Issue	Priority 2	DCI.Customer Support.Desktop Support

VPN coonection Issue	Priority 3	DCI.Customer Support.Desktop Support
printer drive	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
Email Question	Priority 3	DCI.Customer Support.office 365.Technical support
computer move	Priority 3	DCI.Customer Support.Desktop Support
Escort Penta Techs In COM	Priority 1	ROCS.All.Requests
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Software,Java	Priority 3	DCI.Customer Support.Software.Java.Install
drive acces request - NSR a	Priority 3	DCI.Customer Support.Active Directory.Drive Access
Avaya Phone Issue	Priority 3	NCS.Telephone.digital phone.Other
email job openings	Priority 3	DCI.Customer Support.Question
new network drive	Priority 3	DCI.Customer Support.Active Directory.Drive Access
Install Office 365	Priority 3	DCI.Customer Support.Software.MS Outlook.Install
Ticket Status	Priority 3	DCI.Customer Support.service desk.Ticket Status
Ticket for J03-PB01	Priority 3	NCS.Telephone.digital phone.Other
Ticket for B11-Garage	Priority 3	NCS.Telephone.digital phone.Other
no network access	Priority 3	DCI.Customer Support.Desktop Support
IE upgrade	Priority 3	DCI.Customer Support.Software.Internet Explorer
Printer Issue	Priority 3	DCI.Customer Support.printer.Desktop.Cycle Printer
TEST HR Request	Priority 3	HR.PSHCM.Report
test	Priority 3	HR.PSHCM.Access
test	Priority 3	HR.PSHCM.Support
TEST Need Help	Priority 3	HR.PSHCM.HR solutions support
TEST PC Access	Priority 3	HR.PSHCM.Access
test	Priority 3	HR.PSHCM.Access
Unlicensed Product Message	Priority 3	DCI.Customer Support.Software.MS Word.upgrade
Run Longer Network Cable f	Priority 1	Hardware
question regarding maximo	Priority 3	DCI.Customer Support.Question
customer question	Priority 3	DCI.Customer Support.Question
Status Update	Priority 3	DCI.Customer Support.service desk.Ticket Status
NSR request	Priority 3	DCI.Customer Support.Active Directory.Drive Access
ticket for OM-100	Priority 3	NCS.Telephone.digital phone.Other
needs password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Re-register Entrust Token	Priority 3	MITS.Engineering.VPN.Technical support
issues with watermarking	Priority 3	DCI.Customer Support.Question
vm password reset	Priority 3	NCS.Telephone.digital phone.Voice Mail Password Reset
pop up	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
email modification	Priority 3	DCI.Customer Support.Active Directory.Drive Access
Customer cannot sign into M	Priority 3	DCI.Customer Support.Active Directory.Password reset
http://hdwiki/pages/viewpage	Priority 3	DCI.Customer Support.Question
My laptop wont start or charg	Priority 3	DCI.Customer Support.hardware.Laptop.break/fix
ComputerRelocation(Move)F	Priority 4	DCI.Customer Support.Equipment Move.Project
Customer had to go - could r	Priority 3	DCI.Customer Support.Question
Label Maker software	Priority 3	DCI.Customer Support.Desktop Support
MS Word Training	Priority 3	DCI.Customer Support.Question
Call Dropped	Priority 3	DCI.Customer Support.Question
account locked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Canceled	Priority 3	DCI.Customer Support.Question

needs IE upgraded for laptop	Priority 3	DCI.Customer Support.Software.Internet Explorer
password reset for network	Priority 3	DCI.Customer Support.Active Directory.Password reset
ARS account unlocked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Pwd Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
account locked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
silver light install	Priority 3	DCI.Customer Support.Desktop Support
requesting new monitor	Priority 3	DCI.Customer Support.hardware.Monitor.hardware failure
Customer needs to have ext	Priority 3	NCS.Telephone.digital phone.Hardware
unable to access HCM from	Priority 3	DCI.Customer Support.Desktop Support
network pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Excel freezing *TEST*	Priority 3	DCI.Customer Support.Question
PS Finance Pwd Reset	Priority 3	MIT.Apps Security.PSFIN.password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
unable to access HCM or EL	Priority 3	HR.PSHCM.Support
It Security Awareness Quest	Priority 3	DCI.Customer Support.Question
http://hdwiki/pages/viewpage	Priority 3	DCI.Customer Support.Desktop Support
Password reset	Priority 3	DCI.Customer Support.Question
printer install *TEST*	Priority 3	DCI.Customer Support.hardware.Scanner.install
network account disabled	Priority 3	MIT.OPS.ILMS ITSA.disabled account
NSR Inquiry	Priority 3	DCI.Customer Support.Question
Shared Drive Issue	Priority 3	DCI.Customer Support.Question
device error	Priority 3	DCI.Customer Support.Desktop Support
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
no audio	Priority 3	DCI.Customer Support.Desktop Support
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
CTF System Check - Days -	Priority 1	ROCS - Hardware
Password	Priority 3	DCI.Customer Support.Active Directory.Password reset
RPM Service Request for Ch	Priority None	ROCS.Applications
unable to access 2017-2019	Priority 3	DCI.Customer Support.Desktop Support
Customer cannot open exce	Priority 3	DCI.Customer Support.Desktop Support
unable to access HCM from	Priority 3	DCI.Customer Support.Desktop Support
Xerox Request	Priority 3	DCI.Customer Support.printer.Xerox.purchase
network pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Silverlight update	Priority 3	DCI.Customer Support.Desktop Support
Network Service Request	Priority 3	DCI.Customer Support.Active Directory.Drive Access
HP Printer Installation	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
unable to access PS HCM	Priority 3	HR.PSHCM.Support
Password reset	Priority 3	Password
PIDS special schedule files f	Priority None	Software
RPM: Location Change	Priority None	Software
CTF System Check - Mids -	Priority None	Software
CTF System Check - Eves -	Priority 1	ROCS.All.Requests
Huntington Terminal (C15) C	Priority 1	Applications
ROCS Room Relocation	Priority None	Hardware
CTF System Check - Days -	Priority None	Hardware
Oracle Request Report F09	Priority None	Software
AIM Playback Request For N	Priority None	Software

CTF System Check - Mids -	Priority None	Software
TEST Request - Please Ignor	Priority None	APPS.Training.Smarttrip
CTF System Check - Evenin	Priority None	ROCS.All.Requests
Move from D127 to C127	Priority None	ROCS.All.Requests
Move from D127 to C127	Priority None	ROCS.All.Requests
OCC ROIC-Corp WRKST No	Priority None	Hardware
CTF System Check - Day - 4	Priority None	ROCS - Hardware
CTF System Check - Evenin	Priority None	Applications
CTF System Check - Eves -	Priority None	ROCS.All.Requests
Additional Information for Or	Priority None	ROCS.Appliications.AIM.TPS
CTF System Check - Day - 5	Priority None	ROCS.All.Requests
Decommision Car Pair 1256	Priority None	ROCS.Applications
CTF System Check - Mids -	Priority None	Software
Request failover from CTSC	Priority 1	ROCS.Appliications.AIM.App
CTF System Check - Evenin	Priority None	Applications
Oracle Report request Nbr: E	Priority None	ROCS.All.Requests
PIDS: E10 MEZZ PIDS was	Priority None	Hardware
Create Work Instruction for F	Priority None	ROCS.All.Requests
JGB AIM LE Weekly System	Priority 2	ROCS.Hardware.AIM.Other
Complete SETUP OF PC's &	Priority 1	ROCS.Hardware.AIM
VPN Request - Paul Wielgos	Priority 1	ROCS.Appliications.AIM.App
JGB Weekly (LE) System Ch	Priority None	ROCS.Appliications.AIM.App
CTF System Check - Day - 5	Priority None	ROCS.All.Requests
Terry Abney - ROCC.Local F	Priority 1	ROCS.Appliications.AIM.App
PIDS Restart/TWC Reset 5/3	Priority 1	ROCS.Applications
JGB Weekly AIM System Ch	Priority 5	ROCS.Appliications.AIM.App
CTF System Check - MIDS (	Priority None	ROCS.All.Requests
CTF System Check - Eves -	Priority None	ROCS.All.Requests
CTF PE System Check - Day	Priority 1	ROCS - Hardware
Reset A/D Password J. Ham	Priority None	Applications
CTF System Check - MIDS (	Priority None	ROCS.All.Requests
CTF System Check - Eves -	Priority None	ROCS.All.Requests
Requesting the playback for	Priority None	ROCS.All.Requests
CTF PE System Checks - Da	Priority 1	ROCS - Hardware
CTF System Check - MIDS (	Priority None	ROCS.All.Requests
CTF System Check - Evenin	Priority None	Applications
CTF System Check - Day - 5	Priority None	ROCS.All.Requests
CTF System Check -MIDS 0	Priority None	ROCS.All.Requests
PIDS Special Schedule Upda	Priority None	Applications
CTF System Check - Evenin	Priority None	Applications
AIM User Access Password	Priority None	ROCS.Applications
OCC KVM Switches Researc	Priority None	ROCS.All.Requests
Projector in ECC needed Ad	Priority None	ROCS.All.Requests
Customer requested Car to b	Priority 1	ROCS.Appliications.RPM.App
Support for RODMAP	Priority None	ROCS.All.Requests
CTF System Check - Day - 5	Priority None	ROCS.All.Requests
Blank PIDs on Shady Grave	Priority 1	ROCS.Appliications.PIDS.Other

CTF System Check - Mids -	Priority None	Software
CTF System Check - Evenin	Priority None	Applications
Playback Request for B04	Priority None	ROCS.All.Requests
Playback Request for B03.	Priority None	ROCS.All.Requests
F11 IOS Upgrade - 7/14/17	Priority 2	ROCS.All.Requests
F10 IOS Upgrade - 7/10/17	Priority 2	ROCS.All.Requests
F09 IOS Upgrade - 7/07/17	Priority 2	ROCS.All.Requests
F08 IOS Upgrade 7/3/17	Priority 2	ROCS.All.Requests
F07 IOS Upgrade - 6/30/17	Priority 2	ROCS.All.Requests
F06 IOS Upgrade - 6/26/17	Priority 2	ROCS.All.Requests
F05 IOS Upgrade - 6/23/17	Priority 2	ROCS.All.Requests
F04 IOS Upgrade 6/19/17	Priority 2	ROCS.All.Requests
F03 IOS Upgrade - 6/16/201	Priority 2	ROCS.Applications
F02 IOS Upgrade - 6/12/17	Priority 2	ROCS.All.Requests
F01 IOS Upgrade - 6/09/201	Priority 2	ROCS.All.Requests
E10 IOS Upgrade 6/05/2017	Priority 2	ROCS.All.Requests
E09 IOS Upgrade 6/02/2017	Priority 2	ROCS.All.Requests
E08 IOS Upgrade - 5/26/201	Priority 2	ROCS.All.Requests
E & F Routes (IOS UPGRAD	Priority 2	ROCS.All.Requests
CTF System Check - Day - 5	Priority None	ROCS.All.Requests
CTF System Check - Mids -	Priority None	Software
Request AIMS Playback on 5	Priority None	ROCS.All.Requests
CTF System Check - evenin	Priority None	Applications
AIM User Access Service Re	Priority None	Applications
Phillip Vaughan called to not	Priority None	ROCS.All.Requests
Install Server Rack Power O	Priority 2	ROCS.All.Requests
Future Training Room Netwo	Priority 1	ROCS.Applications.AIM.App
RPM Request - Decommissi	Priority 1	ROCS.Applications.RPM.App
AIM playback 5/24/17 Deltrin	Priority 1	ROCS.Applications
Minnesota Ave (D09) PIDS	Priority 1	ROCS.Applications.PIDS.Other
CTF System Checks - Days	Priority None	ROCS - Hardware
USRDES Template Revision	Priority 1	ROCS.All.Requests
PE AD Password Reset	Priority None	ROCS.All.Requests
Add an account for Tim Shog	Priority None	Software
CTF System Check - Mids 0	Priority None	Software
JGB Pelco account was disa	Priority None	Applications
JGB LE Weekly System Che	Priority None	ROCS.Applications
Request to create Change o	Priority None	ROCS.All.Requests
Request to create Change o	Priority None	ROCS.All.Requests
CTF System Check - Evenin	Priority None	Applications
Request to Add User login to	Priority None	ROCS.Applications
Add car pair 7362/7363 to R	Priority None	ROCS.Applications
CTF System Check - Day - 5	Priority None	ROCS.All.Requests
JGB PE WEEKLY System C	Priority None	Software
CTF System Check - Mids -	Priority None	Software
Playback Request for D98	Priority None	ROCS.All.Requests
Playback Request for D98 or	Priority None	ROCS.Applications

Customer OPs requested Ke	Priority None	ROCS - Hardware
CTF System Check - Evenin	Priority None	Applications
Facility to Access JGB OCC	Priority None	ROCS.All.Requests
Decpmmissioning of Rail Car	Priority 1	ROCS.Applications.RPM.App
Decommissioning of Rail Car	Priority 1	ROCS.Appliications.RPM.App
Greenbelt Yard (E99) Add C	Priority 1	ROCS.Applications.RPM.App
RPM request-John Doherty-p	Priority 1	ROCS.Applications
CTF System Check - Days -	Priority 1	ROCS - Hardware
Red Line Console Powered I	Priority None	ROCS.All.Requests
Stop / Restart Predictor & Re	Priority None	Applications
E07 Upgrade - 5/22/17	Priority 1	ROCS - Hardware
CTF System Check - Eves -	Priority None	ROCS.All.Requests
CTF 2HR System Check - M	Priority None	ROCS.All.Requests
CTF System Check - Days -	Priority 1	ROCS - Hardware
CTF System Check - MIDS -	Priority None	ROCS.All.Requests
CTF System Check - Evenin	Priority None	Applications
CTF System Check - Day - 5	Priority None	ROCS.All.Requests
CTF 2HR System Check - M	Priority None	ROCS.All.Requests
CTF System Check - Evenin	Priority None	Applications
PIDS Special Schedule Upda	Priority None	Applications
Project: Shift Turnover(Rail T	Priority 3	Applications
AIM - O/B User Account Loc	Priority 1	ROCS.Appliications.AIM.App
AIM - Help with logon to AIM	Priority 1	ROCS.All.Requests
AIM - Playback Request D98	Priority None	ROCS.All.Requests
CTF System Check - Day - 5	Priority None	ROCS.All.Requests
RPM - Decommission car pa	Priority None	ROCS.Appliications.RPM.App
E99 Greenbelt Incorrect Yar	Priority None	Applications
C99 Alexandria Needs Assis	Priority None	Applications
CTF System Check - Mids -	Priority None	Software
CTF System Check - Evenin	Priority None	Applications
COMM/MOC cancelled all ol	Priority None	Applications
JGB LE System Check	Priority None	ROCS.All.Requests
AIM Playback Request - Fra	Priority 5	ROCS.Appliications.AIM.App
RPM Password Reset - Juan	Priority 1	ROCS.Appliications.RPM.App
ROCS User PC Inventory	Priority 1	ROCS - Hardware
AIM Playback Request Y/G L	Priority 5	ROCS.Appliications.AIM.App
CTF System Check - Day - 5	Priority None	ROCS.Applications
JGB Weekly PE System Che	Priority None	Software
RPM Home Screen	Priority None	ROCS.All.Requests
Glenmont PIDS Inquiry	Priority None	ROCS.All.Requests
CTF System Check - MIDS -	Priority None	ROCS.All.Requests
Windows password reset	Priority None	ROCS.All.Requests
CTF System Check - Evenin	Priority None	Applications
Playback Request for F01 to	Priority None	Applications
Support NCS upgrade IOS fo	Priority 1	Applications
Add CARS 7358-7359 to RP	Priority 5	ROCS.Appliications.RPM.App
Contact ROIC supervisor Ro	Priority None	ROCS.Applications.PIDS.EclipX

CTF System Check - Day - 5	Priority None	ROCS.All.Requests
Check Remaining Inventory	Priority 1	ROCS - Hardware
CTF System Check - Mids -	Priority None	Software
CTF System Check - Evenin	Priority None	Applications
AIM PE A/D Password Rese	Priority None	ROCS.Applications
AIM Workstation SPECS/Sp	Priority 1	Hardware
Add CARS 7356-7357 To RP	Priority None	ROCS.Appliications.RPM.App
Configure The JGB PE PET	Priority None	ROCS.All.Requests
CTF System Check - Day - 5	Priority None	ROCS.All.Requests
A/D Password Reset Nathan	Priority None	ROCS.Applications
CTF System Check -MIDS -	Priority None	ROCS.All.Requests
CTF System Check - Eve - 0	Priority None	ROCS.All.Requests
PIDS Special Schedule Upda	Priority None	ROCS.Applications
AIM User Access Service Re	Priority None	ROCS.Applications
AIM User Access Service Re	Priority None	ROCS.Applications
AIM User Access Service Re	Priority None	ROCS.Applications
Greenbelt Yard (E99) Add R	Priority 1	ROCS.Appliications.RPM.App
Configure Cisco 3560 Switch	Priority 3	ROCS.Applications.AIM.App
Super Intendant Desk KVM s	Priority 1	ROCS.Appliications.AIM.App
CTF System Checks - Days	Priority 1	ROCS - Hardware
Stop /Restart Predictor & Re	Priority None	ROCS.Appliications.PIDS.Other
CTF System Check - Mids -	Priority None	ROCS.All.Requests
CTF System Check -Eves- 0	Priority None	ROCS.All.Requests
AIM A/D password reset	Priority None	ROCS.Applications
CTF System Check - Days -	Priority 1	ROCS.All.Requests
CTF System Check - MIDS-	Priority None	ROCS.All.Requests
Create Work Instruction of P	Priority None	Applications
CTF System Check - Evenin	Priority None	Applications
CTF System Check - Day - 5	Priority None	ROCS.All.Requests
CTF System Check - MIDS -	Priority None	ROCS.All.Requests
PIDS Special Schedule Upda	Priority None	Applications
AIM User Access Service Re	Priority None	Applications
CTF System Check - Evenin	Priority None	Applications
CTF System Check - Day - 5	Priority None	ROCS.All.Requests
Inspect JGB PE PET Switch	Priority None	ROCS.All.Requests
Transfer Mail Between JGB	Priority None	ROCS.Hardware.AIM
Retrieve PDUs from JGB	Priority 2	ROCS.Hardware.AIM
Transport AIM PET Equipme	Priority 2	ROCS.Hardware.AIM
Return Inventory Scanner to	Priority None	ROCS.All.Requests
Rail Car 1258-59 Decommis	Priority None	ROCS.Applications.RPM.App
Playback request for D05 to	Priority None	ROCS.Appliications.AIM.App
CTF System Check - Mids -	Priority None	Software
E04 is Temporary Down for	Priority None	Applications
CTF System Check - Evenin	Priority None	Applications
AIM User Access Service Re	Priority 3	Applications
CARS 7352-7353 RPM ADD	Priority None	ROCS.Appliications.RPM.App
LOS Horn and Lights at CTF	Priority 2	ROCS.Applications.AIM.LOS



CTF System Check - Day - 5	Priority None	ROCS.All.Requests
AIM PE A/D password reset	Priority None	ROCS.Applications
CTF System Check - Mids -	Priority None	Software
AIM PE A/D password reset	Priority None	ROCS.Applications
CTF System Check - Evenin	Priority None	Applications
JGB PE Weekly Check - 5/1	Priority 2	ROCS.All.Requests
Oracle Report 5/10/17 - Delt	Priority 1	ROCS.All.Requests
AIM Playback Request - Mar	Priority 1	ROCS.Applliications.AIM.App
RC Request For VPN Token	Priority None	ROCS.Applications.AIM.App
TPS Server Failure Notificati	Priority 1	ROCS - Hardware
CTF System Checks (PE) - I	Priority 1	ROCS - Hardware
CTF System Check Update	Priority None	Software
RC Request For VPN Token	Priority None	ROCS.Applications
CTF System Check - MIDS -	Priority None	ROCS.All.Requests
CTF System Check - Evenin	Priority None	ROCS.Applications
RPM Service Request for na	Priority None	Applications
Request to support change c	Priority None	ROCS.Applications
AIM-Red line WRKST Power	Priority None	ROCS.All.Requests
AIM Setup for Emergency M	Priority 2	ROCS.All.Requests
CTF System Check - Day - 5	Priority None	ROCS.All.Requests
Weekly JGB Legacy AIM Sys	Priority 3	ROCS.Applliications.AIM.App
RPM - Decommission car pa	Priority None	ROCS.All.Requests
RC Request For VPN Token	Priority None	ROCS.All.Requests
4071 - 71 Decommission Ra	Priority None	Applications
A/D Password Reset	Priority None	Applications
CTF System Check - Mids -	Priority None	ROCS.All.Requests
AIM Playback Request - E09	Priority 2	ROCS.Applliications.AIM.App
AIM PE AD Password Reset	Priority None	ROCS.All.Requests
Request for support for room	Priority None	ROCS.All.Requests
Return JGB PE to State of R	Priority 2	ROCS.Applliications.AIM.App
Playback Request for All Lin	Priority None	ROCS.Applications
Request for support for MEM	Priority None	ROCS.All.Requests
CTF System Check - Evenin	Priority None	ROCS.Applications
AIM/Domain Password Rese	Priority 1	ROCS.Applliications.AIM.App
Assit Kevin Norman Gatherir	Priority 1	ROCS - Hardware
RC Request For VPN Token	Priority None	ROCS.All.Requests
O/B Console Corp WRKST I	Priority None	ROCS.All.Requests
CTF (PE) System Check - D	Priority 1	ROCS - Hardware
Playback Request for B99	Priority None	ROCS-OCC
Reset TWC Settings For We	Priority 1	ROCS.Applliications.AIM.App
Weekly Start/Stop PIDS Pre	Priority 1	ROCS.Applliications.PIDS.Other
E03 RTU IS TEMPORARY D	Priority None	ROCS - Hardware
CTF System Check - MIDS -	Priority None	ROCS.All.Requests
A/D Password Reset	Priority None	ROCS.All.Requests
Shady Grove Yard (A99) - D	Priority None	ROCS.Applliications.RPM.App
Unable to log into AIM, Icon	Priority None	ROCS.Applications
CTF System Check - Evenin	Priority None	Applications

CTF (PE) System Check - D	Priority 1	ROCS - Hardware
A/D Password Reset	Priority None	Applications
RPM Service Request for HM	Priority None	Applications
CTF System Check - Evenin	Priority None	Applications
Capture network Ping status	Priority 2	ROCS.Applications
AIM user Access Request. u	Priority 2	ROCS.Applications
PIDS Special Schedule Upda	Priority None	Applications
AIM Password Reset	Priority None	ROCS.All.Requests
Add rail car pair 7350-7351 t	Priority None	ROCS.All.Requests
Assisted Paul Wielgosz from	Priority 3	Applications
VPN token for Paul Wielgosz	Priority None	Applications
VPN token for Paul Wielgosz	Priority None	ROCS.Applications
RC Request For VPN Token	Priority None	Applications
CTF System Check - Evenin	Priority None	Applications
Acosta, Andres requested W	Priority 5	ROCS-OCC
Monitoring JGB AIM PE	Priority 1	ROCS.Applications.AIM.App
Customer Requested Domai	Priority 1	ROCS.All.Requests
Customer Request Domain a	Priority 1	ROCS.Applications.AIM.App
Customer Requested Domai	Priority 1	ROCS.All.Requests
Roger Bey requested video g	Priority None	ROCS.All.Requests
VPN token for Paul Wielgosz	Priority 1	ROCS.Applications
Collect AIM System /Server/	Priority 1	ROCS.Appliications.AIM.App
CTF System Check (PE) - D	Priority 1	ROCS - Hardware
A/D Password Reset	Priority None	ROCS.Applications
User Unable to Login System	Priority None	ROCS.All.Requests
User Unable to Login System	Priority None	ROCS.All.Requests
A/D Password Reset	Priority None	ROCS.Applications
A/D Password Reset	Priority None	ROCS.Applications
A/D Password Reset	Priority None	ROCS.Applications
Reset user AD password	Priority None	Software
Contractor Crispen Vincent r	Priority None	DCI.Customer Support.Telephone.Other
CTF System Check - Mids -	Priority None	ROCS.All.Requests
CTF System Check - Evenin	Priority None	Applications
AIM User Access Service Re	Priority None	ROCS.All.Requests
RC Request For VPN Token	Priority None	ROCS.All.Requests
Gather PIDS Logs For Isaac	Priority 1	ROCS.Appliications.PIDS.Other
Search Inventory For PC 525	Priority 1	ROCS - Hardware
Testing VNC JGB LE Progra	Priority 3	ROCS.Appliications.AIM.App
Verifying BARCO Screens o	Priority 3	ROCS.Applications.AIM.App
Water Front PIDS signage th	Priority 3	ROCS.Applications
Pics of OCC wall display	Priority None	ROCS-OCC
CTF (PE) System Checks 5/	Priority 1	Hardware
AIM PE Password Reset	Priority None	Software
RC Paul W. Request VPN T	Priority None	Software
JGB Weekly System Checks	Priority 1	ROCS.All.Requests
JGB PE System Check 5/2/1	Priority None	ROCS.All.Requests
AIM User having password is	Priority None	ROCS.All.Requests

CTF System Check - Evenin	Priority None	Applications
RC Request For VPN Token	Priority None	ROCS.Applications
MOC Power Work Station A	Priority 3	ROCS.Appliications.AIM.App
Software Testing of Ice Crea	Priority None	ROCS.All.Requests
RPM - Decommission car pa	Priority None	ROCS.All.Requests
Add rail car pair 7348-7349 t	Priority None	ROCS.All.Requests
RC Request For VPN Token	Priority None	ROCS.Appliications.AIM.App
CTF (PE) System Check - D	Priority 1	ROCS - Hardware
Server inventory at JGB.	Priority None	ROCS - Hardware
A/D Password Reset	Priority 1	Applications
RC Request For VPN Token	Priority 1	ROCS.All.Requests
CTF System Check - Mids 0	Priority None	ROCS.All.Requests
CTF System Check - Eve - 0	Priority None	ROCS.All.Requests
Create and review work instr	Priority 1	ROCS.All.Requests
Request for vSphere access	Priority 1	ROCS.Applications
Create work instruction for P	Priority None	ROCS.All.Requests
Playback Request for May 0	Priority 1	ROCS.Appliications.AIM.App
Printer pick-up	Priority None	ROCS - Hardware
Install Remaining Power Cat	Priority 1	ROCS - Hardware
Greenbelt Yard (E99) Add C	Priority 1	ROCS.Appliications.RPM.App
Retrieve inventory scanner fr	Priority None	ROCS.All.Requests
VPN Access - Paul Wielgosz	Priority 1	ROCS.Appliications.AIM.App
Reset AIM user password re	Priority None	ROCS.Appliications.AIM.App
CTF (PE) System Check - D	Priority 1	ROCS - Hardware
Power cable count and recov	Priority None	ROCS - Hardware
RC Request For VPN Token	Priority 1	Applications
RC Request For VPN Token	Priority 1	Applications
Stop And Restart PIDS Pred	Priority 1	ROCS.Appliications.PIDS.Other
Reset Station TWC Settings	Priority 1	ROCS.Appliications.AIM.App
Video Card Reinstallation - L	Priority 1	ROCS - Hardware
PICK PASSWORD RESET	Priority 3	DCI.Customer Support.Question
customer is having issue with	Priority 3	DCI.Customer Support.Desktop Support
Screen Cracked	Priority 3	DCI.Customer Support.hardware.Monitor.break/fix
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Customer request to Xerox r	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
Customer requested Xeorx p	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
User needs 2 Xerox network	Priority 3	DCI.Customer Support.printer.Desktop.Cycle Printer
Customer requested Networ	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
Customer requested Plotter	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
Firstchoice access	Priority 3	DCI.Customer Support.Desktop Support
NSR	Priority 3	DCI.Customer Support.Question
User, Kevin Pullen, is asking	Priority 3	DCI.Customer Support.PC Replacement.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
NSR - Benton	Priority 3	DCI.Customer Support.Active Directory.Drive Access
NSR - Tenne	Priority 3	DCI.Customer Support.Active Directory.Drive Access
Email - E4 license provision	Priority 3	DCI.Customer Support.Question
NSR - Gebremeskel	Priority 3	DCI.Customer Support.Active Directory.Drive Access

NSR-Preston	Priority 3	DCI.Customer Support.Active Directory.New Employee
Possible People Soft FIN	Priority 3	DCI.Customer Support.Question
NSR- Krok	Priority 3	DCI.Customer Support.Active Directory.Drive Access
Install Third Party Software	Priority 3	DCI.Customer Support.Desktop Support
Printer Issue	Priority 3	DCI.Customer Support.printer.Desktop.Cycle Printer
CA Service Desk Access	Priority 3	DCI.Customer Support.Question
NSR-X Drive	Priority 3	DCI.Customer Support.Active Directory.Drive Access
Server Access	Priority 3	DCI.SYSADMIN.Server.Access
Access Prohibited	Priority 3	MIT.S.OPS.security.firewall
Increased Storage Space	Priority 3	DCI.Customer Support.Question
Distribution List	Priority 3	DCI.Customer Support.Question
Ticket for Suresh	Priority 3	DCI.SYSADMIN.Server.Access
Ticket for Suresh	Priority 3	DCI.SYSADMIN.Server.Access
Request Firewall	Priority 3	MIT.S.OPS.security.firewall
Java Version Updated	Priority 3	DCI.Customer Support.Software.Java.Install
Customer wants to know if h	Priority 3	DCI.Customer Support.Question
Employee separation	Priority 3	DCI.Customer Support.Question
NSR attached	Priority 3	DCI.Customer Support.Active Directory.New Employee
NSR attached	Priority 3	DCI.Customer Support.Active Directory.Drive Access
PS acces	Priority 3	HR.PSHCM.Access
timesheet	Priority 3	HR.PSHCM.Support
install speakers	Priority 3	DCI.Customer Support.hardware.Monitor.hardware failure
Michael Karpouzie access	Priority 3	HR.PSHCM.Access
User Avaya phone is not wor	Priority 3	NCS.Telephone.digital phone.No Dial Tone
Help with job app/resume	Priority 3	HR.PSHCM.HR solutions support
Customer wants to know fax	Priority 3	DCI.Customer Support.Question
External Job Inquiry	Priority 3	DCI.Customer Support.Question
Email - E4 license provision	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Desktop Support
Please open 2 tickets to MIT	Priority 3	MIT.S.OPS.security.firewall
Please open 2 tickets to MIT	Priority 3	MIT.S.OPS.security.firewall
PeopleSoft Access Request	Priority 3	HR.PSHCM.Access
PeopleSoft Access Request	Priority 3	HR.PSHCM.Access
PeopleSoft Access Request	Priority 3	HR.PSHCM.Access
Unable to approve time	Priority 3	HR.PSHCM.Support
IT Escalated User Privileges	Priority 3	DCI.Customer Support.Active Directory.Drive Access
Request: Loaner Desktop C	Priority 3	DCI.Customer Support.Inventory.Loaner Desktop
New Job Creation	Priority 3	HR.PSHCM.HR solutions support
[Wmata-DCI] Machine HRK-	Priority 3	DCI.Customer Support.SSK Kiosk
NSR	Priority 3	DCI.Customer Support.Active Directory.New Employee
NSR Form	Priority 3	DCI.Customer Support.Active Directory.New Contractor
NSR Form	Priority 3	DCI.Customer Support.Active Directory.New Contractor
NSR Form	Priority 3	DCI.Customer Support.Active Directory.New Contractor
MAXIMOAccessRequestFor	Priority 3	DCI.Customer Support.Question
PSF Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
[Wmata-DCI] Machine HRK-	Priority 3	DCI.Customer Support.SSK Kiosk
Access STAT Request / Ma	Priority 3	DCI.Customer Support.Active Directory.New Contractor

JAZZ User - ADD Group Re	Priority 3	DCI.Customer Support.Active Directory.New Contractor
PeopleSoft Access Request	Priority 3	HR.PSHCM.Access
drive access	Priority 3	DCI.Customer Support.Active Directory.Drive Access
NSR attached	Priority 3	DCI.Customer Support.office 365.Technical support
Badly cracked screen on 5D	Priority 3	DCI.Customer Support.Break-Fix.Computer
NSR attached	Priority 3	DCI.Customer Support.Active Directory.Drive Access
inquiry	Priority 3	DCI.Customer Support.service desk.Ticket Status
inquiry	Priority 3	DCI.Customer Support.service desk.Ticket Status
Access Request	Priority 3	MIT.S.OPS.security.firewall
SPAM	Priority 3	MIT.S.OPS.security.firewall
Network Drives all have red	Priority 3	DCI.Customer Support.Question
B06-PB01-35601 is unreach	Priority 3	NCS.Switch.Unreachable
Call Disconnected	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
ELM Support	Priority 3	APPS.Technical support.PSELM
call disconnected	Priority 3	DCI.Customer Support.Question
Error Message while trying to	Priority 3	DCI.Customer Support.Desktop Support
FW: This Absence Request	Priority 3	HR.PSHCM.HR solutions support
Access Request	Priority 3	MIT.S.OPS.security.scan request
DNS Records	Priority 3	DCI.SYSADMIN.Server.Access
NSR - James Orrell	Priority 3	DCI.Customer Support.Active Directory.Drive Access
Assistance requested to retri	Priority 3	DCI.Customer Support.Desktop Support
Email - E4 license provision	Priority 3	DCI.Customer Support.Question
Customer unable to access t	Priority 3	DCI.Customer Support.Question
[Wmata-DCI] Machine HRK-	Priority 3	DCI.Customer Support.SSK Kiosk
NCS CPOS Request (Store:	Priority 3	NCS.Telephone.digital phone.No Dial Tone
ticket number 39577	Priority 3	DCI.Customer Support.service desk.Ticket Status
FW: question on escalated u	Priority 3	DCI.Customer Support.Active Directory.Administrative Rights
Access to eBenefits Configu	Priority 3	HR.PSHCM.Support
PeopleSoft Time Reporting I	Priority 3	HR.PSHCM.Support
improve computer speed	Priority 3	DCI.Customer Support.hardware.Desktop.configuration
Maximo error message	Priority 3	APPS.Access.Maximo
pc froze up	Priority 1	DCI.Customer Support.hardware.Desktop.configuration
change printer settings - hp c	Priority 3	DCI.Customer Support.Desktop Support
NSR-Long	Priority 3	DCI.Customer Support.Active Directory.Drive Access
Possible Spam Email	Priority 1	MIT.S.OPS.security.firewall
Resume ATTACHED . User	Priority 3	DCI.Customer Support.Question
nsr - J. Walker	Priority 3	DCI.Customer Support.Active Directory.New Employee
nsr	Priority 3	DCI.Customer Support.Active Directory.New Employee
nsr	Priority 3	DCI.Customer Support.Active Directory.New Employee
nsr	Priority 3	DCI.Customer Support.Active Directory.New Employee
Needs to submit NSR	Priority 3	DCI.Customer Support.Question
NSR-Higgins	Priority 3	DCI.Customer Support.Active Directory.Drive Access
Needs to submit NSR	Priority 3	DCI.Customer Support.Question
Needs to submit NSR	Priority 3	DCI.Customer Support.Question
NSR-Benton	Priority 3	DCI.Customer Support.Active Directory.Drive Access
Power supply on 3F*	Priority 3	DCI.Customer Support.Break-Fix.Computer

Access To- https://arincextra	Priority 3	MIT.S.OPS.security.firewall
HR Solutions	Priority 3	HR.PSHCM.Report
Touch Screen Directory	Priority 3	DCI.Customer Support.Question
HP LJ 5550 on 4F	Priority 3	DCI.Customer Support.Break-Fix.Printer
NSR-Libin	Priority 3	DCI.SYSADMIN.Software.installation.Citrix Receiver
NSR-Yerramalla	Priority 3	DCI.SYSADMIN.Server.Access
NSR-Starks	Priority 3	DCI.SYSADMIN.Server.Access
NSR-Chen	Priority 3	DCI.Customer Support.Active Directory.Drive Access
NSR- You	Priority 3	DCI.Customer Support.Active Directory.Drive Access
Printer Install	Priority 3	DCI.Customer Support.printer.Desktop.Install Printer Driver
HR Solutions	Priority 3	HR.PSHCM.Report
HR Solutions	Priority 3	DCI.Customer Support.Question
data transfer	Priority 3	DCI.Customer Support.Desktop Support
Verint/Nextiva issue	Priority 3	DCI.Customer Support.Question
HR Solutions	Priority 3	DCI.Customer Support.Question
HR Solutions	Priority 3	HR.PSHCM.Report
NSR form attached	Priority 3	DCI.SYSADMIN.office 365.Technical support
bounce back email	Priority 3	DCI.Customer Support.Question
EUP form attached.	Priority 3	DCI.Customer Support.Active Directory.Administrative Rights
Data Center access	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Peoplesoft access request fo	Priority 3	HR.PSHCM.Access
Peoplesoft access request fo	Priority 3	HR.PSHCM.Support
Request for Documentum ac	Priority 3	APPS.Access.DOCUMENTUM
Request for Documentum ac	Priority 3	APPS.Access.DOCUMENTUM
Request to Terminate Intern	Priority 3	DCI.Customer Support.Question
Updated Job Description - 50	Priority 3	HR.PSHCM.HR solutions support
Email - E4 license provision	Priority 3	DCI.Customer Support.Question
EUP Form	Priority 3	DCI.SYSADMIN.Software.installation.Citrix Receiver
Ticket for MITS	Priority 3	MIT.S.Apps Security.Access.PSCRM
HR Solutions	Priority 3	HR.PSHCM.Report
TSR	Priority 3	DCI.Customer Support.Question
Maximo Error	Priority 3	DCI.Customer Support.Question
EUP	Priority 3	DCI.Customer Support.Active Directory.Administrative Rights
Doc	Priority 3	APPS.Access.DOCUMENTUM
Project and Visio Install	Priority 3	DCI.SYSADMIN.Software.installation.MS Visio
HR Solutions	Priority 3	HR.PSHCM.Report
PSW reset for user	Priority 2	DCI.Customer Support.Desktop Support
Phising Attempt	Priority 2	MIT.S.OPS.security.scan request
Maximo Password Reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
NSR-McMoran	Priority 3	DCI.Customer Support.Active Directory.New Employee
NSR-Feazel	Priority 3	DCI.Customer Support.Active Directory.New Employee
HR Solutions	Priority 3	HR.PSHCM.Report
NSR-Davis	Priority 3	DCI.Customer Support.Active Directory.New Employee
EUP Form	Priority 3	DCI.Customer Support.Active Directory.Administrative Rights
Project/Visio install	Priority 3	DCI.SYSADMIN.Software.installation.MS Project
Access Request	Priority 3	MIT.S.OPS.security.firewall

request for all WMATA locat	Priority 3	HR.PSHCM.Support
NSR attached	Priority 3	DCI.Customer Support.Active Directory.New Employee
Delegation From Franklin Jo	Priority 3	HR.PSHCM.Access
NSR attached	Priority 3	DCI.Customer Support.Active Directory.Drive Access
NSR attached	Priority 3	DCI.Customer Support.Active Directory.New Employee
PS Access request	Priority 3	HR.PSHCM.HR solutions support
JIRA and Confluence creden	Priority 3	DCI.Customer Support.Question
Request to change previous	Priority 3	DCI.Customer Support.Question
User requested password re	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
RE: PeopleSoft HCM - Self S	Priority 3	HR.PSHCM.HR solutions support
RE: Creating a Ticket for the	Priority 3	DCI.SYSADMIN.Server.Access
Slow Computer	Priority 3	DCI.Customer Support.hardware.Desktop.configuration
Need access to website	Priority 3	MIT.S.Apps Security.Internet.Access Requested
Maximo Assistance	Priority 3	DCI.Customer Support.Question
FW: RESR's Request to Mov	Priority 3	DCI.Customer Support.service desk.Ticket Status
Assistance with Deactivating	Priority 3	DCI.Customer Support.Question
RE: Oracle Service Cloud lo	Priority 3	DCI.Customer Support.service desk.Ticket Status
B11-GARAGECOM unreach	Priority 3	NCS.Router.Unreachable
HID failed in Rack 5F JGB	Priority 3	MIT.S.OPS.security.firewall
Western Employee - Hamlet	Priority 3	DCI.Customer Support.Active Directory.New Employee
unable to login to HCM	Priority 3	DCI.Customer Support.Active Directory.Password reset
PplSoft Access Request - Co	Priority 3	HR.PSHCM.Access
Network Service Request (N	Priority 3	DCI.Customer Support.Active Directory.Drive Access
Unable to connect via remot	Priority 3	DCI.Customer Support.Desktop Support
conference room calendar	Priority 3	DCI.Customer Support.Question
User needs VPN support	Priority 3	DCI.Customer Support.Software.VPN.Training
access to conference room	Priority 3	DCI.Customer Support.Question
Server OS Access form	Priority 3	DCI.SYSADMIN.Server.Access
inquiry	Priority 3	DCI.Customer Support.service desk.Ticket Status
unable to access link	Priority 3	DCI.Customer Support.Internet.Access prohibited
inquiry	Priority 3	DCI.Customer Support.service desk.Ticket Status
PeopleSoft FIN locked	Priority 3	MIT.S.Apps Security.PSFIN.password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Email Processing Error - AT	Priority 1	MIT.S.OPS.security.firewall
Call dropped	Priority 3	DCI.Customer Support.Question
Email - E4 license provision	Priority 3	DCI.Customer Support.Question
HR Solutions	Priority 3	DCI.Customer Support.Question
Network Printer Install Requ	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
Server Request	Priority 3	DCI.SYSADMIN.Server.Access
Spam Email	Priority 3	MIT.S.OPS.security.firewall
Status update	Priority 3	DCI.Customer Support.service desk.Ticket Status
HR SOLutions	Priority 3	HR.PSHCM.HR solutions support
Issue with Metroweb Link	Priority 3	DCI.Customer Support.Question
Project Request	Priority 3	DCI.Customer Support.Question
Move Request	Priority 4	DCI.Customer Support.Equipment Move.Project
NSR Forms katie Frost	Priority 3	DCI.Customer Support.Active Directory.New Employee
Maximo password reset	Priority 3	DCI.Customer Support.Maximo.Password Reset

Mobile Support	Priority 3	DCI.SYSADMIN.Mobile Device Management.Technical support.S
HR SOLUTIONS	Priority 3	DCI.Customer Support.Question
One Drive Issue	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Server Access	Priority 3	DCI.SYSADMIN.Server.Access
Hr SOLUTIONS	Priority 3	HR.PSHCM.HR solutions support
Prowatch Request for laptop	Priority 3	DCI.Customer Support.Desktop Support
Email Issue	Priority 3	DCI.Customer Support.Question
NSR #5 of 5 Barnes	Priority 3	DCI.Customer Support.Active Directory.Drive Access
NSR #4 of 5 Downer	Priority 3	DCI.Customer Support.Active Directory.New Contractor
NSR #3 of 5 Atere	Priority 3	DCI.Customer Support.Active Directory.Drive Access
NSR #2 of 5 Bryant	Priority 3	DCI.Customer Support.Active Directory.Drive Access
HRIM Issue	Priority 3	HR.PSHCM.HR solutions support
Careers Site Errors	Priority 3	HR.PSHCM.HR solutions support
Active X from Court Website	Priority 4	DCI.Customer Support.Desktop Support
User requested password re	Priority 3	DCI.Customer Support.Active Directory.Password reset
Access denied ctmxapp06pv	Priority 3	DCI.SYSADMIN.Server.Access
Emailing - HR%20_Report_F	Priority 3	HR.PSHCM.HR solutions support
Server Access Request Forr	Priority 3	DCI.SYSADMIN.Server.Access
Status Update Ticket for 389	Priority 3	DCI.Customer Support.service desk.Ticket Status
Telephone Issues	Priority 3	NCS.Telephone.digital phone.No Dial Tone
F11-AuthWay-36501 unreach	Priority 3	NCS.Router.Unreachable
Lydell Unreachable	Priority 3	NCS.Switch.Unreachable
Trapeze Access Issue	Priority 3	Apps.Access.Trapeze
VPN will not open	Priority 3	DCI.Customer Support.Software.VPN.Training
Maximo Account Issue	Priority 3	DCI.Customer Support.Question
Account Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Account Password Reset.	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Visio request form attached	Priority 3	DCI.SYSADMIN.Software.installation.MS Visio
Microsoft Software Purchase	Priority 3	DCI.SYSADMIN.Software.installation.MS Visio
Microsoft Software Purchase	Priority 3	DCI.SYSADMIN.Software.installation.MS Visio
Microsoft Software Purchase	Priority 3	DCI.SYSADMIN.Software.installation.MS Visio
Microsoft Software Purchase	Priority 3	DCI.SYSADMIN.Software.installation.MS Visio
Job Description Update	Priority 3	HR.PSHCM.HR solutions support
NSR - Bondalapati	Priority 3	DCI.SYSADMIN.Server.Access
Slow PC	Priority 3	DCI.Customer Support.Desktop Support
Query Tree	Priority 3	MIT.S.OPS.security.firewall
FW: Critical IT Message: Em	Priority 3	DCI.SYSADMIN.office 365.Technical support
Escalated User Privilege Rec	Priority 1	DCI.Customer Support.Active Directory.Drive Access
Department Tree Cleanup	Priority 3	MIT.S.OPS.security.firewall
Returning a new Dell Monito	Priority 4	DCI.Customer Support.Equipment Move.Surplus removal
NSR Form	Priority 3	DCI.Customer Support.Active Directory.Drive Access
Metro Operations	Priority 3	DCI.Customer Support.Question
FW: Grant access to Window	Priority 3	DCI.SYSADMIN.Server.Access
FW: Grant access to Window	Priority 3	DCI.SYSADMIN.Server.Access
RE: Nextfare and Web Admi	Priority 3	MIT.S.Apps Security.Internet.Access Requested
Network Access Request	Priority 3	DCI.Customer Support.Active Directory.Drive Access



I drive space increase	Priority 3	DCI.SYSADMIN.network driveClean Disk Space
NCS CPOS Request (Store: cell phone	Priority 3	NCS.Telephone.digital phone.No Dial Tone
	Priority 3	NCS.Telephone.mobile phone.Other
Request to clear orphan rep	Priority 3	MIT.S.OPS.security.firewall
NSR attached	Priority 3	DCI.Customer Support.Active Directory.New Employee
java install	Priority 3	DCI.Customer Support.Software.Java.Install
Microsoft Expression Encode	Priority 3	DCI.Customer Support.Desktop Support
Adding Scanner	Priority 3	DCI.Customer Support.hardware.Scanner.install
remove from distribution list	Priority 3	DCI.Customer Support.Question
Restore access	Priority 3	MIT.S.OPS.security.firewall
Job Application # 170253	Priority 3	HR.PSHCM.Support
Accellion Account	Priority 3	DCI.SYSADMIN.office 365.Technical support
PeopleSoft Time Approval A	Priority 3	HR.PSHCM.Access
Request to clear orphan rep	Priority 3	MIT.S.OPS.security.firewall
Java install	Priority 3	DCI.Customer Support.Software.Java.Install
problems with Oracle BI Disc	Priority 3	DCI.Customer Support.Question
bounce back email	Priority 3	DCI.Customer Support.Software.MS Outlook.Problem Not Found
NSR attached	Priority 3	DCI.Customer Support.Active Directory.Drive Access
Documentum maintenance	Priority 3	APPS.Access.DOCUMENTUM
PeopleSoft FSCM disaster re	Priority 3	DCI.Customer Support.Question
PeopleSoft ELM maintenanc	Priority 3	APPS.Technical support.PSELM
Outlook maintenance	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
Laptop has constant Blinking	Priority 3	DCI.Customer Support.Break-Fix.Laptop
NSR attached	Priority 3	DCI.Customer Support.Active Directory.Drive Access
need to verify if my employe	Priority 2	DCI.SYSADMIN.Mobile Device Management.Technical support.S
EUP Forms for A Account fo	Priority 3	DCI.Customer Support.Active Directory.Administrative Rights
EUP Forms for A Account fo	Priority 3	DCI.Customer Support.Active Directory.Administrative Rights
EUP Forms for A Account fo	Priority 3	DCI.Customer Support.Active Directory.Administrative Rights
EUP Forms for A Account fo	Priority 3	DCI.Customer Support.Active Directory.Administrative Rights
EUP Forms for A Account fo	Priority 3	DCI.Customer Support.Active Directory.Administrative Rights
System halt	Priority 3	DCI.Customer Support.Desktop Support
Request for Queries from ter	Priority 3	HR.PSHCM.Support
Email - E4 license provision	Priority 3	DCI.Customer Support.Question
MS Office Issue-Subscription	Priority 2	DCI.Customer Support.Software.MS Word.upgrade
Relocation Request	Priority 3	DCI.Customer Support.Desktop Support
NSR-Mailbox Request	Priority 3	DCI.Customer Support.Active Directory.Drive Access
HR Solutions	Priority 3	HR.PSHCM.Report
Printer Issue	Priority 3	DCI.Customer Support.printer.Desktop.Cycle Printer
HR Solutions	Priority 3	HR.PSHCM.Report
Outlook calendar approval F	Priority 3	DCI.Customer Support.Question
TSR	Priority 3	DCI.Customer Support.Question
Ticket for MIT.S	Priority 3	MIT.S.OPS.security.firewall
NSR for user VDI access	Priority 3	DCI.Customer Support.Active Directory.New Employee
NSR-Leslie - for user VDI ac	Priority 3	DCI.Customer Support.Active Directory.New Employee
Server Access	Priority 3	DCI.SYSADMIN.Server.Access
NSR-Benson	Priority 3	DCI.Customer Support.Active Directory.Drive Access
Roxio Uninstall	Priority 3	DCI.Customer Support.Desktop Support

NSR-Matthews	Priority 3	DCI.Customer Support.Active Directory.Drive Access
NSR-Dorwart	Priority 3	DCI.Customer Support.Active Directory.Drive Access
HR report request	Priority 3	HR.PSHCM.Report
NSR attached	Priority 3	DCI.Customer Support.Active Directory.Drive Access
Metroweb issue - see attach	Priority 3	DCI.Customer Support.Question
Access Request	Priority 3	HR.PSHCM.Access
User called about his avaya	Priority 3	NCS.Telephone.digital phone.Other
Adobe upgrade	Priority 3	DCI.Customer Support.Desktop Support
Office upgrade	Priority 3	DCI.Customer Support.Software.MS Outlook.Install
User needs third party softwa	Priority 3	DCI.Customer Support.Question
Status Update	Priority 3	DCI.Customer Support.service desk.Ticket Status
Medical Services and Compl	Priority 3	DCI.Customer Support.Question
Reset Maximo	Priority 3	DCI.Customer Support.Maximo.Password Reset
Request for Access to DBE H	Priority 3	DCI.Customer Support.Question
Return the Computer...	Priority 3	DCI.Customer Support.Desktop Support
NSR Form access to Networ	Priority 3	DCI.Customer Support.Active Directory.New Employee
Request for reimaging...	Priority 3	DCI.Customer Support.hardware.Desktop.reimage
NSR Form	Priority 3	DCI.Customer Support.Active Directory.New Employee
FW: Admin access	Priority 3	DCI.SYSADMIN.Server.Access
HP 9050 Toner Install*	Priority 1	DCI.Customer Support.printer.Network.Install Toner
Server OS Access Form for	Priority 3	DCI.SYSADMIN.Server.Access
FW: NSR - QICO Email Acco	Priority 3	DCI.Customer Support.Active Directory.New Employee
Scan from a Xerox WorkCer	Priority 3	DCI.Customer Support.Active Directory.New Contractor
Server Access	Priority 3	DCI.SYSADMIN.Server.Access
Java Install for Discoverer: d	Priority 3	DCI.Customer Support.Software.Java.Install
HR Solutions	Priority 3	HR.PSHCM.Report
365 Cloud Question	Priority 3	DCI.SYSADMIN.office 365.Technical support
HR Solutions	Priority 3	HR.PSHCM.Report
Termination Ticket	Priority 3	DCI.Customer Support.Question
Ticket for IT Security	Priority 3	MIT.S.OPS.security.firewall
Telephone Issue	Priority 3	NCS.Telephone.digital phone.No Dial Tone
Ticket for MITS	Priority 3	MIT.S.OPS.ILMS ITSA.registration
NSR-Greenleaf	Priority 3	DCI.Customer Support.Active Directory.Drive Access
MS Software-Smith	Priority 3	DCI.SYSADMIN.Software.installation.MS Visio
MS Software-Arora	Priority 3	DCI.SYSADMIN.Software.installation.MS Project
MS Software-Proctor	Priority 3	DCI.SYSADMIN.Software.installation.MS Visio
NSR Request	Priority 3	DCI.SYSADMIN.network driveClean Disk Space
Monitor problem (1)*	Priority 3	DCI.Customer Support.Break-Fix.Computer
Monitor problem (2)*	Priority 3	DCI.Customer Support.Break-Fix.Computer
Monitor problem (3)*	Priority 3	DCI.Customer Support.Break-Fix.Computer
Maximo Issue	Priority 3	APPS.Technical support.Maximo
Y: Drive Question	Priority 3	DCI.Customer Support.Desktop Support
NSR - Elizabeth Sullivan	Priority 3	DCI.Customer Support.Active Directory.Drive Access
SharePoint Connectivity	Priority 3	DCI.Customer Support.Question
Adobe Pro Install	Priority 3	DCI.Customer Support.Desktop Support
Service Request - Faulty Equ	Priority 3	DCI.Customer Support.New Image Request
Maximo Assistance	Priority 3	APPS.Technical support.Maximo

OneBadge Questions	Priority 3	Applications
Access to PS ELM CBT	Priority 3	APPS.Technical support.PSELM
Remove Terminated Employ	Priority 3	DCI.SYSADMIN.office 365.Technical support
Access Request	Priority 3	DCI.Customer Support.Question
Access Request	Priority 3	MIT.S.OPS.security.firewall
NSR for VDI access - Woody	Priority 3	DCI.SYSADMIN.Server.Access
NSR for VDI access - Hall, C	Priority 3	DCI.SYSADMIN.Server.Access
Windows 10 Upgrade of PC	Priority 3	DCI.Customer Support.Question
Email - E4 license provision	Priority 3	DCI.Customer Support.Question
FW: Dates in Person Import	Priority 3	HR.PSHCM.HR solutions support
P/S Access Request - Ghola	Priority 3	HR.PSHCM.HR solutions support
slow computer	Priority 3	DCI.Customer Support.hardware.Desktop.configuration
ELES access for former emp	Priority 3	DCI.SYSADMIN.Server.Access
NSR Form	Priority 3	DCI.SYSADMIN.office 365.Technical support
PeopleSoft Rights	Priority 3	HR.PSHCM.Support
Maximo Access Request Fo	Priority 3	MIT.S.OPS.security.firewall
Windchill Linux Access	Priority 3	APPS.Access.Windchill
Network Service Request Fo	Priority 3	DCI.Customer Support.Active Directory.Drive Access
Access Request	Priority 3	MIT.S.OPS.security.firewall
Access to H PLAN Staff Driv	Priority 3	DCI.Customer Support.Question
Dereje Aychiluhim 013504	Priority 3	HR.PSHCM.Access
NSR attached - Access to a	Priority 3	DCI.SYSADMIN.Server.Access
Medical Director, OHAW Up	Priority 3	HR.PSHCM.Access
bounce back email	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
User Server Access Reques	Priority 3	DCI.SYSADMIN.Server.Access
P/S Access Request	Priority 3	HR.PSHCM.Access
Server access request	Priority 3	DCI.SYSADMIN.Server.Access
non working email address	Priority 3	DCI.Customer Support.Desktop Support
Email - E4 license provision	Priority 3	DCI.Customer Support.Question
Add the following dyn_grps t	Priority 3	MIT.S.OPS.security.scan request
Add the following security to	Priority 3	MIT.S.OPS.security.scan request
PC moving slow. Customer v	Priority 3	DCI.Customer Support.Question
Set up with an Accellion acc	Priority 3	DCI.SYSADMIN.office 365.Technical support
Orphan Report	Priority 3	DCI.Customer Support.Question
Add employee to Distro	Priority 3	DCI.Customer Support.Question
PC update Request	Priority 3	DCI.Customer Support.Question
Remove employee from dist	Priority 3	DCI.Customer Support.Question
HR Solutions	Priority 3	HR.PSHCM.Support
Employee Exit	Priority 3	DCI.Customer Support.Question
NSR Form	Priority 3	DCI.Customer Support.Active Directory.New Contractor
Ticket for Palliparambil	Priority 3	DCI.SYSADMIN.Server.Access
NSR	Priority 3	DCI.Customer Support.Active Directory.New Employee
NSR	Priority 3	DCI.Customer Support.Active Directory.New Employee
NSR attached for Uzodinma	Priority 3	DCI.Customer Support.Active Directory.New Employee
Server Access Requests	Priority 3	DCI.SYSADMIN.Server.Access
NSR request	Priority 3	DCI.Customer Support.Active Directory.New Employee
NSR Request	Priority 3	DCI.Customer Support.Active Directory.New Employee

NSR	Priority 3	DCI.Customer Support.Active Directory.New Employee
Active Directory Account	Priority 3	DCI.Customer Support.Question
Question regarding vpn token	Priority 3	DCI.Customer Support.Question
Audio not working	Priority 3	DCI.Customer Support.Desktop Support
NSR - Jazz Access - Paula Cook	Priority 3	DCI.Customer Support.Active Directory.Drive Access
NSR - Paula Cook	Priority 3	DCI.Customer Support.Active Directory.Drive Access
Reset Documentum Password	Priority 3	APPS.Access.DOCUMENTUM
Install Google Earth Request	Priority 3	DCI.Customer Support.Desktop Support
NSR - Terminated Employee	Priority 3	DCI.Customer Support.Active Directory.Administrative Rights
NSR - Shana Robinson	Priority 3	DCI.Customer Support.Active Directory.Drive Access
Contractor Termination	Priority 3	DCI.Customer Support.Question
Terminate Access	Priority 3	MIT.S.OPS.security.scan request
Request to remove user from	Priority 3	MIT.S.OPS.security.scan request
Chrome Install	Priority 3	DCI.Customer Support.Desktop Support
Remote VPN Access	Priority 3	DCI.Customer Support.Software.VPN.Training
ACCT e-mail address update	Priority 3	DCI.Customer Support.Software.MS Outlook.Problem Not Found
VPN Server Needs to Be Re	Priority 3	DCI.Customer Support.Software.VPN.Training
Peoplesoft Access Forms	Priority 3	HR.PSHCM.Support
Updates for Job Codes 5503	Priority 3	HR.PSHCM.Support
FW: Install Entrust Mobile App	Priority 3	DCI.SYSADMIN.Mobile Device Management.Technical support.S
FW: Install Entrust Mobile App	Priority 3	DCI.SYSADMIN.Mobile Device Management.Technical support.S
FW: Entrust Mobile App	Priority 3	DCI.SYSADMIN.Mobile Device Management.Technical support.S
Create a NEW Staff Distribut	Priority 3	DCI.SYSADMIN.office 365.Technical support
Updated Job Description - 26	Priority 3	HR.PSHCM.HR solutions support
Need to review network conn	Priority 3	DCI.Customer Support.Desktop Support
FW: Initial Message to Cust	Priority 3	DCI.Customer Support.service desk.Ticket Status
Skype for Business	Priority 3	DCI.Customer Support.Question
slow laptop for Ferguson*	Priority 3	DCI.Customer Support.Break-Fix.Laptop
printer issue	Priority 3	DCI.Customer Support.Break-Fix.Printer
NSR attached	Priority 3	DCI.Customer Support.Active Directory.Drive Access
password protect email	Priority 3	DCI.Customer Support.Question
Request for Immediate Term	Priority 3	DCI.Customer Support.Question
Adobe Pro XI reinstall	Priority 3	DCI.Customer Support.Desktop Support
Request to install Silverlight	Priority 3	DCI.Customer Support.Desktop Support
Reset ILMS	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
status update on ticket # 363	Priority 3	DCI.Customer Support.service desk.Ticket Status
form	Priority 3	HR.PSHCM.Support
protocol for the replacing of c	Priority 3	DCI.Customer Support.hardware.Monitor.hardware failure
Report Request	Priority 3	HR.PSHCM.Support
IT security awareness dates	Priority 3	DCI.Customer Support.Question
HR Solutions	Priority 3	HR.PSHCM.Report
NSR-McEntee	Priority 3	DCI.Customer Support.Active Directory.New Employee
NSR-Sullivan	Priority 3	DCI.Customer Support.Active Directory.New Employee
NSR for 37060 - Benn, Lenn	Priority 3	DCI.Customer Support.Active Directory.Drive Access
NSR for Rodriguez, Kelvin F	Priority 3	DCI.Customer Support.Active Directory.Drive Access
NSR Request.	Priority 3	DCI.Customer Support.Active Directory.Drive Access
MIT Ticket	Priority 3	MIT.S.Engineering.VPN.Access

Status Update	Priority 3	DCI.Customer Support.service desk.Ticket Status
TSR Update	Priority 3	DCI.Customer Support.Maximo.TSR Status
NSR-Nwafor	Priority 1	DCI.Customer Support.Active Directory.New Employee
MS Visio re-install	Priority 3	DCI.SYSADMIN.Software.upgrade.MS Visio
HR Solutions	Priority 3	HR.PSHCM.Report
NSR attached	Priority 3	DCI.Customer Support.Active Directory.Drive Access
SSL request for application C	Priority 3	MIT.S.OPS.security.firewall
Updating Links to FMLA form	Priority 3	HR.PSHCM.Support
printer install	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
customer intermittently loses	Priority 3	NCS.Telephone.digital phone.Other
data transfer for kim wade	Priority 3	DCI.Customer Support.PC Replacement.Question
add user to prowatch	Priority 3	DCI.Customer Support.Desktop Support
remove from DL	Priority 3	DCI.Customer Support.Question
See SSK-039 Kiosk Alert	Priority 3	DCI.Customer Support.SSK Kiosk
Fwd: Scanner	Priority 3	DCI.Customer Support.hardware.Scanner.install
HR Solutions	Priority 3	HR.PSHCM.Report
dual monitor and docking sta	Priority 3	DCI.Customer Support.hardware.Monitor.configuration
Pro Watch Server Access	Priority 3	DCI.SYSADMIN.Server.Access
Assignig to MITS per custom	Priority 2	MIT.S.OPS.security.scan request
NSR-Andraos	Priority 3	DCI.Customer Support.Active Directory.Drive Access
NSR- Stanis	Priority 3	DCI.Customer Support.Active Directory.Drive Access
NSR	Priority 3	DCI.Customer Support.Active Directory.Drive Access
NSR	Priority 3	DCI.Customer Support.Active Directory.Drive Access
NSR	Priority 3	DCI.Customer Support.Active Directory.Drive Access
NSR Young-Johnson	Priority 3	DCI.Customer Support.Active Directory.Drive Access
ELM Issue	Priority 3	MIT.S.Apps Security.Internet.Access Requested
Java Install	Priority 3	DCI.Customer Support.Software.Java.Install
Possible Spam	Priority 3	MIT.S.OPS.security.scan request
Request to assign to DCI un	Priority 3	DCI.SYSADMIN.Server.Access
Nextfare Assistance	Priority 3	APPS.Technical Support.FARE_COLLECTION
Maximo Access Request For	Priority 3	DCI.Customer Support.Question
Skype audio issues via VPN	Priority 3	DCI.SYSADMIN.office 365.Technical support
Installing Windchill Workgrou	Priority 3	APPS.Access.Windchill
Printer Error	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
Move Request	Priority 3	DCI.Customer Support.Question
Oracle BI Discoverer	Priority 3	DCI.Customer Support.Question
Jazz SSL Certificate	Priority 3	MIT.S.OPS.security.scan request
Status Update on Tickets 36	Priority 3	DCI.Customer Support.service desk.Ticket Status
NSR	Priority 3	DCI.Customer Support.Active Directory.Administrative Rights
NSR for Internet Access	Priority 3	DCI.Customer Support.Active Directory.Drive Access
Phillips submitted NSR for H	Priority 3	DCI.SYSADMIN.Server.Access
O. Akingbesote Network ser	Priority 3	DCI.Customer Support.Active Directory.New Employee
FW: Capital Planning & Prog	Priority 3	DCI.Customer Support.Active Directory.New Employee
Access installation	Priority 3	DCI.Customer Support.Software.MS Access
Adobe Pro request	Priority 1	DCI.Customer Support.Desktop Support
Word and Excel Issue	Priority 1	DCI.Customer Support.Question
Documentum Access	Priority 3	APPS.Access.DOCUMENTUM

Documentum Access	Priority 3	APPS.Access.DOCUMENTUM
HR Solutions	Priority 3	HR.PSHCM.HR solutions support
Hr Solutions	Priority 3	HR.PSHCM.HR solutions support
NSR	Priority 3	DCI.Customer Support.Active Directory.New Employee
IT Contractor Termination	Priority 3	DCI.Customer Support.Question
NSR form attached	Priority 3	DCI.Customer Support.Active Directory.Drive Access
status request	Priority 3	DCI.Customer Support.service desk.Ticket Status
Confidentiality Form	Priority 3	DCI.Customer Support.Question
printer issues	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
hardware issue - noisy fan	Priority 3	DCI.Customer Support.Break-Fix.Computer
Tier 2 tech (David) explained	Priority 3	DCI.Customer Support.SSK Kiosk
Status update on ticket number	Priority 3	DCI.Customer Support.service desk.Ticket Status
employee (s) is no longer with	Priority 3	DCI.Customer Support.Question
CPOS phone line issue for A	Priority 3	NCS.Telephone.digital phone.Other
needs Visio installed on new	Priority 3	DCI.SYSADMIN.Software.upgrade.MS Project
Duplicate IP Address Conflict	Priority 3	NCS.Telephone.digital phone.Other
SUresh Request	Priority 3	DCI.Customer Support.Question
HR Solutions	Priority 3	HR.PSHCM.HR solutions support
OPS Security	Priority 3	DCI.Customer Support.Question
NSR	Priority 4	DCI.SYSADMIN.Server.Access
call disconnected	Priority 3	DCI.Customer Support.Question
MDM Support	Priority 2	DCI.SYSADMIN.Mobile Device Management.Technical support.S
HR Solutions	Priority 3	HR.PSHCM.HR solutions support
RE: Revisions to Direct Line	Priority 3	HR.PSHCM.HR solutions support
PC Replacement Question	Priority 3	DCI.Customer Support.PC Replacement.Question
Scan Snap Issue	Priority 3	DCI.Customer Support.hardware.Scanner.install
eservice questions	Priority 3	DCI.Customer Support.Question
NSR	Priority 3	DCI.Customer Support.Active Directory.New Employee
Visio and Project Requests	Priority 3	DCI.SYSADMIN.Software.installation.MS Visio
assisted with hard drive power	Priority 3	DCI.Customer Support.Question
Maximo Password Reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
ESSO Request	Priority 3	DCI.SYSADMIN.Server.Access
unable to access email (need	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
Request to Deactivate Outlook	Priority 3	DCI.Customer Support.office 365.Technical support
NSR	Priority 3	DCI.SYSADMIN.office 365.Technical support
NSR for Processing	Priority 3	DCI.Customer Support.Active Directory.Drive Access
Request from Customer to A	Priority 3	MIT.S.OPS.security.scan request
PeopleSoft Access Request	Priority 3	HR.PSHCM.HR solutions support
NSR attached to add Tanya	Priority 3	DCI.Customer Support.Active Directory.New Employee
Server Request	Priority 3	MIT.S.OPS.security.firewall
NSR	Priority 3	DCI.Customer Support.Active Directory.New Employee
NSR Request	Priority 4	DCI.Customer Support.Active Directory.New Employee
NSR Request	Priority 4	DCI.SYSADMIN.office 365.Technical support
itsat security link provided	Priority 3	DCI.Customer Support.Question
Computer move	Priority 3	DCI.Customer Support.Equipment Move.Project
Job Code Audit	Priority 3	HR.PSHCM.Support
Access request	Priority 3	HR.PSHCM.Access

Machine HRK-515756_Franc	Priority 3	DCI.Customer Support.SSK Kiosk
Machine HRK-515756_Franc	Priority 3	DCI.Customer Support.SSK Kiosk
unexpected kiosk shutdown	Priority 3	DCI.Customer Support.SSK Kiosk
Peoplesoft Access Form	Priority 3	HR.PSHCM.Access
metro directory update	Priority 3	DCI.Customer Support.Question
NSR attached	Priority 3	DCI.Customer Support.Active Directory.New Employee
PeopleSoft HCM maintenanc	Priority 3	DCI.Customer Support.Question
Cognos maintenace	Priority 3	DCI.Customer Support.Question
NSR for Johnson, Timothy D	Priority 3	DCI.Customer Support.Active Directory.Drive Access
Email - E4 license provision	Priority 3	DCI.Customer Support.Question
Email	Priority 3	DCI.Customer Support.Question
NSR	Priority 3	DCI.Customer Support.Active Directory.Drive Access
pw reset for network	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
NSR for Dartysha Queen	Priority 3	DCI.Customer Support.Active Directory.New Contractor
Ticket for Suresh Katragadda	Priority 3	DCI.SYSADMIN.Server.Access
Skype for Business	Priority 3	DCI.Customer Support.Question
HR Solutions	Priority 3	HR.PSHCM.ESS technical support
HR Solutions	Priority 3	HR.PSHCM.Support
issues applying for position	Priority 3	HR.PSHCM.Support
NSR	Priority 3	DCI.Customer Support.Active Directory.Drive Access
Teleconference Bridge Down	Priority 3	DCI.Customer Support.Question
NSR attached	Priority 3	DCI.Customer Support.Active Directory.Drive Access
User needs Access to the H	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
HCM password and eservice	Priority 3	DCI.Customer Support.Active Directory.Password reset
Unable to Receive Emails	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
NSR attached for Carolina Y	Priority 3	DCI.Customer Support.Active Directory.New Employee
Move Request	Priority 3	DCI.Customer Support.Desktop Support
no dial tone	Priority 3	NCS.Telephone.digital phone.No Dial Tone
NSR attached	Priority 3	DCI.Customer Support.Active Directory.Drive Access
VDI access request for Ricky	Priority 3	DCI.SYSADMIN.Server.Access
delegation access request	Priority 3	HR.PSHCM.Access
trust relationship failed	Priority 3	DCI.Customer Support.Network.Server
MTPD Dynamic Groups acc	Priority 3	HR.PSHCM.Access
Move Request	Priority 3	DCI.Customer Support.Desktop Support
Email Distribution Lists	Priority 3	DCI.Customer Support.Question
inquiry	Priority 3	DCI.Customer Support.service desk.Ticket Status
Server Access	Priority 3	DCI.SYSADMIN.Server.Access
unable to login to VPN	Priority 3	MIT.Engineering.VPN.Technical support
NSR attached	Priority 3	DCI.Customer Support.Active Directory.Drive Access
Subscription Expired	Priority 2	DCI.Customer Support.Software.MS Outlook.Migrated
SPAM	Priority 3	MIT.OPS.security.firewall
printer install ONLY - Visio re	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
Visio install ONLY - printer in	Priority 3	DCI.SYSADMIN.Software.installation.MS Project
Access Issue	Priority 3	HR.PSHCM.Access
Reinstall Visio and Project	Priority 3	DCI.SYSADMIN.Software.upgrade.MS Project
NSR Attached	Priority 3	DCI.Customer Support.Active Directory.New Employee
Keyboard Not Working	Priority 3	DCI.Customer Support.hardware.Keyboard.break/fix

FW: Desktop repair assist (f	Priority 3	DCI.Customer Support.Break-Fix.Computer
RE: Initial Message to Custo	Priority 3	DCI.Customer Support.Software.MS Outlook.Migrated
Row level Access	Priority 3	MIT.S.OPS.security.scan request
Remove row level	Priority 3	MIT.S.OPS.security.scan request
Could Not Log Onto New Ma	Priority 3	DCI.Customer Support.Network.Server
update IE explorer	Priority 1	DCI.Customer Support.Software.Internet Explorer
Email - E4 license provision	Priority 3	DCI.Customer Support.Question
ROCC_HPm4346_Printer	Priority 3	DCI.Customer Support.Active Directory.New Employee
TSR Issue	Priority 3	NCS.Telephone.digital phone.Other
FW: Request # 32639 is Ret	Priority 3	DCI.Customer Support.Question
HR Solutions	Priority 3	DCI.Customer Support.Question
Adobe Pro Install	Priority 3	DCI.Customer Support.Desktop Support
NSR form attached Carolina	Priority 3	DCI.Customer Support.Active Directory.New Contractor
NSRs for Processing Dartys	Priority 3	DCI.Customer Support.Active Directory.New Contractor
NSR for Hudnall, Travis C02	Priority 3	DCI.Customer Support.Active Directory.New Contractor
DEV Computer Access	Priority 3	DCI.SYSADMIN.Server.Access
Ticket for Suresh K	Priority 3	DCI.SYSADMIN.Server.Access
Loaner Laptop	Priority 3	DCI.Customer Support.Inventory.Loaner Laptop
Reset Voicemail Pin	Priority 3	NCS.Telephone.digital phone.Voice Mail Password Reset
Email Issue, not received w-	Priority 3	MIT.S.OPS.security.firewall
NSR for Processing	Priority 3	DCI.Customer Support.Active Directory.Drive Access
Install ESpeak	Priority 3	DCI.Customer Support.Desktop Support
Add EC 500	Priority 3	NCS.Telephone.digital phone.Other
PPMDEV1	Priority 3	MIT.S.Apps Security.Access.PSCRM
Skype Article	Priority 3	MIT.S.Apps Security.Access.PSCRM
unable to access the drives	Priority 3	DCI.Customer Support.Active Directory.Drive Access
Access to Skype	Priority 3	DCI.Customer Support.Desktop Support
NSR for Processing	Priority 3	DCI.Customer Support.Active Directory.Drive Access
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
FW: Please ask to apply...	Priority 3	HR.PSHCM.Support
Request New Account - Harri	Priority 3	DCI.Customer Support.Active Directory.New Employee
Email - E4 license provision	Priority 3	DCI.Customer Support.Question
Lang Nguyen - SAFE Email C	Priority 3	DCI.Customer Support.Active Directory.New Employee
RAIL Services: Docking Stat	Priority 1	DCI.Customer Support.Equipment Move.Surplus removal
New Ticket	Priority 3	DCI.Customer Support.Question
ProWatch Access for ROCC	Priority 3	DCI.Customer Support.Active Directory.Drive Access
ProWatch Access for ROCC	Priority 3	DCI.Customer Support.Active Directory.Drive Access
ProWatch Access for ROCC	Priority 3	DCI.Customer Support.Active Directory.Drive Access
DCI.Customer Support.Desk	Priority 3	MIT.S.OPS.security.firewall
ProWatch Access for ROCC	Priority 3	DCI.Customer Support.Active Directory.Drive Access
ProWatch Access for ROCC	Priority 3	DCI.Customer Support.Active Directory.Drive Access
RE: ProWatch Access for RO	Priority 3	DCI.Customer Support.Active Directory.Drive Access
ProWatch Access for ROCC	Priority 3	DCI.Customer Support.Active Directory.Drive Access
ProWatch Access for ROCC	Priority 3	DCI.Customer Support.Active Directory.Drive Access
ProWatch Access for ROCC	Priority 3	DCI.Customer Support.Active Directory.Drive Access
FW: Scanned from a Xerox I	Priority 3	HR.PSHCM.Access
Open Ticket Number 33157	Priority 3	DCI.Customer Support.service desk.Ticket Status



FW: Request for escalated a	Priority 3	DCI.Customer Support.Question
RE: Timesheet Access for E	Priority 3	HR.PSHCM.HR solutions support
NSR attached	Priority 3	DCI.Customer Support.Active Directory.Drive Access
Delegation Request	Priority 3	HR.PSHCM.Support
no dial tone	Priority 3	NCS.Telephone.digital phone.No Dial Tone
Delegation Request	Priority 3	HR.PSHCM.Support
Job Opening 170206	Priority 3	HR.PSHCM.Support
external applicant	Priority 3	DCI.Customer Support.Question
Printer does not work	Priority 3	DCI.Customer Support.printer.Desktop.Cycle Printer
NSR attached	Priority 3	DCI.Customer Support.Active Directory.Drive Access
Job Opening 170196	Priority 3	HR.PSHCM.Support
WestOx_040: Unexpected V	Priority 3	DCI.Customer Support.SSK Kiosk
sub-program access issues	Priority 3	HR.PSHCM.Access
NSR attached	Priority 3	DCI.Customer Support.Active Directory.Drive Access
unable to access website	Priority 3	DCI.Customer Support.Question
update printer IP	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
inquiry	Priority 3	DCI.Customer Support.service desk.Ticket Status
PS access request	Priority 3	HR.PSHCM.Access
Email - E4 license provision	Priority 3	DCI.Customer Support.Question
VPN connection issues	Priority 3	DCI.Customer Support.Desktop Support
HR support for external emp	Priority 3	DCI.Customer Support.Question
Prowatch Issue	Priority 3	DCI.Customer Support.Desktop Support
NSR form attached	Priority 3	DCI.Customer Support.Active Directory.Drive Access
VPN Issue Customer is using	Priority 3	DCI.Customer Support.Software.VPN.Install
HR Solutions	Priority 3	HR.PSHCM.Access
Barcode-W-514094	Priority 3	APPS.Technical support.SMS
Insall software post hard driv	Priority 3	DCI.Customer Support.Desktop Support
NSR Request	Priority 4	DCI.Customer Support.Active Directory.New Employee
NSR Request Form	Priority 3	DCI.Customer Support.Active Directory.Administrative Rights
NSR Request	Priority 3	DCI.SYSADMIN.network driveClean Disk Space
no wireless connection	Priority 3	DCI.Customer Support.Break-Fix.Computer
Project Request	Priority 3	DCI.SYSADMIN.Software.installation.MS Project
won't image	Priority 3	DCI.Customer Support.Break-Fix.Computer
STatus of Job	Priority 3	DCI.Customer Support.Question
Status update	Priority 3	DCI.Customer Support.service desk.Ticket Status
B11-GARAGECOM-35601 I	Priority 3	NCS.Telephone.digital phone.Other
IT Separations	Priority 3	DCI.Customer Support.Question
Maximo Access request	Priority 3	DCI.Customer Support.Question
NCS Opps	Priority 3	NCS.Telephone.digital phone.Other
NCS Opps	Priority 3	NCS.Telephone.digital phone.Other
CTF-D126BDF-76061 Interf	Priority 3	NCS.Telephone.digital phone.Voice Mail Password Reset
Interface Errors	Priority 3	NCS.Telephone.digital phone.Voice Mail Password Reset
NCS OPS	Priority 3	NCS.Telephone.digital phone.Other
NCS Opps	Priority 3	NCS.Telephone.digital phone.Other
CA Desk Does Not Load	Priority 3	DCI.Customer Support.Question
Install Skype for Business	Priority 3	DCI.Customer Support.Desktop Support
NSR Request For Processin	Priority 3	DCI.SYSADMIN.Server.Access

Configure Scanner	Priority 3	DCI.Customer Support.Hardware.Scanner.Reconfigure
unable to send email	Priority 3	DCI.Customer Support.Desktop Support
Assistance with PC Request	Priority 3	DCI.Customer Support.Desktop Support
DCI.Customer Support.servi	Priority 3	DCI.Customer Support.service desk.Ticket Status
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
AD unlocked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Install Printer	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
User was in his email, and th	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
Maximo password reset	Priority 3	APPS.Training.Maximo
Unlocked AD	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Maximo password reset	Priority 3	APPS.Training.Maximo
Windows reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Assisted customer with acce	Priority 3	DCI.Customer Support.Question
Assisted customer with eser	Priority 3	DCI.Customer Support.Active Directory.Password reset
Call disconnected	Priority 3	DCI.Customer Support.Question
Caller hung up	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Laptop battery on 3*	Priority 3	DCI.Customer Support.Break-Fix.Laptop
Password unlock	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Computer Move	Priority 3	DCI.Customer Support.Desktop Support
Status update on open ticket	Priority 3	DCI.Customer Support.service desk.Ticket Status
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Network password reset req	Priority 3	DCI.Customer Support.Active Directory.Password reset
NSR - Tenne	Priority 3	DCI.Customer Support.Active Directory.Drive Access
Network Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Network Password reset req	Priority 3	DCI.Customer Support.Active Directory.Password reset
Network password reset req	Priority 3	DCI.Customer Support.Active Directory.Password reset
Customer needs assistance	Priority 3	DCI.Customer Support.Software.VPN.Install
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Customer locked out of their	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
user wants to allocate more s	Priority 3	DCI.SYSADMIN.network driveClean Disk Space
"outlook has stopped working	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
User unable to login	Priority 3	DCI.Customer Support.Desktop Support
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
MS Word Assistance	Priority 3	DCI.Customer Support.Question

unable to open training	Priority 3	DCI.Customer Support.Desktop Support
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
recover deleted folder from r	Priority 3	DCI.Customer Support.Desktop Support
Network password reset req	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Status update for ticket # 39	Priority 3	DCI.Customer Support.service desk.Ticket Status
IT Security Awareness Train	Priority 3	DCI.Customer Support.Question
Customer reported viacam c	Priority 3	DCI.Customer Support.Desktop Support
VDI access	Priority 3	DCI.Customer Support.Question
Tfill not working	Priority 3	DCI.SYSADMIN.Mobile Device Management.Technical support.S
Login Issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
network account locked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Deskphone not working	Priority 3	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
memory low on AIO though r	Priority 3	DCI.Customer Support.Question
Contact information for Payr	Priority 3	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password requirements	Priority 3	DCI.Customer Support.Question
VPN Issue	Priority 3	DCI.Customer Support.Software.VPN.Install
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
ITSAT pw reset	Priority 3	MIT.S.OPS.ILMS ITSA.registration
Administrative Rights Reques	Priority 3	DCI.Customer Support.Question
SSI form	Priority 3	MIT.S.OPS.security.firewall
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Customer states that compu	Priority 3	DCI.Customer Support.Question
Customer workstation keeps	Priority 3	DCI.Customer Support.hardware.Desktop.configuration
Peoplesoft FIN account lock	Priority 3	MIT.S.Apps Security.PSFIN.password reset
Account Unlock	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
HCM pw reset	Priority 3	DCI.Customer Support.Question
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo Password reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
psw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
no wiki	Priority 3	DCI.Customer Support.Desktop Support
wants to allocate more space	Priority 3	DCI.SYSADMIN.network driveClean Disk Space
excel issue	Priority 3	DCI.Customer Support.Software.MS Excel.Training
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Notifications of Employee an	Priority 3	DCI.Customer Support.Question
Customer reported printing is	Priority 3	DCI.Customer Support.Desktop Support
network pw reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
PSW reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Re-Installed of Visio and Pro	Priority 3	DCI.SYSADMIN.Software.upgrade.MS Visio

network pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
network pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Customer called for status u	Priority 3	DCI.Customer Support.Maximo.TSR Status
User wants to know when is	Priority 3	DCI.Customer Support.Question
Metroweb/ link	Priority 3	DCI.Customer Support.Question
Change password in maxim	Priority 3	APPS.Training.Maximo
User requested network acco	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
network account locked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Server access request	Priority 3	DCI.SYSADMIN.Server.Access
Customer wants help with hi	Priority 3	DCI.Customer Support.office 365.Technical support
TSR QUESTION	Priority 3	DCI.Customer Support.Question
unable to print from HP laser	Priority 3	DCI.Customer Support.printer.Desktop.Cycle Printer
video relay service	Priority 3	MIT.S.OPS.security.firewall
It Security Awareness Traini	Priority 3	DCI.Customer Support.Question
user is unable to use interne	Priority 3	DCI.Customer Support.Software.Internet Explorer
Customer requesting to be n	Priority 3	DCI.Customer Support.Question
Customer called for ticket 38	Priority 3	DCI.Customer Support.service desk.Ticket Status
Slow PC	Priority 3	DCI.Customer Support.Desktop Support
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
PeopleSoft Rights	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
NSR attached	Priority 3	DCI.Customer Support.Active Directory.Drive Access
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo Assistance	Priority 3	DCI.Customer Support.Maximo.Password Reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
PSW reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
User is unable to access Pec	Priority 3	MIT.S.Apps Security.PSFIN.Access
User requested software inst	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Scanner install for the custo	Priority 3	DCI.Customer Support.hardware.Scanner.install
NSR Form Inquiry	Priority 3	DCI.Customer Support.Question
pick password reset	Priority 3	DCI.Customer Support.Question
Xerox Printer Install	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
MS Outlook Issue: Outlook N	Priority 3	DCI.Customer Support.Desktop Support
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock

User cannot send adobe thro	Priority 3	DCI.Customer Support.Question
Password Reset.	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Avaya Phone Issue	Priority 3	NCS.Telephone.digital phone.Voice Mail Password Reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
User cannot sign into PS EL	Priority 3	APPS.Technical support.PSELM
Printer issue hp6015	Priority 3	DCI.Customer Support.printer.Desktop.Cycle Printer
unable to view video on disk	Priority 3	DCI.Customer Support.Question
call disconnected	Priority 3	DCI.Customer Support.Question
NSR attached	Priority 3	DCI.Customer Support.Active Directory.Drive Access
Monitor intermittently loses c	Priority 3	DCI.Customer Support.Break-Fix.Computer
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Transferred Call	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Laptop won't power on for Fe	Priority 3	DCI.Customer Support.hardware.Laptop.break/fix
Access to VPN	Priority 3	DCI.Customer Support.Question
IT SECURITY AWARENESS	Priority 3	DCI.Customer Support.Desktop Support
Disabled Account Support	Priority 3	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Motherboard for Rodelle*	Priority 3	DCI.Customer Support.Break-Fix.Computer
user wants to have avaya ph	Priority 3	NCS.Telephone.digital phone.Other
Sharepoint Support	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
File missing from network dr	Priority 3	DCI.Customer Support.Desktop Support
maximo password reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Account Unlocked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Inspection Drive Request	Priority 3	DCI.Customer Support.Active Directory.Drive Access
Account Creation Status	Priority 3	DCI.Customer Support.Question
NSR attached	Priority 3	DCI.Customer Support.Active Directory.New Contractor
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
User needed assistance sett	Priority 3	DCI.Customer Support.Question
email issue	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Users outlook was not openi	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
Security question	Priority 3	DCI.Customer Support.Desktop Support
Surplus equipment	Priority 3	DCI.Customer Support.Equipment Move.Surplus removal
Maximo Password Reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
unlocked account	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Address Changes	Priority 3	DCI.Customer Support.Question
IT security awareness PW re	Priority 3	DCI.Customer Support.Desktop Support
User emails with a zip file att	Priority 3	MITS.OPS.security.firewall
Account Unlock	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Voicemail Password	Priority 3	NCS.Telephone.digital phone.Voice Mail Password Reset
Notification of ticket assignm	Priority 3	DCI.Customer Support.Question
install printer	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver

Account Unlock	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Printer Setup	Priority 3	DCI.Customer Support.printer.Desktop.Cycle Printer
Password Reset	Priority 3	DCI.Customer Support.Question
User needs his computer set	Priority 3	DCI.Customer Support.Question
Printer Issue	Priority 1	DCI.Customer Support.printer.Desktop.Cycle Printer
Front desk reception no network	Priority 3	DCI.Customer Support.Desktop Support
PW reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
network pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo PW reset	Priority 3	DCI.Customer Support.Desktop Support
Maximo pw reset	Priority 3	DCI.Customer Support.Question
Account Password Reset.	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
network pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
PW reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
network pw reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
ITSAT pw reset	Priority 3	MIT.OPS.IILMS ITSA.password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
unable to print	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
PW reset	Priority 3	DCI.Customer Support.Desktop Support
Question	Priority 3	DCI.Customer Support.Desktop Support
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
Monitor is black. User's oper	Priority 3	DCI.Customer Support.Desktop Support
Reset AD for Troy Smith E01	Priority 3	DCI.Customer Support.Active Directory.Password reset
System login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Adobe reader issue	Priority 3	DCI.Customer Support.Desktop Support
Customer needed assistance	Priority 3	DCI.Customer Support.Question
Outlook issue	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
System login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Assisted user with access to	Priority 3	DCI.Customer Support.Question
Status update on ticket 4119	Priority 3	DCI.Customer Support.service desk.Ticket Status
PICK password issue	Priority 3	DCI.Customer Support.Question
New keyboard is not responding	Priority 2	DCI.Customer Support.hardware.Mouse.break/fix
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
Self Service Password	Priority 3	DCI.Customer Support.Active Directory.Password Self-Service A
Maximo password reset	Priority 3	DCI.Customer Support.Question
In RPM do you want to close	Priority 3	APPS.Technical support.ROCC
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Kiosk startup issue	Priority 3	DCI.Customer Support.SSK Kiosk
Reset PS HCM	Priority 3	DCI.Customer Support.Active Directory.Password reset
Call dropped	Priority 3	DCI.Customer Support.Question
Please install Silverlight	Priority 3	DCI.Customer Support.Desktop Support
Maximo login issue	Priority 3	DCI.Customer Support.Maximo.Password Reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
System login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
CleverCad access	Priority 3	BUS.ARS.Technical support.BTSS

Maximo login issue	Priority 3	DCI.Customer Support.Maximo.Password Reset
Reschedule Request	Priority 3	HR.PSHCM.HR solutions support
Clever Reports	Priority 3	BUS.ARS.Technical support.BTSS
Outlook email issue	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Call Dropped	Priority 3	DCI.Customer Support.Question
General Question	Priority 3	DCI.Customer Support.Question
Request for printer mapping	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
Customer needs assistance	Priority 3	APPS.Technical support.SMS
User requested network acco	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo password rese	Priority 3	DCI.Customer Support.Question
User requested network acco	Priority 3	DCI.Customer Support.Active Directory.Password reset
Login into VPN	Priority 3	DCI.Customer Support.Software.VPN.Training
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
needed to have nice upgrade	Priority 3	DCI.Customer Support.Question
Customer suspected virus/m	Priority 3	DCI.Customer Support.Question
User requested password re	Priority 3	DCI.Customer Support.Active Directory.Password reset
HP pro 8600 scanner is not v	Priority 3	DCI.Customer Support.Question
Server Access Request Form	Priority 3	DCI.SYSADMIN.Server.Access
needed verient video solution	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo password reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
print pays tub	Priority 3	DCI.Customer Support.Question
Printer Install	Priority 3	DCI.Customer Support.printer.Desktop.Install Printer Driver
Maximo Access	Priority 3	DCI.Customer Support.Question
support cancelled	Priority 3	DCI.Customer Support.Question
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Timesheet Question	Priority 3	HR.PSHCM.Support
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
needs imaging drum replace	Priority 3	DCI.Customer Support.Break-Fix.Printer
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
External Access to People S	Priority 3	DCI.Customer Support.Question
phishing call	Priority 3	DCI.Customer Support.Desktop Support
Uninstall office 2010	Priority 3	DCI.Customer Support.Desktop Support
Silverlight install	Priority 3	DCI.Customer Support.Desktop Support
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Java install	Priority 3	DCI.Customer Support.Software.Java.upgrade
INSTALL OFFICE 365	Priority 3	DCI.Customer Support.office 365.Technical support
password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset

HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
password reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
PowerQuery for Excel	Priority 3	DCI.Customer Support.Desktop Support
Customer needs assistance	Priority 3	DCI.Customer Support.printer.Desktop.Training
support cancelled.	Priority 3	DCI.Customer Support.Question
Maximo access	Priority 4	DCI.Customer Support.Maximo.Password Reset
needs to submit NSR	Priority 3	DCI.Customer Support.Question
Question regarding nsr statu	Priority 3	DCI.Customer Support.Question
Access Prohibited Message	Priority 3	NCS.Telephone.digital phone.No Dial Tone
password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Maximo pw reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
password reset for Peopleso	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
software installation	Priority 3	DCI.Customer Support.Question
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset in Mobile D	Priority 3	DCI.SYSADMIN.Mobile Device Management.Password reset.Sm
Customer states that emails	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
password reset for sec traini	Priority 3	DCI.Customer Support.Question
reset pw	Priority 3	DCI.Customer Support.Active Directory.Password reset
Install and configure Java	Priority 3	DCI.Customer Support.Software.Java.Install
PSF Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset for Peopleso	Priority 3	DCI.Customer Support.Active Directory.Password reset
http://hdwiki/pages/viewpage	Priority 3	DCI.Customer Support.Question
Email setup mobile phone	Priority 3	DCI.Customer Support.Question
Unable to send and Recive e	Priority 2	DCI.Customer Support.Software.MS Outlook.Repair
error while trying to print in g	Priority 3	APPS.Technical support.GOTRS
Upgrade IE	Priority 3	DCI.Customer Support.Software.Internet Explorer
pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Access to webmail	Priority 3	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
printer issues	Priority 3	DCI.Customer Support.printer.Desktop.Training
Network Drive Access	Priority 3	DCI.Customer Support.Question
ITSAT pw reset	Priority 3	MITS.OPS.ILMS ITSA.password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
User requested network acco	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
http://hdwiki/display/SOPs/C	Priority 3	DCI.Customer Support.Desktop Support
Maximo pw reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
http://hdwiki/display/SOPs/C	Priority 3	DCI.Customer Support.Question
requesting access to interne	Priority 3	DCI.Customer Support.Question
Adobe upgrade	Priority 3	DCI.Customer Support.Desktop Support
Spam mail	Priority 3	DCI.Customer Support.Question
cracked screen	Priority 2	NCS.Telephone.mobile phone.Hardware
Maximo Access Update	Priority 3	APPS.Access.Maximo
PW reset	Priority 3	DCI.Customer Support.Desktop Support



email not delivered	Priority 3	DCI.SYSADMIN.Mobile Device Management.Technical support.S
Customer is receiving No log	Priority 3	DCI.Customer Support.Network.Server
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
needs help locating metrowe	Priority 3	DCI.Customer Support.Software.Internet Explorer
inquiry	Priority 3	DCI.Customer Support.service desk.Ticket Status
NSR	Priority 3	DCI.Customer Support.Question
Customer has issue with vie	Priority 3	DCI.Customer Support.Question
payroll support	Priority 3	DCI.Customer Support.Question
General question	Priority 3	DCI.Customer Support.Desktop Support
Status update on ticket	Priority 3	DCI.Customer Support.service desk.Ticket Status
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset for Peopleso	Priority 3	DCI.Customer Support.Active Directory.Password reset
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Account in staging stage Yu	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
PW reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Account in staging in AD_Jo	Priority 3	DCI.Customer Support.Active Directory.Password reset
unauthorized connection to d	Priority 3	DCI.Customer Support.Question
unlocked account	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Customer does not have inte	Priority 3	DCI.Customer Support.Internet.Access prohibited
Account Unlocked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password reset for Peopleso	Priority 3	DCI.Customer Support.Active Directory.Password reset
needs Documentum Passwd	Priority 3	APPS.Access.DOCUMENTUM
Drop Call	Priority 3	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo Access	Priority 3	DCI.Customer Support.Question
B1- ROCCS W-513509 und	Priority 3	DCI.Customer Support.Question
Maximo errors	Priority 3	APPS.Technical support.Maximo
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Email assistance	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
No network drive connection	Priority 3	DCI.Customer Support.Desktop Support
Desk Phone Support	Priority 3	NCS.Telephone.digital phone.End User Training
password reset	Priority 3	DCI.Customer Support.Question
People Soft FIN	Priority 3	MIT.Apps Security.PSFIN.password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Drop Called	Priority 3	DCI.Customer Support.Question
Firewall Fix Request	Priority 3	MIT.OPS.security.firewall
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Drop Call	Priority 3	DCI.Customer Support.Question
Equipment Request	Priority 1	DCI.Customer Support.Question
Equipment Request	Priority 1	DCI.Customer Support.Inventory.Loaner Laptop
Emails Printer Issues	Priority 3	DCI.Customer Support.Question
Xerox Printer Access	Priority 3	DCI.Customer Support.printer.Xerox.technical support
Drop Call	Priority 3	DCI.Customer Support.Question
Unable to logon	Priority 3	DCI.Customer Support.Desktop Support

Dropped Call	Priority 3	DCI.Customer Support.Question
Password reset for peopleso	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo Assistance	Priority 3	DCI.Customer Support.Question
MS Outlook Email Issue	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
Acct lockout	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo Assistance	Priority 3	DCI.Customer Support.Maximo.Password Reset
PW reset tool	Priority 3	DCI.Customer Support.Desktop Support
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Unable to Approve TSR	Priority 3	DCI.Customer Support.Question
Adobe Signature request	Priority 3	DCI.Customer Support.Question
PSF Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Question	Priority 3	DCI.Customer Support.Desktop Support
needs to submit NSR	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Question
NSR attached	Priority 3	DCI.Customer Support.Active Directory.New Contractor
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Webmail Access	Priority 3	DCI.Customer Support.Question
Maximo permissions change	Priority 3	DCI.Customer Support.Question
MS Outlook Issue	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
PSF Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Skype install	Priority 3	DCI.Customer Support.Desktop Support
NSR - for New Sharepoint S	Priority 3	APPS.Access.metroweb
External Access To Peoples	Priority 3	DCI.Customer Support.Question
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Software reinstalls for oracle	Priority 3	DCI.Customer Support.Question
Office 365 Install W-347418	Priority 3	DCI.Customer Support.Software.MS Outlook.Install
unable to add mailbox	Priority 3	DCI.Customer Support.Question
Unable to access their work	Priority 2	DCI.Customer Support.Software.VPN.Training
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
NSR attached	Priority 3	DCI.Customer Support.Active Directory.Drive Access
Customer is requesting java	Priority 3	DCI.Customer Support.Software.Java.upgrade
needs replacement mouse re	Priority 3	DCI.Customer Support.hardware.Mouse.break/fix
unable to updating mailbox.	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
printer install	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
PW reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
HCM pw reset	Priority 3	DCI.Customer Support.Desktop Support
Account locked	Priority 3	DCI.Customer Support.Active Directory.Password reset
needed assistance rotating p	Priority 3	DCI.Customer Support.Question
Constantly reboots	Priority 3	DCI.Customer Support.Desktop Support
Unlock Account	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
possible SPAM	Priority 3	MIT.S.OPS.security.firewall
Drive Access	Priority 3	DCI.Customer Support.Desktop Support
Customer states that compu	Priority 3	DCI.Customer Support.Question
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset

PW reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Documentum pw reset	Priority 3	APPS.Access.DOCUMENTUM
Network Drives all have red	Priority 3	DCI.Customer Support.Question
Create Signature	Priority 3	DCI.Customer Support.Question
Audio Playback	Priority 4	DCI.Customer Support.Desktop Support
network pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Chrome errors	Priority 3	DCI.Customer Support.Desktop Support
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
unlocked account for maxim	Priority 3	DCI.Customer Support.Maximo.Password Reset
Email assistance	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
VPN connection	Priority 3	DCI.Customer Support.Desktop Support
Forward Calls To Cell Phone	Priority 3	NCS.Telephone.digital phone.Other
Status update	Priority 3	DCI.Customer Support.service desk.Ticket Status
ID printer not printer	Priority 3	DCI.Customer Support.printer.Desktop.Cycle Printer
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
BSOD Issue	Priority 3	DCI.Customer Support.hardware.Desktop.hardware failure
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Customer is not able to conn	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Pwd reset for a disabled acc	Priority 3	DCI.Customer Support.Question
login issue for maximo	Priority 3	DCI.Customer Support.Maximo.Password Reset
MS Outlook Issue	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
Maximo Access Issue	Priority 3	APPS.Training.Maximo
new computer setup	Priority 3	DCI.Customer Support.Desktop Support
Time sheet submittal error	Priority 3	DCI.Customer Support.Desktop Support
unable to connect to remote	Priority 3	DCI.Customer Support.Software.VPN.Training
Documentum Password Res	Priority 3	APPS.Access.DOCUMENTUM
account locked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Maximo pw reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Maximo Password Reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Pwd Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Remote access	Priority 3	DCI.Customer Support.hardware.Desktop.configuration
PW reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
no dial tone G02	Priority 3	NCS.Telephone.digital phone.No Dial Tone
Power Up startup Issues	Priority 2	DCI.Customer Support.Desktop Support
power piont not opening	Priority 3	DCI.Customer Support.Desktop Support
ELM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
ELM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Adobe Pro Install Request	Priority 3	DCI.Customer Support.Desktop Support
Pwd reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
ELM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset for ELM	Priority 3	DCI.Customer Support.Active Directory.Password reset
lost computer?	Priority 3	DCI.Customer Support.Question
Account locked	Priority 3	DCI.Customer Support.Active Directory.Password reset
call disconnected	Priority 3	DCI.Customer Support.Question

Account locked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
IT security awarnedd PW	Priority 3	DCI.Customer Support.Desktop Support
Request to clear orphan repo	Priority 3	MIT.S.OPS.security.firewall
PW reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Account Locked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
change password	Priority 3	DCI.Customer Support.Desktop Support
PW expired	Priority 3	DCI.Customer Support.Active Directory.Password reset
Customer is trying to log into	Priority 3	MIT.S.Apps Security.PSFIN.password reset
PW reset	Priority 3	DCI.Customer Support.Desktop Support
Account lockout	Priority 3	DCI.Customer Support.Desktop Support
Outlook profile creation issue	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
Outlook login issue	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
PC Running slow	Priority 3	DCI.Customer Support.Question
Peoplesoft login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Email login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Caller hung up	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
VDI Access Questions	Priority 3	DCI.Customer Support.Question
VDI Request	Priority 3	DCI.Customer Support.Question
Trapeze login issue	Priority 3	APPS.Trapeze.Ops Web
Maximo login issue	Priority 3	DCI.Customer Support.Maximo.Password Reset
System login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Call disconnected	Priority 3	DCI.Customer Support.Question
Call disconnected	Priority 3	DCI.Customer Support.Question
System login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
HCM eservice support	Priority 3	HR.PSHCM.Support
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
IE 11 install requested.	Priority 3	DCI.Customer Support.Software.Internet Explorer
Customer needs help with en	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
iLMS password reset	Priority 3	MIT.S.OPS.iLMS ITSA.password reset
iLMS test password reset	Priority 3	MIT.S.OPS.iLMS ITSA.password reset
Customer not able to log into	Priority 3	DCI.Customer Support.Desktop Support
pw reset ITSAT	Priority 3	DCI.Customer Support.Question
shared doc locked for edittin	Priority 3	DCI.Customer Support.Desktop Support
network account locked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
inqu	Priority 3	DCI.Customer Support.service desk.Ticket Status
Maximo Password Reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
network pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Cracked monitor	Priority 3	DCI.Customer Support.Break-Fix.Computer
pw reset HCM	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
network pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
pw	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
VPN Issue	Priority 3	DCI.Customer Support.Software.VPN.Training

HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
network pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
unable to access eservice	Priority 3	DCI.Customer Support.Question
job application assistance	Priority 3	DCI.Customer Support.Question
Trust Relationship Failed Error	Priority 3	DCI.Customer Support.Network.Server
email not updating	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
Password Resdet	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
network pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Internet Access	Priority 3	DCI.Customer Support.Question
PAssword reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
MAXimo password	Priority 3	DCI.Customer Support.Maximo.Password Reset
Account Locked	Priority 3	DCI.Customer Support.Active Directory.Password reset
Trapeze Log In	Priority 3	DCI.Customer Support.Desktop Support
Account Unlocked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
User Profile Service Failed to	Priority 3	DCI.Customer Support.Desktop Support
Customer cannot log into wo	Priority 3	DCI.Customer Support.Desktop Support
System login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Maximo login issue	Priority 3	DCI.Customer Support.Maximo.Password Reset
Browser issue IT Security Av	Priority 3	DCI.Customer Support.Question
Laptop login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Peoplesoft login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Laptop login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
IT Security Awareness traini	Priority 3	DCI.Customer Support.Question
no support needed	Priority 3	DCI.Customer Support.Question
Maximo password reset	Priority 3	DCI.Customer Support.Question
no support needed	Priority 3	DCI.Customer Support.Question
maximo password reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Maximo password reset	Priority 3	APPS.Training.Maximo
Maximo password reset	Priority 3	APPS.Training.Maximo
Outlook Access	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
no support needed	Priority 3	DCI.Customer Support.Question
Maximo password reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
unlocked account	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Payroll support	Priority 3	DCI.Customer Support.Question
Outlook issues	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
webmail access	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
unlocked maximo account	Priority 2	DCI.Customer Support.Question

password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
unlocked account	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
unlocked account	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset for peopleso	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
password reset for peopleso	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
password reset for maximo	Priority 3	DCI.Customer Support.Maximo.Password Reset
It Security awareness	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Payroll Support	Priority 3	DCI.Customer Support.Question
Start up issue	Priority 3	DCI.Customer Support.SSK Kiosk
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Printer issue	Priority 3	DCI.Customer Support.printer.Desktop.Cycle Printer
did not receive paystub	Priority 3	DCI.Customer Support.Question
PICK pw reset	Priority 3	DCI.Customer Support.Question
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
PICK pw reset	Priority 3	DCI.Customer Support.Question
Maximo pw reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Maximo Password	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
log in assistance	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
log in assistance	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Caller did not need support -	Priority 3	DCI.Customer Support.Question
Erase comment from bulletin	Priority 3	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
<a href="http://hdwiki/display/SOPs/Pa">http://hdwiki/display/SOPs/Pa</a>	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset for Markus V	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
cant submit resume. messag	Priority 3	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset

call dropped	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Email issue	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
user was unable to login to A	Priority 3	BUS.ARS.Technical support.BTSS
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Customer is not able to acce	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
status update	Priority 3	DCI.Customer Support.service desk.Ticket Status
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
payroll support	Priority 3	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
poassword reset for Peoples	Priority 3	DCI.Customer Support.Active Directory.Password reset
PC Running Very Slowly	Priority 3	DCI.Customer Support.hardware.Desktop.configuration
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo Password Reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset for peopleso	Priority 3	DCI.Customer Support.Active Directory.Password reset
unlocked account	Priority 3	DCI.Customer Support.Maximo.Password Reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
wanted to access the metro	Priority 3	DCI.Customer Support.Question
unlocked account for maxim	Priority 3	DCI.Customer Support.Maximo.Password Reset
Account Locked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Network Drive issue	Priority 3	DCI.Customer Support.Desktop Support
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
W-512364	Priority 3	DCI.Customer Support.Desktop Support
Customer is not able to conn	Priority 3	DCI.Customer Support.Desktop Support
Status update for ticket 4060	Priority 3	DCI.Customer Support.service desk.Ticket Status
Reset Pick password reques	Priority 3	DCI.Customer Support.Question
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
Reset PS HCM	Priority 3	DCI.Customer Support.Active Directory.Password reset
User is requesting assistanc	Priority 3	DCI.Customer Support.Question
Reset PS HCM	Priority 3	DCI.Customer Support.Active Directory.Password reset
Reset PS HCM	Priority 3	DCI.Customer Support.Active Directory.Password reset
Provided Pick password ema	Priority 3	DCI.Customer Support.Question
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset

Reset ILMS	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
Call Disconnected	Priority 3	DCI.Customer Support.Question
IT Security Awareness Test	Priority 3	DCI.Customer Support.Desktop Support
IT Security Awareness Test	Priority 3	DCI.Customer Support.Desktop Support
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
log in assistance	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Internet access prohibited	Priority 3	DCI.Customer Support.Internet.Access prohibited
Broken mouse. Print function	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
documentum access	Priority 3	APPS.Access.DOCUMENTUM
DNS Records	Priority 3	DCI.SYSADMIN.Server.Access
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
no support needed	Priority 3	DCI.Customer Support.Question
Customer reported forget an	Priority 3	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
trapeze support	Priority 3	DCI.Customer Support.Question
trapeze support	Priority 3	APPS.Trapeze.PASS
no support needed	Priority 3	DCI.Customer Support.Question
Customer reported compute	Priority 3	DCI.Customer Support.hardware.Desktop.hardware failure
User requested password re	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Please reset voicemail PIN	Priority 3	NCS.Telephone.digital phone.Voice Mail Password Reset
Customer request Adobe Pro	Priority 3	DCI.Customer Support.Desktop Support
status update	Priority 3	DCI.Customer Support.service desk.Ticket Status
Department Tree update	Priority 3	MIT.S.OPS.security.scan request
Customer asked how long d	Priority 4	DCI.Customer Support.Question
wmata ssl form attached	Priority 3	DCI.Customer Support.Question
passowrd reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Internet access prohibitted	Priority 3	DCI.Customer Support.Internet.Access prohibited
Printer Jam for Libbi	Priority 3	DCI.Customer Support.Break-Fix.Printer
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Time Sheet error	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Customer wants to know if a	Priority 3	DCI.Customer Support.Question
Customer wants to know if a	Priority 3	DCI.Customer Support.Question
Email not updating.	Priority 3	DCI.Customer Support.Desktop Support
Low disk space.	Priority 3	DCI.Customer Support.Desktop Support
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Customer network account c	Priority 3	DCI.Customer Support.Question
It security awareness passw	Priority 3	DCI.Customer Support.Question
no support needed	Priority 4	DCI.Customer Support.Question
Leadman Computer Issue	Priority 3	DCI.Customer Support.Question
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Ticket Request	Priority 3	DCI.Customer Support.Active Directory.Password reset



HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset for Peopleso	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
FW: Create Email Account	Priority 3	DCI.SYSADMIN.Software.installation.MS Office
NSR VDI access - for Pange	Priority 3	DCI.Customer Support.Active Directory.Drive Access
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Internet Explorer Upgrade	Priority 3	DCI.Customer Support.Software.Internet Explorer
NSR attached - for Pangersi	Priority 3	DCI.Customer Support.Active Directory.Drive Access
email not updating	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
requesting font install	Priority 3	DCI.Customer Support.Desktop Support
Maximo Password	Priority 3	DCI.Customer Support.Question
Customer reported camera r	Priority 3	DCI.Customer Support.Desktop Support
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
User Profile Issue	Priority 2	DCI.Customer Support.Desktop Support
Bad keyboard at CTF*	Priority 2	DCI.Customer Support.hardware.Keyboard.break/fix
Printer Issue	Priority 3	DCI.Customer Support.printer.Desktop.Cycle Printer
Install Juniper Client	Priority 3	DCI.Customer Support.Desktop Support
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Silverlight Install on tablet	Priority 3	DCI.Customer Support.Desktop Support
Verify Email	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
VPN Issue	Priority 2	DCI.Customer Support.Software.VPN.Install
Job Descriptions for COUN	Priority 3	HR.PSHCM.HR solutions support
Account locked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
PICK pw reset	Priority 3	DCI.Customer Support.Question
Maximo Access	Priority 3	DCI.Customer Support.Question
network account locked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
data transfer request	Priority 3	DCI.Customer Support.PC Replacement.Question
W-513177	Priority 3	DCI.Customer Support.printer.Desktop.Install Printer Driver
Login Issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset for Peopleso	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Account still disabled	Priority 2	MIT.S.OPS.ILMS ITSA.disabled account
email not propogating	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Pwd Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
JAVA Update	Priority 3	DCI.Customer Support.Software.Java.upgrade
reset pw	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
status update	Priority 3	DCI.Customer Support.service desk.Ticket Status
mouse not working 3C	Priority 3	DCI.Customer Support.hardware.Mouse.break/fix
checking on status of accour	Priority 3	DCI.Customer Support.Question
Free Up Disk Space	Priority 1	DCI.Customer Support.Desktop Support
Xerox Printer Access	Priority 3	DCI.Customer Support.printer.Xerox.technical support
Question regarding compute	Priority 3	DCI.Customer Support.Question
Printer Install	Priority 3	DCI.Customer Support.printer.Desktop.Install Printer Driver
wants device reimaged	Priority 3	DCI.Customer Support.hardware.Laptop.reimage
Establish a Customer Care S	Priority 3	HR.PSHCM.Support

Remove A Desktop Icon	Priority 3	DCI.Customer Support.Desktop Support
Unlock Account	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Customer is getting low disk	Priority 3	DCI.Customer Support.Desktop Support
Removal of Save Password	Priority 3	DCI.Customer Support.Question
Login Assistance	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Cusustomers want password	Priority 3	DCI.Customer Support.Question
vpn issue	Priority 3	DCI.Customer Support.Software.VPN.Training
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Customer put in wrong answer	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
password reset for peopleso	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo Password Reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Avaya phone no dial tone	Priority 3	NCS.Telephone.digital phone.No Dial Tone
pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
JAVA Upgrade	Priority 3	DCI.Customer Support.Software.Java.upgrade
Status update on ticket	Priority 3	DCI.Customer Support.service desk.Ticket Status
MS Outlook and PS login iss	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
account unlock	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
trying to apply for a job in hcm	Priority 3	DCI.Customer Support.Question
pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Pwd Not Working	Priority 3	DCI.Customer Support.Active Directory.Password reset
Printer Install, IE Upgrade	Priority 3	DCI.Customer Support.printer.Desktop.Install Printer Driver
MS Outlook Email Issue	Priority 2	DCI.Customer Support.Software.MS Outlook.Repair
Local Printer Troubleshooting	Priority 3	DCI.Customer Support.printer.Desktop.Cycle Printer
recall email from webmail	Priority 3	DCI.Customer Support.Question
Password reset for peopleso	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
New Active Directory Account	Priority 3	DCI.SYSADMIN.Server.Access
digital signature	Priority 3	DCI.Customer Support.Question
Startup Issue	Priority 2	DCI.Customer Support.hardware.Desktop.break/fix
Pwd Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
STATUS UPDATE	Priority 3	DCI.Customer Support.service desk.Ticket Status
Monitor Brightness	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Bad HD in 501*	Priority 3	DCI.Customer Support.Break-Fix.Computer
Question regarding ticket info	Priority 3	DCI.Customer Support.Question
Maximo pw reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Tablet Not Coming On	Priority 2	DCI.Customer Support.hardware.Laptop.break/fix
wants to view paystubs	Priority 3	DCI.Customer Support.Question
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Disabled Account Support	Priority 3	DCI.Customer Support.Question
printer install	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
password reset for Peopleso	Priority 3	DCI.Customer Support.Active Directory.Password reset
PS ELM Support Cancelled	Priority 3	DCI.Customer Support.Question
reset pw	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo Password Reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Customer states that when h	Priority 3	MIT.S.Engineering.VPN.Technical support
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset

Status Upate	Priority 3	DCI.Customer Support.service desk.Ticket Status
Pwd Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
email account setup	Priority 3	DCI.Customer Support.Question
Submit tsr	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
System Frozen	Priority 3	DCI.Customer Support.Desktop Support
ELM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
unlock Account	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
password reset for Peopleso	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
PC has no video at Baldens	Priority 3	DCI.Customer Support.hardware.Monitor.break/fix
PC Error Message	Priority 3	DCI.Customer Support.Question
password reset for third party	Priority 3	DCI.Customer Support.Question
Assisted user to upload resu	Priority 3	HR.PSHCM.ESS technical support
question regarding internet a	Priority 3	DCI.Customer Support.Question
Password	Priority 3	DCI.Customer Support.Active Directory.Password reset
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo password reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Maximo	Priority 3	DCI.Customer Support.Question
User has no network connect	Priority 3	DCI.Customer Support.Desktop Support
Reset Maximo pswd	Priority 3	APPS.Access.Maximo
Reset PS HCM	Priority 3	DCI.Customer Support.Active Directory.Password reset
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
Reset PS HCM	Priority 3	DCI.Customer Support.Active Directory.Password reset
Reset ILMS	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
Reset Windows	Priority 3	DCI.Customer Support.Active Directory.Password reset
Status updated for ticket 397	Priority 3	DCI.Customer Support.service desk.Ticket Status
Reset Maximo	Priority 3	APPS.Access.Maximo
User attempts to upload Abs	Priority 3	HR.PSHCM.Report
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
User unable to enter resume	Priority 3	DCI.Customer Support.Question
AD reset is self service tool	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Call Disconnected	Priority 3	DCI.Customer Support.Question
Call Disconnection	Priority 3	DCI.Customer Support.Question
Maximo Password Reset	Priority 3	DCI.Customer Support.Question
log in assistance	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Maximo Password Reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
resume not uploading Status	Priority 3	DCI.Customer Support.service desk.Ticket Status
Maximo Password Reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
log in assistance	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset

VPN Assistance	Priority 3	DCI.Customer Support.Software.VPN.Install
no support needed	Priority 3	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
log in assistance	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
no support needed	Priority 3	DCI.Customer Support.Question
DCI.Customer Support.Softw	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
install itunes	Priority 3	DCI.Customer Support.Desktop Support
password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Customer thought account w	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
no support needed	Priority 3	DCI.Customer Support.Question
NICE install	Priority 3	DCI.Customer Support.Desktop Support
Maximo password reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
robocall	Priority 3	DCI.Customer Support.Question
MS Word application not fun	Priority 3	DCI.Customer Support.Question
IT Security Awareness Train	Priority 3	DCI.Customer Support.Question
trying to take security aware	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
reset pw	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
User needs Application insta	Priority 3	DCI.Customer Support.Desktop Support
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
user requests due date exten	Priority 3	MIT.OPS.ILMS ITSA.disabled account
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Nice install	Priority 3	DCI.Customer Support.Question
reset pw	Priority 3	DCI.Customer Support.Active Directory.Password reset
Account Unlocked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
reset pw	Priority 3	DCI.Customer Support.Active Directory.Password reset
HCM pw reset	Priority 3	DCI.Customer Support.Question
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Customer calling for an upda	Priority 3	DCI.Customer Support.service desk.Ticket Status
ITSAT browser freezes does	Priority 3	DCI.Customer Support.Desktop Support
Pwd Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
status update	Priority 3	DCI.Customer Support.service desk.Ticket Status
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Change Access In Maximo	Priority 3	DCI.Customer Support.Question
keyboard not working	Priority 2	DCI.Customer Support.hardware.Keyboard.break/fix
Pwd Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
ELM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Black Screen Monitor Issue	Priority 3	DCI.Customer Support.hardware.Monitor.break/fix
Maximo pw reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Install MS Silverlight	Priority 3	DCI.Customer Support.Desktop Support
Office 365 instal	Priority 3	DCI.Customer Support.Software.MS Outlook.Install
user lost wmata cell phone a	Priority 2	NCS.Telephone.mobile phone.Other

Outlook issue: ost file	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
Pwd Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
network account locked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
HR support and psw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Network password reset req	Priority 3	DCI.Customer Support.Active Directory.Password reset
Status Update	Priority 3	DCI.Customer Support.Question
Locked out	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Question about deleting app	Priority 3	HR.PSHCM.Support
System Frozen	Priority 3	DCI.Customer Support.Question
ITSAT freezing	Priority 3	DCI.Customer Support.Desktop Support
Customer not able to apply f	Priority 3	HR.PSHCM.ESS technical support
Network password reset req	Priority 3	DCI.Customer Support.Active Directory.Password reset
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo account reactivation	Priority 3	DCI.Customer Support.Question
configure browser for securit	Priority 3	DCI.Customer Support.hardware.Desktop.configuration
reset security awareness pw	Priority 3	DCI.Customer Support.Question
Network password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Unlocked Account	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
HP Printer Install	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
NSR Request	Priority 3	DCI.Customer Support.Active Directory.Drive Access
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset-Remote Us	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
CAFE Order Question	Priority 3	DCI.Customer Support.Question
Pwd Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Network Printer Kyocera inst	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
Maximo Assistance	Priority 3	DCI.Customer Support.Maximo.Password Reset
Documentum Password Res	Priority 3	APPS.Access.DOCUMENTUM
Ticket status on 33286	Priority 3	DCI.Customer Support.service desk.Ticket Status
Silverlight install	Priority 3	DCI.Customer Support.Desktop Support
Unlock Account	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Pwd Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
trying to get to metroweb hor	Priority 3	DCI.Customer Support.Desktop Support
Maximo Assistance	Priority 3	DCI.Customer Support.Question
Chrome is not working	Priority 3	DCI.Customer Support.Desktop Support
Kiosk Will Not Print	Priority 3	DCI.Customer Support.SSK Kiosk
Network password reset req	Priority 3	DCI.Customer Support.Active Directory.Password reset
Omniform install	Priority 3	DCI.Customer Support.Desktop Support
Omniform install	Priority 3	DCI.Customer Support.Desktop Support
Pwd Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
reset pw	Priority 3	DCI.Customer Support.Active Directory.Password reset
Phone removal	Priority 3	NCS.Telephone.digital phone.Other
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
HCM pw reset	Priority 3	DCI.Customer Support.Question
IT security questions	Priority 3	DCI.Customer Support.Question
Network password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
reset pw	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock

APPS.Training.Maximo pw r	Priority 3	APPS.Training.Maximo
Pwd Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
psw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
PSW reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
allocate more space to I driv	Priority 3	DCI.SYSADMIN.network driveClean Disk Space
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Verify Email Address and Pa	Priority 3	DCI.Customer Support.Question
reset pw	Priority 3	DCI.Customer Support.Active Directory.Password reset
Network password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset for IT Secu	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
Network password reset req	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password recall for new emp	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Unlock Account	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
reset pw	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password unlock request	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Pwd Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Status update on open ticket	Priority 3	DCI.Customer Support.service desk.Ticket Status
User Avaya phone is not con	Priority 3	NCS.Telephone.digital phone.Other
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
WMATA Email	Priority 3	DCI.Customer Support.Question
Maximo Assistance	Priority 3	DCI.Customer Support.Question
User needs to be remapped	Priority 3	DCI.Customer Support.Question
NSR attached	Priority 3	DCI.Customer Support.Active Directory.Drive Access
Outlook not responding	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
Password Reset Question	Priority 3	DCI.Customer Support.Question
Customer having default pro	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
VPN Issue	Priority 3	MIT.S.Engineering.VPN.Technical support
Elevator Issue	Priority 3	DCI.Customer Support.Question
Account Unlock	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Set up IE 11	Priority 3	DCI.Customer Support.Desktop Support
Email	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
ELM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
IT SEcurity awareness passv	Priority 3	DCI.Customer Support.Question
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Customer cancelled ticket	Priority 3	DCI.Customer Support.Question
Pwd Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Set Up PC	Priority 3	DCI.Customer Support.Desktop Support
IE 11 error	Priority 3	DCI.Customer Support.Active Directory.Password reset
Pwd Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Conference call question	Priority 3	DCI.Customer Support.Question
Email not updating	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
Maximo pw reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Account Locked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Cobalt Access	Priority 3	MIT.S.OPS.security.firewall
IE 11 errors	Priority 3	DCI.Customer Support.Desktop Support
User is unable to open Exce	Priority 3	DCI.Customer Support.Software.MS Excel.Training
PW reset	Priority 3	DCI.Customer Support.Active Directory.Password reset

printer install	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
Documentum Issue: Cannot	Priority 3	APPS.Technical support.DOCUMENTUM
Pwd Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
User unable to apply digital s	Priority 3	DCI.Customer Support.Question
Provided NSR information on	Priority 3	DCI.SYSADMIN.office 365.Technical support
Reset PS HCM	Priority 3	DCI.Customer Support.Active Directory.Password reset
Troubleshooting with given ir	Priority 3	DCI.Customer Support.Desktop Support
User is unable to open payst	Priority 3	DCI.Customer Support.Question
Reset PS HCM	Priority 3	DCI.Customer Support.Active Directory.Password reset
Request to install Worthdata	Priority 3	DCI.Customer Support.Question
Reset PS HCM	Priority 3	DCI.Customer Support.Active Directory.Password reset
Pay statements not going to	Priority 3	DCI.Customer Support.Question
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
Reset Maximo	Priority 3	APPS.Access.Maximo
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset - IT Security	Priority 3	DCI.Customer Support.Question
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
Caller did not need support	Priority 3	DCI.Customer Support.Question
Assisted with access to ema	Priority 3	DCI.Customer Support.office 365.Technical support
MDM - Email on cell assistar	Priority 3	DCI.SYSADMIN.Mobile Device Management.Technical support.S
User attempts to open MS E	Priority 3	DCI.Customer Support.Software.MS Excel.Install
User getting access prohibite	Priority 2	DCI.Customer Support.Internet.Access prohibited
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Call disconnected	Priority 3	DCI.Customer Support.Question
Caller hung up	Priority 3	DCI.Customer Support.Question
Reset Windows	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Windows reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
I answered questions about	Priority 3	DCI.Customer Support.Maximo.Password Reset
Answered questions about M	Priority 3	DCI.Customer Support.Maximo.Password Reset
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Customer said account was	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
IT Security Awareness Test	Priority 3	DCI.Customer Support.Question
General Question	Priority 3	DCI.Customer Support.Question
General Question	Priority 3	DCI.Customer Support.Question
Customer had general quest	Priority 3	DCI.Customer Support.Question
General Question	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset

Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
status update 39746	Priority 3	DCI.Customer Support.service desk.Ticket Status
Call dropped - Network pass	Priority 3	DCI.Customer Support.Question
Assistance Requested with L	Priority 3	DCI.Customer Support.Desktop Support
user stated that PC W-34787	Priority 3	DCI.Customer Support.Question
Static IP Address Inquiry	Priority 3	DCI.Customer Support.Question
repaired office and upgraded	Priority 3	DCI.Customer Support.Software.MS Excel.Install
PICK Pwd Reset	Priority 3	DCI.Customer Support.Question
user wants to have Adobe C	Priority 3	DCI.Customer Support.Desktop Support
excel freezes and gives low	Priority 3	DCI.Customer Support.office 365.Technical support
Customert said account was	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
TSR Inquiry	Priority 3	DCI.Customer Support.Question
Password unlock request	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Outlook issue	Priority 3	DCI.Customer Support.office 365.Technical support
ITSA Training Inquiry	Priority 3	MIT.S.OPS.I.LMS ITSA.password reset
laptop re-image	Priority 3	DCI.Customer Support.Desktop Support
Office 365 install and remove	Priority 3	DCI.Customer Support.Desktop Support
Printer install	Priority 3	DCI.Customer Support.Desktop Support
Avaya Deskphone Issue	Priority 3	NCS.Telephone.digital phone.Voice Mail Password Reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
No Content	Priority 3	DCI.Customer Support.Question
email attachment scan	Priority 3	MIT.S.OPS.security.firewall
Data transfer request	Priority 3	DCI.Customer Support.Desktop Support
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
DCI.Customer Support.Softv	Priority 3	DCI.Customer Support.Software.MS Excel.Install
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Office 365 Install	Priority 3	DCI.Customer Support.office 365.Technical support
wanted to know how to subm	Priority 3	DCI.Customer Support.Question
NSR attached	Priority 3	DCI.Customer Support.Active Directory.Drive Access
user needs internet explorer	Priority 3	DCI.Customer Support.Software.Internet Explorer
Network password reset req	Priority 3	DCI.Customer Support.Active Directory.Password reset
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
unlocked account	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Xerox Issues	Priority 3	DCI.Customer Support.printer.Xerox.technical support
call disconnected	Priority 3	DCI.Customer Support.Question
Pwd Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
VDI access request	Priority 3	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Oracle CRM Request	Priority 3	DCI.Customer Support.Desktop Support
NSR attached	Priority 3	DCI.Customer Support.Active Directory.Drive Access
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
unable to run reports when h	Priority 3	APPS.Technical support.Maximo
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Pwd Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
User requested network acc	Priority 3	DCI.Customer Support.Active Directory.Password reset



Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Mobile Phone Issue	Priority 3	DCI.SYSADMIN.Mobile Device Management.Technical support.S
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Pwd Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
unable to run query by detail	Priority 3	APPS.Technical support.PSFIN
Disabled account	Priority 3	DCI.Customer Support.Question
User settings have change in	Priority 3	DCI.Customer Support.Desktop Support
unlocked account	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
unable to access PICK webs	Priority 3	DCI.Customer Support.Question
Printer jam on 5A*	Priority 3	DCI.Customer Support.Break-Fix.Printer
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
local printer not printing	Priority 3	DCI.Customer Support.printer.Desktop.Cycle Printer
HCM access	Priority 3	HR.PSHCM.Support
Set up Second monitor	Priority 3	DCI.Customer Support.hardware.Monitor.configuration
Account Unlock	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
User stated that a phone in h	Priority 3	NCS.Telephone.digital phone.Other
call disconnected	Priority 3	DCI.Customer Support.Question
Dell_OSD removal	Priority 3	DCI.Customer Support.hardware.Desktop.hardware failure
password reset	Priority 3	DCI.Customer Support.Question
Avaya Issue	Priority 3	NCS.Telephone.digital phone.Other
Password reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Pwd Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
PSW reset and HCM support	Priority 3	HR.PSHCM.Support
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Status Update	Priority 3	DCI.Customer Support.service desk.Ticket Status
Limited access in Peoplesoft	Priority 3	HR.PSHCM.Access
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Pwd Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
DCI.Customer Support.Softv	Priority 3	DCI.Customer Support.Software.Java.upgrade
unlocked Maximo account	Priority 3	DCI.Customer Support.Maximo.Password Reset
Call dropped	Priority 3	DCI.Customer Support.Question
MS Project Installation	Priority 4	DCI.SYSADMIN.Software.installation.MS Project
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
dropped call	Priority 3	DCI.Customer Support.Question
Pwd Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Unlicensed Error	Priority 3	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
PeopleSoft HCM Pwd Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
User needed the Metro Guest	Priority 3	DCI.Customer Support.Wifi.Configuration

Email help	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
user is unable to use premie	Priority 3	DCI.Customer Support.Question
Unlocked Account	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Customer not able to hear ca	Priority 3	NCS.Telephone.digital phone.Other
Pwd Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Locked Acct	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Status Update	Priority 3	DCI.Customer Support.service desk.Ticket Status
PSW reset	Priority 3	HR.PSHCM.Support
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Blue Screen Issue	Priority 3	DCI.Customer Support.hardware.Desktop.hardware failure
Maximo Password	Priority 3	DCI.Customer Support.Question
VPN Issue	Priority 3	DCI.Customer Support.Software.VPN.Training
Server Access Request for D	Priority 3	DCI.SYSADMIN.Server.Access
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset for HCM.	Priority 3	HR.PSHCM.Support
User windows in multiple app	Priority 3	DCI.Customer Support.Question
Maximo Password Reset	Priority 3	DCI.Customer Support.Question
Customer calling for Maximo	Priority 3	APPS.Training.Maximo
Avaya Phone Issues	Priority 3	NCS.Telephone.digital phone.Hardware
Locked Out	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Customer's PC does not boot	Priority 3	DCI.Customer Support.hardware.Desktop.hardware failure
Maximo Password Reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
PC installation Request	Priority 3	DCI.Customer Support.Equipment Move.Project
password reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Adobe Pro Install	Priority 3	DCI.Customer Support.Desktop Support
unable to login with VPN tok	Priority 3	DCI.Customer Support.Software.VPN.Install
Users computer is freezing a	Priority 3	DCI.Customer Support.hardware.Desktop.configuration
Xerox Printer Service	Priority 3	DCI.Customer Support.printer.Xerox.technical support
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Xerox Printer Access	Priority 3	DCI.Customer Support.printer.Xerox.technical support
Disable old token	Priority 3	MIT.Engineering.VPN.Technical support
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
outlook	Priority 3	DCI.Customer Support.Desktop Support
External People Soft Issue	Priority 3	DCI.Customer Support.Question
Documentum Pwd Reset	Priority 3	APPS.Access.DOCUMENTUM
third party software	Priority 3	DCI.Customer Support.Desktop Support
Calendar Issue	Priority 3	DCI.Customer Support.hardware.Desktop.training
Pwd Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
PW reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Voicemail Pwd Reset	Priority 3	NCS.Telephone.digital phone.Voice Mail Password Reset
Install Skype for Business	Priority 3	DCI.Customer Support.Desktop Support
Email assistance	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
No sound	Priority 3	DCI.Customer Support.Desktop Support
User Laptop Keeps Freezing	Priority 3	DCI.Customer Support.hardware.Laptop.configuration
Security awarness question	Priority 3	DCI.Customer Support.Desktop Support
Printer install	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
Reset ILMS	Priority 3	MIT.OPS.ILMS ITSA.password reset

Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
unable to advance past the f	Priority 3	DCI.Customer Support.Desktop Support
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Provided ILMS class and tes	Priority 3	DCI.Customer Support.Question
Account Locked.	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Remote access	Priority 3	DCI.Customer Support.Desktop Support
Maximo security group chang	Priority 3	DCI.Customer Support.Maximo.Password Reset
Local printer feature installed	Priority 3	DCI.Customer Support.hardware.Scanner.install
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo pw reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
When user signs onto email	Priority 3	DCI.Customer Support.Question
Reset PS HCM	Priority 3	DCI.Customer Support.Active Directory.Password reset
Unlocked AD	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Maximo reset	Priority 3	APPS.Access.Maximo
Reset Windows	Priority 3	DCI.Customer Support.Active Directory.Password reset
Walked user through self se	Priority 3	DCI.Customer Support.Active Directory.Password reset
Reset Maximo	Priority 3	APPS.Access.Maximo
User is unable to upload resu	Priority 3	HR.PSHCM.ESS technical support
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
Call dropped logging when a	Priority 3	DCI.Customer Support.Question
Reset ILMS	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
User accesses Labor Report	Priority 3	DCI.Customer Support.Question
AD disabled due to ILMS nor	Priority 3	DCI.Customer Support.Question
When sending an email to su	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Reset Windows	Priority 3	DCI.Customer Support.Active Directory.Password reset
User requesting email addre	Priority 3	DCI.SYSADMIN.office 365.Technical support
Please install HP Laser Jet p	Priority 3	DCI.Customer Support.printer.Desktop.Install Printer Driver
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
<a href="http://hdwiki/display/SOPs/C">http://hdwiki/display/SOPs/C</a>	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Reset PS HCM	Priority 3	DCI.Customer Support.Active Directory.Password reset
Caller hung up	Priority 3	DCI.Customer Support.Desktop Support
I logged on to the customer's	Priority 3	DCI.Customer Support.Desktop Support
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password Self-Service A:
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
General question	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password Self-Service A:
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Call disconnected	Priority 3	DCI.Customer Support.Question

User wants Maximo access	Priority 3	DCI.Customer Support.Active Directory.Password reset
Customer's account was not	Priority 3	DCI.Customer Support.Question
Customer thought account was	Priority 3	DCI.Customer Support.Question
User requested network access	Priority 3	DCI.Customer Support.Active Directory.Password reset
Customer needed their wma	Priority 3	DCI.Customer Support.Question
Customer just wanted to know	Priority 3	DCI.Customer Support.Question
Access Request	Priority 3	MIT.S.OPS.security.scan request
Password reset.	Priority 3	DCI.Customer Support.Active Directory.Password reset
Install HP Network Color Printer	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
Needed assistance regarding	Priority 3	DCI.Customer Support.Question
"user profile could not be loaded	Priority 3	DCI.Customer Support.Desktop Support
pw reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Static IP Address	Priority 3	NCS.Telephone.digital phone.Other
Customer did not need support	Priority 3	DCI.Customer Support.Question
MS Office Expired	Priority 3	DCI.Customer Support.Software.MS Outlook.Migrated
Reset Maximo Password	Priority 3	DCI.Customer Support.Maximo.Password Reset
Request a sharepoint site	Priority 3	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Xerox Printer Access	Priority 3	DCI.Customer Support.printer.Xerox.technical support
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
question about email address	Priority 3	DCI.Customer Support.Desktop Support
install AudioArchitect on desktop	Priority 3	DCI.Customer Support.Desktop Support
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Customer need new network	Priority 3	NCS.Telephone.digital phone.Other
Pwd Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
VPN Issue	Priority 3	DCI.Customer Support.Software.VPN.Training
Maximo Assistance	Priority 3	DCI.Customer Support.Maximo.Password Reset
Local Printer Installation	Priority 3	DCI.Customer Support.printer.Desktop.Install Printer Driver
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo Password reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
drop call	Priority 3	DCI.Customer Support.Question
Voicemail password reset	Priority 3	NCS.Telephone.digital phone.Voice Mail Password Reset
ITSAT not loading past a second	Priority 3	DCI.Customer Support.Desktop Support
The user is unable to print a	Priority 3	DCI.Customer Support.Question
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
unable to print from HP	Priority 3	DCI.Customer Support.Break-Fix.Printer
Register Entrust VPN Token	Priority 3	MIT.S.Engineering.VPN.Technical support
user wanted to report that his	Priority 3	DCI.Customer Support.Question
dual monitor connection	Priority 3	DCI.Customer Support.hardware.Monitor.configuration
status update on ticket	Priority 3	DCI.Customer Support.service desk.Ticket Status
unable to login to maximo	Priority 3	DCI.Customer Support.Maximo.Password Reset
logon cred provided remote	Priority 3	DCI.Customer Support.Active Directory.Password reset
stand for computer	Priority 3	DCI.Customer Support.Desktop Support
network pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset

Adobe Flash Player Upgrade	Priority 3	DCI.Customer Support.Desktop Support
Adobe Pro install request	Priority 3	DCI.Customer Support.Desktop Support
status update	Priority 3	DCI.Customer Support.service desk.Ticket Status
IE 11 install request	Priority 3	DCI.Customer Support.Software.Internet Explorer
Maximo pw reset	Priority 3	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset for Peopleso	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset.	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Requirments	Priority 3	DCI.Customer Support.Question
MDM Support	Priority 2	NCS.Telephone.mobile phone.Other
unable to submit Close call is	Priority 3	DCI.SYSADMIN.SMKiosk.Support
network account locked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Maximo Pwd Reset	Priority 3	DCI.Customer Support.Question
Speaker issue with Compute	Priority 3	DCI.Customer Support.Desktop Support
PW reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Customer has question rega	Priority 3	DCI.SYSADMIN.office 365.Technical support
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
adobe install request	Priority 3	DCI.Customer Support.Desktop Support
word 2016/word 2013 issue	Priority 3	DCI.Customer Support.Question
Pwd Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Server Access Issue	Priority 3	DCI.Customer Support.Active Directory.Drive Access
maximo password reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Cancelled	Priority 3	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
General Question	Priority 3	DCI.Customer Support.Desktop Support
Maximo Pwd Reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Silverlight Upgrade	Priority 4	DCI.Customer Support.Desktop Support
maximo password reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Adobe Pro install	Priority 3	DCI.Customer Support.Desktop Support
Pop Error; windows security	Priority 3	DCI.Customer Support.Desktop Support
network pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Question	Priority 3	DCI.Customer Support.Desktop Support
third party software install	Priority 3	DCI.Customer Support.Desktop Support
Caller ID not working	Priority 3	NCS.Telephone.digital phone.Other
Maximo Pwd Reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
requesting	Priority 3	DCI.SYSADMIN.Mobile Device Management.Technical support.S
Status update on ticket	Priority 3	DCI.Customer Support.service desk.Ticket Status
Maximo PW	Priority 3	DCI.Customer Support.Active Directory.Password reset
Install Local Scanner Best nu	Priority 3	DCI.Customer Support.hardware.Scanner.install
Maximo PW	Priority 3	DCI.Customer Support.Active Directory.Password reset
ITSAT pw reset questions	Priority 3	DCI.Customer Support.Question
voicemail pw reset	Priority 3	NCS.Telephone.digital phone.Voice Mail Password Reset
Password reset for peopleso	Priority 3	DCI.Customer Support.Active Directory.Password reset

lost VPN token	Priority 3	MIT.S.Engineering.VPN.Technical support
Increase network drive space	Priority 3	DCI.SYSADMIN.network driveClean Disk Space
PW reset request	Priority 3	DCI.Customer Support.Active Directory.Password reset
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset for Peopleso	Priority 3	DCI.Customer Support.Active Directory.Password reset
NSR attached	Priority 3	DCI.Customer Support.Active Directory.Drive Access
Security awarness question	Priority 3	DCI.Customer Support.Desktop Support
Phone Issues	Priority 3	DCI.Customer Support.Wifi.Configuration
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Form_Designer access	Priority 3	MIT.S.OPS.security.firewall
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
It Awareness Security Aware	Priority 2	MIT.S.OPS.ILMS ITSA.registration
Maximo access	Priority 3	APPS.Training.Maximo
needs training account creat	Priority 3	MIT.S.OPS.ILMS ITSA.registration
Adobe Upgrade	Priority 3	DCI.Customer Support.Desktop Support
VPN Application Frozen	Priority 3	DCI.Customer Support.Desktop Support
support cancelled	Priority 3	DCI.Customer Support.Question
terminated contractor	Priority 3	DCI.Customer Support.Question
server access	Priority 3	DCI.Customer Support.Active Directory.Drive Access
Pwd Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Status Update	Priority 3	DCI.Customer Support.service desk.Ticket Status
Drive Access Issue	Priority 3	DCI.Customer Support.Active Directory.Drive Access
Mobile Phone Issue	Priority 2	DCI.SYSADMIN.Mobile Device Management.Technical support.S
password reset for peopleso	Priority 3	DCI.Customer Support.Active Directory.Password reset
<a href="http://hwiki/display/SOPs/Pa">http://hwiki/display/SOPs/Pa</a>	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
VPN terminal session errors	Priority 3	DCI.Customer Support.Desktop Support
Black Screen W-515782	Priority 3	DCI.Customer Support.hardware.Monitor.break/fix
question regarding hr suppor	Priority 3	DCI.Customer Support.Question
wanted to know the web add	Priority 3	DCI.Customer Support.Desktop Support
User requested password re	Priority 3	DCI.Customer Support.Active Directory.Password reset
Pwd Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Unlock Account	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
User having Maximo Labor r	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
needed assistance accessin	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
Install Printer	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
third party software	Priority 3	DCI.Customer Support.Desktop Support
password reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
user needs PC set up for ne	Priority 3	DCI.Customer Support.Question
PC Replacement Question	Priority 3	DCI.Customer Support.Question
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo Pwd Reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Network Drives Not available	Priority 3	DCI.Customer Support.Desktop Support
scanner reinstall	Priority 3	DCI.Customer Support.hardware.Scanner.install
Tablet issue	Priority 2	DCI.Customer Support.Desktop Support

Maximo Access	Priority 3	DCI.Customer Support.Question
IE install request	Priority 3	DCI.Customer Support.Software.Internet Explorer
Pwd Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
support cancelled	Priority 3	DCI.Customer Support.Question
Network password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Unlock Account	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
requesting third party softwa	Priority 3	DCI.Customer Support.Desktop Support
Network password reset req	Priority 3	DCI.Customer Support.Active Directory.Password reset
install .Net and Onbase softv	Priority 3	DCI.Customer Support.Desktop Support
General Question	Priority 3	DCI.Customer Support.Question
NSR attached	Priority 3	DCI.Customer Support.Active Directory.Drive Access
W-512042	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
needed to download procore	Priority 3	DCI.Customer Support.Question
email error message	Priority 3	DCI.Customer Support.Desktop Support
Disbled Acct	Priority 3	MIT.S.OPS.security.firewall
computer health check	Priority 3	DCI.Customer Support.hardware.Desktop.configuration
user is unable to set up pass	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
MS Outlook Set Up	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
Display Hidden Files and Fol	Priority 3	DCI.Customer Support.Desktop Support
user needed assistance acce	Priority 3	APPS.Technical support.PSELM
Question regarding archived	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Outlook errors	Priority 3	DCI.Customer Support.Desktop Support
Disable Banner Page in Xerc	Priority 3	DCI.Customer Support.Desktop Support
IT Security Awareness Train	Priority 3	DCI.Customer Support.Question
Third Party Install	Priority 3	DCI.Customer Support.Desktop Support
PW reset request	Priority 3	DCI.Customer Support.Break-Fix.Printer
Customer needs assistace w	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Phone Password Reset	Priority 3	DCI.SYSADMIN.Mobile Device Management.Technical support.S
W-348049	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
Customer cannot log into acc	Priority 3	DCI.Customer Support.Active Directory.Password reset
Pwd Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
network pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
number to payroll	Priority 3	DCI.Customer Support.Desktop Support
pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Xerox Printer Issues	Priority 3	DCI.Customer Support.printer.Xerox.technical support
password reset for Peopleso	Priority 3	DCI.Customer Support.Active Directory.Password reset
VM Pwd Reset	Priority 3	NCS.Telephone.digital phone.Voice Mail Password Reset
Account lockout	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo PW reset	Priority 3	DCI.Customer Support.Desktop Support
Pwd Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
status updates	Priority 3	DCI.Customer Support.service desk.Ticket Status
Xerox printer	Priority 3	DCI.Customer Support.Desktop Support
Unable to vier PDF on kiosk	Priority 3	DCI.Customer Support.hardware.Desktop.configuration
network pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
User is unable to print to her	Priority 3	DCI.Customer Support.printer.Desktop.Install Printer Driver

Account unlock	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Reset Windows	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo PW reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Kiosk user profile account lo	Priority 3	DCI.Customer Support.SSK Kiosk
Reset Windows - Incomplete	Priority 3	DCI.Customer Support.Active Directory.Password reset
PW reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Reset Windows	Priority 3	DCI.Customer Support.Active Directory.Password reset
Install Silverlight	Priority 3	DCI.Customer Support.Desktop Support
Peoplesoft login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Possible Virus	Priority 3	DCI.Customer Support.Question
Call dropped	Priority 3	DCI.Customer Support.Question
Assisted with access to ema	Priority 3	DCI.Customer Support.office 365.Technical support
No network connection	Priority 3	DCI.Customer Support.hardware.Desktop.configuration
Reset Windows	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo Login issue	Priority 3	DCI.Customer Support.Maximo.Password Reset
IT Security Awareness login	Priority 3	MIT.S.OPS.I.LMS ITSA.password reset
Outlook setup issue	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
Peoplesoft Login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
System Login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
Reset PS HCM	Priority 3	DCI.Customer Support.Active Directory.Password reset
PICK Login issue	Priority 3	DCI.Customer Support.Question
Outlook profile creation	Priority 3	DCI.Customer Support.Software.MS Outlook.Problem Not Found
Unlocked AD	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Reset Windows	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo login issue	Priority 3	DCI.Customer Support.Maximo.Password Reset
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo questions	Priority 3	DCI.Customer Support.Question
Unlock PS HCM	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Maximo Password reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
IT Security Awareness traini	Priority 3	DCI.Customer Support.Desktop Support
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Reset PS HCM	Priority 3	DCI.Customer Support.Active Directory.Password reset
IT security Awareness	Priority 3	DCI.Customer Support.Question
no support needed	Priority 3	DCI.Customer Support.Question
Reset ILMS	Priority 3	MIT.S.OPS.I.LMS ITSA.password reset
Resume question	Priority 3	DCI.Customer Support.Question
VPN Connection issue	Priority 3	DCI.Customer Support.Software.VPN.Install
Described how to display and	Priority 3	DCI.Customer Support.Question
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
VPN session deleted	Priority 3	DCI.Customer Support.Software.VPN.Training
System login issue	Priority 3	DCI.Customer Support.SSK Kiosk
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Peoplesoft login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Self Service Password assis	Priority 3	DCI.Customer Support.Active Directory.Password Self-Service A



System login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo password reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Pop up indicating- Metroweb	Priority 3	DCI.Customer Support.Question
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo password reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Contact customer as soon as	Priority 2	DCI.Customer Support.Break-Fix.Laptop
Customer reported unable to	Priority 3	DCI.Customer Support.Question
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
User requested password re	Priority 3	DCI.Customer Support.Active Directory.Password reset
user unable to access wmat	Priority 3	DCI.Customer Support.Question
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
customer wants to know how	Priority 3	DCI.Customer Support.Question
User requested password re	Priority 3	DCI.Customer Support.Active Directory.Password reset
No support needed	Priority 3	DCI.Customer Support.Question
drop call	Priority 3	DCI.Customer Support.Question
drop call	Priority 3	DCI.Customer Support.Question
Call Drop	Priority 3	DCI.Customer Support.Question
Vpn terminal session info	Priority 3	DCI.Customer Support.Software.VPN.Training
drop call	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
no support needed	Priority 3	DCI.Customer Support.Question
Sound Card Issue 7A	Priority 3	DCI.Customer Support.Break-Fix.Computer
Cant get Access to SMS. Ac	Priority 3	APPS.Technical support.SMS
Pwd Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
System Frozen	Priority 3	DCI.Customer Support.Desktop Support
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Locked Out	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
W-514299 email not receive	Priority 3	MIT.S.OPS.security.firewall
Scanner Install	Priority 3	DCI.Customer Support.hardware.Scanner.install
Customer called for status u	Priority 3	DCI.Customer Support.service desk.Ticket Status
IT Sec. Awareness Training	Priority 3	DCI.Customer Support.Question
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
People Soft FIN	Priority 3	MIT.Apps Security.PSFIN.password reset
Login Issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
IT Security Awareness Train	Priority 3	MIT.S.OPS.ILMS ITSA.registration
call disconnected	Priority 3	DCI.Customer Support.Question
Pwd Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
call disconnected	Priority 3	DCI.Customer Support.Question
email not updating	Priority 3	DCI.Customer Support.Software.MS Outlook.Problem Not Found
Customer needs help with hi	Priority 3	DCI.Customer Support.Question
Caller did not need support	Priority 3	DCI.Customer Support.Question
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Caller did not need support	Priority 3	DCI.Customer Support.Question
unable to login to VPN	Priority 3	DCI.Customer Support.Active Directory.Password reset

General IT Security Awareness	Priority 3	DCI.Customer Support.Question
unable to login to VPN	Priority 3	DCI.Customer Support.Active Directory.Password reset
ATP Scan in Progress	Priority 3	DCI.Customer Support.Question
IT Security Address Training	Priority 3	MIT.OPS.ILMS ITSA.disabled account
Customer is having issues w	Priority 3	DCI.Customer Support.printer.Desktop.Cycle Printer
Bad HD for Ron Pass*	Priority 3	DCI.Customer Support.hardware.Desktop.hardware failure
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Internet Explorer Upgrade	Priority 3	DCI.Customer Support.Software.Internet Explorer
Pwd Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Screen/Monitor Needed to b	Priority 3	DCI.Customer Support.Desktop Support
questions about sharepoint a	Priority 3	DCI.Customer Support.Question
Password reset For Peoples	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
External PS HCM Access	Priority 3	DCI.Customer Support.Question
Printer Install	Priority 3	Hardware
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
network account locked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Customer unable to open a s	Priority 3	DCI.Customer Support.Question
IT Security Awareness Train	Priority 3	MIT.OPS.ILMS ITSA.registration
IT Security Awareness Train	Priority 3	MIT.OPS.ILMS ITSA.registration
Account Locked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
IT Security Awareness Train	Priority 3	DCI.Customer Support.Question
NSR Form Inquiry	Priority 3	DCI.Customer Support.Question
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Requirement	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Cancelled	Priority 3	DCI.Customer Support.Question
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Create a Drive	Priority 3	DCI.Customer Support.Question
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo Password Reset	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Locked out	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
needs to know how to upload	Priority 3	DCI.Customer Support.Question
It Security Awareness Traini	Priority 3	MIT.OPS.ILMS ITSA.registration
Maximo Pwd Reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Status Update for two ticket	Priority 3	DCI.Customer Support.service desk.Ticket Status
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
TSR Issue	Priority 3	APPS.Access.Maximo

Login Assistance	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Customer wants to know the	Priority 3	DCI.Customer Support.Question
printer install	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
Maximo Pwd Reset	Priority 3	DCI.Customer Support.Question
HP Color Printer Install.	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
network pw reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
User requested password re	Priority 3	DCI.Customer Support.Active Directory.Password reset
PS FIN Support	Priority 3	DCI.Customer Support.Desktop Support
Cancelled	Priority 3	DCI.Customer Support.Question
HAVING ISSUE WITH PRO	Priority 3	DCI.Customer Support.Question
FIN account locked	Priority 3	MIT.S.Apps Security.PSFIN.password reset
Internet Access Prohibited M	Priority 3	DCI.Customer Support.Internet.Access prohibited
IT Security Awareness Train	Priority 3	MIT.S.OPS.ILMS ITSA.registration
dual print capability? on loca	Priority 3	DCI.Customer Support.printer.Desktop.Cycle Printer
User requested network acco	Priority 3	DCI.Customer Support.Active Directory.Password reset
Status Update	Priority 3	DCI.Customer Support.service desk.Ticket Status
Question regarding payroll s	Priority 3	DCI.Customer Support.Question
User needed assistance acco	Priority 3	DCI.Customer Support.Question
User requested password re	Priority 3	DCI.Customer Support.Active Directory.Password reset
network printer install	Priority 3	DCI.Customer Support.printer.Desktop.Cycle Printer
Status Update on ticket	Priority 3	DCI.Customer Support.service desk.Ticket Status
Peoplesoft Finance Acct Loc	Priority 3	MIT.S.Apps Security.PSFIN.password reset
User cannot log into her PS	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Disabled Acct Support	Priority 3	DCI.Customer Support.Question
Account unlocked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
change home page metrowe	Priority 3	DCI.Customer Support.Software.Internet Explorer
PC not responding	Priority 3	DCI.Customer Support.Question
PENDEV Cert Request	Priority 3	MIT.S.OPS.security.scan request
RPM Access	Priority 3	APPS.Technical support.ROCC
Maximo Pwd Reset	Priority 3	DCI.Customer Support.Question
TSR Creation	Priority 3	DCI.Customer Support.Question
Access Prohibited	Priority 3	MIT.S.OPS.security.firewall
Maximo Issue	Priority 3	APPS.Technical support.Maximo
Maximo Pwd Reset	Priority 3	DCI.Customer Support.Question
Network Drive Access	Priority 3	DCI.Customer Support.Desktop Support
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
VPN login issue. password e	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Install KODAK	Priority 3	DCI.Customer Support.Desktop Support
Customer states that Powerg	Priority 3	DCI.Customer Support.Question
IT Sec account disabled	Priority 3	DCI.Customer Support.Question
customer is unable to print	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
HAVING ISSUE WITH PRO	Priority 3	DCI.Customer Support.Question
It Security Awareness Traini	Priority 3	MIT.S.OPS.ILMS ITSA.registration
PeopleSoft HCM Access	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Increase Speed/Health Chec	Priority 3	DCI.Customer Support.hardware.Desktop.configuration

payroll support and email ac	Priority 3	DCI.Customer Support.Desktop Support
customer is unable to login.	Priority 3	DCI.Customer Support.hardware.Laptop.configuration
Account Disabled	Priority 3	DCI.Customer Support.Question
unable to print.	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
Bad Mouse on 7E*	Priority 2	DCI.Customer Support.hardware.Mouse.break/fix
Adobe Pro Install	Priority 3	DCI.Customer Support.Desktop Support
customer unable to update p	Priority 3	DCI.Customer Support.Question
Pwd Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo Issue- Outage Pare	Priority 3	MAXIMO
Local Printer Is Not Printing	Priority 3	DCI.Customer Support.printer.Desktop.Cycle Printer
Shared Drive	Priority 3	DCI.Customer Support.Question
User cannot print from maxim	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo Error	Priority 3	APPS.Technical support.Maximo
unable to enter time in Maxim	Priority 3	APPS.Technical support.Maximo
unable to print from maximo	Priority 3	APPS.Technical support.Maximo
MS Outlook Issue	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
NSR #1 of 5 Edwards	Priority 3	DCI.Customer Support.Active Directory.Drive Access
Reset ITSA Training Pwd	Priority 3	DCI.Customer Support.Question
status updates	Priority 3	DCI.Customer Support.service desk.Ticket Status
no dial tone	Priority 3	NCS.Telephone.digital phone.No Dial Tone
Docking Station Request	Priority 3	DCI.Customer Support.Question
unable to change pw	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Status Update	Priority 3	DCI.Customer Support.service desk.Ticket Status
Customer has question rega	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Pwd Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
status 38980	Priority 3	DCI.Customer Support.service desk.Ticket Status
Customer cannot change the	Priority 3	APPS.Technical support.Maximo
Call Dropped	Priority 3	DCI.Customer Support.Question
Video Surveillance Monitors	Priority 3	DCI.Customer Support.Question
Call Dropped	Priority 3	DCI.Customer Support.Question
When customer receives cal	Priority 3	DCI.SYSADMIN.Mobile Device Management.Technical support.S
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
account locked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
call regarding issue	Priority 3	DCI.Customer Support.Active Directory.Password reset
Customer's account was not	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
ITSA training pwd	Priority 3	DCI.Customer Support.Question
reset pw Maximo	Priority 3	DCI.Customer Support.Question
W-514765	Priority 3	DCI.Customer Support.Software.MS Outlook.Problem Not Found
PC logon failure	Priority 3	DCI.Customer Support.Active Directory.Password reset
PS ELM Support	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
network pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Account locked	Priority 3	DCI.Customer Support.Active Directory.Password reset
third party software upgrade	Priority 3	DCI.Customer Support.Desktop Support
IT Security PAssword Reset	Priority 3	MIT.S.OPS.ILMS ITSA.password reset

Xerox constantly jamming	Priority 3	DCI.Customer Support.printer.Xerox.technical support
KB error	Priority 3	DCI.Customer Support.Desktop Support
Reset Maximo Password	Priority 3	APPS.Training.Maximo
Status Update	Priority 3	DCI.Customer Support.service desk.Ticket Status
Monitor Setup	Priority 3	DCI.Customer Support.Equipment Move.Project
Trapeze Issue	Priority 3	APPS.Technical Support.Trapeze
network account locked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Email	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
W-514377	Priority 3	DCI.Customer Support.Question
email issues on WMATA iss	Priority 3	DCI.SYSADMIN.Mobile Device Management.Technical support.S
PW reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
network pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password rexit	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
it security awareness	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
No apps found in trapeze	Priority 3	APPS.Technical Support.Trapeze
Question concerning pc perf	Priority 3	DCI.Customer Support.Desktop Support
PAssword reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Question concerning oracle	Priority 3	DCI.Customer Support.Desktop Support
Question concerning oracle	Priority 3	DCI.Customer Support.Desktop Support
Outlook	Priority 3	DCI.SYSADMIN.Software.installation.MS Office
Reset Windows	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Issue entering Labor	Priority 3	APPS.Technical support.Maximo
When user put time in for the	Priority 3	APPS.Technical support.Maximo
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Unlocked Trapeze	Priority 3	DCI.Customer Support.Question
System login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Walked user through email a	Priority 3	DCI.Customer Support.office 365.Technical support
Unlocked AD	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
System login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Reset ILMS	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
AD disabled due to ILMS nor	Priority 3	DCI.Customer Support.Question
User arrived at work the Ava	Priority 3	NCS.Telephone.digital phone.Other
Reset PS HCM	Priority 3	DCI.Customer Support.Active Directory.Password reset
Peoplesoft login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
User unable to access RPM	Priority 3	APPS.Technical support.ROCC
Maximo time entry error	Priority 3	APPS.Technical support.Maximo
Email setup assistance	Priority 3	DCI.Customer Support.Software.MS Outlook.Problem Not Found
Maximo profile issue	Priority 3	DCI.Customer Support.Question
Reset Maximo	Priority 3	DCI.Customer Support.Maximo.Password Reset
System Login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Unlocked Windows	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Metroweb	Priority 3	DCI.Customer Support.Question
User attempts to enter his la	Priority 3	APPS.Technical support.Maximo
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Reset Maximo	Priority 3	DCI.Customer Support.Maximo.Password Reset

call dropped	Priority 3	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
System login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Assisted user with access to	Priority 3	DCI.Customer Support.office 365.Technical support
Peoplesoft login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Reset PS HCM	Priority 3	DCI.Customer Support.Active Directory.Password reset
Call dropped	Priority 3	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Self-Service password assist	Priority 3	DCI.Customer Support.Active Directory.Password Self-Service A
System login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Maximo login issue	Priority 3	DCI.Customer Support.Maximo.Password Reset
Account Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Webmail Access from Home	Priority 3	DCI.Customer Support.office 365.Technical support
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Account Unlock	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
trying to access weekly pay s	Priority 3	DCI.Customer Support.Question
no support needed	Priority 3	DCI.Customer Support.Question
VPN Support	Priority 3	DCI.Customer Support.Software.VPN.Install
no support needed	Priority 3	DCI.Customer Support.Question
no support needed	Priority 3	DCI.Customer Support.Question
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Account password Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password Account Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
IT Security Awareness Train	Priority 3	DCI.Customer Support.Question
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Log in assistance	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
disabled due to not taking tra	Priority 3	DCI.Customer Support.Question
user is unable to save a work	Priority 3	APPS.Technical support.Maximo
password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Caller did not need support	Priority 3	DCI.Customer Support.Desktop Support
Call Dropped	Priority 3	DCI.Customer Support.Desktop Support
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Cell phone Issue	Priority 2	DCI.SYSADMIN.Mobile Device Management.Technical support.S
password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
call disconnected	Priority 3	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock

unlocked account	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
The user stated that when he	Priority 3	DCI.Customer Support.Question
Cannot view Pay Statement	Priority 3	DCI.Customer Support.Question
The user is unable to open th	Priority 3	DCI.Customer Support.Desktop Support
call disconnected	Priority 3	DCI.Customer Support.Question
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
MS Outlook Issues W-51253	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
No Service Needed	Priority 3	DCI.Customer Support.Question
Maximo System issues	Priority 3	APPS.Technical support.Maximo
Maximo System error	Priority 3	APPS.Technical support.Maximo
Maximo System error	Priority 3	APPS.Technical support.Maximo
System login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Maximo login issue	Priority 3	DCI.Customer Support.Maximo.Password Reset
Peoplesoft ELM CBT issue	Priority 3	APPS.Technical support.PSELM
Maximo	Priority 3	APPS.Technical support.Maximo
Peoplesoft login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Maximo database error	Priority 3	APPS.Technical support.Maximo
Peoplesoft login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Maximo slowness	Priority 3	APPS.Technical support.Maximo
Account Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
User is having issues within	Priority 3	DCI.Customer Support.Question
Maximo Child Ticket	Priority 2	DCI.Customer Support.Desktop Support
Parent ticket for Maximo Out	Priority 3	MAXIMO
Account Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Maximo Account Password R	Priority 3	DCI.Customer Support.Maximo.Password Reset
Account Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Account Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Maximo Password Reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Account Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Account Password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
VPN Issue	Priority 2	DCI.Customer Support.Software.VPN.Install
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
External Peoplesoft Access	Priority 3	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
password reset For unlock	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
call disconnected	Priority 3	DCI.Customer Support.Question
support cancelled.	Priority 3	DCI.Customer Support.Question
status update 38980	Priority 3	DCI.Customer Support.service desk.Ticket Status
The user is unable to login to	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock

password reset	Priority 3	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Question Regarding Metrow	Priority 3	DCI.Customer Support.Question
unlocked account	Priority 3	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
System login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Desktop running slow	Priority 3	DCI.Customer Support.hardware.Desktop.configuration
Email log in issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Peoplesoft login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Maximo login issue	Priority 3	DCI.Customer Support.Maximo.Password Reset
Maximo Login issue	Priority 3	DCI.Customer Support.Maximo.Password Reset
Email login issue (Profile will	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Caller hung up	Priority 3	DCI.Customer Support.Question
Peoplesoft login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Email not updating	Priority 3	DCI.Customer Support.Question
IT Security Awareness Test	Priority 3	DCI.Customer Support.Desktop Support
Passwoed reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password Self-Service A:
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password Self-Service A:
passowrd reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Caller hung up	Priority 3	DCI.Customer Support.Desktop Support
no support needed	Priority 3	DCI.Customer Support.Question
User requested network acco	Priority 3	DCI.Customer Support.Active Directory.Password reset
DNS Request	Priority 3	DCI.SYSADMIN.Server.Access
access webmail externally	Priority 3	DCI.Customer Support.Question
User requested password re	Priority 3	DCI.Customer Support.Maximo.Password Reset
Customer called for ticket sta	Priority 3	DCI.Customer Support.service desk.Ticket Status
Call disconnected	Priority 3	DCI.Customer Support.Question
vpn support best # for emplo	Priority 3	DCI.Customer Support.Software.VPN.Training
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password Self-Service A:
Reset Pwd for ITSA training	Priority 3	DCI.Customer Support.Question
no support needed	Priority 3	DCI.Customer Support.Question
no support needed	Priority 3	DCI.Customer Support.Question
<aximo Password	Priority 3	DCI.Customer Support.Question
Status Update	Priority 3	DCI.Customer Support.service desk.Ticket Status
Maximo password reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
2nd monitor at Ft. Totten*	Priority 3	DCI.Customer Support.hardware.Monitor.break/fix
Customer reported unable to	Priority 3	DCI.Customer Support.Desktop Support
Customer is not able to acce	Priority 3	DCI.SYSADMIN.Server.Access
W-348747	Priority 3	DCI.Customer Support.Question
Email Issue	Priority 2	DCI.Customer Support.Software.MS Outlook.Repair



Maximo pw reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Outlook Web account inform	Priority 3	DCI.Customer Support.office 365.Technical support
Maximo permissions	Priority 3	DCI.Customer Support.Maximo.Password Reset
Maximo Password Reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
passowrd reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Printer Issue	Priority 3	DCI.Customer Support.printer.Desktop.Cycle Printer
Laptop barcode - 515152 , T	Priority 3	DCI.Customer Support.Desktop Support
it security awareness	Priority 3	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
PC shuts down	Priority 3	DCI.Customer Support.Break-Fix.Computer
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Update Office. was erroring v	Priority 3	DCI.Customer Support.Software.MS Excel.Install
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
access prohibited	Priority 3	DCI.Customer Support.Internet.Access prohibited
Excel can open files	Priority 3	DCI.Customer Support.Software.MS Excel.Install
It security password reset	Priority 3	MIT.S.OPS.I.LMS ITSA.password reset
Unlock Account	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
2nd monitor display issue	Priority 3	DCI.Customer Support.hardware.Monitor.configuration
Verify Email address	Priority 3	DCI.Customer Support.Question
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
employee Discounts	Priority 3	DCI.Customer Support.Question
java install	Priority 3	DCI.Customer Support.Software.Java.upgrade
Payroll Support	Priority 3	DCI.Customer Support.Question
reimage for Traci Morris	Priority 3	DCI.Customer Support.hardware.Laptop.reimage
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
DCI.Customer Support.Desk	Priority 3	DCI.Customer Support.Desktop Support
Employee Discounts Inquiry	Priority 3	DCI.Customer Support.Question
MS Visio Reinstall	Priority 3	DCI.SYSADMIN.Software.installation.MS Visio
Customer needs their pwd re	Priority 3	DCI.Customer Support.Question
sa pw reset	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Emails are not updating	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
Printer Install	Priority 3	Hardware
No Netwrok Drive	Priority 3	DCI.Customer Support.Desktop Support
Update Work Information in	Priority 3	DCI.Customer Support.Question
SUbmitting TSR	Priority 3	DCI.Customer Support.Question
Pwd Reset	Priority 3	DCI.Customer Support.Question
Maximo Password Reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Unlock Account	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Customer is requesting to re	Priority 3	DCI.Customer Support.Question
status update	Priority 3	DCI.Customer Support.service desk.Ticket Status
General Question	Priority 3	DCI.Customer Support.Question
ticket status 38803	Priority 3	DCI.Customer Support.service desk.Ticket Status
question regarding prior emp	Priority 3	DCI.Customer Support.Question
Pwd Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
ie update	Priority 3	DCI.Customer Support.Software.Internet Explorer

Maximo Pwd Reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Sharepoint Access	Priority 3	DCI.Customer Support.Question
dual monitor setup	Priority 3	DCI.Customer Support.hardware.Monitor.configuration
VPN Issue	Priority 2	DCI.Customer Support.Software.VPN.Install
pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Customer called for tech	Priority 3	DCI.Customer Support.Question
pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Third Party Install	Priority 3	DCI.Customer Support.Desktop Support
Possible Health Check need	Priority 3	DCI.Customer Support.Question
Acct Locked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Question regarding a name	Priority 3	DCI.Customer Support.Question
Cancelled-Customer Request	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Accellion file access issue	Priority 3	DCI.SYSADMIN.office 365.Technical support
MS Outlook Issue	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
emailing Word doc issue	Priority 3	DCI.Customer Support.Question
reset pw	Priority 3	DCI.Customer Support.Active Directory.Password reset
windchill password reset	Priority 3	APPS.Technical support.Windchill
New EE Login	Priority 3	DCI.Customer Support.Question
pw reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Status Update	Priority 3	DCI.Customer Support.service desk.Ticket Status
Wifi Service	Priority 3	DCI.Customer Support.Wifi.Configuration
Printer Install	Priority 3	Hardware
PC Image	Priority 3	DCI.Customer Support.hardware.Desktop.reimage
Timesheet Issue	Priority 3	DCI.Customer Support.Question
Itr Awareness Training quest	Priority 3	DCI.Customer Support.Question
Dropped Call	Priority 3	DCI.Customer Support.Question
Pwd Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Allocate more space on the	Priority 3	DCI.SYSADMIN.network driveClean Disk Space
Maximo Issue	Priority 3	APPS.Technical support.Maximo
Dual Monitor Set Up	Priority 3	DCI.Customer Support.hardware.Monitor.configuration
Locked Acct	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
User cannot access group fo	Priority 3	DCI.SYSADMIN.Software.installation.MS Office
Photos on Mobile Device	Priority 3	DCI.SYSADMIN.Mobile Device Management.Technical support.S
Mr. Qureshi would like to ope	Priority 3	NCS.Telephone.digital phone.Other
Status updates	Priority 3	DCI.Customer Support.service desk.Ticket Status
Mouse at NY/NoMa kiosk*	Priority 3	DCI.Customer Support.hardware.Mouse.break/fix
Reset Windows	Priority 3	DCI.Customer Support.Active Directory.Password reset
Reset PS HCM	Priority 3	DCI.Customer Support.Active Directory.Password reset
User needs an external cam	Priority 3	DCI.Customer Support.Question
User would like Silverlight ins	Priority 3	DCI.Customer Support.Desktop Support
User unable to access/open	Priority 3	DCI.Customer Support.Desktop Support
Reset PS HCM	Priority 3	DCI.Customer Support.Active Directory.Password reset
User unable to access Trape	Priority 3	APPS.Technical Support.Trapeze
User cannot access Trapeze	Priority 3	APPS.Technical Support.Trapeze

User cannot access Trapeze	Priority 3	APPS.Technical Support.Trapeze
User is unable to access Tra	Priority 3	APPS.Technical Support.Trapeze
Reset Windows	Priority 3	DCI.Customer Support.Active Directory.Password reset
Assisted user configure 365	Priority 3	DCI.Customer Support.office 365.Technical support
Reset PS HCM	Priority 3	DCI.Customer Support.Active Directory.Password reset
User is unable to access Tra	Priority 3	APPS.Technical Support.Trapeze
User gets pass Citrix, but is	Priority 3	APPS.Technical Support.Trapeze
User's Excel application is no	Priority 3	DCI.Customer Support.Question
Maximo password reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Reset Windows	Priority 3	DCI.Customer Support.Active Directory.Password reset
Windows reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
HP color laser jet. Printer off	Priority 3	DCI.Customer Support.printer.Desktop.Cycle Printer
Maximo reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
no support needed	Priority 3	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
IT Security Awareness Train	Priority 3	DCI.Customer Support.Question
no support	Priority 3	DCI.Customer Support.Question
IT security awareness passw	Priority 3	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
called disconnected	Priority 3	DCI.Customer Support.Question
no support needed	Priority 3	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Peoplesoft elm wont let cust	Priority 3	APPS.Technical support.PSELM
PSW reset	Priority 3	DCI.Customer Support.office 365.Technical support
It security awareness	Priority 3	DCI.Customer Support.Question
Request remote access	Priority 3	DCI.Customer Support.Software.VPN.Training
Needed email address	Priority 3	DCI.Customer Support.Question
inactivity for 90 day maximo	Priority 3	DCI.Customer Support.Question
IT security awareness trainin	Priority 3	DCI.Customer Support.Question
reset pw	Priority 3	DCI.Customer Support.Active Directory.Password reset
Excel freezes and outlook co	Priority 3	DCI.Customer Support.Desktop Support
Request remote access	Priority 3	DCI.Customer Support.Software.VPN.Training
New contractor C026446; ac	Priority 3	DCI.Customer Support.Active Directory.Password reset
PC has been given to Fergus	Priority 3	DCI.Customer Support.hardware.Desktop.reimage
dropped call	Priority 3	DCI.Customer Support.Question
Voicemail password	Priority 3	NCS.Telephone.digital phone.Voice Mail Password Reset
DNS siffixes missing. Custor	Priority 3	DCI.Customer Support.Question
update adobe	Priority 3	DCI.Customer Support.Desktop Support
status update	Priority 3	DCI.Customer Support.service desk.Ticket Status
APPS.Technical support.PS	Priority 3	APPS.Technical support.PSELM
Account locked out	Priority 3	DCI.Customer Support.Desktop Support
Account remains disabled af	Priority 3	DCI.Customer Support.Question
customer is having issue with	Priority 3	DCI.Customer Support.Desktop Support
Ticket Update	Priority 3	DCI.Customer Support.service desk.Ticket Status
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset

Maximo Inquiry	Priority 3	DCI.Customer Support.Question
Adobe pro install	Priority 3	DCI.Customer Support.Desktop Support
ITSAT questions	Priority 3	MIT.S.OPS.I.LMS ITSA.password reset
password reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Maximo pw reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Reset ITSA training pwd	Priority 3	DCI.Customer Support.Question
Adobe pro install	Priority 3	DCI.Customer Support.Desktop Support
HCM account locked	Priority 3	MIT.S.Apps Security.PSFIN.password reset
Unable to log into her PC	Priority 3	DCI.Customer Support.Desktop Support
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Email showing busy	Priority 3	DCI.Customer Support.Desktop Support
customer needs IE 11 install	Priority 3	DCI.Customer Support.Software.Internet Explorer
customer needs IE 11 install	Priority 3	DCI.Customer Support.Software.Internet Explorer
status update	Priority 3	DCI.Customer Support.service desk.Ticket Status
No suppot	Priority 3	DCI.Customer Support.Question
Locked Out	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
network pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Receive Calls from Terminat	Priority None	DCI.Customer Support.Question
Status Update	Priority 3	DCI.Customer Support.service desk.Ticket Status
Maximo pw reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
User request to be upgraded	Priority 3	DCI.Customer Support.office 365.Technical support
IT Security Awareness Train	Priority 3	DCI.Customer Support.Question
Silverlight install request	Priority 3	DCI.Customer Support.Desktop Support
needs xerox printer installed	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
Passwaord Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
powerstrip	Priority 3	DCI.Customer Support.Question
Not able to access OneDrive	Priority 3	DCI.Customer Support.Question
IE Upgrade	Priority 3	DCI.Customer Support.Software.Internet Explorer
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Installl Windows Mobile Devi	Priority 3	DCI.Customer Support.Desktop Support
inquiry	Priority 3	DCI.Customer Support.service desk.Ticket Status
Locked Out	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Unable to log into computer	Priority 3	DCI.Customer Support.Active Directory.New Employee
customer received spam em	Priority 3	DCI.Customer Support.Question
needs tuition assistance for	Priority 3	DCI.Customer Support.Question
Install O365	Priority 3	DCI.Customer Support.office 365.Technical support
Adobe Pro install	Priority 3	DCI.Customer Support.Desktop Support
Recover a lost document	Priority 3	DCI.Customer Support.Question
Update email address on us	Priority 3	MIT.S.Apps Security.PSFIN.Access
IE upgrade request	Priority 3	DCI.Customer Support.Software.Internet Explorer
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
PSW reset	Priority 3	DCI.Customer Support.Active Directory.Password Self-Service A
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Customer checking on status	Priority 3	DCI.Customer Support.Desktop Support
Pwd Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
how to submit nsr	Priority 3	DCI.Customer Support.Question

Network Password reset req	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
security awareness pw reset	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
needs pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Pwd Reset	Priority 3	DCI.Customer Support.Question
Unlock Account	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Network Password reset req	Priority 3	MIT.S.OPS.security.firewall
No support needed	Priority 3	DCI.Customer Support.Question
reset pw	Priority 3	DCI.Customer Support.Active Directory.Password reset
Email not working	Priority 3	DCI.Customer Support.Desktop Support
Pwd Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Ticket status on 35636	Priority 3	DCI.Customer Support.service desk.Ticket Status
Network password reset req	Priority 3	DCI.Customer Support.Active Directory.Password reset
PSW reset	Priority 3	DCI.Customer Support.Active Directory.Password Self-Service A
status update on ticket	Priority 3	DCI.Customer Support.service desk.Ticket Status
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Customer has issue logging	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Customer not able to pull wo	Priority 3	APPS.Technical support.Maximo
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
how to fill tsr	Priority 3	DCI.Customer Support.Question
ELM Login Assistance	Priority 3	DCI.Customer Support.Question
unlock account	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
One Note not syncing	Priority 3	DCI.Customer Support.Question
Printer Issue	Priority 3	DCI.Customer Support.printer.Desktop.Cycle Printer
Status update on the ticket #	Priority 3	DCI.Customer Support.service desk.Ticket Status
status update	Priority 3	DCI.Customer Support.service desk.Ticket Status
Unlock Account	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
The genuine shstat.exe file is	Priority 3	DCI.Customer Support.Question
Change of IP address on the	Priority 3	DCI.Customer Support.Desktop Support
Network password reset req	Priority 3	DCI.Customer Support.Active Directory.Password reset
Equipment support - 2 overh	Priority 3	DCI.Customer Support.Question
Adobe pro install	Priority 3	DCI.Customer Support.Desktop Support
Pwd Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Pick PIN	Priority 3	DCI.Customer Support.Question
Maximo Password reset req	Priority 3	APPS.Training.Maximo
It security awareness	Priority 3	DCI.Customer Support.Question
Status Update	Priority 3	DCI.Customer Support.service desk.Ticket Status
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
T1 line down	Priority 3	NCS.Data Circuit.Issues
IT Security Awareness Train	Priority 3	DCI.Customer Support.Question
inquiry	Priority 3	DCI.Customer Support.service desk.Ticket Status
PAssword and email	Priority 3	DCI.Customer Support.Active Directory.Password reset
Status	Priority 3	DCI.Customer Support.service desk.Ticket Status
inquiry	Priority 3	DCI.Customer Support.service desk.Ticket Status

Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
User needs to know how sig	Priority 3	DCI.Customer Support.Question
Fax Machine errors	Priority 3	NCS.Telephone.digital phone.Hardware
Password reset it security av	Priority 3	DCI.Customer Support.Desktop Support
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
User has not accessed Maxi	Priority 3	DCI.Customer Support.Maximo.Password Reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
No Available Servers	Priority 3	DCI.Customer Support.Active Directory.Password reset
CA Clarity Link	Priority 3	DCI.Customer Support.Internet.Access prohibited
Email not updating	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
Peoplesoft	Priority 3	DCI.Customer Support.Active Directory.Password reset
Pwd Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Computer Set Up	Priority 3	DCI.Customer Support.Equipment Move.Project
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Reset password	Priority 3	DCI.Customer Support.Active Directory.Password reset
No support needed	Priority 3	DCI.Customer Support.Question
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
PASSWORD RESET	Priority 3	DCI.Customer Support.Active Directory.Password reset
Customer returned call	Priority 3	DCI.Customer Support.Question
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
It security awareness error	Priority 3	DCI.Customer Support.Desktop Support
Password reset	Priority 3	APPS.Technical support.PSELM
Maximo pw reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Customer question	Priority 3	DCI.Customer Support.Question
Pwd Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Printer install	Priority 3	DCI.Customer Support.Desktop Support
Assisted user with access to	Priority 3	DCI.Customer Support.office 365.Technical support
My pay stub isn't being email	Priority 3	DCI.Customer Support.Question
Shared Calendar	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
NSR attached	Priority 3	DCI.Customer Support.Active Directory.New Contractor
Outlook tries to initiate an ins	Priority 3	DCI.Customer Support.office 365.Technical support
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
Pwd Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo Reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
User logs into the computer	Priority 3	DCI.Customer Support.hardware.Desktop.hardware failure
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
Request for AD reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
When user enter in Excel ce	Priority 3	DCI.Customer Support.Software.MS Excel.Install
Unlocked AD	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Provided Wifi un/pswd	Priority 3	DCI.Customer Support.Wifi.Configuration
Reset ILMS	Priority 3	MIT.OPS.ILMS ITSA.password reset
User clicks on the Medical R	Priority 3	DCI.Customer Support.Question
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset

Reset Maximo	Priority 3	DCI.Customer Support.Maximo.Password Reset
Reset ILMS	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
Unblocked Maximo	Priority 3	DCI.Customer Support.Maximo.Password Reset
Call dropped , answered , bu	Priority 3	DCI.Customer Support.Question
Walked user through ILMS to	Priority 3	DCI.Customer Support.Desktop Support
Install HP Color Laser Jet 54	Priority 3	DCI.Customer Support.printer.Desktop.Install Printer Driver
Reset ILMS	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
AD disable due to ILMS non	Priority 3	DCI.Customer Support.Question
Reset Maximo	Priority 3	DCI.Customer Support.Maximo.Password Reset
Windows reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
everything the customer tries	Priority 3	APPS.Technical support.PSELM
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
customer completes test in p	Priority 3	APPS.Technical support.PSELM
Network password reset requ	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Help with IT Security Awaren	Priority 3	MIT.S.OPS.ILMS ITSA.registration
support cancelled	Priority 3	DCI.Customer Support.Question
Maximo password reset requ	Priority 3	APPS.Training.Maximo
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
customer would like to have	Priority 3	DCI.Customer Support.printer.Desktop.Install Printer Driver
password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
No Network Access	Priority 3	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
HP p30 15, barcode - 40801	Priority 3	DCI.Customer Support.printer.Desktop.Install Printer Driver
DCI.Customer Support.Ques	Priority 3	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Pwd Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
status update 38315	Priority 3	DCI.Customer Support.service desk.Ticket Status
No support	Priority 3	DCI.Customer Support.Question
Pwd Inquiry	Priority 3	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Network pasword reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Install Silverlight on PC.	Priority 3	DCI.Customer Support.Desktop Support
unable to open outlook on he	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
DCI.Customer Support.Ques	Priority 3	DCI.Customer Support.Question
Pwd Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Tablet boot issues related tic	Priority 3	DCI.Customer Support.hardware.Desktop.break/fix
PIDS/ROCS not displaying	Priority 3	APPS.Technical support.PIDS

Network password reset equ	Priority 3	DCI.Customer Support.Question
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
mouse not working	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Maximo Password Reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Metroweb Posting Request	Priority 3	DCI.Customer Support.Question
Visio install request	Priority 3	DCI.SYSADMIN.Software.installation.MS Project
access prohibited message v	Priority 3	DCI.Customer Support.Internet.Access prohibited
customer recently had his PC	Priority 3	DCI.Customer Support.Desktop Support
inquiry	Priority 2	DCI.Customer Support.service desk.Ticket Status
Locked Acct	Priority 3	DCI.Customer Support.Question
Bad monitor-	Priority 3	DCI.Customer Support.Break-Fix.Computer
java install request	Priority 3	DCI.Customer Support.Software.Java.Install
network pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo Reset	Priority 3	DCI.Customer Support.Question
customer can not connect to	Priority 3	DCI.Customer Support.Question
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset question	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Install silverlight	Priority 3	DCI.Customer Support.Desktop Support
No support needed	Priority 3	DCI.Customer Support.Question
Nextiva review install	Priority 3	DCI.Customer Support.Question
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Maximo Password Reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Pwd Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
inquiry	Priority 3	DCI.Customer Support.service desk.Ticket Status
XEROX PRINTER INSTALL	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
Requests for Installing or Su	Priority 3	DCI.Customer Support.Desktop Support
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Trust relationship	Priority 3	DCI.Customer Support.Network.Server
Adobe acro install	Priority 3	DCI.Customer Support.Desktop Support
Phone Number/Email Issue	Priority 3	DCI.Customer Support.Question
Reset Maximo Password	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo Pwd Reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
IE SETTINGS	Priority 3	DCI.Customer Support.Desktop Support
unlocked maximo account	Priority 3	DCI.Customer Support.Maximo.Password Reset
Locked Out of PC	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
needs password reset for CF	Priority 3	DCI.Customer Support.Desktop Support
Laptop screen doesn't displa	Priority 3	DCI.Customer Support.hardware.Monitor.break/fix
Pwd Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
needs assistance changing p	Priority 3	DCI.Customer Support.Active Directory.Password reset
Word help	Priority 3	DCI.Customer Support.Question
Google Chrome install reques	Priority 3	DCI.Customer Support.Desktop Support
unable to launch ELM trainin	Priority 3	APPS.Technical support.PSELM
IE Issue	Priority 3	DCI.Customer Support.Question
reimage request	Priority 3	DCI.Customer Support.hardware.Desktop.reimage
per Ferguson, Laptops with i	Priority 3	DCI.Customer Support.Inventory.Upgrade Case
Silverlight install	Priority 3	DCI.Customer Support.Desktop Support



HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Pwd Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Pwd Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
extended monitor	Priority 3	DCI.Customer Support.hardware.Monitor.configuration
Room for ilms training at CT	Priority 3	DCI.Customer Support.Question
Xerox Printer Access	Priority 3	DCI.Customer Support.printer.Xerox.technical support
Third Party Software Request	Priority 3	DCI.Customer Support.Desktop Support
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
unable to view sent items	Priority 3	DCI.Customer Support.Question
Peoplesoft FIN account locked	Priority 3	MIT.Apps Security.PSFIN.Access
network account locked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
No network connection	Priority 3	DCI.Customer Support.Question
IT security awareness training	Priority 3	DCI.Customer Support.Desktop Support
Email Address Is Not Valid	Priority 3	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
PC reimaged	Priority 3	DCI.Customer Support.hardware.Desktop.reimage
Metroweb site	Priority 3	DCI.Customer Support.Question
unlocked maximo account	Priority 3	DCI.Customer Support.Maximo.Password Reset
Is there a Communications r	Priority 3	DCI.Customer Support.Question
Ticket status of 37684	Priority 3	DCI.Customer Support.service desk.Ticket Status
no audio	Priority 3	DCI.Customer Support.Desktop Support
password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Customer checkig on his ma	Priority 3	APPS.Training.Maximo
launch button does not work	Priority 3	APPS.Technical support.PSELM
outlook issues	Priority 3	DCI.Customer Support.Question
No Network Access	Priority 3	NCS.Telephone.digital phone.Other
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Question about TSR	Priority 3	DCI.Customer Support.Question
Printer Jammed	Priority 3	DCI.Customer Support.Break-Fix.Printer
Notification Emails	Priority 3	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Customer requesting for prin	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
NSR - Cooper	Priority 3	DCI.Customer Support.Active Directory.Drive Access
Customer wants to know if s	Priority 3	MIT.OPS.ILMS ITSA.password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
MS Outlook not connecting	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Locked out	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Request for I: Drive	Priority 3	DCI.Customer Support.Question
Had visio, pc replaced visio r	Priority 3	DCI.SYSADMIN.Software.upgrade.MS Visio
unlocked account	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Outlook issues	Priority 3	DCI.Customer Support.Desktop Support
Unable to load resume at kid	Priority 3	HR.PSHCM.ESS technical support
customer needs update for S	Priority 3	DCI.Customer Support.Question

unlocked account	Priority 3	DCI.Customer Support.Maximo.Password Reset
Pwd Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
printer jam	Priority 3	DCI.Customer Support.printer.Desktop.Cycle Printer
ELM Support	Priority 3	APPS.Technical support.PSELM
Can't open a scanned pdf, b	Priority 3	DCI.Customer Support.Desktop Support
unable to login with reset pw	Priority 3	DCI.Customer Support.Question
USB Port Broken	Priority 3	DCI.Customer Support.Break-Fix.Laptop
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
User Profile Service Failure	Priority 3	DCI.Customer Support.Desktop Support
Question about which IT sec	Priority 3	MIT.S.OPS.ILMS ITSA.registration
network pw reset	Priority 3	MIT.S.OPS.ILMS ITSA.disabled account
PW reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
network pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
PW reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
network pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
PC won't power on after pow	Priority 3	DCI.Customer Support.hardware.Desktop.hardware failure
Pwd Reset	Priority 3	DCI.Customer Support.Question
PW reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
network account locked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
PW reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Request Nextiva Review Inst	Priority 3	DCI.Customer Support.Question
PW reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
printer install	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
PW reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
needs to know how to attach	Priority 3	APPS.Access.Maximo
User wanted to Verify VPN to	Priority 3	DCI.Customer Support.Desktop Support
HCM pw reset	Priority 3	DCI.Customer Support.Question
Email issue	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
PW Reset	Priority 3	DCI.Customer Support.Desktop Support
Maximo account locked and	Priority 3	DCI.Customer Support.Question
file association issues	Priority 3	DCI.Customer Support.Desktop Support
Status update on ticket 3791	Priority 3	DCI.Customer Support.service desk.Ticket Status
PW Reset	Priority 3	DCI.Customer Support.Desktop Support
Voicemail Password Reset	Priority 3	NCS.Telephone.digital phone.Voice Mail Password Reset
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
User received error upon log	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
CRM install	Priority 3	DCI.Customer Support.Desktop Support
Call dropped - not a good co	Priority 3	DCI.Customer Support.Question
AD disabled due to ILMS nor	Priority 3	DCI.Customer Support.Question
Maximo login issue	Priority 3	DCI.Customer Support.Maximo.Password Reset
Reset PS HCM	Priority 3	DCI.Customer Support.Active Directory.Password reset
Kiosk camera blacked out w	Priority 3	DCI.Customer Support.Question
Reset Windows	Priority 3	DCI.Customer Support.Active Directory.Password reset
Reset Maximo	Priority 3	DCI.Customer Support.Maximo.Password Reset
System login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Reset Windows	Priority 3	DCI.Customer Support.Active Directory.Password reset

Peoplesoft login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Maximo Login issue	Priority 3	DCI.Customer Support.Maximo.Password Reset
Assisted user with resetting	Priority 3	DCI.Customer Support.Active Directory.Password reset
Peoplesoft login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
User getting access prohibite	Priority 3	DCI.Customer Support.Internet.Access prohibited
Maximo log in issue	Priority 3	DCI.Customer Support.Maximo.Password Reset
User getting the following err	Priority 3	DCI.Customer Support.hardware.Desktop.break/fix
Peoplesoft login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Maximo login issue	Priority 3	DCI.Customer Support.Maximo.Password Reset
Cancelled call , user realized	Priority 3	DCI.Customer Support.Question
Peoplesoft login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Reset PS HCM	Priority 3	DCI.Customer Support.Active Directory.Password reset
Peoplesoft login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Peoplesoft access issue	Priority 3	HR.PSHCM.Support
System login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
IT Security Awareness Train	Priority 3	DCI.Customer Support.Question
helped customer access his	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
customer is trying to get his	Priority 3	NCS.Telephone.digital phone.Other
User requested password re	Priority 3	DCI.Customer Support.Active Directory.Password reset
User requested password re	Priority 3	DCI.Customer Support.Active Directory.Password reset
user is requesting a technicia	Priority 3	DCI.Customer Support.hardware.Monitor.configuration
user is a new employee and	Priority 3	DCI.Customer Support.hardware.Mouse.break/fix
password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
NSR Attached	Priority 3	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Employee account not reflect	Priority 3	DCI.SYSADMIN.Server.Access
request to access to network	Priority 3	DCI.Customer Support.Active Directory.Drive Access
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
pdf file issue; reinstall Adobe	Priority 3	DCI.Customer Support.Question
MS Outlook Issue	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
install printer	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
unable to access terminal se	Priority 3	DCI.Customer Support.Software.VPN.Training
Issues mapping to Dveu@w	Priority 3	DCI.SYSADMIN.office 365.Technical support
Ticket Request	Priority 3	DCI.Customer Support.Question
Report Request Form	Priority 3	HR.PSHCM.Report
Maximo password issue	Priority 3	DCI.Customer Support.Maximo.Password Reset
Printer install xerox 10.10.53	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
wants to get mapped to dveu	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
computer needs to be connecte	Priority 3	DCI.Customer Support.Question
Project Visio reinstall	Priority 3	DCI.SYSADMIN.Software.installation.MS Visio

Customer wants to know if s	Priority 3	DCI.Customer Support.Question
Mouse & keyboard inop	Priority 3	DCI.Customer Support.hardware.Mouse.break/fix
password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
General Question	Priority 3	DCI.Customer Support.Desktop Support
Support Not Needed	Priority 3	DCI.Customer Support.Desktop Support
password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
no support needed	Priority 3	DCI.Customer Support.Question
third party request	Priority 3	DCI.Customer Support.Desktop Support
Pwd Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Support Cancelled	Priority 3	DCI.Customer Support.Question
Share Point Access	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset - Patrick M	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
needs to submit a maximo a	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
network pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password Reset	Priority 3	DCI.Customer Support.Desktop Support
Maximo Password Reset	Priority 3	DCI.Customer Support.Question
Local Printer Issue	Priority 3	DCI.Customer Support.printer.Desktop.Cycle Printer
Account Unlocked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
IT Security Awareness Test	Priority 3	DCI.Customer Support.Question
Question regarding nsr	Priority 3	DCI.Customer Support.Question
network pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset - iLMS test	Priority 3	DCI.Customer Support.Question
outlook prompting for pw	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
pw reset for email and hcm	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
User requested password re	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Desktop Support
password reset for Peopleso	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Desktop Support
IE explorer error	Priority 3	DCI.Customer Support.Desktop Support
Password Reset	Priority 3	DCI.Customer Support.Desktop Support
BOCC Reprts Issue	Priority 3	DCI.Customer Support.Question
Outlook Issues	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
Maximo Access Request	Priority 3	DCI.Customer Support.Question
user stated that he may need	Priority 3	NCS.Telephone.digital phone.Other
password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Customer said that their acco	Priority 3	DCI.Customer Support.Desktop Support
Pwd Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
error accessing his email on	Priority 3	DCI.SYSADMIN.Mobile Device Management.Technical support.S

Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Call Drop	Priority 3	DCI.Customer Support.Question
Email assistance	Priority 3	DCI.Customer Support.Question
Account Unlocked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Paper Jam in Printer	Priority 3	DCI.Customer Support.Break-Fix.Printer
Configure email client	Priority 3	DCI.Customer Support.Active Directory.Password reset
Add Local HP Laserjet Printer	Priority 3	DCI.Customer Support.Desktop Support
Post Reimaging Set Up	Priority 3	DCI.Customer Support.Question
customer needs further assistance	Priority 3	DCI.Customer Support.Software.Internet Explorer
Printer Install	Priority 3	DCI.Customer Support.printer.Desktop.Install Printer Driver
IT Test Non-Compliance	Priority 3	DCI.Customer Support.Desktop Support
Unable to logon to PW	Priority 3	DCI.Customer Support.Desktop Support
IT Security Awareness Test	Priority 3	DCI.Customer Support.Desktop Support
Non Compliance IT Security	Priority 3	DCI.Customer Support.Desktop Support
Email assistance	Priority 3	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Locked acct	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Customer said that his account is locked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
VPN	Priority 3	DCI.Customer Support.Software.VPN.Training
Request Adobe Acrobat Pro	Priority 3	DCI.Customer Support.Question
PW reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Laptop Issues	Priority 3	DCI.Customer Support.Desktop Support
password reset for maximo	Priority 3	DCI.Customer Support.Maximo.Password Reset
Customer needs to submit network request	Priority 3	DCI.Customer Support.Question
Optram	Priority 3	DCI.Customer Support.Question
Needed Access to Metroweb	Priority 3	DCI.Customer Support.Desktop Support
Pwd Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
unable to update emails	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
Customer request move of equipment	Priority 3	DCI.Customer Support.Equipment Move.Project
requesting technician	Priority 3	DCI.Customer Support.Question
No support needed	Priority 3	DCI.Customer Support.Question
Password	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
PW reset request	Priority 3	DCI.Customer Support.Active Directory.Password reset
Install Adobe pro on Surface	Priority 3	DCI.Customer Support.Desktop Support
Email access	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
Question regarding emails (Outlook)	Priority 3	DCI.Customer Support.Question
status update	Priority 3	DCI.Customer Support.service desk.Ticket Status
Install putty	Priority 3	DCI.Customer Support.Desktop Support
Customer unable to edit their profile	Priority 3	HR.PSHCM.Support
IT Security	Priority 3	DCI.Customer Support.Question
Locked Out	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Maximo Password Reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
No support needed	Priority 3	DCI.Customer Support.Question
Question	Priority 3	DCI.Customer Support.hardware.Desktop.training

Printer Issue	Priority 3	DCI.Customer Support.printer.Desktop.Cycle Printer
HP LJ 6015 at Alexandria*	Priority 3	DCI.Customer Support.Break-Fix.Printer
Printer Issue	Priority 3	DCI.Customer Support.Break-Fix.Printer
Printer Issue	Priority 3	DCI.Customer Support.Break-Fix.Printer
Email assistance	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Laptop cannot connect	Priority 3	DCI.Customer Support.Desktop Support
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Computer Boots into Startup	Priority 2	DCI.Customer Support.Desktop Support
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
PC shuts on and off	Priority 3	DCI.Customer Support.Desktop Support
PW reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Documentum	Priority 3	DCI.Customer Support.Desktop Support
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset for Peoplesoft	Priority 3	DCI.Customer Support.Active Directory.Password reset
Call Dropped	Priority 3	DCI.Customer Support.Question
Status Update	Priority 3	DCI.Customer Support.service desk.Ticket Status
Maximo Password Reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
PAssword reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Xerox network printer errors	Priority 3	DCI.Customer Support.Desktop Support
Maximo deactivated due to in	Priority 3	DCI.Customer Support.Question
Verified email and accessed	Priority 3	DCI.Customer Support.Question
Account lockout	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo	Priority 3	DCI.Customer Support.Maximo.Password Reset
PW reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Fax Machine	Priority 3	NCS.Telephone.digital phone.Hardware
Reset Windows	Priority 3	DCI.Customer Support.Active Directory.Password reset
System login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Reset Windows	Priority 3	DCI.Customer Support.Active Directory.Password reset
Self-Service Password Assis	Priority 3	DCI.Customer Support.Active Directory.Password Self-Service A
Peoplesoft login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Self-Service Password assis	Priority 3	DCI.Customer Support.Active Directory.Password Self-Service A
Reset Windows	Priority 3	DCI.Customer Support.Active Directory.Password reset
User's system shows a black	Priority 3	DCI.Customer Support.hardware.Desktop.hardware failure
Reset PS HCM	Priority 3	DCI.Customer Support.Active Directory.Password reset
Remote Desktop issue	Priority 3	DCI.Customer Support.Question
Metro WiFi question	Priority 3	DCI.Customer Support.Wifi.Configuration
Reset PS HCM	Priority 3	DCI.Customer Support.Active Directory.Password reset
Customer question	Priority 3	DCI.Customer Support.Question
Email login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Reset Windows	Priority 3	DCI.Customer Support.Active Directory.Password reset
Kiosk login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Email login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Screen rotated, about 90 deg	Priority 3	DCI.Customer Support.Desktop Support
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset

password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
no support	Priority 3	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Call disconnected	Priority 3	DCI.Customer Support.Question
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
drop call	Priority 3	DCI.Customer Support.Question
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
no support needed	Priority 3	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password word	Priority 3	DCI.Customer Support.Active Directory.Password reset
status update	Priority 3	DCI.Customer Support.service desk.Ticket Status
It's to the point where it is ma	Priority 1	DCI.Customer Support.hardware.Keyboard.break/fix
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset for smart ya	Priority 3	APPS.Access.BTSS
unable to login to peoplesoft	Priority 3	MIT.Apps Security.PSFIN.Access
work stoppage	Priority 3	DCI.Customer Support.Desktop Support
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Adode Pro. Customer explain	Priority 3	DCI.Customer Support.Desktop Support
password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
unlocked account	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
no support needed	Priority 3	DCI.Customer Support.Question
Pwd Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Software Request	Priority 3	DCI.Customer Support.Desktop Support
info about IT security	Priority 3	DCI.Customer Support.Question
Network Drive access Reque	Priority 3	DCI.Customer Support.Question
Call dropped	Priority 3	DCI.Customer Support.Desktop Support
Customer states that he has	Priority 3	DCI.Customer Support.printer.Desktop.Cycle Printer
Password Reset	Priority 3	DCI.Customer Support.Desktop Support
central hp color printer 6015,	Priority 3	DCI.Customer Support.printer.Desktop.Cycle Printer
Printing Issues	Priority 3	DCI.Customer Support.Question
Pwd Reset	Priority 3	DCI.Customer Support.Question
needs assistance applying to	Priority 3	HR.PSHCM.Support
voicemail password reset	Priority 3	NCS.Telephone.digital phone.Voice Mail Password Reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
NSR Attached	Priority 3	DCI.Customer Support.Active Directory.New Employee
CCB Form	Priority 3	DCI.Customer Support.Question
unlocked account	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
status update 37003	Priority 3	DCI.Customer Support.service desk.Ticket Status

customer is not able to estab	Priority 3	DCI.Customer Support.Desktop Support
Verify Email Address	Priority 3	DCI.Customer Support.Question
Pwd Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
work stoppage	Priority 3	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
IT Security Awareness Train	Priority 3	DCI.Customer Support.Question
support cancelled.	Priority 3	DCI.Customer Support.Question
FEMA Test question	Priority 3	DCI.Customer Support.Question
Maximo	Priority 3	DCI.Customer Support.Maximo.Password Reset
question regarding account	Priority 3	DCI.Customer Support.Question
account unlock	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Monitor Issues	Priority 3	DCI.Customer Support.hardware.Monitor.hardware failure
No support needed	Priority 3	DCI.Customer Support.Question
Maximo Access Request Fo	Priority 3	DCI.Customer Support.Active Directory.Password reset
Email Access	Priority 3	DCI.Customer Support.Question
Question regarding cancellin	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Employee's Email Address N	Priority 3	DCI.Customer Support.Question
password unlock	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
no support needed	Priority 3	DCI.Customer Support.Question
User needs assistance with	Priority 3	DCI.Customer Support.Desktop Support
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Pwd Reset	Priority 3	DCI.Customer Support.Question
User requested password re	Priority 3	DCI.Customer Support.Active Directory.Password reset
User cannot user pictures in	Priority 3	DCI.Customer Support.Question
User requested password re	Priority 3	DCI.Customer Support.Active Directory.Password reset
Access Email Questions	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
User Laptop battery and Pow	Priority 2	DCI.Customer Support.Break-Fix.Laptop
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Outlook Issues	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
Email assistance	Priority 3	DCI.Customer Support.Question
needs to be mapped to HP N	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
Please Install Scanner	Priority 3	DCI.Customer Support.Hardware.Scanner.Reconfigure
Pwd Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
User computer continues to	Priority 3	DCI.Customer Support.hardware.Desktop.reimage
Computer Issue	Priority 3	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Pwd Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
needs email configured. He	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
Email assistance	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair



People Sot FIN	Priority 3	MIT.S.Apps Security.PSFIN.password reset
Pwd Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset for Peopleso	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Pwd Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
User would her Avaya phone	Priority 3	NCS.Telephone.digital phone.Other
needs to have email configur	Priority 3	DCI.Customer Support.Question
Resume Question - Fekadu	Priority 3	DCI.Customer Support.Question
W-349762	Priority 3	DCI.Customer Support.Desktop Support
One Drive Access	Priority 3	DCI.Customer Support.Question
support cancelled.	Priority 3	DCI.Customer Support.Question
A Account Unlocked	Priority 3	DCI.Customer Support.Desktop Support
needs PCs installed	Priority 3	DCI.Customer Support.Equipment Move.Project
Pwd Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Account Password	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Pwd Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Fuser Error on 5G*	Priority 3	DCI.Customer Support.Break-Fix.Printer
Kiosk Support Issue	Priority 3	DCI.Customer Support.Question
Voicemail Pwd Reset	Priority 3	NCS.Telephone.digital phone.Voice Mail Password Reset
Webmail Access	Priority 3	DCI.Customer Support.Question
Customer needs email inform	Priority 3	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
password reset for peopleso	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
unable to view word docume	Priority 3	DCI.Customer Support.Question
Account Unlock	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
password reset for maximo	Priority 3	DCI.Customer Support.Maximo.Password Reset
Local Printer Install	Priority 3	DCI.Customer Support.printer.Desktop.Install Printer Driver
Install Network Printers	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
IT Health Check/Increase Sp	Priority 3	DCI.Customer Support.hardware.Desktop.configuration
The user wants to set up an	Priority 3	NCS.Telephone.digital phone.Other
User was inquiring about a te	Priority 3	DCI.Customer Support.Question
Outlook issue	Priority 2	DCI.Customer Support.Software.MS Outlook.Repair
Customer wants to know wh	Priority 3	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Create a signature in Outloo	Priority 3	DCI.Customer Support.Question
unlocked account	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
PC audio not working	Priority 3	DCI.Customer Support.Desktop Support
Status update 36332	Priority 3	DCI.Customer Support.service desk.Ticket Status
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Customer is having issues w	Priority 3	DCI.Customer Support.Question
Pwd Reset	Priority 3	DCI.Customer Support.Question
When he tries to login to his	Priority 3	DCI.Customer Support.Question
User is not able to log into E	Priority 3	DCI.Customer Support.Question
Xerox Issues	Priority 3	DCI.Customer Support.printer.Xerox.technical support
Install Adobe Acrobat XL Prd	Priority 3	DCI.Customer Support.Desktop Support
Drum Replacement	Priority 3	DCI.Customer Support.Break-Fix.Printer
Account Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock

Pwd Inquiry	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Pwd Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Improve Computer Speed	Priority 3	DCI.Customer Support.hardware.Desktop.configuration
Computer is not booting into	Priority 2	DCI.Customer Support.Desktop Support
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Pwd Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Pwd Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Dropped Call	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset for peopleso	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Pwd Reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Reset Pwd	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Customer is requesting to ha	Priority 3	DCI.Customer Support.Software.MS Outlook.Install
Maximo Application Issue	Priority 3	APPS.Technical support.Maximo
Reset Pwd	Priority 3	DCI.Customer Support.Active Directory.Password reset
Pwd Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Hp Network Printer install re	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
Maximo Pwd Reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Monitor Setup	Priority 3	DCI.Customer Support.Equipment Move.Project
PW reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
maximo password reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo PW reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Reset Maximo	Priority 3	DCI.Customer Support.Maximo.Password Reset
Maximo PW reset	Priority 3	DCI.Customer Support.Desktop Support
Password.	Priority 3	DCI.Customer Support.Active Directory.Password reset
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Reset Maximo	Priority 3	DCI.Customer Support.Maximo.Password Reset
PS HCM reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Bad HD at Landover Bus*	Priority 3	DCI.Customer Support.hardware.Desktop.hardware failure
Reset Maximo	Priority 3	DCI.Customer Support.Maximo.Password Reset
System login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Desktop not working	Priority 3	DCI.Customer Support.hardware.Desktop.break/fix
User is requesting a Java up	Priority 3	DCI.Customer Support.Software.Java.upgrade
User requesting more space	Priority 3	DCI.SYSADMIN.network driveClean Disk Space
No internet connectivity	Priority 2	DCI.Customer Support.Question
Cleaned up disc space	Priority 3	DCI.Customer Support.Desktop Support
Reset PS HCM	Priority 3	DCI.Customer Support.Active Directory.Password reset
Peoplesoft email address ch	Priority 3	HR.PSHCM.Support
Network Password Question	Priority 3	DCI.Customer Support.Question
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset

IT Security Awareness training	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
System login issue	Priority 3	DCI.Customer Support.Question
Reset Maximo	Priority 3	DCI.Customer Support.Maximo.Password Reset
Peoplesoft login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo access issue	Priority 3	DCI.Customer Support.Question
general question	Priority 3	DCI.Customer Support.Question
Resume questions	Priority 3	DCI.Customer Support.Question
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
no support needed	Priority 3	DCI.Customer Support.Question
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
unable to access peoplesoft	Priority 3	DCI.Customer Support.Desktop Support
PASSWORD RESET	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password reset, user still can	Priority 3	DCI.Customer Support.Software.MS Outlook.Problem Not Found
PS Access Request	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Maximo Password reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Resume Issue	Priority 3	HR.PSHCM.ESS technical support
Keyboard Issue	Priority 2	DCI.Customer Support.hardware.Keyboard.break/fix
password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
kiosks not responding	Priority 3	DCI.Customer Support.SSK Kiosk
password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
question regarding account	Priority 3	DCI.Customer Support.Question
unlocked account	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
password reset for peoplesoft	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
password reset for Peoplesoft	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset for Peoplesoft	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset for Peoplesoft	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Customer cannot log into maximo	Priority 3	DCI.Customer Support.Maximo.Password Reset
Customer cannot log into kiosks	Priority 3	DCI.Customer Support.SSK Kiosk
password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
password reset	Priority 3	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
It security awareness issue	Priority 3	DCI.Customer Support.Desktop Support
it security awareness training	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
access prohibited message	Priority 3	DCI.Customer Support.Internet.Access prohibited
password reset for peoplesoft	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset for peoplesoft	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset for peoplesoft	Priority 3	DCI.Customer Support.Active Directory.Password reset

password reset for Peoplesoft	Priority 3	DCI.Customer Support.Active Directory.Password reset
Peoplesoft Login Issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
GOTRS Login issue	Priority 3	APPS.Technical support.GOTRS
Fatal SQL error in Peoplesoft	Priority 3	HR.PSHCM.Support
System login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Outlook not updating	Priority 3	DCI.Customer Support.Desktop Support
Maximo login issue	Priority 3	DCI.Customer Support.Maximo.Password Reset
Maximo login issue	Priority 3	DCI.Customer Support.Maximo.Password Reset
Outlook profile creation issue	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
System login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
View pay statements	Priority 3	DCI.Customer Support.Question
Outlook mobile password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
GOTRS Login issue	Priority 3	APPS.Technical support.GOTRS
IT Security Awareness Login	Priority 3	MTS.OPS.ILMS ITSA.password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Log in assistance	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Passowrd reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Webmail access from home	Priority 3	DCI.Customer Support.Active Directory.Password reset
Passowrd reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Passowrd reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo Issue	Priority 3	APPS.Technical support.Maximo
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Call disconnected	Priority 3	DCI.Customer Support.Question
Call disconnected	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
It Security awareness issue	Priority 3	DCI.Customer Support.Desktop Support
password reset for Peoplesoft	Priority 3	DCI.Customer Support.Active Directory.Password reset
self service	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Documentum Issue	Priority 3	APPS.Access.DOCUMENTUM
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Browser Issue	Priority 3	DCI.Customer Support.Software.Internet Explorer
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Login Issue	Priority 2	DCI.Customer Support.Question
forgotten password	Priority 3	MTS.OPS.ILMS ITSA.password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Webmail Access	Priority 3	DCI.Customer Support.Desktop Support

Password Reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
It Security awareness	Priority 3	DCI.Customer Support.Question
Peoplsoft login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Trapeze access issue	Priority 3	DCI.Customer Support.Question
Xerox Printer install	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
Trapeze access issue	Priority 3	DCI.Customer Support.Question
System login	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Open ticket status	Priority 3	DCI.Customer Support.service desk.Ticket Status
Open ticket status check	Priority 3	DCI.Customer Support.service desk.Ticket Status
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Customer wants to save doc	Priority 3	DCI.Customer Support.Desktop Support
System login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
System login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Caller did not need support	Priority 3	DCI.Customer Support.Question
Call disconnected	Priority 3	DCI.Customer Support.Question
Email login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
no support needed	Priority 3	DCI.Customer Support.Question
Internet Exploer issues. Brov	Priority 3	DCI.Customer Support.Desktop Support
windows failed to start. wind	Priority 3	DCI.Customer Support.Desktop Support
No internet connection. Work	Priority 3	DCI.Customer Support.Desktop Support
Customer request account u	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Maximo password reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Outlook issues	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
Customer request to restart	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
user trying to access VPN	Priority 3	DCI.Customer Support.Desktop Support
No support needed	Priority 3	DCI.Customer Support.Question
Customer cannot log in - the	Priority 3	DCI.Customer Support.Network.Server
Staus Update on ticket# 370	Priority 3	DCI.Customer Support.service desk.Ticket Status
Passowrd reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Customer thought they were	Priority 3	DCI.Customer Support.Software.VPN.Training
Customer thought their acco	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
no support needed	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Status update 36668	Priority 3	DCI.Customer Support.service desk.Ticket Status
Skype Issues. Video issues a	Priority 3	DCI.SYSADMIN.office 365.Technical support
New employee. Lennox Derv	Priority 3	DCI.Customer Support.Active Directory.Password reset
Pwd Reset for Maximo	Priority 3	DCI.Customer Support.Maximo.Password Reset
Customer has question rega	Priority 3	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
No Support Needed	Priority 3	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
customer wants to install sev	Priority 3	DCI.Customer Support.Desktop Support

Webmail	Priority 3	DCI.Customer Support.Question
Password reset for Peoplesc	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
VPN Access Issue	Priority 3	DCI.Customer Support.service desk.Ticket Status
NSR form attached	Priority 3	DCI.Customer Support.Active Directory.Drive Access
calendar permissions	Priority 3	DCI.Customer Support.Desktop Support
E026238- Daniel Smith want	Priority 3	DCI.Customer Support.printer.Xerox.technical support
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Adobe Acrobat Pro Install re	Priority 3	DCI.Customer Support.Desktop Support
Maximo password reset	Priority 3	APPS.Training.Maximo
password unlock	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
printer issues	Priority 3	DCI.Customer Support.Desktop Support
VPN Issue	Priority 3	DCI.Customer Support.Software.VPN.Training
password reset for Peoplesc	Priority 3	DCI.Customer Support.Active Directory.Password reset
inquiry	Priority 3	DCI.Customer Support.service desk.Ticket Status
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Printer Issue	Priority 3	DCI.Customer Support.printer.Desktop.Cycle Printer
Status update	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
unable to login wmata\RLKK	Priority 3	DCI.Customer Support.Desktop Support
verify email address	Priority 3	DCI.Customer Support.Question
login support and Fema supp	Priority 3	DCI.Customer Support.Question
Uninstall Software from com	Priority 3	DCI.Customer Support.Question
vpn support	Priority 3	DCI.Customer Support.Software.VPN.Install
Question regarding Peoplesc	Priority 3	DCI.Customer Support.Question
Documentum password rese	Priority 3	APPS.Access.DOCUMENTUM
Status update	Priority 3	DCI.Customer Support.service desk.Ticket Status
password reset for peopleso	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
share drive access	Priority 3	DCI.Customer Support.Question
pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
browser errors proxy server	Priority 3	DCI.Customer Support.Desktop Support
Reset Maximo Pwd	Priority 3	DCI.Customer Support.Maximo.Password Reset
RPM Maps Do Not Display ir	Priority 3	DCI.Customer Support.Desktop Support
password reset for Assistanc	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Tech Logged Into PC	Priority 3	DCI.Customer Support.Question
Close Ticket	Priority 3	DCI.Customer Support.service desk.Ticket Status
NSR attached	Priority 3	DCI.Customer Support.Active Directory.Drive Access
Customer called for ticket sta	Priority 3	DCI.Customer Support.service desk.Ticket Status
still disabled after completio	Priority 3	MIT.S.OPS.ILMS ITSA.disabled account
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Pwd Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
HCM pw reset pw	Priority 3	DCI.Customer Support.Active Directory.Password reset
Computer relocation request	Priority 5	DCI.Customer Support.Equipment Move.Surplus removal
Bad Hard Drive at Professio	Priority 3	DCI.Customer Support.Break-Fix.Computer
Status Update	Priority 3	DCI.Customer Support.service desk.Ticket Status
customer had questions	Priority 3	DCI.Customer Support.Question

I would like to delete my old	Priority 3	DCI.Customer Support.hardware.Desktop.training
Pwd Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
reset pw	Priority 3	DCI.Customer Support.Active Directory.Password reset
Status Update	Priority 3	DCI.Customer Support.service desk.Ticket Status
Customer has question rega	Priority 3	DCI.Customer Support.Question
unable to send email	Priority 2	MIT.S.OPS.security.firewall
ATIS Issue	Priority 3	DCI.Customer Support.Desktop Support
HR Call	Priority 3	DCI.Customer Support.Question
Email assistance	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
Trapeze Access	Priority 3	DCI.Customer Support.Question
user needs to be added to re	Priority 3	DCI.Customer Support.Desktop Support
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
cannot start MS outlook	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
verify email address	Priority 3	DCI.Customer Support.Question
it security	Priority 3	DCI.Customer Support.Desktop Support
elm	Priority 3	APPS.Technical support.PSELM
Printer Install	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
ticket status update	Priority 3	DCI.Customer Support.service desk.Ticket Status
Install Office 365 for Outlook	Priority 3	DCI.Customer Support.Software.MS Outlook.Install
local printer reinstall	Priority 3	DCI.Customer Support.printer.Desktop.Install Printer Driver
password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
MS Outlook Issue	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
DCI.Customer Support.hardv	Priority 3	DCI.Customer Support.hardware.Monitor.configuration
Status update on ticket 3633	Priority 3	DCI.Customer Support.service desk.Ticket Status
Maximo Pwd Reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
DCI.Customer Support.Activ	Priority 3	DCI.Customer Support.Active Directory.Password reset
inquiry	Priority 3	DCI.Customer Support.service desk.Ticket Status
Question about account crea	Priority 3	DCI.Customer Support.Question
Outlook Issue	Priority 3	DCI.Customer Support.Software.MS Outlook.Problem Not Found
Software Installation	Priority 3	DCI.Customer Support.Desktop Support
Password unlock request	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
maximo pw reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Status Update	Priority 3	DCI.Customer Support.service desk.Ticket Status
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
VPN Issue	Priority 3	DCI.Customer Support.Software.VPN.Training
install printer	Priority 3	DCI.Customer Support.printer.Desktop.Install Printer Driver
Hard drive failure	Priority 3	DCI.Customer Support.hardware.Desktop.hardware failure
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Hard drive failure	Priority 3	DCI.Customer Support.hardware.Desktop.hardware failure
Hard drive failure	Priority 3	DCI.Customer Support.hardware.Desktop.hardware failure
cannot login	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset for kiosk	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
scansnap install	Priority 3	DCI.Customer Support.Hardware.Scanner.Reconfigure
Pwd Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
PeopleSoft Financial mainte	Priority 3	APPS.Technical support.PSFIN
Avaya Modular Messaging S	Priority 3	DCI.Customer Support.Question
CA PPM maintenence	Priority 3	DCI.Customer Support.Question

Locked out of PC	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
One Bus Away maintenance	Priority 3	DCI.Customer Support.Question
Customer calling to speak to	Priority 3	DCI.Customer Support.Question
password reset for peopleso	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Hastus maintenance	Priority 3	BUS.ARS.Technical support.BTSS
Trapeze Issue	Priority 3	DCI.Customer Support.Question
Transit Database for Bus ma	Priority 3	DCI.Customer Support.Question
Quest Stat maintenance	Priority 3	DCI.Customer Support.Question
Cancelled Ticket	Priority 3	DCI.Customer Support.Question
Ridership Reports mainten	Priority 3	DCI.Customer Support.Question
Application Express mainten	Priority 3	DCI.Customer Support.Question
DCI.Customer Support.Activ	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Data Center Network Monito	Priority 3	DCI.Customer Support.Question
IT health check	Priority 3	DCI.Customer Support.hardware.Desktop.configuration
Transit Applications mainten	Priority 3	DCI.Customer Support.Question
Bus Stop Editor maintenance	Priority 3	DCI.Customer Support.Question
TDR maintenance	Priority 3	DCI.Customer Support.Question
IT Sec. Awareness Inquiry	Priority 3	DCI.Customer Support.Question
Mobileapps maintenance	Priority 3	DCI.Customer Support.Question
VPN Issue	Priority 3	DCI.Customer Support.Software.VPN.Training
VPN Issue	Priority 2	DCI.Customer Support.Software.VPN.Install
Documentum Password Ass	Priority 3	APPS.Access.DOCUMENTUM
Mobile phone issue	Priority 2	NCS.Telephone.mobile phone.Other
MTPD Field Reports mainter	Priority 3	DCI.Customer Support.Desktop Support
IIUR maintenance	Priority 3	DCI.Customer Support.Question
VPN Assistance	Priority 3	DCI.Customer Support.Software.VPN.Training
CAFÉ maintenance	Priority 3	DCI.Customer Support.Question
Status Update	Priority 3	DCI.Customer Support.service desk.Ticket Status
Citrix maintenance	Priority 3	MITS.Engineering.VPN.Access
HP Quality Center mainten	Priority 3	DCI.Customer Support.Question
Unlicensed product Office	Priority 3	DCI.Customer Support.Software.MS Word.upgrade
ELM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset for Peopleso	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Add In Error Message	Priority 3	DCI.Customer Support.Desktop Support
PeopleSoft Maximo Interface	Priority 3	DCI.Customer Support.Question
Documentum maintenance	Priority 3	APPS.Access.DOCUMENTUM
ticket status update	Priority 3	DCI.Customer Support.service desk.Ticket Status
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Trapeze Maintenance	Priority 3	DCI.Customer Support.Question
Incorrect Pwd	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Pwd Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Mximo pw reset	Priority 3	DCI.Customer Support.Question
password reset for Peopleso	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Laptop screen	Priority 3	DCI.Customer Support.Break-Fix.Laptop
Email isn't Updating	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
Customer states that kiosks	Priority 2	DCI.Customer Support.Desktop Support



User attempts to open icons	Priority 3	DCI.Customer Support.Desktop Support
IT Security Password	Priority 3	MITS.OPS.ILMS ITSA.password reset
User has a laptop that he no	Priority 3	DCI.Customer Support.Software.Operating System.Reinstall Win
Reset PS HCM	Priority 3	DCI.Customer Support.Active Directory.Password reset
Reset PS HCM	Priority 3	DCI.Customer Support.Active Directory.Password reset
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo deactivated	Priority 3	DCI.Customer Support.Question
Reset PS HCM	Priority 3	DCI.Customer Support.Active Directory.Password reset
User has completed the IT S	Priority 2	DCI.Customer Support.Desktop Support
Reset Windows	Priority 3	DCI.Customer Support.Active Directory.Password reset
Unlocked AD	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
Reset PS HCM	Priority 3	DCI.Customer Support.Active Directory.Password reset
AD reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Mr. Brown is requesting ema	Priority 3	DCI.Customer Support.office 365.Technical support
AD disabled due to ILMS nor	Priority 3	DCI.Customer Support.Question
PS HCM reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Request that updates are do	Priority 3	DCI.Customer Support.Question
Maximo password reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Reset PS HCM	Priority 3	DCI.Customer Support.Active Directory.Password reset
User requests the ability to p	Priority 3	MITS.OPS.security.firewall
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
User in system updates and	Priority 3	DCI.Customer Support.Question
Maximo password reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Customer states that her PC	Priority 3	DCI.Customer Support.Question
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Question
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
VPN walk through	Priority 3	DCI.Customer Support.Software.VPN.Training
VPN web address	Priority 3	DCI.Customer Support.Question
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
IT Security Awareness Train	Priority 3	DCI.Customer Support.Desktop Support
Log in assistance	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
cust needs help with Bar Cod	Priority 3	DCI.Customer Support.Question
Customer changed contact in	Priority 2	DCI.Customer Support.Question
security awareness	Priority 3	DCI.Customer Support.Question
VPN Acees issues. WORK S	Priority 3	DCI.Customer Support.Software.VPN.Training
VPN Acees issues. Unable t	Priority 3	DCI.Customer Support.Software.VPN.Install
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset

monitor goes black	Priority 3	DCI.Customer Support.Desktop Support
email not delivered	Priority 3	MITS.OPS.security.firewall
no support needed	Priority 3	DCI.Customer Support.Question
customer restarted computer	Priority 3	DCI.Customer Support.Desktop Support
Program install. DMNETVUE	Priority 3	DCI.Customer Support.Desktop Support
it health check	Priority 3	DCI.Customer Support.hardware.Desktop.configuration
pc not shutting down	Priority 3	DCI.Customer Support.hardware.Desktop.configuration
it security awareness	Priority 3	DCI.Customer Support.Question
Excell issue. Keeps loading.	Priority 3	DCI.Customer Support.Software.MS Excel.Training
change adobe association	Priority 3	DCI.Customer Support.Desktop Support
constant accoung lockout	Priority 3	DCI.SYSADMIN.Server.Access
no support needed	Priority 3	DCI.Customer Support.Question
install IE 11	Priority 3	DCI.Customer Support.Software.Internet Explorer
Customer locked out of PC	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
No support needed. Was ab	Priority 3	DCI.Customer Support.Question
Windows Security Message	Priority 3	DCI.Customer Support.Desktop Support
wants to setup a conference	Priority 3	DCI.Customer Support.Question
xerox printer with duplicate ip	Priority 3	NCS.Telephone.digital phone.Other
status update	Priority 3	DCI.Customer Support.service desk.Ticket Status
access email externally	Priority 3	DCI.Customer Support.Question
New Employee Login	Priority 3	DCI.Customer Support.Question
mouse not working	Priority 3	DCI.Customer Support.hardware.Mouse.break/fix
ATIS Issue	Priority 3	DCI.Customer Support.Question
CASD training	Priority 3	DCI.Customer Support.Question
Video conference assistance	Priority 1	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Payroll Inquiry	Priority 3	DCI.Customer Support.Question
printer not printing in color	Priority 3	DCI.Customer Support.Question
status update on ticket #369	Priority 3	DCI.Customer Support.service desk.Ticket Status
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
reset pw	Priority 3	DCI.Customer Support.Active Directory.Password reset
Pwd Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
no dial tone	Priority 3	NCS.Telephone.digital phone.No Dial Tone
java update for Documentum	Priority 3	DCI.Customer Support.Question
Java Install for Documentum	Priority 3	DCI.Customer Support.Question
Password unlock	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Network password reset req	Priority 3	DCI.Customer Support.Active Directory.Password reset
VPN Issues	Priority 2	DCI.Customer Support.Software.VPN.Install
no support needed	Priority 3	DCI.Customer Support.Question
network password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Passwor unlock	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
customer requesting copy of	Priority 3	DCI.Customer Support.Question
customer needs to submit re	Priority 3	DCI.Customer Support.Question
Pwd Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Access to webmail	Priority 3	DCI.Customer Support.Question
verify email address	Priority 3	DCI.Customer Support.Question

sound issues on vpn	Priority 3	DCI.Customer Support.Question
Cellphone not synched	Priority 3	DCI.Customer Support.Question
Network password reset req	Priority 3	DCI.Customer Support.Active Directory.Password reset
pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
three network drops not work	Priority 3	NCS.Telephone.digital phone.Other
Move Request	Priority 1	DCI.Customer Support.Desktop Support
needs Roxio creator uninstal	Priority 3	DCI.Customer Support.Desktop Support
wants maximo access	Priority 3	DCI.Customer Support.Question
Computer relocation request	Priority 3	DCI.Customer Support.Equipment Move.Project
Customer request password	Priority 3	DCI.Customer Support.Active Directory.Password reset
Printer Share	Priority 3	DCI.Customer Support.Desktop Support
status of ticket 36673	Priority 3	DCI.Customer Support.service desk.Ticket Status
install silverlight	Priority 3	DCI.Customer Support.Question
User requested password re	Priority 3	DCI.Customer Support.Active Directory.Password reset
install svg viewer	Priority 2	DCI.Customer Support.Question
IT Security Awareness Train	Priority 3	DCI.Customer Support.Desktop Support
EXcel	Priority 3	DCI.Customer Support.Software.MS Excel.Install
unable to print to local printe	Priority 3	DCI.Customer Support.printer.Desktop.Cycle Printer
pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Install Silverlight	Priority 3	DCI.Customer Support.Desktop Support
Network Password reset req	Priority 3	DCI.Customer Support.Active Directory.Password reset
outlook prompt	Priority 3	DCI.Customer Support.office 365.Technical support
Pwd Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Network disconnected	Priority 3	DCI.Customer Support.Question
install printer	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
Status update on ticket # 366	Priority 3	DCI.Customer Support.service desk.Ticket Status
outlook prompt	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
Mezz Support (Phone)	Priority 3	NCS.Telephone.digital phone.No Dial Tone
Pwd Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Account Unlock	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Account unlock	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
User needs Procure Desktop	Priority 3	DCI.Customer Support.Question
PC not responding	Priority 3	DCI.Customer Support.hardware.Desktop.hardware failure
Pwd Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Network password reset req	Priority 3	DCI.Customer Support.Active Directory.Password reset
nsr attached to modify Outlo	Priority 3	DCI.SYSADMIN.office 365.Technical support
Cancelled ticket	Priority 3	DCI.Customer Support.Question
Pro-Watch Support	Priority 3	DCI.Customer Support.Desktop Support
Scnner install request	Priority 3	DCI.Customer Support.Hardware.Scanner.Reconfigure
Account Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Maximo Password	Priority 3	DCI.Customer Support.Maximo.Password Reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Account Unlock	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Nextiva Password Reset	Priority 3	DCI.Customer Support.Question
needs skype for business	Priority 3	DCI.Customer Support.office 365.Technical support
PC Locked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock

Assistance with setting up us	Priority 3	DCI.Customer Support.Software.MS Outlook.Calender Assistan
Account Unlocked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Network password reset req	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo pw reset	Priority 3	DCI.Customer Support.Question
reset pw	Priority 3	DCI.Customer Support.Active Directory.Password reset
security awareness question	Priority 3	DCI.Customer Support.Question
Network Access Prohibited	Priority 3	DCI.Customer Support.Desktop Support
Email assistance	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
email issues	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
question on pw requirements	Priority 3	DCI.Customer Support.Question
Avaya Pwd Reset	Priority 3	NCS.Telephone.digital phone.Voice Mail Password Reset
Account Password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Maximo Pwd Reset Inquiry	Priority 3	DCI.Customer Support.Question
Local HP Printer installation	Priority 3	DCI.Customer Support.printer.Desktop.Install Printer Driver
Customer asked for a teleph	Priority 3	DCI.Customer Support.Question
Install office 365	Priority 3	DCI.Customer Support.office 365.Technical support
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
user's inbox has disappeared	Priority 3	DCI.SYSADMIN.office 365.Technical support
People Soft HCM	Priority 3	DCI.Customer Support.Question
Non licesned product	Priority 3	DCI.Customer Support.Software.MS Word.upgrade
Users cannot access this site	Priority 3	NCS.Access point.Unreachable
Network password reset req	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo pw reset	Priority 3	DCI.Customer Support.Question
Update Global Address List	Priority 3	DCI.SYSADMIN.office 365.Technical support
Pwd Issues	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
PC has no power at Brookla	Priority 2	DCI.Customer Support.hardware.Desktop.break/fix
inquiry	Priority 3	DCI.Customer Support.service desk.Ticket Status
unable to open Excel files	Priority 3	DCI.Customer Support.Software.MS Excel.Install
Maximo Password Reset	Priority 3	APPS.Training.Maximo
Voicemail Password Reset	Priority 3	NCS.Telephone.digital phone.Voice Mail Password Reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
IT Security Awareness Train	Priority 3	DCI.Customer Support.Question
Network password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Account Unlocked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
outlook not opening	Priority 3	DCI.Customer Support.office 365.Technical support
Pwd Reset	Priority 3	DCI.Customer Support.Question
receiving bounce back email	Priority 3	DCI.Customer Support.office 365.Technical support
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Account Unlocked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Unable to view conference r	Priority 1	DCI.SYSADMIN.office 365.Technical support
Account Unlocked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
I drive not accessible	Priority 3	DCI.Customer Support.Question
network account locked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Adobe pro install	Priority 3	DCI.Customer Support.Desktop Support
cannot log into Documentum	Priority 3	APPS.Access.DOCUMENTUM
Email Issue	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair

Pwd Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Pwd Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Pwd Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Users Mail Boxes are not sh	Priority 3	DCI.Customer Support.Question
Called to report outage at Sh	Priority 3	DCI.Customer Support.Question
Status Update	Priority 3	DCI.Customer Support.service desk.Ticket Status
Status Update	Priority 3	DCI.Customer Support.service desk.Ticket Status
Reimage PC	Priority 3	DCI.Customer Support.Desktop Support
Dropped Call	Priority 3	DCI.Customer Support.Question
customer wants to disable pr	Priority 3	DCI.Customer Support.Question
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Status Update	Priority 3	DCI.Customer Support.service desk.Ticket Status
outlook popup msg	Priority 3	DCI.Customer Support.Desktop Support
popup message	Priority 3	DCI.Customer Support.Desktop Support
Maximo lockout	Priority 3	DCI.Customer Support.Desktop Support
Dell 9030 has bad HD at WF	Priority 3	DCI.Customer Support.Desktop Support
PW reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Self Service	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo Pwd Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
ELM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
General Questions?	Priority 3	DCI.Customer Support.Question
IT Security Awareness Train	Priority 3	DCI.Customer Support.Question
Pawwsord Reset	Priority 3	DCI.Customer Support.Desktop Support
Printer install hp 8600	Priority 3	DCI.Customer Support.printer.Desktop.Install Printer Driver
Password	Priority 3	DCI.Customer Support.Active Directory.Password Self-Service A
Status update on ticket 3655	Priority 3	DCI.Customer Support.service desk.Ticket Status
User called to check the stat	Priority 3	DCI.Customer Support.service desk.Ticket Status
User called to check the stat	Priority 3	DCI.Customer Support.service desk.Ticket Status
Pwd Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
User unable to access Docu	Priority 3	DCI.Customer Support.Question
Pwd Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Request for I drive.	Priority 3	DCI.Customer Support.Active Directory.Drive Access
Outlook popup	Priority 3	DCI.Customer Support.Desktop Support
MS Outlook Inquiry	Priority 3	DCI.Customer Support.Question
When user logs in production	Priority 3	APPS.Technical support.Maximo
shared email box issue	Priority 3	DCI.SYSADMIN.office 365.Technical support
PCs and phones are not con	Priority 3	NCS.Telephone.digital phone.Other
User is getting the following e	Priority 3	DCI.Customer Support.Network.Server
Requesting delivery and read	Priority 3	DCI.Customer Support.Question
Reset Maximo	Priority 3	DCI.Customer Support.Maximo.Password Reset
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
Reset PS HCM	Priority 3	DCI.Customer Support.Active Directory.Password reset
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
Reset Maximo	Priority 3	DCI.Customer Support.Maximo.Password Reset
Call cancelled - No sound o	Priority 3	DCI.Customer Support.Question

Call cancelled call dropped	Priority 3	DCI.Customer Support.Question
Reset PS HCM	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Reset WMATA issued Wind	Priority 3	DCI.SYSADMIN.Mobile Device Management.Password reset.Sm
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
Reset Windows	Priority 3	DCI.Customer Support.Active Directory.Password reset
User trying to access email	Priority 3	DCI.Customer Support.office 365.Technical support
User needs PICK pswd	Priority 3	DCI.Customer Support.Question
Reset PS HCM	Priority 3	DCI.Customer Support.Active Directory.Password reset
PS HCM reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Reset PS HCM	Priority 3	DCI.Customer Support.Active Directory.Password reset
Group mailbox Powerdesk@	Priority 3	DCI.Customer Support.Desktop Support
Reset PS HCM	Priority 3	DCI.Customer Support.Active Directory.Password reset
Reset Maximo	Priority 3	DCI.Customer Support.Maximo.Password Reset
760s at New Carrollton	Priority 3	DCI.Customer Support.Break-Fix.Computer
the customer is not able to a	Priority 3	DCI.Customer Support.Question
no support	Priority 3	DCI.Customer Support.Question
no support	Priority 3	DCI.Customer Support.Question
maximo password reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
no support	Priority 3	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
status update	Priority 3	DCI.Customer Support.service desk.Ticket Status
Network password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Access to VDI	Priority 3	DCI.SYSADMIN.Server.Access
NSR attached	Priority 3	DCI.SYSADMIN.office 365.Technical support
no support	Priority 3	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Needs assistance with IT Aw	Priority 3	DCI.Customer Support.Desktop Support
Emergency Call Elevator Ide	Priority 3	NCS.Telephone.software.cms
Acct Disabled	Priority 3	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Printer Issue	Priority 1	DCI.Customer Support.printer.Desktop.Install Printer Driver
customer request to get a ne	Priority 3	DCI.Customer Support.hardware.Mouse.break/fix
status ticket for 36393	Priority 3	DCI.Customer Support.service desk.Ticket Status
Pwd Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
PS ELM Support Issue	Priority 3	APPS.Technical support.PSELM
no support	Priority 3	DCI.Customer Support.Question
Improve computer speed	Priority 3	DCI.Customer Support.hardware.Desktop.configuration
Acct locked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
customer is requesting Adob	Priority 3	DCI.Customer Support.Desktop Support
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
IT security awareness trainin	Priority 3	DCI.Customer Support.Desktop Support

needs java for Documentum	Priority 3	DCI.Customer Support.Question
Network password reset req	Priority 3	DCI.Customer Support.Active Directory.Password reset
status update ticket #35839	Priority 3	DCI.Customer Support.service desk.Ticket Status
Counter Support Inquiry	Priority 3	DCI.Customer Support.Question
intranet not popping up	Priority 3	DCI.Customer Support.Software.Internet Explorer
Status Update	Priority 3	DCI.Customer Support.service desk.Ticket Status
Question about Laptop windo	Priority 3	DCI.Customer Support.Question
IT security password reset	Priority 3	DCI.Customer Support.Question
Email assistance	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
monitor issue	Priority 3	DCI.Customer Support.hardware.Monitor.hardware failure
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Pwd Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Customer needed email on p	Priority 3	DCI.SYSADMIN.Mobile Device Management.Technical support.S
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
network pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Ticket for Ed Lahuta	Priority 3	DCI.SYSADMIN.Server.Access
Mouse issue couzor continue	Priority 3	DCI.Customer Support.Question
status request	Priority 3	DCI.Customer Support.service desk.Ticket Status
PC not responding	Priority 2	DCI.Customer Support.hardware.Desktop.reimage
Status update	Priority 3	DCI.Customer Support.service desk.Ticket Status
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Ticket for Suresh	Priority 3	DCI.SYSADMIN.Server.Access
Status Update	Priority 3	DCI.Customer Support.service desk.Ticket Status
Customer reported card prin	Priority 3	DCI.Customer Support.Desktop Support
External Caller	Priority 3	DCI.Customer Support.Question
issues with Skype	Priority 3	DCI.Customer Support.Question
User needs assistance with s	Priority 3	DCI.Customer Support.Question
Xerox Printer install request	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
network pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Documentum Password Res	Priority 3	APPS.Access.DOCUMENTUM
Xerox printer	Priority 3	DCI.Customer Support.Desktop Support
network account locked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Internet explorer issue	Priority 3	DCI.Customer Support.Software.Internet Explorer
ITSAT pw reset	Priority 3	MIT.OPS.ILMS ITSA.password reset
HP 6015 at MSF jamming*	Priority 3	DCI.Customer Support.Break-Fix.Printer
share local printer	Priority 3	DCI.Customer Support.printer.Desktop.Training
User requested network acco	Priority 4	DCI.Customer Support.Active Directory.Password reset

APPS.Access.DOCUMENTU	Priority 3	APPS.Access.DOCUMENTUM
network account locked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
NSR	Priority 2	DCI.Customer Support.Active Directory.New Employee
electronic bulletin boards is r	Priority 3	DCI.Customer Support.Question
Peoplesoft fin access	Priority 3	DCI.Customer Support.Desktop Support
Increase PC Spped	Priority 3	DCI.Customer Support.hardware.Desktop.configuration
Pwd Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Customer reported 90 degree	Priority 3	DCI.Customer Support.hardware.Monitor.break/fix
HP Network Printer Installati	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
Move Request	Priority 4	DCI.Customer Support.Equipment Move.Project
Computer Speed Issues	Priority 3	DCI.Customer Support.hardware.Desktop.configuration
Printer install	Priority 3	DCI.Customer Support.printer.Desktop.Install Printer Driver
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo Pwd reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
View paystub	Priority 3	DCI.Customer Support.Question
PC not worknig at Woodley F	Priority 3	DCI.Customer Support.hardware.Mouse.break/fix
Excel Issue	Priority 3	DCI.Customer Support.Question
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Status Update	Priority 3	DCI.Customer Support.service desk.Ticket Status
Keyboard replacement	Priority 3	DCI.Customer Support.hardware.Keyboard.break/fix
network pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Printer Issue	Priority 3	DCI.Customer Support.printer.Desktop.Cycle Printer
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
PC Connection Issue	Priority 3	DCI.Customer Support.Question
Printer install	Priority 3	DCI.Customer Support.printer.Desktop.Install Printer Driver
Pwd Reset	Priority 3	DCI.Customer Support.Question
Maximo pw reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
NSR request for Prowatch in	Priority 3	DCI.Customer Support.Desktop Support
SMS Issue	Priority 3	APPS.Technical support.SMS
FEMA certificate	Priority 3	DCI.Customer Support.Question
Customer needs their Trapez	Priority 3	Apps.Access.Trapeze
Scansnap install	Priority 3	DCI.Customer Support.Hardware.Scanner.Reconfigure
network pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Locked out of PC	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Email assistance	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
Mouse Issue	Priority 2	DCI.Customer Support.hardware.Mouse.break/fix
Printer Install	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
unable to login	Priority 3	DCI.Customer Support.Network.Server
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Maximo Password Reset	Priority 3	DCI.Customer Support.Question
wants to setup a conference	Priority 3	DCI.Customer Support.Question
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
VPN Token Inquiry	Priority 3	DCI.Customer Support.Question
Call disconnected	Priority 3	DCI.Customer Support.Question
Call disconnected	Priority 3	DCI.Customer Support.Question



network account locked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
inquiry	Priority 3	DCI.Customer Support.service desk.Ticket Status
SVG Viewer Install	Priority 3	DCI.Customer Support.Desktop Support
Printer install	Priority 3	DCI.Customer Support.printer.Desktop.Install Printer Driver
tickets need more informatio	Priority 3	DCI.Customer Support.service desk.Ticket Status
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Pwd Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Iphone Support	Priority 2	DCI.SYSADMIN.Mobile Device Management.Technical support.S
Status Update	Priority 3	DCI.Customer Support.service desk.Ticket Status
Email Issue	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
Status Update	Priority 3	DCI.Customer Support.service desk.Ticket Status
Silverlight install	Priority 3	DCI.Customer Support.Desktop Support
Email not updating	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
printer install	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
Install Third Party Software,	Priority 3	DCI.Customer Support.Desktop Support
email not updating	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
Speed up Internet	Priority 3	DCI.Customer Support.Software.Internet Explorer
NSR Request	Priority 3	DCI.Customer Support.Active Directory.Drive Access
Documentum account reque	Priority 3	APPS.Access.DOCUMENTUM
inquiry	Priority 3	DCI.Customer Support.service desk.Ticket Status
Install IE11 AND IT health ch	Priority 3	DCI.Customer Support.Software.Internet Explorer
Printer Install	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
Verify email address	Priority 3	DCI.Customer Support.Question
HP printer install	Priority 3	DCI.Customer Support.Desktop Support
Maximo Pwd Reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Printer install	Priority 3	DCI.Customer Support.hardware.Scanner.install
Maximo pw reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Status Update	Priority 3	DCI.Customer Support.service desk.Ticket Status
External Access to PeopleSc	Priority 3	DCI.Customer Support.Desktop Support
Lost network connection	Priority 3	DCI.Customer Support.Desktop Support
network pw reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Xerox Printer Installation	Priority 3	DCI.Customer Support.Desktop Support
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Install driver for second mon	Priority 3	DCI.Customer Support.hardware.Monitor.configuration
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
PW reset request	Priority 3	DCI.Customer Support.Active Directory.Password reset
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Unable to logon	Priority 3	DCI.Customer Support.Active Directory.Password reset
customer needs HCM acces	Priority 3	DCI.Customer Support.Question
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Popup blocker	Priority 3	DCI.Customer Support.Desktop Support
Maximo pw reset	Priority 3	DCI.Customer Support.Question
network outage	Priority 3	NCS.Telephone.digital phone.Other
User's emails are not updatir	Priority 3	DCI.Customer Support.Desktop Support
java install	Priority 3	APPS.Technical support.DOCUMENTUM
HR Request for Assistance -	Priority 3	HR.PSHCM.HR solutions support
Reset PS HCM	Priority 3	DCI.Customer Support.Active Directory.Password reset

issues opening an Excel doc	Priority 3	DCI.Customer Support.Software.MS Excel.Install
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
Unlocked PS FIN	Priority 3	MIT.S.Apps Security.PSFIN.password reset
System login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Peoplesoft login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Adobe Reader issue	Priority 3	DCI.Customer Support.Desktop Support
User unable to connect to th	Priority 3	DCI.Customer Support.Question
User had difficulty changing	Priority 3	DCI.Customer Support.Active Directory.Password reset
Peoplesoft login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
AD reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Peoplesoft login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
System login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
User's mouse is jumping aro	Priority 3	DCI.Customer Support.hardware.Mouse.break/fix
PS HCM reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
System login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
User tried to forward phone r	Priority 2	NCS.Telephone.mobile phone.Hardware
Peoplesoft login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
In the past few weeks Wifi is	Priority 3	DCI.Customer Support.Wifi.Configuration
Peoplesoft ELM login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Windows reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo login issue	Priority 3	DCI.Customer Support.Question
Peoplesoft login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Paystub statement question	Priority 3	DCI.Customer Support.Question
Peoplesoft ELM login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
NICE Installation request	Priority 3	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Remote Desktop Connection	Priority 3	DCI.Customer Support.Question
disabled account	Priority 3	MIT.S.OPS.security.firewall
Customer is trying to access	Priority 3	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
User hung up call	Priority 3	DCI.Customer Support.Question
no support needed	Priority 3	DCI.Customer Support.Question
Customer wants on of his en	Priority 3	DCI.Customer Support.Question
User requested password re	Priority 3	DCI.Customer Support.Active Directory.Password reset
Remote user unable to login	Priority None	DCI.Customer Support.Question
station manager computer in	Priority 3	DCI.Customer Support.Break-Fix.Computer
customer needs help access	Priority 3	Apps.Access.Trapeze
Documetum Password reset	Priority 3	APPS.Access.DOCUMENTUM
Dropped Call	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
email not updating	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Iphone Issue	Priority 2	DCI.SYSADMIN.Mobile Device Management.Technical support.S
ITSAT awareness training su	Priority 3	DCI.Customer Support.Desktop Support
password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Maximo Account Unlocked	Priority 3	DCI.Customer Support.Maximo.Password Reset
PeopleSoft Finance Account	Priority 3	MIT.S.Apps Security.PSFIN.password reset

Dropped Call	Priority 3	DCI.Customer Support.Question
Dropped call	Priority 3	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo Password Reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
it sec logon cred	Priority 3	DCI.Customer Support.Question
dropped call	Priority 3	DCI.Customer Support.Question
user wanted nice inform inst	Priority 3	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
customer unable to login to k	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Support Not Needed	Priority 3	DCI.Customer Support.Question
unable to access Google Ch	Priority 3	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
account unlock	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
account unlock	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
network pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
unable to access outlook	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Email issue	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Question
Lost call connection	Priority 3	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
status update	Priority 3	DCI.Customer Support.service desk.Ticket Status
Could not hear caller	Priority 3	DCI.Customer Support.Question
unable to access terminal se	Priority 3	DCI.Customer Support.Desktop Support
status update	Priority 3	DCI.Customer Support.service desk.Ticket Status
wants to know who this mach	Priority 3	DCI.Customer Support.Question
status update on ticket # 363	Priority 3	DCI.Customer Support.service desk.Ticket Status
IT Security Awareness Test	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
IT Security Awareness Train	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
wants a health check ran on	Priority 3	DCI.Customer Support.hardware.Desktop.configuration
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
SharePoint Support	Priority 3	DCI.Customer Support.Question
Email Issues	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
needs silverlight updated	Priority 3	DCI.Customer Support.Desktop Support
call disconnected	Priority 3	DCI.Customer Support.Question
General Questions	Priority 2	DCI.Customer Support.Desktop Support
no support needed	Priority 3	DCI.Customer Support.Question
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Customer PC keeps shutting	Priority 3	DCI.Customer Support.Question
Account Unlocked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Maximo Issue	Priority 3	APPS.Technical support.Maximo
password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Cant get any phone call	Priority 3	NCS.Telephone.digital phone.Other

Questions about Maximo	Priority 3	DCI.Customer Support.Question
dropped call	Priority 3	DCI.Customer Support.Question
Monitor Issue	Priority 3	DCI.Customer Support.Desktop Support
Maximo Password Reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
unable to update password c	Priority 3	DCI.SYSADMIN.Mobile Device Management.Technical support.S
Prowatch issue - user unable	Priority 3	DCI.Customer Support.Desktop Support
Adobe pro install	Priority 3	DCI.Customer Support.Desktop Support
Maximo pw reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Server Access for Remote C	Priority 3	DCI.SYSADMIN.Server.Access
Sync iphone email	Priority 3	DCI.Customer Support.Desktop Support
Password Reset	Priority 3	DCI.Customer Support.Question
Access to External Website	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
NSR	Priority 3	DCI.Customer Support.Active Directory.New Employee
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Could not hear caller	Priority 3	DCI.Customer Support.Question
network pw reset (C026296)	Priority 3	DCI.Customer Support.Active Directory.Password reset
It security awareness	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
question about one drive	Priority 1	DCI.Customer Support.Question
External access to Peopleso	Priority 3	DCI.Customer Support.Question
Outlook won't start on web o	Priority 3	DCI.SYSADMIN.office 365.Technical support
status update	Priority 3	DCI.Customer Support.service desk.Ticket Status
IT security awareness traini	Priority 3	DCI.Customer Support.Desktop Support
ELM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Required Employee Schedul	Priority 3	HR.PSHCM.Support
Password Reset	Priority 3	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Adobe Pro install	Priority 3	DCI.Customer Support.Desktop Support
password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
VPN Issue	Priority 3	DCI.Customer Support.Software.VPN.Install
NSR	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
http://hdwiki/display/SOPs/IT	Priority 3	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Audio Issue	Priority 3	DCI.Customer Support.Desktop Support
unable to manage conferenc	Priority 3	DCI.SYSADMIN.office 365.Technical support
maximo freezing	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
PeopleSoft Self Service	Priority 3	HR.PSHCM.Support
Laptop Issue	Priority 3	DCI.Customer Support.Question
Update process will not stop	Priority 3	DCI.Customer Support.hardware.Desktop.configuration
Customer wants to know if th	Priority 3	DCI.Customer Support.Question
needed assistance with outd	Priority 3	DCI.Customer Support.Desktop Support

IT Security Awareness Train	Priority 3	DCI.Customer Support.Question
Install driver update	Priority 3	DCI.Customer Support.Desktop Support
Software Install	Priority 3	DCI.Customer Support.Desktop Support
Microsoft Access Issue	Priority 3	DCI.Customer Support.Question
Xerox printer install	Priority 3	DCI.Customer Support.Desktop Support
password reset for peopleso	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Running out of Disk Space	Priority 3	DCI.Customer Support.Desktop Support
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
PW reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
network account locked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
unable to access sharepoint	Priority 3	DCI.Customer Support.Question
Re-Installed of Visio and Pro	Priority 3	DCI.SYSADMIN.Software.upgrade.MS Visio
maximo password reset	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Customer needs emails to p	Priority 3	NCS.Telephone.digital phone.Other
Account Questions	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
unable to get emails updated	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
Assistance with email access	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
mouse support	Priority 3	DCI.Customer Support.hardware.Mouse.break/fix
Printer Service	Priority 3	DCI.Customer Support.Break-Fix.Printer
password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
requesting to have PC reimag	Priority 3	DCI.Customer Support.hardware.Desktop.reimage
Customer unable to modify r	Priority 3	DCI.Customer Support.Question
Maximo pw reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Lost Connection	Priority 3	DCI.Customer Support.Question
password reset for peopleso	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Printer Install	Priority 3	DCI.Customer Support.printer.Desktop.Cycle Printer
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
status update	Priority 3	DCI.Customer Support.service desk.Ticket Status
Caller Hung Up	Priority 3	DCI.Customer Support.Question
wanted to get mapped to pri	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
MAximo	Priority 3	DCI.Customer Support.Maximo.Password Reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Adobe Pro	Priority 3	DCI.Customer Support.Desktop Support
unable to access VDI	Priority 3	DCI.SYSADMIN.Server.Access
Connect monitor	Priority 3	DCI.Customer Support.Desktop Support
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
unlocked account	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
wanted to create a generic a	Priority 3	DCI.Customer Support.Active Directory.New Employee
unable to open work orders i	Priority 3	APPS.Technical support.Maximo
People Soft FIN Account L	Priority 3	MIT.Apps Security.PSFIN.password reset
Customer is requesting to ge	Priority 4	DCI.Customer Support.Equipment Move.Surplus removal
password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock

General Question	Priority 3	DCI.Customer Support.Question
Peoplesoft Financial	Priority 3	MIT.S.Apps Security.PSFIN.password reset
Third-party Software Applica	Priority 3	DCI.Customer Support.Desktop Support
Bad HD on 4*	Priority 3	DCI.Customer Support.hardware.Desktop.hardware failure
Account Unlocked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
TSR	Priority 3	DCI.Customer Support.Maximo.TSR Status
PW reset	Priority 3	DCI.Customer Support.Desktop Support
Status	Priority 3	DCI.Customer Support.service desk.Ticket Status
Voicemail Password Reset	Priority 3	NCS.Telephone.digital phone.Voice Mail Password Reset
PC shuts down unexpectedly	Priority 3	DCI.Customer Support.hardware.Desktop.hardware failure
must submit tsr	Priority 3	DCI.Customer Support.Question
Install Silverlight	Priority 3	DCI.Customer Support.Desktop Support
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
audiovisual assistance	Priority 3	DCI.Customer Support.Inventory.Loaner Laptop
Black Screen Monitor Issues	Priority 3	DCI.Customer Support.hardware.Monitor.break/fix
Webmail	Priority 3	DCI.Customer Support.office 365.Technical support
password reset for voicemail	Priority 3	NCS.Telephone.digital phone.Voice Mail Password Reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
unable to access Maximo in	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
OS Crashed	Priority 3	DCI.Customer Support.hardware.Desktop.hardware failure
Unable to access email	Priority 3	DCI.Customer Support.Desktop Support
Lock phone	Priority 3	DCI.SYSADMIN.Mobile Device Management.Technical support.S
No Dial Tone	Priority 3	NCS.Telephone.digital phone.No Dial Tone
Metroquest	Priority 3	DCI.Customer Support.Wifi.Configuration
IT Security training.	Priority 3	DCI.Customer Support.Desktop Support
IT Security Awareness Issue	Priority 3	DCI.Customer Support.Desktop Support
Can't launch this course	Priority 3	DCI.Customer Support.Desktop Support
Account locked	Priority 3	DCI.Customer Support.Active Directory.Password reset
W-350025	Priority 3	DCI.Customer Support.Question
Answered questions about th	Priority 3	DCI.Customer Support.Question
Touchpad problems on lapto	Priority 3	DCI.Customer Support.Desktop Support
maximo reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Unlicensed Outlook	Priority 3	DCI.Customer Support.Software.MS Outlook.Migrated
NSR question	Priority 3	DCI.Customer Support.Desktop Support
Please unlock Mr. Grenion's	Priority 3	NCS.Telephone.digital phone.Voice Mail Password Reset
maximo password reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
DCI.Customer Support.Netw	Priority 3	DCI.Customer Support.Network.Server
Hard drive failure	Priority 3	DCI.Customer Support.Desktop Support
Temp network drive error	Priority 3	DCI.Customer Support.Desktop Support
Maximo login issue	Priority 3	DCI.Customer Support.Maximo.Password Reset
Acct lockout	Priority 3	DCI.Customer Support.Active Directory.Password reset
Email	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
PAssword reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
System login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
System login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
System login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock

Maximo Login issue	Priority 3	DCI.Customer Support.Maximo.Password Reset
Maximo login issue	Priority 3	DCI.Customer Support.Maximo.Password Reset
Maximo access	Priority 3	DCI.Customer Support.Question
Peoplesoft login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Maximo login issue	Priority 3	DCI.Customer Support.Maximo.Password Reset
Documentum issue	Priority 3	APPS.Technical support.DOCUMENTUM
Peoplesoft login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
System login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
System login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Peoplesoft login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Maximo access request	Priority 3	DCI.Customer Support.Question
Bobby burton called	Priority 3	DCI.Customer Support.Question
Call from Bobby Burton	Priority 3	DCI.Customer Support.Question
System login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Xerox Printer issues. Security	Priority 3	DCI.Customer Support.printer.Xerox.technical support
Peoplesoft login	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
System login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password reset	Priority 4	DCI.Customer Support.Active Directory.Password reset
Peoplesoft login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
store room 259	Priority 3	DCI.Customer Support.Question
customer is having issue open	Priority 3	APPS.Technical support.PSELM
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
no support needed	Priority 3	DCI.Customer Support.Question
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
call dropped	Priority 3	DCI.Customer Support.Question
no support needed	Priority 3	DCI.Customer Support.Question
Bad mouse at Takoma Station	Priority 3	DCI.Customer Support.hardware.Mouse.break/fix
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
customer states that his computer	Priority 3	DCI.Customer Support.Software.Java.upgrade
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Please open a ticket for a CF	Priority 3	NCS.Telephone.digital phone.Other
customer reset his password	Priority 3	DCI.Customer Support.Maximo.Password Reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
user wanted to know the web	Priority 3	DCI.Customer Support.Question
customer has a laptop and a	Priority 3	DCI.Customer Support.hardware.Monitor.configuration
call disconnected	Priority 3	DCI.Customer Support.Question
Pwd Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
customer states that he can	Priority 3	NCS.Telephone.digital phone.No Dial Tone
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Precision 3610 not working d	Priority 3	DCI.Customer Support.hardware.Monitor.break/fix
Install Silverlight	Priority 3	DCI.Customer Support.Desktop Support
password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
log in assistance	Priority 3	DCI.Customer Support.Active Directory.Password Unlock

Call Went Dead	Priority 3	DCI.Customer Support.Question
Staus update on ticket numb	Priority 3	DCI.Customer Support.service desk.Ticket Status
Pwd Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
It security awareness informa	Priority 3	DCI.Customer Support.Question
Ticket Status Request	Priority 3	DCI.Customer Support.Active Directory.Drive Access
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Cell Phone Connection Wen	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
2 phones that are down in JC	Priority 3	NCS.Telephone.digital phone.No Dial Tone
Status Update	Priority 3	DCI.Customer Support.service desk.Ticket Status
unable to login to Jazz	Priority 3	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
NSR was processed but use	Priority 3	DCI.Customer Support.Desktop Support
PC Rebooting	Priority 3	DCI.Customer Support.Question
needs CRM reinstalled after	Priority 3	DCI.Customer Support.Desktop Support
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
network account locked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
needs silverlight updated	Priority 3	DCI.Customer Support.Desktop Support
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset Question	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password Issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
customer needed help with j	Priority 3	DCI.Customer Support.Question
NSR attached	Priority 3	DCI.Customer Support.Active Directory.Drive Access
password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Pwd Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Asg- Zena Connection Prop	Priority 3	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Caller hung up	Priority 3	DCI.Customer Support.Question
Project and Visio install requ	Priority 3	DCI.SYSADMIN.Software.installation.MS Project
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Question	Priority 3	DCI.Customer Support.Desktop Support
status of TSR	Priority 3	DCI.Customer Support.Maximo.TSR Status
Maximo Password	Priority 3	APPS.Training.Maximo
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Dual Monitor Troubleshootin	Priority 3	DCI.Customer Support.hardware.Monitor.configuration
customer wants to know how	Priority 3	DCI.Customer Support.Question
Email assistance	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
comptuer freezing	Priority 3	DCI.Customer Support.Desktop Support
HR Solutions	Priority 3	HR.PSHCM.HR solutions support
User getting login error - The	Priority 3	DCI.Customer Support.Network.Server



MetroGuest Wifi Service	Priority 3	DCI.Customer Support.Wifi.Configuration
User unable to reset her netw	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Issue	Priority 3	DCI.Customer Support.Active Directory.Password reset
Excel Files help	Priority 3	DCI.Customer Support.Question
unlocked account	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
User having issue with Discov	Priority 5	DCI.Customer Support.Desktop Support
IT Security Awareness Train	Priority 3	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
computer issues	Priority 3	DCI.Customer Support.hardware.Desktop.configuration
People Soft HCM general qu	Priority 3	DCI.Customer Support.Question
inquiry	Priority 3	DCI.Customer Support.service desk.Ticket Status
Xerox Printer Install	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
call disconnected	Priority 3	DCI.Customer Support.Question
User PC running slow and fr	Priority 3	DCI.Customer Support.hardware.Desktop.configuration
Account Unlocked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password Unlock and Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
IT Security Awareness Train	Priority 3	DCI.Customer Support.Question
Pwd Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
User requested network acco	Priority 3	DCI.Customer Support.Active Directory.Password reset
chrome install and adobe pro	Priority 3	DCI.Customer Support.Desktop Support
Internet Access Issue	Priority 3	DCI.Customer Support.Question
PC not responding	Priority 3	DCI.Customer Support.Question
Users Ost is not allowing Ou	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
Xerox Printer Installation	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
IT Security Awareness Train	Priority 3	DCI.Customer Support.Question
Printer Install	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
question regarding bobby bu	Priority 3	DCI.Customer Support.Question
User needed the external we	Priority 3	DCI.Customer Support.Question
question regarding stolen lap	Priority 3	DCI.Customer Support.Question
Email assistance	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
Question regarding Network	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
ELM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Email assistance	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Voicemail Password Reset	Priority 3	NCS.Telephone.digital phone.Voice Mail Password Reset
unable to access email for st	Priority 3	DCI.Customer Support.Question
Customer is being prompted	Priority 3	DCI.Customer Support.Question
Pwd Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
User could not gain access t	Priority 3	DCI.Customer Support.Desktop Support
Customer wants information	Priority 3	DCI.Customer Support.Question
People Soft FIN account loc	Priority 3	MIT.Apps Security.PSFIN.password reset

password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Status Update	Priority 3	DCI.Customer Support.service desk.Ticket Status
password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Third Party Software Install	Priority 3	DCI.Customer Support.Desktop Support
inquiry	Priority 3	DCI.Customer Support.service desk.Ticket Status
password reset for Kiosk	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
IT Security Awareness	Priority 3	MIT.S.OPS.ILMS ITSA.registration
support cancelled.	Priority 2	DCI.Customer Support.Question
PDF Display Issues in IE	Priority 3	DCI.Customer Support.Desktop Support
Maximo Inquiry	Priority 3	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
network pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Status Update	Priority 3	DCI.Customer Support.service desk.Ticket Status
Unlock Account	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
unlocked account	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Customer has misplaced the	Priority 3	MIT.S.Engineering.VPN.Technical support
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
needs new computer installed	Priority 3	DCI.Customer Support.Question
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
OnBase Pwd Reset Request	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
User cannot log into his IT se	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
Microsoft Visio and Project Is	Priority 3	DCI.SYSADMIN.Software.installation.MS Project
network account locked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
requesting a network cord.	Priority 3	DCI.Customer Support.Question
Pro Watch Issue	Priority 3	DCI.Customer Support.Desktop Support
Pwd Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
unlocked account	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Trip Planner Issue in Kiosk F	Priority 3	DCI.SYSADMIN.Software.Technical support.Operating Systems
Local Printer Troubleshooting	Priority 3	DCI.Customer Support.printer.Desktop.Cycle Printer
Internet access prohibited	Priority 3	DCI.Customer Support.Internet.Access prohibited
Improve Computer Speed	Priority 3	DCI.Customer Support.hardware.Desktop.configuration
email not updating	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
Monitor Setup	Priority 3	DCI.Customer Support.hardware.Monitor.configuration
Outlook Issue	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Call disconnected	Priority 3	DCI.Customer Support.Question
Application Blocked	Priority 3	DCI.Customer Support.Question
inquiry	Priority 3	DCI.Customer Support.service desk.Ticket Status
password reset for peoples	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Pwd Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Unable to use office applicat	Priority 3	DCI.Customer Support.office 365.Technical support
status update	Priority 3	DCI.Customer Support.service desk.Ticket Status
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset

boot issues	Priority 3	DCI.Customer Support.hardware.Desktop.break/fix
email pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Status	Priority 3	DCI.Customer Support.service desk.Ticket Status
mouse not working	Priority 3	DCI.Customer Support.hardware.Mouse.break/fix
Reset security questions on	Priority 3	DCI.SYSADMIN.Quest self service.Technical support
PAssword reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
PW reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Customer request password	Priority 3	DCI.Customer Support.Active Directory.Password reset
Status	Priority 3	DCI.Customer Support.service desk.Ticket Status
Maximo PW reset	Priority 3	DCI.Customer Support.Desktop Support
email pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Ticket status update	Priority 3	DCI.Customer Support.Desktop Support
IT Security Awareness	Priority 3	DCI.Customer Support.Question
Network cable drop move	Priority 3	DCI.Customer Support.Desktop Support
Mouse Issues	Priority 2	DCI.Customer Support.hardware.Mouse.break/fix
Maximo Acct lockout	Priority 3	DCI.Customer Support.Desktop Support
MAximo password	Priority 3	DCI.Customer Support.Maximo.Password Reset
Maximo login issue	Priority 3	DCI.Customer Support.Maximo.Password Reset
Monitor not working - Capital	Priority 2	DCI.Customer Support.hardware.Monitor.break/fix
Java Udate	Priority 3	DCI.Customer Support.Software.Java.Install
Peoplsoft login question	Priority 3	HR.PSHCM.Support
Email login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Maximo login issue	Priority 3	DCI.Customer Support.Maximo.Password Reset
Maximo account reactivation	Priority 3	DCI.Customer Support.Question
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
no support needed	Priority 3	DCI.Customer Support.Question
System login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
no support needed	Priority 3	DCI.Customer Support.Question
IT security awareness passw	Priority 3	DCI.Customer Support.Question
Outlook email wasnt updatin	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Log in assistance	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
PIDS has a blank screen. Me	Priority 3	APPS.Technical support.PIDS
Log in assistance	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Log in assistance	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Passwaord reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Call Dropped	Priority 3	DCI.Customer Support.Question
Password Assistance	Priority 3	DCI.Customer Support.Question
Apply for Jobs	Priority 3	DCI.Customer Support.Desktop Support
call disconnected	Priority 3	DCI.Customer Support.Question

General Questions	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Cell Phone Issue	Priority 3	DCI.SYSADMIN.Mobile Device Management.Technical support.S
Questions about "A" account	Priority 3	DCI.Customer Support.Active Directory.Password reset
Customer has issue with Mo	Priority 3	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Question
ELM Support	Priority 3	APPS.Technical support.PSELM
Caller did not need support	Priority 3	DCI.Customer Support.Question
Call Disconnected	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo password reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
IT Security Awareness Test	Priority 3	DCI.Customer Support.Question
wanted to get email profile re	Priority 3	DCI.Customer Support.Question
password reset for IT Sec tra	Priority 3	DCI.Customer Support.Question
mobile password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
question regarding payroll	Priority 3	DCI.Customer Support.Question
password reset for Peopleso	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
email not updating directed h	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Phone has no dial tone.	Priority 3	NCS.Telephone.digital phone.No Dial Tone
Password Reset	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
Account locked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Call regarding retired employ	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
IT Security Awareness Test	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
ROCC Access Location char	Priority 3	APPS.Technical support.ROCC
Maximo login issue	Priority 3	DCI.Customer Support.Maximo.Password Reset
Peoplesoft login issue	Priority 3	DCI.Customer Support.Question
Peoplesoft ELM login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Account login issue	Priority 3	DCI.Customer Support.Question
Outlook login issue	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
no support needed	Priority 3	DCI.Customer Support.Question
Transfer call	Priority 3	DCI.Customer Support.Question
Account Locked out	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
IT security awareness passw	Priority 3	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset

log in assistance	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
User needed assistance gain	Priority 3	APPS.Technical support.PSELM
no support needed	Priority 3	DCI.Customer Support.Question
Mouse not working.	Priority 3	DCI.Customer Support.hardware.Mouse.break/fix
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
User needed the Homepage	Priority 3	DCI.Customer Support.Question
log in assistance	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
log in assistance	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
VPN Issue	Priority 3	DCI.Customer Support.Desktop Support
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
In Large Resolution	Priority 3	DCI.Customer Support.Desktop Support
Account still disabled after ta	Priority 3	MIT.S.OPS.ILMS ITSA.disabled account
Adobe Flash Player	Priority 3	DCI.Customer Support.Desktop Support
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
no longer receiving voicemail	Priority 3	NCS.Telephone.digital phone.Other
Maximo Password Reset	Priority 3	APPS.Training.Maximo
needs phone number change	Priority 3	HR.PSHCM.Support
password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
status update	Priority 3	DCI.Customer Support.service desk.Ticket Status
Caller did not need support	Priority 3	DCI.Customer Support.Question
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
trying to connect	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
Customer account unlock	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
support cancelled.	Priority 3	DCI.Customer Support.Question
it security awareness	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
prompts him to install Juniper	Priority 3	DCI.Customer Support.Software.VPN.Install
Trapeze Support request	Priority 3	APPS.Technical Support.Trapeze
it security awareness	Priority 3	DCI.Customer Support.Question
PC was not starting up	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Question
IT Security Awarenesss Non	Priority 3	DCI.Customer Support.Question
IT Security Awareness Non-C	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Caller had to hang up	Priority 3	DCI.Customer Support.Question
Ticket Request	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Question
Call Disconnected	Priority 2	DCI.Customer Support.Question
Caller had a quick question	Priority 3	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Call Disconnected	Priority 3	DCI.Customer Support.Question

kiosk password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
password reset for Peopleso	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Flash error	Priority 3	DCI.Customer Support.Desktop Support
IT Security Awareness traini	Priority 3	DCI.Customer Support.Question
System login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
IT Security Awareness passv	Priority 3	DCI.Customer Support.Question
Peoplesoft login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Cant upload resume. Bar cod	Priority 3	DCI.Customer Support.Question
Cant upload resume	Priority 3	DCI.Customer Support.Question
Drope Call	Priority 3	DCI.Customer Support.Question
User needs help removing n	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
mouse not working at Shady	Priority 3	DCI.Customer Support.hardware.Mouse.break/fix
Email Verification	Priority 3	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Customer needs assistance	Priority 3	DCI.Customer Support.Desktop Support
Customer wants to take CBT	Priority 3	DCI.Customer Support.Question
Customer would like to have	Priority 3	DCI.SYSADMIN.Software.upgrade.MS Visio
status on 33539	Priority 3	DCI.Customer Support.service desk.Ticket Status
transferred	Priority 3	DCI.Customer Support.Question
reset pw	Priority 3	DCI.Customer Support.Active Directory.Password reset
NSR	Priority 3	DCI.Customer Support.Question
password unlock	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Iser needs printer mapped to	Priority 3	DCI.Customer Support.printer.Desktop.Training
Avaya Hard ware issue	Priority 3	NCS.Telephone.digital phone.Hardware
Dropped Call	Priority 3	DCI.Customer Support.Question
IT security awareness passw	Priority 3	DCI.Customer Support.Question
NSR attached remove from I	Priority 3	DCI.Customer Support.Desktop Support
Password reset for Documen	Priority 3	APPS.Access.DOCUMENTUM
Customer is trying to get acc	Priority 2	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
new laptop was assigned to	Priority 3	DCI.Customer Support.Question
Question	Priority 3	DCI.Customer Support.Question
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Kiosks KIDS are not function	Priority 3	DCI.Customer Support.Question
Password unlock	Priority 3	DCI.Customer Support.Active Directory.Password reset
HP 9500 error message on 6	Priority 3	DCI.Customer Support.hardware.Laptop.break/fix
ticket update	Priority 3	DCI.Customer Support.service desk.Ticket Status
Move Relocation Request	Priority 3	DCI.Customer Support.Desktop Support
customer C026295 called ab	Priority 3	DCI.Customer Support.Active Directory.Password reset
Visio installed on laptop. Obt	Priority 3	DCI.SYSADMIN.Software.upgrade.MS Project
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset

Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
VIP customer is trying to upl	Priority 1	HR.PSHCM.Support
Cell Phone Issue	Priority 2	DCI.SYSADMIN.Mobile Device Management.Technical support.S
Maximo pw reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
password unlock	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
third party software install	Priority 3	DCI.Customer Support.Desktop Support
printer installation in JGB 7G	Priority 3	DCI.Customer Support.printer.Desktop.Install Printer Driver
requesting Skype install	Priority 3	DCI.Customer Support.Desktop Support
IT Security Password reset	Priority 3	MIT.S.OPS.ILMS ITSA.registration
Call Dropped	Priority 3	DCI.Customer Support.Question
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
customer wants to remove h	Priority 3	DCI.Customer Support.Question
HCM pw	Priority 3	DCI.Customer Support.Active Directory.Password reset
status update on ticket #355	Priority 3	DCI.Customer Support.service desk.Ticket Status
email outlook issue	Priority 3	DCI.Customer Support.Software.MS Outlook.Problem Not Found
Network password unlock	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
pw reset HCM	Priority 3	DCI.Customer Support.Active Directory.Password reset
user needs help with voicem	Priority 3	NCS.Telephone.digital phone.Voice Mail Password Reset
Maximo password reset requ	Priority 3	DCI.Customer Support.Maximo.Password Reset
status update	Priority 3	DCI.Customer Support.service desk.Ticket Status
User requested password re	Priority 3	DCI.Customer Support.Active Directory.Password reset
pc crashed	Priority 3	DCI.Customer Support.hardware.Desktop.hardware failure
User requested network acc	Priority 3	DCI.Customer Support.Active Directory.Password reset
Network password unlock re	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Employees can't close work	Priority 3	APPS.Technical support.Maximo
SCCM Request	Priority 3	DCI.Customer Support.Question
Employee Resource	Priority 3	DCI.Customer Support.Question
account disabled	Priority 3	DCI.Customer Support.Question
it security awareness	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
Printer Issue	Priority 3	DCI.Customer Support.printer.Desktop.Cycle Printer
digital signature creation	Priority 3	DCI.Customer Support.Question
Email Issue	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
customer is requesting share	Priority 3	DCI.Customer Support.Question
Could not log into Peoplesof	Priority 3	DCI.Customer Support.Desktop Support
DCI.Customer Support.Softw	Priority 3	DCI.Customer Support.Software.VPN.Training
printer install	Priority 3	DCI.Customer Support.printer.Desktop.Install Printer Driver
account locked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
pw reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
account locked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
account locked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
NSR attached	Priority 3	DCI.Customer Support.Active Directory.Drive Access
Password reset for Network	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Ticket Request	Priority 3	DCI.Customer Support.Question
pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
wmata email login cred, pw r	Priority 3	DCI.Customer Support.Active Directory.Password reset

Verify Email Address	Priority 3	DCI.Customer Support.Question
kiosk unavailable	Priority 3	DCI.Customer Support.SSK Kiosk
pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
question regarding changing	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
sids question	Priority 3	DCI.Customer Support.Question
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
needs Documentum pw rese	Priority 3	APPS.Access.DOCUMENTUM
ticket status on 35550	Priority 3	DCI.Customer Support.service desk.Ticket Status
network account locked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
checking on status 35257	Priority 3	DCI.Customer Support.service desk.Ticket Status
Icon Resize	Priority 3	DCI.Customer Support.Question
soc support	Priority 3	DCI.Customer Support.Question
Printer Issue	Priority 3	DCI.Customer Support.printer.Desktop.Cycle Printer
reset pw	Priority 3	DCI.Customer Support.Active Directory.Password reset
Visio Issue	Priority 2	DCI.Customer Support.Desktop Support
Hard drive failure	Priority 3	DCI.Customer Support.hardware.Desktop.break/fix
Status Update	Priority 3	DCI.Customer Support.service desk.Ticket Status
password reset for Peopleso	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Application Issue	Priority 3	DCI.Customer Support.Question
user cannot access I drive	Priority 3	DCI.SYSADMIN.office 365.Technical support
unable to use digital signatur	Priority 3	DCI.Customer Support.Question
Avaya Phone Issue	Priority 3	NCS.Telephone.digital phone.Other
Oracle Service Cloud login II	Priority 3	MITS.Apps Security.PSFIN.Access
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
maximo locked	Priority 3	DCI.Customer Support.Maximo.Password Reset
account locked out	Priority 3	DCI.Customer Support.Active Directory.Password reset
Java Update	Priority 3	DCI.Customer Support.Software.Java.upgrade
laptop needs updating	Priority 3	DCI.Customer Support.Software.Internet Explorer
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Upgrade IE	Priority 3	DCI.Customer Support.Software.Internet Explorer
Password issue	Priority 3	DCI.Customer Support.Active Directory.Password reset
unable to open work orders c	Priority 3	APPS.Technical support.Maximo
NSR	Priority 3	DCI.Customer Support.Question
No Available Servers	Priority 3	DCI.Customer Support.Network.Server
DCI.Customer Support.Ques	Priority 3	APPS.Technical support.Maximo
Computer shuts down unexp	Priority 2	DCI.Customer Support.hardware.Desktop.hardware failure
nsr request	Priority 3	DCI.Customer Support.Question
correct IT Customer Support	Priority 3	DCI.Customer Support.Question
Maximo and Network Passw	Priority 3	DCI.Customer Support.Maximo.Password Reset
ticket status	Priority 3	DCI.Customer Support.service desk.Ticket Status
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Printer Install	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
monitor green	Priority 3	DCI.Customer Support.Break-Fix.Computer
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset



network pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
ELM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Legitimate Email not receive	Priority 3	DCI.Customer Support.service desk.Ticket Status
Printer Issue	Priority 3	DCI.Customer Support.Break-Fix.Printer
Maximo Password	Priority 3	DCI.Customer Support.Maximo.Password Reset
pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Question Regarding email ac	Priority 3	DCI.Customer Support.Question
status update on 35265	Priority 3	DCI.Customer Support.service desk.Ticket Status
Account unlocked	Priority 3	DCI.Customer Support.Question
unable to make changes to w	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
Third Party Software Install	Priority 3	DCI.Customer Support.Desktop Support
ITSAT pw reset	Priority 3	ITS.OPS.ILMS ITSA.password reset
question regarding account	Priority 3	DCI.Customer Support.Question
Word Issue	Priority 3	DCI.Customer Support.Question
unable to connect to network	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
ELM issues	Priority 3	DCI.Customer Support.Question
Customer states that she is u	Priority 3	DCI.Customer Support.printer.Desktop.Cycle Printer
Customer saved document t	Priority 2	DCI.Customer Support.Question
question regarding webmail	Priority 3	DCI.Customer Support.office 365.Technical support
Windchill pw reset	Priority 3	APPS.Access.wmata.com
Customer needs Assistance	Priority 3	DCI.Customer Support.Question
employee setup	Priority 3	DCI.Customer Support.Desktop Support
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
Question regarding Xerox	Priority 3	DCI.Customer Support.Question
inquiry	Priority 3	DCI.Customer Support.service desk.Ticket Status
Excel will not open for user .	Priority 3	DCI.Customer Support.Software.MS Excel.Install
requesting Xerox support nu	Priority 3	DCI.Customer Support.printer.Xerox.technical support
Question regarding N Drive	Priority 3	DCI.Customer Support.Question
Bad HD at Greenbelt*	Priority 3	DCI.Customer Support.hardware.Monitor.break/fix
Reset Maximo	Priority 3	DCI.Customer Support.Maximo.Password Reset
Reset PS HCM	Priority 3	DCI.Customer Support.Active Directory.Password reset
Mr. Coleman has entered the	Priority 3	HR.PSHCM.Support
Assisted with access to PS E	Priority 3	APPS.Technical support.PSELM
Assisted with access to ema	Priority 3	DCI.Customer Support.office 365.Technical support
Reset PS HCM	Priority 3	DCI.Customer Support.Active Directory.Password reset
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
Cancelled call, app accessed	Priority 3	DCI.Customer Support.Question
Reset PS HCM	Priority 3	DCI.Customer Support.Active Directory.Password reset
Reset PS HCM	Priority 3	DCI.Customer Support.Active Directory.Password reset
PS HCM reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Several users take CBT Trai	Priority 3	DCI.Customer Support.Question
Assisted with access to CBT	Priority 3	DCI.Customer Support.Question
PS HCM reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
User stated the computer ha	Priority 3	DCI.Customer Support.hardware.Desktop.break/fix
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset

Reset PS HCM	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Reset PS HCM	Priority 3	DCI.Customer Support.Active Directory.Password reset
Mr. Alt sent and email to twe	Priority 3	DCI.Customer Support.Question
Cancelled call . Officer Tax v	Priority 3	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
User is unable to open outlo	Priority 3	DCI.Customer Support.Desktop Support
customer needed help acces	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	MAXIMO
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
no support needed/questions	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
no support needed	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Question
IT security awareness trainin	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
IT security awareness passw	Priority 3	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
IT security awareness passw	Priority 3	DCI.Customer Support.Question
dropped call	Priority 3	DCI.Customer Support.Question
pw reset, expired	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Status update on ticket 3503	Priority 3	DCI.Customer Support.service desk.Ticket Status
maximo password reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
password reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Turned in lost Laptop bar co	Priority 3	DCI.Customer Support.Question
Installed printers	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
All in one black screen	Priority 3	DCI.Customer Support.hardware.Monitor.break/fix
Outlook calendar issues. Sh	Priority 3	DCI.Customer Support.Software.MS Outlook.Problem Not Found
no support needed	Priority 3	DCI.Customer Support.Question
status update on ticket # 350	Priority 3	DCI.Customer Support.service desk.Ticket Status
account locked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
3 laptops loaners for 3 intern	Priority 3	DCI.Customer Support.Inventory.Loaner Laptop
User was moved; switch ava	Priority 3	NCS.Telephone.digital phone.Other
Question	Priority 3	DCI.Customer Support.printer.Xerox.technical support
no support needed	Priority 3	DCI.Customer Support.Question
no support needed	Priority 3	DCI.Customer Support.Question
install chrome and ie	Priority 3	DCI.Customer Support.Software.Internet Explorer
info on network drive	Priority 3	DCI.Customer Support.Question
status update	Priority 3	DCI.Customer Support.service desk.Ticket Status
cpu Carmen turner 3 facility	Priority 3	DCI.Customer Support.Desktop Support
IT Security Awareness Train	Priority 3	DCI.Customer Support.Question
labor compliance issue. not g	Priority 3	APPS.Access.Maximo
HCM pw reset	Priority 3	DCI.Customer Support.Question

Reimaging Request	Priority 3	DCI.Customer Support.hardware.Desktop.reimage
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
inquiry	Priority 3	DCI.Customer Support.service desk.Ticket Status
customer restarted computer	Priority 3	DCI.Customer Support.Software.VPN.Training
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
check hp printer	Priority 3	DCI.Customer Support.Break-Fix.Printer
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
inquiry	Priority 3	DCI.Customer Support.service desk.Ticket Status
Ms. Sheppard is reviewing re	Priority 3	HR.PSHCM.Support
pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
customer wanted to update	Priority 3	DCI.Customer Support.Question
Pwd Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Unable to receive emails	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
no support needed	Priority 3	DCI.Customer Support.Question
needs Adobe connect add-in	Priority 3	DCI.Customer Support.Desktop Support
customer was transferred	Priority 3	DCI.Customer Support.Question
customer would like to have	Priority 3	DCI.Customer Support.Desktop Support
Remove someone from the c	Priority 3	DCI.Customer Support.Question
third party software	Priority 3	DCI.Customer Support.Question
IT Security Awareness Train	Priority 3	DCI.Customer Support.Question
Network password reset req	Priority 3	DCI.Customer Support.Active Directory.Password reset
IT Security Awareness Train	Priority 3	DCI.Customer Support.Question
User profile fails to load	Priority 3	DCI.Customer Support.Question
Payroll	Priority 3	DCI.Customer Support.Question
Password unlock request	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
It security awareness passwo	Priority 3	DCI.Customer Support.Question
Status Update	Priority 3	DCI.Customer Support.service desk.Ticket Status
Pwd Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
account deactivated	Priority 3	DCI.Customer Support.Question
Schedule A Conference Tele	Priority 3	DCI.Customer Support.Question
pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Customer need help with Tra	Priority 3	APPS.Technical Support.Trapeze
voicemail password reset	Priority 3	NCS.Telephone.digital phone.Voice Mail Password Reset
Email Question	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
Hard drive failure Dell Laptop	Priority 3	DCI.Customer Support.hardware.Desktop.hardware failure
Swap printer	Priority 3	DCI.Customer Support.Equipment Move.Project
Access Prohibited	Priority 3	DCI.Customer Support.Internet.Access prohibited
Account unlock request	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Laptop unable to connect to	Priority 3	DCI.Customer Support.Desktop Support
Local admin account passwo	Priority 3	DCI.Customer Support.Desktop Support
problem dialing conference r	Priority 3	NCS.Telephone.digital phone.Other
Outlook Issue	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
Network password reset req	Priority 3	DCI.Customer Support.Active Directory.Password reset
unwanted calls	Priority 3	NCS.Telephone.digital phone.Other
Pwd Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset

Customer unable to check th	Priority 3	MIT.S.OPS.security.firewall
network pw reset	Priority 3	DCI.Customer Support.Question
Status Update	Priority 3	DCI.Customer Support.service desk.Ticket Status
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Computer Relocation Project	Priority 4	DCI.Customer Support.Equipment Move.Project
hp printer issues	Priority 3	DCI.Customer Support.printer.Network.Training
Computer Relocation	Priority 4	DCI.Customer Support.Equipment Move.Project
Server Question	Priority 3	DCI.SYSADMIN.Server.Access
Phone Voicemail/support	Priority 3	NCS.Telephone.digital phone.Voice Mail Password Reset
server access	Priority 3	DCI.Customer Support.Question
Customer is not able to log in	Priority 3	Apps.Access.Trapeze
Metro Guest Wifi	Priority 3	DCI.Customer Support.Question
Status update on an open ticket	Priority 3	DCI.Customer Support.service desk.Ticket Status
Ticket status on 34882	Priority 3	DCI.Customer Support.service desk.Ticket Status
Reset Pwd For ITSA Training	Priority 3	DCI.Customer Support.Question
User request to have label M	Priority 3	DCI.Customer Support.Question
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Outlook not opening	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
Query Access Customer is n	Priority 3	HR.PSHCM.Access
Maximo pw reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
User still cannot access her	Priority 3	DCI.Customer Support.service desk.Ticket Status
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
IT Security Awareness Train	Priority 3	DCI.Customer Support.Question
checking status	Priority 3	DCI.Customer Support.service desk.Ticket Status
IE ISSUE	Priority 3	DCI.Customer Support.Software.Internet Explorer
Pwd Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Printer Issue	Priority 3	DCI.Customer Support.printer.Desktop.Cycle Printer
call forwarding	Priority 3	DCI.Customer Support.Telephone.Other
Question about NSR form	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
user needs skype installed	Priority 3	DCI.Customer Support.Desktop Support
Network password reset req	Priority 3	DCI.Customer Support.Active Directory.Password reset
Account Unlocked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
user needs PC reconnected	Priority 5	DCI.Customer Support.Equipment Move.Project
Disabled acct	Priority 3	DCI.Customer Support.Question
Peoplesoft ELM	Priority 3	DCI.Customer Support.Question
User needs VPN app\softwa	Priority 3	DCI.SYSADMIN.Mobile Device Management.Technical support.S
Pro watch install	Priority 3	DCI.Customer Support.Question
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Unable to change employee'	Priority 3	HR.PSHCM.Support
Account Unlock	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Dropped call	Priority 3	DCI.Customer Support.Question
Account Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
printer install	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
Account unlocked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Maximo Password Reset	Priority 3	APPS.Training.Maximo

Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
iNSTALL PRINTER	Priority 3	DCI.Customer Support.printer.Desktop.Install Printer Driver
Lost network connection	Priority 3	DCI.Customer Support.Desktop Support
KIDS sign DNP is out @ Che	Priority 3	DCI.Customer Support.Question
Pwd Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
IT SECURITY AWARENESS	Priority 3	DCI.Customer Support.Desktop Support
Status update	Priority 3	DCI.Customer Support.service desk.Ticket Status
HP printer install	Priority 3	DCI.Customer Support.hardware.Scanner.install
Unable to view their work co	Priority 3	DCI.Customer Support.Software.VPN.Training
possibl Corrupt excel files	Priority 3	DCI.Customer Support.Software.MS Excel.Training
Maximo Password Reset.	Priority 3	DCI.Customer Support.Question
Recover A Missing Folder	Priority 3	DCI.Customer Support.Desktop Support
Account locked out	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Peoplesoft	Priority 3	DCI.Customer Support.Active Directory.Password reset
Unable to access IT Security	Priority 3	DCI.Customer Support.Desktop Support
Reset ILMS	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
Dropped Call	Priority 3	DCI.Customer Support.Question
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo deactivated due to in	Priority 3	DCI.Customer Support.Question
unable to login	Priority 3	DCI.Customer Support.Network.Server
General Information	Priority 3	DCI.Customer Support.Question
Email issues	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
User is disabled because he	Priority 3	MIT.S.OPS.security.firewall
Pwd Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
User needs HP Color Laser	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
Assisted with access to ema	Priority 3	DCI.Customer Support.office 365.Technical support
Maximo reset	Priority 3	DCI.Customer Support.Question
User trying to set up voicema	Priority 3	DCI.Customer Support.Telephone.Other
User's Brother Label Printer	Priority 3	DCI.Customer Support.Question
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
No video at Capital Heights k	Priority 3	DCI.Customer Support.hardware.Monitor.break/fix
Kiosk Alert	Priority 3	DCI.Customer Support.SSK Kiosk
User competed the CBT test	Priority 3	APPS.Technical support.PSELM
Reset PS HCM	Priority 3	DCI.Customer Support.Active Directory.Password reset
Reset ILMS	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
Maximo reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Reset AD on mobile phone	Priority 3	DCI.Customer Support.Active Directory.Password reset
Unlocked AD	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
User requested access to en	Priority 3	DCI.Customer Support.office 365.Technical support
User cannot create or search	Priority 3	APPS.Technical support.Maximo
User unable to access/write	Priority 3	DCI.Customer Support.Desktop Support
user has no internet access	Priority 3	DCI.Customer Support.Internet.Access prohibited
AD reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Dropped Call	Priority 3	DCI.Customer Support.Active Directory.Password reset
Dropped Call	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset

Dropped Call	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
dropped call	Priority 3	DCI.Customer Support.Question
User want to move the folder	Priority 3	DCI.Customer Support.Desktop Support
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
Passsword Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
screen orientation	Priority 3	DCI.Customer Support.Desktop Support
Dropped Call	Priority 4	DCI.Customer Support.Question
User network printer is not s	Priority 3	DCI.Customer Support.printer.Desktop.Training
password unlock	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
IT security Awareness	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
could not access internet	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Network password reset req	Priority 3	DCI.Customer Support.Active Directory.Password reset
User needs to be mapped to	Priority 1	DCI.Customer Support.Desktop Support
password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Status Update	Priority 3	DCI.Customer Support.service desk.Ticket Status
dropped call	Priority 3	DCI.Customer Support.Question
IT security awareness	Priority 3	DCI.Customer Support.Active Directory.Password reset
Customer resolved their own	Priority 3	DCI.Customer Support.Question
User laptop is not working pr	Priority 2	DCI.Customer Support.Break-Fix.Laptop
password reset for training	Priority 3	DCI.Customer Support.Question
customer wants to get a prin	Priority 3	DCI.Customer Support.printer.Desktop.Install Printer Driver
Outlook not updating	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
Spam Email Support	Priority 3	MIT.S.OPS.security.firewall
account still disabled after ta	Priority 3	MIT.S.OPS.ILMS ITSA.disabled account
status update on ticket # 350	Priority 3	DCI.Customer Support.service desk.Ticket Status
Dropped Call	Priority 3	DCI.Customer Support.Question
Status update on open ticket	Priority 3	DCI.Customer Support.service desk.Ticket Status
IT security awareness trainin	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
DCI.Customer Support.Desk	Priority 3	DCI.Customer Support.Desktop Support
Customer is not connected to	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
call disconnected	Priority 3	DCI.Customer Support.Question
Acct locked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
move request	Priority 3	DCI.Customer Support.Equipment Move.Project
unable to open outlook applic	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
Customer is unable to launch	Priority 3	APPS.Technical support.PSELM

unable to open pay statement	Priority 3	DCI.Customer Support.Question
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Power Settings	Priority 3	DCI.Customer Support.Desktop Support
Reset network password req	Priority 3	DCI.Customer Support.Active Directory.Password reset
Logitech Camera	Priority 3	DCI.Customer Support.Desktop Support
Computer move	Priority 3	DCI.Customer Support.Equipment Move.Project
Add Outlook to their desktop	Priority 3	DCI.Customer Support.Desktop Support
password reset for maximo	Priority 3	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Stopped printing	Priority 3	DCI.Customer Support.Break-Fix.Printer
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Acct Constantly Locks Out	Priority 3	DCI.Customer Support.Question
unable to print pay statement	Priority 3	DCI.Customer Support.Question
Third Party Software Inquiry	Priority 3	DCI.Customer Support.Question
dopped call	Priority 3	DCI.Customer Support.Question
Pwd Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Email Attachment Issue	Priority 3	DCI.SYSADMIN.Software.Technical support.MS Office
Locked Out	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
IE Upgrade	Priority 3	DCI.Customer Support.Desktop Support
Scan adobe file	Priority 3	DCI.Customer Support.Desktop Support
Upgrade IE to IE11	Priority 3	DCI.Customer Support.Desktop Support
Maximo pw reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
pdf attachments are showing	Priority 3	DCI.Customer Support.Desktop Support
password reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
password reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password rest	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Customer request relocation	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
People Soft FIN Locked Out	Priority 3	MIT.Apps Security.PSFIN.password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Supervisor Assistance	Priority 3	DCI.Customer Support.Question
Recover files	Priority 3	DCI.Customer Support.Desktop Support
MS Access Request	Priority 3	DCI.Customer Support.Software.MS Access
call disconnected	Priority 3	DCI.Customer Support.Question
IT Security Awareness Train	Priority 3	MIT.OPS.ILMS ITSA.password reset
Request for a Supervisor	Priority 3	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Video Workstation is not con	Priority 3	DCI.Customer Support.Question
User is receiving error while	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
status update	Priority 3	DCI.Customer Support.service desk.Ticket Status
ELM support request	Priority 3	APPS.Technical support.PSELM
IT Security Awareness Train	Priority 3	DCI.Customer Support.Question
Avaya Phone Issues	Priority 3	NCS.Telephone.digital phone.Other
Pwd Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
unable to access email	Priority 3	DCI.Customer Support.Software.MS Outlook.Migrated

Email Issue	Priority 3	DCI.Customer Support.Question
network pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Requesting a Tier 2 tech in 5	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
NSR for Processing	Priority 3	DCI.SYSADMIN.Server.Access
MS Office Issue: Unlicensed	Priority 2	DCI.Customer Support.Software.MS Outlook.Migrated
IT security awareness training	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
shared computer intermittent	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
IT security awareness Password	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
Optram Access	Priority 3	DCI.Customer Support.Question
issues with permission grant	Priority 3	DCI.Customer Support.Question
user is unable to login. Users	Priority 3	DCI.Customer Support.Question
New Network Cable/Phone li	Priority 3	DCI.Customer Support.Question
# NSRs for Processing Time	Priority 3	DCI.Customer Support.Active Directory.Drive Access
disabled account	Priority 3	MIT.S.OPS.security.firewall
unable to hear caller	Priority 3	DCI.Customer Support.Question
User outlook is not syncing	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
unable to make a change ord	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
unable to connect to wifi	Priority 3	DCI.Customer Support.Wifi.Configuration
unable to access Word docu	Priority 3	DCI.Customer Support.hardware.Monitor.hardware failure
User wants to change the wa	Priority 3	NCS.Telephone.digital phone.Other
Install Adobe Pro	Priority 3	DCI.Customer Support.Desktop Support
network account locked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Update adobe flash	Priority 3	DCI.Customer Support.Desktop Support
password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
TSR Status Update	Priority 3	DCI.Customer Support.Maximo.TSR Status
Question about #32919	Priority 3	DCI.Customer Support.PC Replacement.Question
Trapeze Issue	Priority 3	APPS.Technical Support.Trapeze
Locked Out	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
needs Visio installed on new	Priority 3	DCI.SYSADMIN.Software.installation.MS Visio
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Equipment transfer form	Priority 3	DCI.Customer Support.Equipment Move.Surplus removal
FIN account locked	Priority 3	MIT.S.Apps Security.PSFIN.password reset
Unable to remote into their w	Priority 2	DCI.Customer Support.Software.VPN.Install
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Printer not printing	Priority 3	DCI.Customer Support.printer.Desktop.Install Printer Driver
calendar issue	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Reset Maximo	Priority 3	DCI.Customer Support.Question
network account locked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Xerox Network Printer Install	Priority 3	DCI.Customer Support.Desktop Support
Users Outlook is not updatin	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
Pwd Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
unable to print to network pri	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
Adobe install	Priority 3	DCI.Customer Support.Desktop Support
Silverlight Upgrade	Priority 3	DCI.Customer Support.Desktop Support



network pw reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Having Trouble Opening Link	Priority 3	DCI.Customer Support.Desktop Support
Maximo pw reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
email pw reset and internet a	Priority 3	DCI.Customer Support.Question
Maximo PW reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo Password	Priority 3	DCI.Customer Support.Maximo.Password Reset
ELM login info	Priority 3	DCI.Customer Support.Question
Unlocked AD	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
unable to change pw	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
unable to print	Priority 3	DCI.Customer Support.printer.Desktop.Cycle Printer
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
Customer unable to log into	Priority 3	DCI.Customer Support.Question
Maximo login issue	Priority 3	DCI.Customer Support.Maximo.Password Reset
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
Peoplesoft login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Peoplesoft login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Question about cluster email	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
User has multiple Citrix screen	Priority 3	DCI.Customer Support.Question
Cancelled call , no response	Priority 3	DCI.Customer Support.Question
IT Security Awareness login	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
Maximo login issue	Priority 3	DCI.Customer Support.Maximo.Password Reset
User's are unable to make call	Priority 3	NCS.Telephone.digital phone.Other
Officer Rose stated his computer	Priority 3	DCI.Customer Support.hardware.Desktop.configuration
Cancelled call because user	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Peoplesoft Login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
IT Security Awareness login	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
Peoplesoft login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Maximo login issue	Priority 3	DCI.Customer Support.Maximo.Password Reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
dropped call	Priority 3	DCI.Customer Support.Question
Maximo	Priority 3	MAXIMO
call dropped	Priority 3	DCI.Customer Support.Question
User is having issues opening	Priority 3	DCI.Customer Support.Desktop Support
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
User is having trouble with a	Priority 3	DCI.Customer Support.Question
User computer experiencing	Priority 3	DCI.Customer Support.Network.Server
User requested network account	Priority 3	DCI.Customer Support.Active Directory.Password reset
Remove dynamic group account	Priority 3	MIT.S.OPS.security.firewall
account unlock	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
printer barcode - 000005247	Priority 3	DCI.Customer Support.printer.Desktop.Cycle Printer
User requested network account	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
User requested network account	Priority 3	DCI.Customer Support.Active Directory.Password reset
Outlook issue	Priority 2	DCI.Customer Support.office 365.Technical support
Account Access	Priority 3	DCI.Customer Support.Active Directory.Password reset

Password Reset	Priority 3	DCI.Customer Support.Question
submit NSR	Priority 3	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
call disconnected	Priority 3	DCI.Customer Support.Question
assword Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
DCI.Customer Support.Desk	Priority 3	DCI.Customer Support.Desktop Support
External Link	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
User needs Label writer insta	Priority 1	Applications
maximo inactivity for more th	Priority 3	DCI.Customer Support.Question
General Question	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Question
requesting to have chrome in	Priority 3	DCI.Customer Support.Desktop Support
DCI.Customer Support.Ques	Priority 3	DCI.Customer Support.Desktop Support
HP 2420 has broken tray at l	Priority 3	DCI.Customer Support.Break-Fix.Computer
It security awareness	Priority 3	DCI.Customer Support.Question
call disconnected	Priority 3	DCI.Customer Support.Question
ITSAT pw reset	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
User requested network acco	Priority 3	DCI.Customer Support.Active Directory.Password reset
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 2	DCI.Customer Support.Maximo.Password Reset
email not updating	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Customer name is not comin	Priority 3	MIT.S.Engineering.VPN.Technical support
Network Access	Priority 3	DCI.Customer Support.Active Directory.Drive Access
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Avaya phone does not get ar	Priority 3	NCS.Telephone.digital phone.No Dial Tone
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
DCI.Customer Support.servi	Priority 3	DCI.Customer Support.service desk.Ticket Status
Password Reset	Priority 3	DCI.Customer Support.Active Directory.New Employee
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset *TEST*	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
password reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
customer tried to open a Mic	Priority 3	DCI.Customer Support.Software.MS Excel.Install
Power Issue	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset for account	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Internet Explorer	Priority 3	DCI.Customer Support.Software.Internet Explorer
password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Status update	Priority 3	DCI.Customer Support.service desk.Ticket Status
network pw reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock

Verify Email	Priority 3	DCI.Customer Support.Question
password reset for document	Priority 3	APPS.Access.DOCUMENTUM
needed assistance accessing	Priority 3	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Status Update	Priority 3	DCI.Customer Support.service desk.Ticket Status
W-511329 Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
unlocked account	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
It security awareness password	Priority 3	DCI.Customer Support.Question
question	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
customer need help logging	Priority 3	DCI.Customer Support.Question
it security awareness	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
Xerox Printer	Priority 3	DCI.Customer Support.printer.Desktop.Cycle Printer
Account Locked	Priority 3	DCI.Customer Support.Active Directory.Password reset
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Status Update	Priority 3	DCI.Customer Support.service desk.Ticket Status
printer install request	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
Third Party Install Request	Priority 3	DCI.Customer Support.Desktop Support
Non Compliance for the IT S	Priority 3	DCI.Customer Support.Question
unable to print from xerox pr	Priority 3	DCI.Customer Support.printer.Xerox.technical support
Status	Priority 3	DCI.Customer Support.service desk.Ticket Status
Move Request	Priority 3	DCI.Customer Support.Equipment Move.Project
password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
General Questions	Priority 3	DCI.Customer Support.Question
unable to print from Xerox pr	Priority 3	DCI.Customer Support.printer.Xerox.technical support
Account locked	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo issue - customer ge	Priority 3	APPS.Technical support.Maximo
Claim Pilot	Priority 3	DCI.Customer Support.Question
unlocked account	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Install Plotter	Priority 3	DCI.Customer Support.Desktop Support
HCM Support request	Priority 3	HR.PSHCM.Support
Internet Issue	Priority 1	DCI.Customer Support.Question
Maximo Pwd Reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
W-512193 10.9.22.1.253	Priority 3	DCI.Customer Support.printer.Desktop.Cycle Printer
Hard Drive Failure	Priority 3	DCI.Customer Support.hardware.Desktop.hardware failure
User requested password re	Priority 3	DCI.Customer Support.Active Directory.Password reset
2nd monitor not working*	Priority 1	DCI.Customer Support.hardware.Monitor.break/fix
Surplus Pickup	Priority 3	DCI.Customer Support.Equipment Move.Surplus removal
Ticket question	Priority 3	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Outlook Repair	Priority 3	DCI.Customer Support.office 365.Technical support
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
unable to access the metrow	Priority 3	DCI.Customer Support.Question
Email	Priority 3	DCI.Customer Support.service desk.Ticket Status

password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
HCM reset pw	Priority 3	DCI.Customer Support.Active Directory.Password reset
IT Security Awareness Train	Priority 3	DCI.Customer Support.Question
Status	Priority 3	DCI.Customer Support.service desk.Ticket Status
Admin Rights Request	Priority 3	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
network pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
call disconnected	Priority 3	DCI.Customer Support.Question
MAXimo	Priority 3	DCI.Customer Support.Maximo.Password Reset
ITSAT Inquiry	Priority 3	DCI.Customer Support.Question
unable to login to VPN	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
network account locked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Upload Issues	Priority 3	DCI.Customer Support.Software.MS Excel.Training
printer driver install w-51175	Priority 3	DCI.Customer Support.printer.Desktop.Install Printer Driver
Pwd Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo password reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Maximo Password Reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
unlicensed product message	Priority 3	DCI.Customer Support.Software.MS Outlook.Migrated
password reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
MAximo	Priority 3	DCI.Customer Support.Maximo.Password Reset
Status Update	Priority 3	DCI.Customer Support.service desk.Ticket Status
Please install Adobe Acrobat	Priority 3	DCI.Customer Support.Desktop Support
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Adobe Reader	Priority 3	DCI.Customer Support.Desktop Support
needs adobe creative cloud	Priority 3	DCI.Customer Support.Desktop Support
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Status Update	Priority 3	DCI.Customer Support.service desk.Ticket Status
Status	Priority 4	DCI.Customer Support.service desk.Ticket Status
MS Project or Visio Install Re	Priority 3	DCI.SYSADMIN.Software.installation.MS Project
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Documents not Printing on X	Priority 3	DCI.Customer Support.Desktop Support
Maximo Access Request For	Priority 3	DCI.Customer Support.Maximo.Password Reset
unable to edit word doc	Priority 3	DCI.Customer Support.Question
BORMS	Priority 3	DCI.Customer Support.Question
IT Health Check	Priority 3	DCI.Customer Support.hardware.Laptop.configuration
Locked	Priority 3	DCI.Customer Support.Active Directory.Password reset
It Security Awareness User N	Priority 3	MIT.S.OPS.ILMS ITSA.registration
Pwd Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Account Unlocked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
It Security awareness issue	Priority 3	DCI.Customer Support.Desktop Support
Printer Install	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
Pwd Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset

Maximo Password Reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.New Employee
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Caller did not need assistanc	Priority 3	DCI.Customer Support.Desktop Support
Bad keyboard at Montgomer	Priority 2	DCI.Customer Support.hardware.Keyboard.break/fix
Status	Priority 3	DCI.Customer Support.service desk.Ticket Status
Maximo pw reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
ELM password	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
ELM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
IT security security	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Trust Relationship	Priority 3	DCI.Customer Support.Network.Server
Status update	Priority 3	DCI.Customer Support.service desk.Ticket Status
ELM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
http://hdwiki/display/SOPs/Is	Priority 3	NCS.Telephone.digital phone.No Dial Tone
Network Drive	Priority 3	DCI.Customer Support.Desktop Support
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
Customer cannot see shared	Priority 3	DCI.Customer Support.Software.MS Outlook.Calender Assistanc
Reset PS HCM	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Assisted with access to Metr	Priority 3	DCI.Customer Support.Question
Maximo login issue	Priority 3	DCI.Customer Support.Maximo.Password Reset
System Login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Reset ILMS	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
AD disabled due to ILMS nor	Priority 3	DCI.Customer Support.Question
System login issue	Priority 3	DCI.Customer Support.hardware.Keyboard.break/fix
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
System login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Assist with email access	Priority 3	DCI.Customer Support.Question
Desktop startup	Priority 3	DCI.Customer Support.hardware.Desktop.break/fix
IT Security Awareness Train	Priority 3	DCI.Customer Support.Question
IT Security Awareness traini	Priority 3	DCI.Customer Support.Question
IT Security Awareness traini	Priority 3	DCI.Customer Support.Question
Maximo reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Peoplesoft login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
Peoplesoft login	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
Reset PS HCM	Priority 3	DCI.Customer Support.Active Directory.Password reset
System login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Maximo login issue	Priority 3	DCI.Customer Support.Maximo.Password Reset
User gets " All tasks disable	Priority 3	DCI.Customer Support.Question
Assisted user with access to	Priority 3	DCI.Customer Support.office 365.Technical support
Maximo login issue	Priority 3	DCI.Customer Support.Maximo.Password Reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset

Password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Reset ILMS	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
AD disabled due to ILMS non	Priority 3	DCI.Customer Support.Question
Maximo profile issue	Priority 3	APPS.Access.Maximo
IT security awareness	Priority 3	DCI.Customer Support.Question
Peoplesoft login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Peoplesoft question	Priority 3	HR.PSHCM.Support
Passsword Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Outlook login question	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
log in assistance	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
customer is receiving messa	Priority 3	DCI.Customer Support.Desktop Support
Call dropped	Priority 3	DCI.Customer Support.Question
VPN issue	Priority 2	DCI.Customer Support.Desktop Support
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Pasword Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
customer did not need any e	Priority 3	DCI.Customer Support.Question
Bad keyboard at Mont Bus	Priority 3	DCI.Customer Support.hardware.Keyboard.break/fix
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
customer solved issue by ch	Priority 3	DCI.Customer Support.Question
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Remove the following PS HC	Priority 3	HR.PSHCM.Support
customer called asking how	Priority 3	DCI.Customer Support.Question
Maximo password reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
employee call line down / no	Priority 3	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
login problems with wmata la	Priority 3	DCI.Customer Support.Question
Question	Priority 3	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Question
dropped call	Priority 3	DCI.Customer Support.Question
User needs to be mapped to	Priority 3	DCI.Customer Support.printer.Desktop.Training
password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
It secuity awareness test co	Priority 3	MIT.S.OPS.ILMS ITSA.disabled account
TSR Approver	Priority 3	APPS.Training.Maximo
Dropped call	Priority 3	DCI.Customer Support.Question
account locked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Outlook access	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
Verify Email Address	Priority 3	DCI.Customer Support.Question
User is not able to access ne	Priority 3	DCI.Customer Support.Desktop Support
adobe pro install	Priority 3	DCI.Customer Support.Desktop Support

Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
User needs to get access to	Priority 3	DCI.Customer Support.Question
Update Adobe	Priority 3	DCI.Customer Support.Desktop Support
Pasword Reset	Priority 3	MAXIMO
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Webmail	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
Install Scheduling software.	Priority 3	DCI.Customer Support.Desktop Support
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
no support nedded	Priority 3	DCI.Customer Support.Question
account still disabled	Priority 3	MIT.S.OPS.ILMS ITSA.disabled account
Status Update	Priority 3	DCI.Customer Support.service desk.Ticket Status
password reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
password reset	Priority 3	DCI.Customer Support.Question
dropped call	Priority 3	DCI.Customer Support.Question
External People Soft	Priority 3	DCI.Customer Support.Question
unlocked account	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
inquiry	Priority 3	DCI.Customer Support.service desk.Ticket Status
Call disconnected	Priority 3	DCI.Customer Support.Question
customer had a general ques	Priority 3	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
HP Printer Troubleshooting	Priority 3	DCI.Customer Support.printer.Network.Training
Printer Install	Priority 3	DCI.Customer Support.printer.Desktop.Install Printer Driver
network account locked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
account disabled until you ta	Priority 3	DCI.Customer Support.Question
Maximo support	Priority 3	APPS.Technical support.Maximo
IT Sec. Awareness Training	Priority 3	DCI.Customer Support.Question
Unlock Account	Priority 3	DCI.Customer Support.Question
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
network account locked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
customer wanted to find out	Priority 3	DCI.Customer Support.Question
Windchill Assistance	Priority 3	APPS.Access.Windchill
password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
link between wmata and MT	Priority 3	DCI.Customer Support.Question
Maximo keeps crashing for t	Priority 3	DCI.Customer Support.Desktop Support
customer decided to call bac	Priority 3	DCI.Customer Support.Question
Call Dropped	Priority 3	DCI.Customer Support.Active Directory.Password reset
Customer request for Maxim	Priority 3	DCI.Customer Support.service desk.Ticket Status
Contractor is unable to regis	Priority 3	DCI.Customer Support.Software.VPN.Training
customer wants to get netwo	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
HCM pw reset	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
Skype For Business Inquiry	Priority 3	DCI.Customer Support.Desktop Support
customer logged into his acc	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
unable to load ITSAT	Priority 3	DCI.Customer Support.Desktop Support
New Employee Login Inform	Priority 3	DCI.Customer Support.Question
User requested password re	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
CTF-A3-35601 Interface Err	Priority 3	NCS.Telephone.digital phone.Other

Customer called ticket status	Priority 3	DCI.Customer Support.service desk.Ticket Status
Dropped call	Priority 3	DCI.Customer Support.Question
Customer locked out	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
needed assistance logging in	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Account Unlocked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
JGB-B129BDF-76062 Interfa	Priority 3	NCS.Telephone.digital phone.Other
password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
NCS Opps	Priority 3	NCS.Telephone.digital phone.Other
unable to login to ELM	Priority 3	DCI.Customer Support.Active Directory.Password reset
Phone Issue	Priority 3	NCS.Telephone.digital phone.Other
User cannot access MMaxim	Priority 3	DCI.Customer Support.Question
Mobile Support	Priority 3	DCI.SYSADMIN.Mobile Device Management.Technical support.S
Customer getting notification	Priority 3	DCI.Customer Support.Question
Non Compliance	Priority 3	DCI.Customer Support.Question
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
User requested network acco	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
cannot display email folders	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
Change Password	Priority 3	DCI.Customer Support.Active Directory.Password reset
email not updating	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
account disabled due to not f	Priority 3	DCI.Customer Support.Question
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Application Frozen	Priority 3	DCI.Customer Support.Desktop Support
Email issue	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Xerox Printer Access	Priority 3	DCI.Customer Support.printer.Xerox.technical support
User requested password re	Priority 3	DCI.Customer Support.Maximo.Password Reset
WebVPN	Priority 3	DCI.Customer Support.Software.Internet Explorer
Dropped call/No Response	Priority 3	DCI.Customer Support.Question
Needs to send large file	Priority 3	DCI.SYSADMIN.Software.Technical support.MS Office
Old Desktop PC removal	Priority 3	DCI.Customer Support.Equipment Move.Surplus removal
Acct Locked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Avaya Phone Issue	Priority 3	NCS.Telephone.digital phone.Hardware
Documentum Password Res	Priority 3	APPS.Access.DOCUMENTUM
Shared drive issue	Priority 3	DCI.Customer Support.Question
unable to receive emails	Priority 3	DCI.SYSADMIN.office 365.Technical support
User order in mMaximo is not	Priority 3	APPS.Technical support.Maximo
Payroll Question	Priority 3	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Unable to view the Medical A	Priority 3	DCI.Customer Support.Question
account question	Priority 3	DCI.Customer Support.Question
Pwd Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Black Screen Issue	Priority 3	DCI.Customer Support.hardware.Desktop.hardware failure
password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock



Archive question	Priority 3	DCI.Customer Support.Question
Unable to Load Resume	Priority 3	HR.PSHCM.ESS technical support
request to install 3rd Party S	Priority 3	DCI.Customer Support.Desktop Support
user is requesting to have M	Priority 3	DCI.SYSADMIN.Software.installation.MS Project
Pwd Expired	Priority 3	DCI.Customer Support.Active Directory.Password reset
question regarding account	Priority 3	DCI.Customer Support.Question
User needs Xerox Printer ins	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
IVR issue	Priority 3	DCI.Customer Support.Question
network pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
user needs surplus equipme	Priority 3	DCI.Customer Support.Equipment Move.Surplus removal
password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Account Unlock	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
pop up blocked	Priority 3	DCI.Customer Support.Desktop Support
status update	Priority 3	DCI.Customer Support.service desk.Ticket Status
inquiry	Priority 3	DCI.Customer Support.service desk.Ticket Status
Outlook Subscription	Priority 3	DCI.Customer Support.Software.MS Outlook.Migrated
password reset	Priority 3	DCI.Customer Support.Question
Pwd Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Disable Add In	Priority 3	DCI.Customer Support.Question
User called to verify if her ac	Priority 3	DCI.Customer Support.Question
file transfer and reimaging qu	Priority 3	DCI.Customer Support.hardware.Desktop.reimage
password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Maximo Password Reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
VPN access Denied after pa	Priority 3	MIT.Engineering.VPN.Technical support
Trapeze Technical Support	Priority 3	APPS.Technical Support.Trapeze
ITSAT pw reset	Priority 3	MIT.OPS.ILMS ITSA.password reset
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
status update 32856	Priority 3	DCI.Customer Support.service desk.Ticket Status
IT security awareness Quest	Priority 3	DCI.Customer Support.Wifi.Configuration
Customer is having issues w	Priority 3	DCI.SYSADMIN.office 365.Technical support
it security password reset	Priority 3	MIT.OPS.ILMS ITSA.password reset
subscription expired messag	Priority 3	DCI.Customer Support.Software.MS Outlook.Migrated
Disabled Acct	Priority 3	MIT.OPS.security.firewall
unable to access vpn	Priority 3	DCI.Customer Support.Software.Internet Explorer
Dropped call	Priority 3	DCI.Customer Support.Question
It Security Awareness Traini	Priority 3	MIT.OPS.ILMS ITSA.disabled account
Outlook Sync Issues	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
Silverlight update	Priority 3	DCI.Customer Support.Desktop Support
Maximo Password Reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
PAssword Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Could not access Metroweb	Priority 3	DCI.Customer Support.Internet.Access prohibited
po up blocked	Priority 3	DCI.Customer Support.Desktop Support
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
ticket status	Priority 3	DCI.Customer Support.service desk.Ticket Status
User is not receiving emails	Priority 2	DCI.Customer Support.Question
Customer states that she tod	Priority 3	MIT.OPS.ILMS ITSA.disabled account

Upgrade Internet Explorer	Priority 3	DCI.Customer Support.Software.Internet Explorer
Unlock Account	Priority 3	DCI.Customer Support.Active Directory.Password reset
unlicensed product error in C	Priority 3	DCI.Customer Support.Software.MS Outlook.Migrated
password reset for Peopleso	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
email pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
status update	Priority 3	DCI.Customer Support.service desk.Ticket Status
Xerox Printer Access	Priority 3	DCI.Customer Support.printer.Xerox.technical support
HCM pw reset	Priority 4	DCI.Customer Support.Active Directory.Password reset
Pwd Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
http://hdwiki/pages/viewpage	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
Account lockec	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Desktop Support
IT Security Awareness Test	Priority 3	MIT.S.OPS.ILMS ITSA.disabled account
Account locked	Priority 3	DCI.Customer Support.Active Directory.Password reset
IT security awareness	Priority 3	DCI.Customer Support.Desktop Support
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
Walked user through Web V	Priority 3	DCI.Customer Support.Software.VPN.Install
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Unlocked AD	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Unlocked KXP User machine	Priority 3	DCI.Customer Support.SSK Kiosk
Monitor not connected	Priority 3	DCI.Customer Support.hardware.Monitor.break/fix
Needs password for AIMS W	Priority 3	APPS.Technical support.Windchill
Locked account	Priority 3	DCI.Customer Support.Active Directory.Password reset
Email login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
Customer needs Remote De	Priority 3	DCI.Customer Support.Software.VPN.Training
IT Security Awareness Train	Priority 3	DCI.Customer Support.Question
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
Status update for ticket 3414	Priority 3	DCI.Customer Support.service desk.Ticket Status
Webmail login	Priority 3	DCI.Customer Support.Question
Account login issue	Priority 3	DCI.Customer Support.Question
join device to metronet	Priority 3	DCI.Customer Support.hardware.Desktop.configuration
configure static ip	Priority 3	DCI.Customer Support.hardware.Desktop.configuration
install eclipse and python	Priority 3	DCI.Customer Support.Desktop Support
NSR request for Brown, Mau	Priority 3	DCI.Customer Support.Active Directory.New Employee
install IE 11	Priority 3	DCI.Customer Support.Software.Internet Explorer
NSR attached	Priority 3	DCI.Customer Support.Active Directory.Drive Access
Customer walkin for ROCCS	Priority 3	APPS.Training.ROCC
Local printer troubleshooting	Priority 3	DCI.Customer Support.printer.Desktop.Cycle Printer
Nework password reset requ	Priority 3	DCI.Customer Support.Active Directory.Password reset
PW reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Network password reset rese	Priority 3	DCI.Customer Support.Active Directory.Password reset
adobe pro install	Priority 3	DCI.Customer Support.Desktop Support
viso project verification for cu	Priority 3	DCI.SYSADMIN.Software.installation.MS Visio
Server access request	Priority 3	DCI.SYSADMIN.Server.Access
NSR - Prowatch install	Priority 3	DCI.Customer Support.Desktop Support

Reimage request	Priority 3	DCI.Customer Support.hardware.Desktop.reimage
Configure SQL developer	Priority 3	DCI.Customer Support.Desktop Support
Surface pro 4	Priority 3	DCI.Customer Support.Desktop Support
NSR attached	Priority 3	DCI.Customer Support.Active Directory.Drive Access
Former Employee who is no	Priority 3	DCI.SYSADMIN.Server.Access
<a href="http://hdwiki/display/SOPs/C">http://hdwiki/display/SOPs/C</a>	Priority 3	DCI.Customer Support.Desktop Support
3rd party SW	Priority 3	DCI.Customer Support.Desktop Support
it health check	Priority 3	DCI.Customer Support.hardware.Desktop.configuration
enable remote access	Priority 3	DCI.Customer Support.hardware.Desktop.configuration
install network printer	Priority 3	DCI.Customer Support.printer.Desktop.Install Printer Driver
NSR request for Amin, Qaisa	Priority 3	DCI.Customer Support.Active Directory.New Contractor
pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
VPN access	Priority 3	DCI.Customer Support.Desktop Support
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Install network	Priority 3	DCI.Customer Support.Desktop Support
reset password	Priority 3	DCI.Customer Support.Active Directory.Password reset
Printer paper feed issue	Priority 3	DCI.Customer Support.Desktop Support
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
HP printer setup	Priority 3	DCI.Customer Support.Desktop Support
pc setup	Priority 3	DCI.Customer Support.hardware.Desktop.configuration
User's monitor has an extra	Priority 3	DCI.Customer Support.Desktop Support
Assisted with email - sent at	Priority 3	DCI.Customer Support.office 365.Technical support
Customer not able to remote	Priority 3	DCI.Customer Support.Software.VPN.Training
Maximo pw reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
ESSO form attached	Priority 3	DCI.SYSADMIN.Server.Access
connect pc in 1st room 6f	Priority 3	DCI.Customer Support.Equipment Move.Project
printer install	Priority 3	DCI.Customer Support.printer.Desktop.Install Printer Driver
Receive NSR	Priority 3	DCI.Customer Support.Active Directory.Drive Access
No sound	Priority 3	DCI.Customer Support.Desktop Support
IE browser out of date	Priority 3	DCI.Customer Support.Desktop Support
Poor PC performance	Priority 3	DCI.Customer Support.Desktop Support
Unable to load resume	Priority 3	DCI.Customer Support.Question
Mr. Chen would like his I driv	Priority 3	DCI.Customer Support.Desktop Support
how to purchase color netwo	Priority 3	DCI.Customer Support.Question
NSR for Maya Brown C0264	Priority 3	DCI.Customer Support.Active Directory.New Contractor
Reinstall Adobe Acrobat Pro	Priority 3	DCI.Customer Support.Desktop Support
Install Chrome	Priority 3	DCI.Customer Support.Desktop Support
disabled account	Priority 3	MITS.OPS.security.firewall
PW RESET	Priority 3	DCI.Customer Support.Active Directory.Password reset
reimage replaced tablet	Priority 3	DCI.Customer Support.hardware.Tablet.reimage
HP LJ 2200 training room 8th	Priority 3	DCI.Customer Support.Break-Fix.Printer
support cancelled.	Priority 3	DCI.Customer Support.Question
pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
JAZZ access issue	Priority 3	DCI.Customer Support.Question
local printer install	Priority 3	DCI.Customer Support.printer.Desktop.Install Printer Driver

update laptop	Priority 3	DCI.Customer Support.Software.MS Word.upgrade
Excel Subscription error: HP	Priority 3	DCI.SYSADMIN.office 365.Technical support
Install Juniper for vpn	Priority 3	DCI.Customer Support.Software.VPN.Training
Loaner laptop while in Jgb	Priority 3	DCI.Customer Support.Inventory.Loaner Laptop
Surface malfunction	Priority 3	DCI.Customer Support.Desktop Support
Needs to send 26MB email a	Priority 3	DCI.SYSADMIN.Software.Technical support.MS Office
New Surface Pro to reimage	Priority 3	DCI.Customer Support.hardware.Tablet.reimage
Password unlock request	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
reimage Surface 600775	Priority 3	DCI.Customer Support.hardware.Tablet.reimage
Laptop not charging	Priority 3	DCI.Customer Support.Break-Fix.Laptop
Reimage request	Priority 3	DCI.Customer Support.hardware.Desktop.reimage
Java upgrade	Priority 3	DCI.Customer Support.Desktop Support
Reinstall project	Priority 3	DCI.SYSADMIN.Software.installation.MS Project
Laptop re-image	Priority 3	DCI.Customer Support.hardware.Laptop.reimage
NSR Request for Joseph Su	Priority 3	DCI.Customer Support.Active Directory.New Contractor
NSR Request Patrick McEnt	Priority 3	DCI.Customer Support.Active Directory.New Contractor
walkin support regarding hov	Priority 3	DCI.Customer Support.Question
Unable to view email	Priority 3	DCI.Customer Support.Desktop Support
Customer email not syncing	Priority 3	DCI.SYSADMIN.Mobile Device Management.Technical support.S
Install updates w-511342	Priority 3	DCI.Customer Support.Question
printer not working	Priority 3	DCI.Customer Support.printer.Desktop.Install Printer Driver
Scanner not working	Priority 3	DCI.Customer Support.Hardware.Scanner.Reconfigure
VDI NSR attached for Ricca	Priority 3	DCI.SYSADMIN.Server.Access
VDI NSR attached for Tonye	Priority 3	DCI.Customer Support.Desktop Support
NSR for Frederick Rembert C	Priority 3	DCI.SYSADMIN.Server.Access
install work related third part	Priority 3	DCI.Customer Support.Desktop Support
network pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
pw reset pw ITSAT class	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
NSR request for Pulagam, V	Priority 3	DCI.Customer Support.Active Directory.Drive Access
NSR request for Patel, Dhru	Priority 3	DCI.Customer Support.Active Directory.Drive Access
NSR request	Priority 3	DCI.Customer Support.Active Directory.Drive Access
Walkin NSR fro Adams Your	Priority 3	DCI.Customer Support.Active Directory.Drive Access
Update and health on laptop	Priority 3	DCI.Customer Support.Desktop Support
Install WorldCard pro card re	Priority 3	DCI.Customer Support.Desktop Support
Install VLC	Priority 3	DCI.Customer Support.Desktop Support
Xerox printer errors	Priority 3	DCI.Customer Support.Desktop Support
update office	Priority 3	DCI.Customer Support.office 365.Technical support
dual Monitor set up for	Priority 3	DCI.Customer Support.hardware.Monitor.configuration
NSR	Priority 3	DCI.SYSADMIN.Server.Access
Laptop repair	Priority 3	DCI.Customer Support.Break-Fix.Laptop
Maximo PW reset	Priority 3	DCI.Customer Support.Desktop Support
IT PC health check	Priority 3	DCI.Customer Support.Desktop Support
Xerox printer install	Priority 3	DCI.Customer Support.Desktop Support
Xerox printer install	Priority 3	DCI.Customer Support.Desktop Support
Phone not working when plu	Priority 3	DCI.Customer Support.Desktop Support
problem registering token	Priority 3	MIT.Engineering.VPN.Technical support

logon issue	Priority 3	DCI.Customer Support.Wifi.Configuration
Internet Upgrade	Priority 3	DCI.Customer Support.Software.Internet Explorer
User has office 2010	Priority 3	DCI.Customer Support.office 365.Technical support
NSR request	Priority 3	DCI.Customer Support.Active Directory.Drive Access
Enable autologon	Priority 3	DCI.Customer Support.Desktop Support
Rename and add laptop to d	Priority 3	DCI.Customer Support.Desktop Support
Broken key on KB*	Priority 3	DCI.Customer Support.Break-Fix.Laptop
usb device not recognized er	Priority 3	DCI.Customer Support.Desktop Support
upgrade IE	Priority 3	DCI.Customer Support.Software.Internet Explorer
Install Xerox Color Printer	Priority 1	DCI.Customer Support.printer.Xerox.technical support
IT health check on car maint	Priority 3	DCI.Customer Support.Desktop Support
Issue connecting PC to metr	Priority 3	DCI.Customer Support.Question
Dual Monitor setup for Kim V	Priority 3	DCI.Customer Support.hardware.Monitor.configuration
Dual Monitor Setup Markies	Priority 3	DCI.Customer Support.hardware.Monitor.configuration
Windows Activation	Priority 3	DCI.Customer Support.Desktop Support
Third Party Software	Priority 3	DCI.Customer Support.Desktop Support
Map Drive	Priority 3	DCI.Customer Support.Question
User Could not access his V	Priority 2	DCI.Customer Support.Software.VPN.Install
NSR	Priority 3	DCI.Customer Support.Active Directory.New Employee
NSR faxed in	Priority 3	DCI.Customer Support.Active Directory.New Employee
chrome installation and hom	Priority 3	DCI.Customer Support.Desktop Support
outlook email issues	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
local account locked on laptc	Priority 3	DCI.Customer Support.Question
install hp 6015	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
unable to access FIN	Priority 3	MIT.Apps Security.PSFIN.Access
NSR for 34462 - Hall, Duane	Priority 3	DCI.Customer Support.Active Directory.New Contractor
NSR for Kiefer, Daniel J C12	Priority 3	DCI.Customer Support.Active Directory.New Contractor
NSR for Ramos Carreras, Ed	Priority 3	DCI.Customer Support.Active Directory.New Contractor
device reimage	Priority 3	DCI.Customer Support.hardware.Laptop.reimage
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
See Autocad Drawings	Priority 3	DCI.Customer Support.hardware.Desktop.configuration
Adobe Pro	Priority 3	DCI.Customer Support.Desktop Support
update IE	Priority 3	DCI.Customer Support.Software.Internet Explorer
device needs to be rejoined t	Priority 3	DCI.Customer Support.Network.Server
java request	Priority 3	DCI.Customer Support.Software.Java.Install
user having trouble with VPN	Priority 3	DCI.Customer Support.Desktop Support
Documentum access	Priority 3	APPS.Access.DOCUMENTUM
Return Reimaged laptop	Priority 3	DCI.Customer Support.Desktop Support
PIDS Special Schedule Upda	Priority 3	Applications
CTF System Check - Evenin	Priority None	Applications
RPM - Is it Possible to get a	Priority None	ROCS.Applications.RPM.App
WFC (K06) Mezz and Track	Priority None	ROCS.Applications.PIDS.Other
CTF System Check - Day - 6	Priority None	ROCS.All.Requests
RPM - Service Request for	Priority 5	ROCS.Applications.RPM.App
Windows Password Reset	Priority None	ROCS.Applications
CTF System Check - MID 06	Priority None	ROCS.All.Requests
Edited Username-Passwords	Priority None	Applications

Review the AIM DR Plan.	Priority None	Applications
CTF System Check - EVE 06	Priority None	ROCS.All.Requests
Domain Password Reset- W	Priority None	ROCS.Appliications.AIM.App
Request Access for AIM Dat	Priority 5	ROCS.Applications.AIM.TPS
Oracle Request - N03-06-29	Priority 5	ROCS.Appliications.AIM.Oracle
Remove Incident From Car P	Priority 5	ROCS.Appliications.RPM.App
Monitor Out on Training Roo	Priority None	ROCS.All.Requests
Add New RPM User Steven	Priority None	ROCS.Applications
CTF System Check - Day - 6	Priority None	ROCS.All.Requests
Server Rack Housing Inform	Priority None	ROCS.All.Requests
CTF System Check - MID 06	Priority None	ROCS.All.Requests
RPM Password Reset	Priority None	ROCS.Appliications.RPM.App
Reset RPM Password	Priority None	ROCS.Applications.RPM.App
Windows Password Reset	Priority None	ROCS.Applications
Windows Password Reset	Priority None	ROCS.All.Requests
CTF System Check - EVE 06	Priority None	ROCS.All.Requests
CTF System Check - Evenin	Priority None	Applications
Configure LSD3 for KVM	Priority 5	ROCS - MOC
AIM Active Directory Passwd	Priority None	ROCS.All.Requests
CTF System Check - Day - 6	Priority None	ROCS.All.Requests
User password reset	Priority None	Software
JGB Weekly System Check	Priority None	ROCS - Hardware
User does not know Window	Priority None	Software
CTF System Check - Mids -	Priority None	Software
CTF System Check - Evenin	Priority None	Applications
Revised Vehicle Utilization D	Priority None	Applications
RPM Service Request new u	Priority 3	Applications
RPM - Service Request for I	Priority 5	ROCS.Applications.RPM.App
JGB System Check (LE) Day	Priority None	ROCS.All.Requests
CTF System Check - Day - 6	Priority None	ROCS.All.Requests
Add rail car pair 7382-7383 t	Priority None	ROCS.Applications
Emergency Management rec	Priority None	ROCS.All.Requests
CTF System Check - MID 06	Priority None	ROCS.All.Requests
CTF System Check - Evenin	Priority None	Applications
Change Account User Log C	Priority 5	ROCS.Applications.PIDS.Other
RPM: Add rail car pair 7380-	Priority None	ROCS.All.Requests
CTF System Check - Days -	Priority None	ROCS.Applications
Windows Password Reset	Priority None	ROCS.All.Requests
Rail Car Decommission - 12	Priority None	ROCS.Applications.RPM.App
CTF System Check - MID 06	Priority None	ROCS.All.Requests
CTF System Check - Evenin	Priority None	Applications
CTF PE System Checks - D	Priority None	ROCS - Hardware
Set TWC Data Display /Rest	Priority None	APPS.Access.PIDS
CTF System Check - MIDS 0	Priority None	ROCS.All.Requests
Support Power desk to find t	Priority 3	Applications
Playback Request for C04 to	Priority None	Applications
CTF System Check - Evenin	Priority None	Applications

AIM Playback Request 6/24/	Priority None	ROCS.Applications.AIM.App
CTF System Check - Days -	Priority 5	ROCS.All.Requests
Request to perform site to si	Priority None	ROCS.Applications
Request to create Change of	Priority None	ROCS.All.Requests
Request to create Change of	Priority None	ROCS.All.Requests
Support AIM software update	Priority 1	Applications
CTF System Check - Evenin	Priority None	Applications
PIDS Special Schedule Upda	Priority None	Applications
Projector #8 Has Dark Outpu	Priority 5	ROCS - Hardware
Request New Account to be	Priority 3	ROCS.Appliications.RPM.App
PIDS signage disabled for A	Priority 1	ROCS-OCC
request made to decommiss	Priority 3	ROCS.Appliications.RPM.App
CTF System Check - Days -	Priority 5	ROCS.All.Requests
Data Center D127D Door Adj	Priority None	ROCS - Hardware
CCB 12962 for A13, A14, A1	Priority None	ROCS.All.Requests
CTF System Check -MID 06	Priority None	ROCS.All.Requests
Location Of Server At CTF F	Priority None	ROCS.All.Requests
Create new DNS record	Priority 3	DCI.SYSADMIN.Server.Access
CTF System Check - Evenin	Priority None	Applications
Two dell pc need new image	Priority 3	Applications
RPM Account Creation - Tay	Priority None	ROCS.Appliications.RPM.App
RPM Account Creation - Ker	Priority None	ROCS.Appliications.RPM.App
requested To Add 7k Cars 7	Priority 3	ROCS.Appliications.RPM.App
CTF System Check - Day - 6	Priority None	ROCS.All.Requests
Windows Password Reset	Priority None	ROCS.Applications
CTF System Check - Mids -	Priority None	Software
AIM User Access Service Re	Priority 2	Applications
CTF System Check - Evenin	Priority None	Applications
RPM Password Reset - L. Ac	Priority None	ROCS.Appliications.RPM.App
Deliver Letters to JGB	Priority None	ROCS.All.Requests
AIM Play Back request From	Priority 3	ROCS.Appliications.AIM.App
CTF System Check - Day - 6	Priority None	ROCS.All.Requests
CTF System Check - Mids -	Priority None	Software
JGB Weekly Check - PE - 6/	Priority None	ROCS - Hardware
Request to arrange delivery	Priority None	ROCS.All.Requests
CTF System Check - Evenin	Priority None	Applications
Surplus Items In Lab Area D	Priority None	ROCS.All.Requests
Support For Nasif Onsite at	Priority 3	ROCS.All.Requests
CTF System Check - Day - 6	Priority None	ROCS.All.Requests
Request AIM Playback from	Priority 3	ROCS.Appliications.AIM.App
CTF System Check - MID 06	Priority None	ROCS.All.Requests
CTF System Check - Mids -	Priority None	Software
RPM Service Access Reque	Priority None	ROCS.Appliications.RPM.App
Decommission Cars 4032 - 3	Priority None	ROCS.Applications.RPM.DB
CTF System Check - Evenin	Priority None	Applications
RPM: Gant 4026-24 Decomr	Priority None	ROCS.Appliications.RPM.App
request To Add Car Pair in t	Priority 3	ROCS.Appliications.RPM.App

AIM Play BAcK request betw	Priority 3	ROCS.Applications.AIM.App
RPM Password reset request	Priority 3	ROCS.Applications.RPM.App
CTF System Check - Days -	Priority None	ROCS - Hardware
Stop / Restart Predictor	Priority None	APPS.Access.PIDS
CTF System Check - MID - C	Priority None	ROCS.All.Requests
CTF System Check - Evenin	Priority None	Applications
CTF PE System Check - Day	Priority None	ROCS - Hardware
AIM Password Reset	Priority None	ROCS.Applications
CTF System Check - MIDS C	Priority None	ROCS.All.Requests
CTF System Check - Evenin	Priority None	Applications
CTF System Check - Day - 6	Priority None	ROCS.All.Requests
CTF System Check - Mids -	Priority None	Software
PIDS Special Schedule Upda	Priority 3	Applications
Need to clean up, inventory,	Priority None	ROCS.All.Requests
Ceiling light is out at room D	Priority 4	ROCS - Hardware
RPM Service Request for ne	Priority 3	Applications
AIM: Assist with screenshot	Priority None	ROCS.Applications.AIM.App
RPM has no Mileage for Jun	Priority 1	ROCS.Applications.RPM.App
CTF System Check - Day Sh	Priority None	ROCS.All.Requests
Reset TWC data display for	Priority None	APPS.Access.PIDS
CTF System Check - Mids -	Priority None	Software
RPM Pasword Reset - Siaka	Priority None	ROCS.Applications.RPM.App
PIDS Special Schedule Upda	Priority 3	Applications
CTF System Check - Evenin	Priority None	Applications
JGB Weekly Check - PE - 6/	Priority None	ROCS - Hardware
RC Request For VPN Token	Priority None	ROCS.All.Requests
CTF System Check - Day - 6	Priority None	ROCS.All.Requests
Adding New 7K Car to RPM	Priority 3	ROCS.Applications.RPM.App
CTF System Check - Mids -	Priority None	Software
MOC request to use JGB RC	Priority 3	ROCS.All.Requests
Playback Request for B08	Priority None	Applications
CTF System Check - Evenin	Priority None	Applications
RPM Service Request - R. R	Priority 3	ROCS.Applications.RPM.App
Dell Purchase ID: 20058242	Priority 5	ROCS - Hardware
Move PET Room Servers at	Priority None	ROCS.All.Requests
AIM access request for MOC	Priority None	ROCS.Applications
CTF System Check - Day - 6	Priority None	ROCS.All.Requests
CTF System Check - MIDS C	Priority None	ROCS.All.Requests
CTF System Check - Evenin	Priority None	Applications
RPM Password reset	Priority None	ROCS.All.Requests
RPM Service Request for res	Priority None	Applications
RPM Service Request for Th	Priority 3	Applications
RPM: Gant 1006-07 Decomr	Priority None	ROCS.Applications.RPM.App
RC Request For VPN Token	Priority None	ROCS.Applications
PC Inventory	Priority 1	ROCS.All.Requests
Install JGB PET Switch ON A	Priority 3	ROCS.Hardware.AIM.Network
JGB Weekly System Check	Priority 5	ROCS.Applications.AIM.App



CTF System Check - Day - 6	Priority None	ROCS.All.Requests
Playback Request Between	Priority 3	ROCS.Appliications.AIM.App
AIM Playback For 06-12-17	Priority None	ROCS.Appliications.AIM.App
PIDS EclipsX Reboot - CCB	Priority None	APPS.Access.PIDS
D10 Router Upgrade	Priority None	Software
CTF System Check - MIDS (	Priority None	ROCS.All.Requests
CTF System Check - Eves -	Priority None	ROCS.All.Requests
RPM Server Patch Update -	Priority 1	ROCS.Appliications.RPM.App
AIM Playback Request - Del	Priority 1	ROCS.Appliications.AIM.App
Oracle Report request Nbr: A	Priority None	ROCS.Applications
Add &k Rail Car pair 7370/73	Priority 2	ROCS.Appliications.RPM.App
AIM: RC Request For VPN T	Priority None	ROCS.Appliications.AIM.App
Request to Configure JGB-B	Priority 3	ROCS.Hardware.AIM.Network
RPM : Password Reset for M	Priority None	ROCS.Appliications.RPM.App
CTF PE System Check - 6/1	Priority 1	Hardware
Weekly Predictor Restart 6/1	Priority 1	ROCS.Appliications.PIDS.Other
PIDS special schedule files f	Priority None	ROCS.Appliications.PIDS.Other
CTF System Check - MIDS (	Priority None	ROCS.All.Requests
CTF System Check - Eves -	Priority None	ROCS.All.Requests
RPM Request - Marion John	Priority 1	ROCS.Appliications.RPM.App
CTF PE System Check - Day	Priority 1	ROCS - Hardware
CTF System Check - MIDS (	Priority None	ROCS.All.Requests
CTF System Check - Evenin	Priority None	Applications
CTF System Check - Day - 6	Priority None	ROCS.All.Requests
CTF System Check - MIDS (	Priority None	ROCS.All.Requests
PIDS Special Schedule Upda	Priority None	Applications
CTF System Check - Evenin	Priority None	Applications
Thomas Opick requests Car	Priority None	ROCS.Applications
CTF PET Switch Configurati	Priority 3	ROCS.Appliications.AIM.App
CTF System Check - Day - 6	Priority None	ROCS.All.Requests
Decommission Cars 1294 -9	Priority None	ROCS.Applications
Decommission Cars 1268 -1	Priority None	Applications
Remove car pair 4074-4075	Priority None	Software
F08-1 / F08-2 DEVICE HAS	Priority None	ROCS.Applications
Device F07-1 /Device F07-2	Priority None	ROCS.Applications
CCB 12313 for D11 is in effe	Priority None	Applications
CTF System Check - Mids -	Priority None	Software
CTF System Check - Evenin	Priority None	Applications
Interlocking Operator Had Q	Priority None	ROCS.Appliications.RPM.App
Inquiry About 8000 Series C	Priority 1	ROCS.Appliications.AIM.App
CTF System Check - Day - 6	Priority None	ROCS.All.Requests
Playback Request between P	Priority 3	ROCS.Appliications.AIM.App
CTF System Check - Mids -	Priority None	Software
CTF System Check - Evenin	Priority None	Applications
Setup an All-In-One PC in C	Priority 5	ROCS.All.Requests
Adjust Monitor on Silver Line	Priority None	ROCS.All.Requests
RPM Service Request for ne	Priority None	Applications

AIM Playback request from S	Priority None	ROCS.All.Requests
RPM Service Request - H. L	Priority None	ROCS.Appliications.RPM.App
VPN Access Token - Paul W	Priority 1	ROCS.Appliications.AIM.App
CORP PC Move - C127 Cub	Priority 1	ROCS.All.Requests
CTF System Check - Day - 6	Priority None	ROCS.All.Requests
IOS Upgrade D10, D11, D12	Priority None	Applications
CTF System Check -MIDS -0	Priority None	ROCS.All.Requests
JGB (LE) System Check 6/7	Priority 1	ROCS - Hardware
CTF System Check - Evenin	Priority None	Applications
Redirected caller to Helpdes	Priority None	ROCS.All.Requests
test ticket to check the ticket	Priority 3	DCI.Customer Support.Active Directory.New Employee
Oracle Report request Nbr: C	Priority None	Applications
test	Priority 3	Software
Redirect call to help desk for	Priority None	ROCS.All.Requests
testing	Priority 3	Hardware
CTF System Check - Day - 6	Priority None	ROCS.All.Requests
CCB 12962 for D10, D11, D1	Priority None	Applications
Request for Additional Yard	Priority None	ROCS.Appliications.RPM.App
CTF System Check - MIDS 6	Priority None	ROCS.All.Requests
JGB Weekly PE System Che	Priority None	Hardware
D12 EDGE router upgrade fo	Priority None	ROCS.All.Requests
CTF System Check - Evenin	Priority None	ROCS.All.Requests
Quincy Gant has requested c	Priority None	ROCS.Applications
Request To decommission R	Priority 1	ROCS.Appliications.AIM.App
Silverline Corporate WRKST	Priority None	ROCS.All.Requests
Completed with no issues - r	Priority None	Hardware
test	Priority 5	Hardware
test	Priority None	Hardware
test	Priority None	Hardware
test	Priority None	Hardware
test	Priority None	Hardware
test	Priority None	Hardware
test	Priority None	Hardware
test	Priority None	Hardware
test	Priority None	APPS.Technical Support.Trapeze
test	Priority None	APPS.Technical Support.Trapeze
test	Priority None	APPS.Technical Support.Trapeze
test	Priority None	APPS.Technical Support.Trapeze
test	Priority None	APPS.Technical Support.Trapeze
tEST	Priority None	APPS.Technical Support.Trapeze
CTF System Check - Days -	Priority 1	ROCS - Hardware
CTF System Check - MID 06	Priority None	ROCS.All.Requests
PIDS Special Schedule Upda	Priority None	APPS.Access.PIDS
CTF System Check - Evenin	Priority None	Applications
CTF System Checks - Days	Priority 1	ROCS - Hardware
CTF System Check - MIDS 0	Priority None	ROCS.All.Requests
CTF System Check - Evenin	Priority None	Applications

CTF System Check - Day - 6	Priority None	ROCS.All.Requests
RPM Password Reset - D. H	Priority None	ROCS.Applications.RPM.App
CTF System Check - MIDS (	Priority None	ROCS.All.Requests
Oracle Report request Nbr: F	Priority None	ROCS.All.Requests
PIDS Special Schedule Upda	Priority None	Applications
CTF System Check - Evenin	Priority None	Applications
Playback Request for C03-C	Priority None	ROCS.Applications
Pick Up AIM PET Switch for	Priority None	ROCS.Hardware.AIM
Thomas Opick, requested to	Priority None	Applications
AIM Play Back Request For	Priority 2	ROCS.Applications.AIM.App
CTF System Check - Day - 6	Priority None	ROCS.All.Requests
No Polls Device D13-2	Priority None	Applications
No Polls Device D13-1	Priority None	Applications
Playback Request for (C01)	Priority None	Applications
Oracle Report - Alvin Holmes	Priority 1	ROCS.Applications.AIM.TPS
CTF System Check - MIDS -	Priority None	ROCS.All.Requests
Potomac Ave Track#2 oracle	Priority None	Applications
CTF System Check - Evenin	Priority None	Applications
LOS3 Reboot Requested	Priority None	ROCS.Applications.AIM.LOS
Dell Monitor Dimensions	Priority None	ROCS.All.Requests
User needs to upgrade to lat	Priority None	Software
Play Back Request between	Priority 2	ROCS.Applications.AIM.App
Review RPM Troubleshootin	Priority None	ROCS.Applications.RPM.App
CTF System Check - Day - 6	Priority None	ROCS.All.Requests
Corporate PC BSOD at East	Priority None	ROCS.All.Requests
Password reset required	Priority None	Software
CTF System Check - Mids 0	Priority None	Software
email pw reset	Priority 3	DCI.Customer Support.Question
email pw reset	Priority 3	DCI.Customer Support.Question
NSR - drive access	Priority 3	DCI.Customer Support.Active Directory.Drive Access
Maximo Password	Priority 3	DCI.Customer Support.Maximo.Password Reset
Customer requested dual mo	Priority 3	DCI.Customer Support.hardware.Monitor.configuration
contractor termination	Priority 3	DCI.Customer Support.Question
2 Ssk machines not booting	Priority 3	DCI.Customer Support.Desktop Support
Adobe Reader Upgrade	Priority 3	DCI.Customer Support.Desktop Support
Nvision re-install - bar code V	Priority 3	DCI.Customer Support.Desktop Support
sjdn;kjen	Priority 3	Hardware
Customer reported viaCam c	Priority 3	DCI.Customer Support.Desktop Support
Customer unable to print to X	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
Maximo Password reset	Priority 3	DCI.Customer Support.Question
Email - E4 license provision	Priority 3	DCI.Customer Support.Question
NSR-Combes	Priority 3	DCI.Customer Support.Active Directory.Drive Access
NSR-Jones	Priority 1	DCI.SYSADMIN.Server.Access
HP LJ 9500 for Darlene	Priority 3	DCI.Customer Support.hardware.Desktop.break/fix
HR Payroll Benefits PeopleS	Priority 3	HR.PSHCM.HR solutions support
Page Blocked - asana.com/	Priority 3	MIT.S.OPS.security.firewall
Delegation Request	Priority 3	HR.PSHCM.HR solutions support

NSR - Modify Account	Priority 3	DCI.Customer Support.Active Directory.Drive Access
Status Update	Priority 3	DCI.Customer Support.service desk.Ticket Status
Phone Number in Outlook	Priority 3	DCI.Customer Support.Question
CTMXWEBAPP01Tv >> 10.	Priority 3	DCI.SYSADMIN.Server.Access
Job Code & Job Description	Priority 3	MIT.S.Apps Security.PSFIN.Access
ProWatch issue	Priority 3	DCI.Customer Support.Desktop Support
Time Approval	Priority 3	HR.PSHCM.Support
Sharepoint- qPltracker 10.3	Priority 3	DCI.Customer Support.Question
Install of Entrust Mobile App	Priority 3	DCI.SYSADMIN.Mobile Device Management.Technical support.S
NSR attached	Priority 3	DCI.Customer Support.Active Directory.Drive Access
NSR attached	Priority 3	DCI.Customer Support.Active Directory.Drive Access
Email Display Change	Priority 3	DCI.Customer Support.Question
Query Run	Priority 3	HR.PSHCM.Report
NSR attached	Priority 3	DCI.Customer Support.Active Directory.Drive Access
nsr	Priority 3	DCI.Customer Support.Question
Email - E4 license provision	Priority 3	DCI.Customer Support.Question
NSR-Scott	Priority 3	DCI.Customer Support.Active Directory.Drive Access
NSR-Donald	Priority 3	DCI.Customer Support.Active Directory.Drive Access
NSR-Rawlings	Priority 3	DCI.Customer Support.Active Directory.Drive Access
NSR-Wilkinson	Priority 3	DCI.Customer Support.Active Directory.Drive Access
HR Solutions	Priority 3	HR.PSHCM.Report
External	Priority 3	DCI.Customer Support.Question
Remote Desktop Connection	Priority 3	DCI.Customer Support.Question
cannot access CBT	Priority 3	APPS.Technical support.PSELM
Adobe Pro Install	Priority 3	DCI.Customer Support.Desktop Support
NSR-Jones	Priority 3	DCI.Customer Support.Active Directory.New Contractor
HR Solutions	Priority 3	HR.PSHCM.Report
Ticket for Fama	Priority 3	DCI.SYSADMIN.Server.Access
NSR-Negussie	Priority 3	DCI.Customer Support.Active Directory.Drive Access
HR Solutions	Priority 3	HR.PSHCM.Report
NSR attached - Herrera, Via	Priority 3	DCI.Customer Support.Active Directory.New Employee
NSR-Phillips	Priority 3	DCI.Customer Support.Active Directory.New Employee
NSR-Newman	Priority 3	DCI.Customer Support.Active Directory.New Employee
Drive Access	Priority 3	DCI.Customer Support.Question
NSR-Harris and VIP Jones	Priority 3	DCI.SYSADMIN.Server.Access
Ticket for MITS	Priority 3	MIT.S.OPS.security.firewall
SKYPE Install	Priority 3	DCI.Customer Support.Desktop Support
Metroweb Error Message	Priority 3	DCI.Customer Support.Question
NSR-White	Priority 3	DCI.Customer Support.Active Directory.Drive Access
Printer Issue	Priority 3	DCI.Customer Support.printer.Xerox.technical support
NSR-McDonald	Priority 3	DCI.Customer Support.Active Directory.Drive Access
NSR-Winter	Priority 3	DCI.Customer Support.Active Directory.Drive Access
Silverlight Install	Priority 3	DCI.Customer Support.Desktop Support
Silverlight Install- Lucas	Priority 3	DCI.Customer Support.Desktop Support
HCM pw reset	Priority 3	DCI.Customer Support.Question
Adobe Install: Adobe Pro w-5	Priority 3	DCI.Customer Support.Desktop Support
NSR attached	Priority 3	DCI.Customer Support.Active Directory.New Employee

distribution list	Priority 3	DCI.Customer Support.Question
Access to Computer	Priority 3	DCI.Customer Support.Question
NSR attached - Gillespie, Di	Priority 3	DCI.Customer Support.Active Directory.New Employee
NCS CPOS Request (CVS-1	Priority 3	NCS.Telephone.digital phone.Other
NCS CPOS Request	Priority 3	NCS.Telephone.digital phone.Other
Email - E4 license provision	Priority 3	DCI.Customer Support.Question
Printer has bad display on 2B	Priority 3	DCI.Customer Support.printer.Desktop.Cycle Printer
NSR-Metonou	Priority 3	DCI.Customer Support.Active Directory.New Employee
HR Solutions	Priority 3	HR.PSHCM.Report
MS Project and Visio Install	Priority 3	DCI.SYSADMIN.Software.installation.MS Project
HR Solutions	Priority 3	HR.PSHCM.Report
Ticket for MITS	Priority 3	MIT.S.OPS.security.firewall
HR Solutions	Priority 3	HR.PSHCM.Report
MS Project/Sharepoint Issue	Priority 3	DCI.SYSADMIN.Software.installation.MS Project
Ticket for Suresh	Priority 3	DCI.Customer Support.Active Directory.Drive Access
Telecommunications	Priority 3	NCS.Telephone.digital phone.Other
NSR-Sanghera	Priority 3	DCI.Customer Support.Active Directory.Drive Access
Ticket for MITS	Priority 3	MIT.S.OPS.security.firewall
NSR-Cooper	Priority 3	DCI.Customer Support.Active Directory.New Employee
NSR-Lazo	Priority 3	DCI.Customer Support.Active Directory.New Employee
Adobe Acrobat XI Pro install	Priority 3	DCI.Customer Support.Desktop Support
Ticket for MITS	Priority 3	MIT.S.OPS.security.firewall
NSR-Porter	Priority 3	DCI.Customer Support.Active Directory.Drive Access
NSR-White	Priority 3	DCI.Customer Support.Active Directory.Drive Access
Third Party Install	Priority 3	DCI.Customer Support.Desktop Support
Drive Cam Access	Priority 3	DCI.Customer Support.Desktop Support
Ticket for MITS	Priority 3	MIT.S.OPS.security.firewall
NSR attached	Priority 3	DCI.Customer Support.Active Directory.Drive Access
third party software	Priority 3	DCI.Customer Support.Desktop Support
Maximo access	Priority 3	DCI.Customer Support.Maximo.Password Reset
SPAM	Priority 3	MIT.S.OPS.security.firewall
INDRD-TRLR2-29111 Errors	Priority 3	NCS.Switch.Unreachable
Terminal session	Priority 3	DCI.Customer Support.Desktop Support
Email - E4 license provision	Priority 3	DCI.Customer Support.Question
Request for access to PCI z	Priority 3	MIT.S.OPS.security.firewall
Install Microsoft SQL server	Priority 3	DCI.Customer Support.Desktop Support
NSR - Create Account	Priority 3	DCI.Customer Support.Active Directory.New Contractor
Computer Move	Priority 3	DCI.Customer Support.Desktop Support
Keyboard Support*	Priority 3	DCI.Customer Support.hardware.Keyboard.break/fix
RE: Connect Computer to N	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
RE: Visio Install	Priority 3	DCI.SYSADMIN.Software.installation.MS Visio
NSR for Czajkowski E02430	Priority 3	DCI.Customer Support.Active Directory.Drive Access
RE: Remove names from a g	Priority 3	DCI.Customer Support.Active Directory.Drive Access
Server Access Request For	Priority 3	DCI.SYSADMIN.Server.Access
Peoplesoft Access Request	Priority 3	HR.PSHCM.Access
Peoplesoft Access Request	Priority 3	HR.PSHCM.Access
IT Contractor Termination	Priority 1	DCI.Customer Support.Question

HP Printer Move	Priority 1	DCI.Customer Support.Question
FW: Visio Install	Priority 3	DCI.Customer Support.Question
ATTN: Payroll Approval	Priority 3	HR.PSHCM.Support
Job Description Update	Priority 3	HR.PSHCM.HR solutions support
Remote access to my desktop	Priority 3	DCI.Customer Support.Question
Server Access Request Form	Priority 3	DCI.SYSADMIN.Server.Access
FW: Grant access to Windows	Priority 3	DCI.SYSADMIN.Server.Access
Time Approval	Priority 3	HR.PSHCM.Support
Server access request	Priority 3	DCI.SYSADMIN.Server.Access
Maximo Access form	Priority 3	DCI.Customer Support.Maximo.Password Reset
Visio install	Priority 3	DCI.SYSADMIN.Software.installation.MS Visio
admin access	Priority 3	DCI.Customer Support.Question
Won't charge	Priority 3	DCI.Customer Support.Break-Fix.Printer
Recently I requested NSR and	Priority 2	DCI.Customer Support.Question
I have a few consultants moving	Priority 3	NCS.Telephone.digital phone.Other
My telephone (703.667.2742)	Priority 3	NCS.Telephone.digital phone.Hardware
NSR	Priority 3	DCI.Customer Support.Active Directory.Drive Access
Dropped Call	Priority 3	DCI.Customer Support.Question
need help debugging issue related	Priority 3	DCI.Customer Support.Question
The office is SAFE Manager	Priority 2	DCI.Customer Support.Desktop Support
NSR	Priority 3	DCI.Customer Support.Active Directory.New Employee
NSR	Priority 3	DCI.Customer Support.Active Directory.New Employee
Please create a service desk	Priority 3	DCI.SYSADMIN.Server.Access
HR Solutions	Priority 3	HR.PSHCM.HR solutions support
HR Solutions	Priority 3	HR.PSHCM.HR solutions support
HR Solutions	Priority 3	HR.PSHCM.HR solutions support
HR SOLUTIONS	Priority 3	HR.PSHCM.HR solutions support
HR Solutions	Priority 3	HR.PSHCM.HR solutions support
HR Solutions	Priority 3	HR.PSHCM.HR solutions support
HR Solutions	Priority 3	HR.PSHCM.HR solutions support
NSR	Priority 3	DCI.Customer Support.Active Directory.New Employee
TSR Status Update	Priority 3	DCI.Customer Support.Maximo.TSR Status
Hr Support	Priority 3	HR.PSHCM.HR solutions support
IT Health Check	Priority 3	DCI.Customer Support.hardware.Desktop.configuration
NSR Request VDI	Priority 3	DCI.SYSADMIN.Server.Access
Email Issues	Priority 3	DCI.Customer Support.Question
Access Issues	Priority 3	DCI.Customer Support.Question
NSR VDI	Priority 3	DCI.SYSADMIN.Server.Access
HR SOLUTIONS	Priority 3	HR.PSHCM.HR solutions support
Tablet issue	Priority 3	DCI.Customer Support.hardware.Tablet.configuration
VDI Access	Priority 3	DCI.Customer Support.Active Directory.New Employee
NSR for mailbox creation	Priority 3	DCI.SYSADMIN.Server.Access
NSR Request	Priority 3	DCI.Customer Support.Active Directory.New Employee
NSR Request	Priority 3	DCI.Customer Support.Active Directory.New Employee
NSR Request	Priority 3	DCI.Customer Support.Active Directory.New Employee
NSR	Priority 3	DCI.Customer Support.Active Directory.New Employee
NSR	Priority 3	DCI.Customer Support.Question

VPN Access	Priority 3	DCI.Customer Support.Software.VPN.Install
NCS Ops Issue	Priority 3	NCS.Telephone.digital phone.Other
NSR	Priority 3	DCI.Customer Support.Active Directory.New Employee
Adobe Acrobat Pro Install	Priority 3	DCI.Customer Support.Desktop Support
Request for W drive	Priority 3	DCI.Customer Support.Question
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
NSR Request	Priority 3	DCI.Customer Support.Active Directory.New Employee
people soft access request	Priority 3	HR.PSHCM.Support
As requested, please see att	Priority 2	DCI.Customer Support.Question
Please open a ticket for PS S	Priority 3	HR.PSHCM.Support
Please be advised that the fd	Priority 3	DCI.Customer Support.Question
Fwd: HR Report	Priority 3	HR.PSHCM.Report
NSR Form	Priority 3	DCI.Customer Support.Active Directory.Drive Access
Computer Issue	Priority 3	DCI.Customer Support.Break-Fix.Computer
NSR Form	Priority 3	DCI.Customer Support.Active Directory.Drive Access
Modification of Email Distribu	Priority 3	DCI.Customer Support.Active Directory.Drive Access
request to install visio and M	Priority 3	DCI.SYSADMIN.Software.installation.MS Project
Computer Issue- won't boot	Priority 3	DCI.Customer Support.Break-Fix.Computer
hard drive failure	Priority 3	DCI.Customer Support.hardware.Desktop.hardware failure
Computer Issue- Blank scree	Priority 3	DCI.Customer Support.Break-Fix.Computer
Error with ELM	Priority 3	APPS.Technical support.PSELM
RE: Status Update	Priority 3	DCI.Customer Support.service desk.Ticket Status
Report for Maryland Workers	Priority 3	HR.PSHCM.Report
NSR Form	Priority 3	DCI.Customer Support.Active Directory.New Contractor
Server Access Request Form	Priority 3	DCI.SYSADMIN.Server.Access
MTPD DII Hardware Upgrad	Priority 3	DCI.Customer Support.Break-Fix.Computer
GOTRS maintenance	Priority 3	APPS.Technical support.GOTRS
Cover open error -	Priority 3	DCI.Customer Support.Break-Fix.Computer
Computer Issue	Priority 3	DCI.Customer Support.Break-Fix.Computer
Computer Issue	Priority 3	DCI.Customer Support.Break-Fix.Computer
Fw: Account Termination No	Priority 3	MIT.S.OPS.security.firewall
NSR attached	Priority 3	DCI.Customer Support.Active Directory.Drive Access
IE upgrade	Priority 3	DCI.Customer Support.Software.Internet Explorer
Adobe Pro XI reinstall	Priority 3	DCI.Customer Support.Desktop Support
hummingbird access	Priority 3	DCI.Customer Support.Question
data transfer	Priority 3	DCI.SYSADMIN.Mobile Device Management.Technical support.S
Broken USB port for Rodelle	Priority 3	DCI.Customer Support.Break-Fix.Laptop
printer jamming	Priority 3	DCI.Customer Support.Break-Fix.Printer
NSR Request	Priority 3	DCI.Customer Support.Active Directory.Drive Access
Windows Update failure Surf	Priority 3	DCI.Customer Support.Desktop Support
NSR attached	Priority 3	DCI.Customer Support.Active Directory.Drive Access
Email - E4 license provision	Priority 3	DCI.Customer Support.Question
Suspension of T: Drive & Oth	Priority 3	DCI.Customer Support.Active Directory.Drive Access
Bad HD for Ferguson	Priority 3	DCI.Customer Support.Break-Fix.Computer
Adobe Acrobat Pro Install	Priority 3	DCI.Customer Support.Desktop Support
Adobe Acrobat Pro Install	Priority 3	DCI.Customer Support.Desktop Support
Computer Issue	Priority 3	DCI.Customer Support.Break-Fix.Computer

Spam Email (Possible)	Priority 2	DCI.Customer Support.Question
Troubleshooting Dual Monit	Priority 3	DCI.Customer Support.hardware.Monitor.configuration
Printer Install	Priority 3	DCI.Customer Support.printer.Desktop.Install Printer Driver
Ticket for MITS	Priority 3	MITS.Apps Security.Access.PSCRM
Spam Email	Priority 2	DCI.Customer Support.Question
Email Security Pop UP	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
Internet Explorer Upgrade	Priority 3	DCI.Customer Support.Software.Internet Explorer
SECURITY AWARENESS T	Priority 3	DCI.Customer Support.Question
reimage request	Priority 3	DCI.Customer Support.hardware.Desktop.reimage
Unable to open PDF Files w	Priority 3	DCI.Customer Support.Desktop Support
Silverlight update - bar code	Priority 3	DCI.Customer Support.Desktop Support
NSR attached	Priority 3	DCI.Customer Support.Active Directory.Drive Access
NSR attached	Priority 3	DCI.Customer Support.Active Directory.Drive Access
Maximo password reset	Priority 3	APPS.Training.Maximo
monitor cables	Priority 3	DCI.Customer Support.hardware.Monitor.hardware failure
Request to clear orphan rep	Priority 3	MITS.Apps Security.PSFIN.Access
Printer Connections Wiped C	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
Peoplesoft Access	Priority 3	HR.PSHCM.Access
Install of Entrust mobile app	Priority 3	MITS.Engineering.VPN.Technical support
unable to print	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
NSR attached	Priority 3	DCI.Customer Support.Active Directory.Drive Access
NSR attached	Priority 3	DCI.Customer Support.Active Directory.New Employee
See attached PS HCM requ	Priority 3	HR.PSHCM.Support
Email - E4 license provision	Priority 3	DCI.Customer Support.Question
IT Security Awareness Test	Priority 3	DCI.Customer Support.Question
Ticket for Matthew Symansk	Priority 3	DCI.Customer Support.Break-Fix.Computer
NSR-Cook	Priority 3	DCI.Customer Support.Active Directory.New Employee
Cloud Sharing.	Priority 3	DCI.Customer Support.Question
HR Solutions	Priority 3	HR.PSHCM.Report
NSR-Booth	Priority 3	DCI.Customer Support.Active Directory.Drive Access
Ticket for MITS	Priority 3	MITS.OPS.security.firewall
NSR-Bondalapati	Priority 3	DCI.Customer Support.Active Directory.Drive Access
HR Solutions	Priority 3	HR.PSHCM.Report
Install Software	Priority 3	DCI.Customer Support.Desktop Support
Access Request	Priority 3	HR.PSHCM.Access
Job Applicant	Priority 3	DCI.Customer Support.Question
NSR attached	Priority 3	DCI.Customer Support.Active Directory.Drive Access
Customer has no network co	Priority 3	NCS.Telephone.digital phone.Hardware
Project install	Priority 3	DCI.Customer Support.service desk.Ticket Status
Software install request for A	Priority 3	DCI.Customer Support.Desktop Support
Software install/access requ	Priority 3	DCI.Customer Support.Desktop Support
Documentum Pass Word	Priority 3	APPS.Access.DOCUMENTUM
NSR Form	Priority 3	DCI.Customer Support.Active Directory.New Contractor
NSR Form	Priority 3	DCI.Customer Support.Active Directory.Drive Access
NSR Form	Priority 3	DCI.Customer Support.Active Directory.Drive Access
PeopleSoft Access Request	Priority 3	HR.PSHCM.Access
FW: NSR for new employee	Priority 3	DCI.Customer Support.Active Directory.Drive Access



RE: IE version upgrade requ	Priority 1	DCI.Customer Support.Software.Java.Install
IE version upgrade request	Priority 1	DCI.Customer Support.Software.Internet Explorer
service request: word docum	Priority 3	DCI.Customer Support.Question
Request for Loaner Laptop	Priority 3	DCI.Customer Support.Inventory.Loaner Laptop
Increase space allocation	Priority 3	DCI.SYSADMIN.network driveClean Disk Space
Request for Clarity	Priority 3	DCI.Customer Support.Question
Help Desk Ticket	Priority 3	DCI.SYSADMIN.ServerOutage
NSR Form	Priority 3	DCI.Customer Support.Active Directory.Drive Access
NSR Request for Mailbox se	Priority 1	DCI.Customer Support.Active Directory.Drive Access
NSR forms	Priority 3	DCI.Customer Support.Active Directory.Drive Access
NSR forms	Priority 3	DCI.Customer Support.Active Directory.Drive Access
NSR forms	Priority 3	DCI.Customer Support.Active Directory.Drive Access
NSR forms	Priority 3	DCI.Customer Support.Active Directory.Drive Access
NSR forms	Priority 3	DCI.Customer Support.Active Directory.Drive Access
NSR Form	Priority 3	DCI.Customer Support.Active Directory.Drive Access
SAFETE-FAST application ir	Priority 3	DCI.Customer Support.Desktop Support
second monitor install	Priority 3	DCI.Customer Support.hardware.Monitor.hardware failure
VPN Connection Issues	Priority 2	DCI.Customer Support.Desktop Support
Retirement Projection Reque	Priority 3	HR.PSHCM.Support
internet explorere upgrade	Priority 3	DCI.Customer Support.Software.Internet Explorer
Project install	Priority 3	DCI.SYSADMIN.Software.installation.MS Project
NSR attached	Priority 3	DCI.Customer Support.Active Directory.Drive Access
NSR attached	Priority 3	DCI.Customer Support.Active Directory.Drive Access
Web VPN issues	Priority 3	DCI.Customer Support.Software.Internet Explorer
Email - E4 license provision	Priority 3	DCI.Customer Support.Software.MS Outlook.Problem Not Found
NSR	Priority 3	DCI.Customer Support.Active Directory.New Employee
Documentum Issue	Priority 3	APPS.Access.DOCUMENTUM
Employee Exits	Priority 3	DCI.Customer Support.Question
Hr Solutions	Priority 3	HR.PSHCM.HR solutions support
NSR Request	Priority 3	DCI.Customer Support.Active Directory.New Employee
Visio and Project Install Req	Priority 3	DCI.SYSADMIN.Software.installation.MS Project
HR SOLUTIONS	Priority 3	HR.PSHCM.HR solutions support
HR SOLUTIONS	Priority 3	HR.PSHCM.HR solutions support
Trapeze Support Issue	Priority 3	DCI.Customer Support.Desktop Support
Employee Exit	Priority 3	DCI.Customer Support.Question
HR Solutions	Priority 3	HR.PSHCM.HR solutions support
HR SOLUTIONS	Priority 3	HR.PSHCM.HR solutions support
Acrobat Reader Install reque	Priority 3	DCI.Customer Support.Desktop Support
Employee Termination	Priority 3	DCI.Customer Support.Question
NSR	Priority 3	DCI.Customer Support.Active Directory.New Employee
Whitelist Request	Priority 3	DCI.Customer Support.Question
HR Solutions	Priority 3	HR.PSHCM.HR solutions support
NSR request	Priority 3	APPS.Access.DOCUMENTUM
EUP form	Priority 3	DCI.Customer Support.Active Directory.New Employee
EUP form attached	Priority 3	DCI.Customer Support.Active Directory.Administrative Rights
EUP Form	Priority 3	DCI.Customer Support.Active Directory.Administrative Rights
NCS OPS Issue	Priority 3	NCS.Telephone.digital phone.Other

NCS OPS	Priority 3	NCS.Telephone.digital phone.Other
NCS OPS	Priority 3	NCS.Telephone.digital phone.Other
Install Silverlight on desktop	Priority 3	DCI.Customer Support.Desktop Support
Files missing on NEW HD	Priority 2	DCI.Customer Support.Desktop Support
Employee No Longer Works	Priority 3	HR.PSHCM.HR solutions support
Email - E4 license provision	Priority 3	DCI.Customer Support.Question
Customer having issue login	Priority 3	APPS.Technical support.GOTRS
Ticket #43762	Priority 3	DCI.Customer Support.Active Directory.Drive Access
NSR Form	Priority 3	DCI.Customer Support.Active Directory.Drive Access
Lack of Security Access	Priority 3	MIT.S.OPS.security.firewall
Employee Separation	Priority 3	DCI.Customer Support.Question
Lack of Security Access	Priority 3	MIT.S.OPS.security.firewall
Customer reported fax mach	Priority 3	DCI.Customer Support.Question
monitor swap	Priority 1	DCI.Customer Support.Desktop Support
NSR attached - User NSR R	Priority 3	DCI.SYSADMIN.Server.Access
NSR Deborah Smith	Priority 1	DCI.Customer Support.Active Directory.Drive Access
FW: Job opportunity	Priority 3	MIT.S.OPS.security.firewall
computer move	Priority 3	DCI.Customer Support.Desktop Support
share drive access	Priority 3	DCI.Customer Support.Question
Issue with machine at BOCC	Priority 3	DCI.Customer Support.Network.Server
application status	Priority 3	DCI.Customer Support.Question
D12-COM-MX2401 Errors	Priority 3	NCS.Router.Unreachable
NSR attached	Priority 3	DCI.Customer Support.Active Directory.Drive Access
email bounceback	Priority 3	DCI.Customer Support.Question
unable to login to Citrix	Priority 3	DCI.SYSADMIN.Software.installation.Citrix Receiver
2nd Monitor not working on B	Priority 3	DCI.Customer Support.hardware.Monitor.hardware failure
Maximo Access	Priority 3	DCI.Customer Support.Question
Maximo weekend maintenanc	Priority 3	DCI.Customer Support.Maximo.Password Reset
Assisted user with troublesh	Priority 3	DCI.Customer Support.Desktop Support
NSR is not signed by approv	Priority 3	DCI.SYSADMIN.Server.Access
Software Installation	Priority 3	DCI.Customer Support.Desktop Support
HR Solutions	Priority 3	MIT.S.OPS.security.firewall
NSR-Hall, Duane	Priority 3	DCI.Customer Support.Active Directory.New Contractor
Ticket for Suresh	Priority 3	DCI.SYSADMIN.Server.Access
Spam Email	Priority 3	MIT.S.OPS.security.firewall
NSR	Priority 3	DCI.Customer Support.Active Directory.Drive Access
NSR	Priority 3	DCI.Customer Support.Active Directory.New Employee
Ticket for MITS	Priority 3	MIT.S.Apps.Security Access.PSEPM
Maximo PW reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo Password reset.	Priority 3	APPS.Training.Maximo
ACCT delegation rqst	Priority 3	HR.PSHCM.Access
Firewall ports for the RCSC	Priority 3	DCI.SYSADMIN.Server.Access
Good morning, could you ple	Priority 3	DCI.Customer Support.Wifi.Configuration
printer install	Priority 3	DCI.Customer Support.printer.Xerox.technical support
NSR attached	Priority 3	DCI.Customer Support.Active Directory.New Employee
Safety Sensitive Jobs	Priority 3	HR.PSHCM.Support
NSR	Priority 3	DCI.Customer Support.Active Directory.Drive Access

Maximo Support- TSR Error	Priority 3	APPS.Technical support.Maximo
NSR-Hall	Priority 3	DCI.Customer Support.Active Directory.New Contractor
NSR-Magoon	Priority 3	DCI.Customer Support.Active Directory.New Contractor
NSR-Roger	Priority 3	DCI.Customer Support.Active Directory.New Contractor
Email - E4 license provision	Priority 3	DCI.Customer Support.Question
NSR-Ramos	Priority 3	DCI.Customer Support.Active Directory.New Contractor
NSR-Kiefer	Priority 3	DCI.Customer Support.Active Directory.New Contractor
SpecBuilder Installation Error	Priority 3	DCI.Customer Support.Question
Ticket for MITS	Priority 3	MIT.S.OPS.security.firewall
NSR-Garcia	Priority 3	DCI.Customer Support.Active Directory.New Contractor
NSR-Klinczar	Priority 3	DCI.Customer Support.Active Directory.New Contractor
MS Visio and Project Install	Priority 3	DCI.SYSADMIN.Software.installation.MS Visio
HR Solutions	Priority 3	HR.PSHCM.HR solutions support
HR Solutions	Priority 3	HR.PSHCM.Report
MS Visio	Priority 3	DCI.SYSADMIN.Software.installation.MS Visio
HR Solutions	Priority 3	HR.PSHCM.Report
Customer laptop issue - runn	Priority 3	DCI.Customer Support.hardware.Laptop.configuration
MS Project and Visio Install	Priority 3	DCI.SYSADMIN.Software.installation.MS Visio
Ticket for Suresh	Priority 3	DCI.SYSADMIN.office 365.Technical support
HR Solutions	Priority 3	HR.PSHCM.Support
shared mailbox creation requ	Priority 3	DCI.Customer Support.Question
Page Blocked - www.questdi	Priority 3	MIT.S.OPS.security.firewall
NSR attached	Priority 3	DCI.Customer Support.Active Directory.Drive Access
Access Prohibited Message	Priority 3	DCI.Customer Support.Internet.Access prohibited
request access to former em	Priority 3	DCI.Customer Support.Question
B03-COM-38501 Fan Filure	Priority 3	NCS.Router.Unreachable
JGB-MetroAccess-37501 cr	Priority 3	NCS.Router.Unreachable
Email Account Name	Priority 3	DCI.Customer Support.Question
Email - E4 license provision	Priority 3	DCI.Customer Support.Question
I need to get a password for	Priority 3	DCI.Customer Support.Question
PeopleSoft Access Request	Priority 3	HR.PSHCM.Access
NSR for Security Group Crea	Priority 3	DCI.Customer Support.Active Directory.Drive Access
Install	Priority 3	DCI.Customer Support.Desktop Support
DBE Staff Access to FAIR_P	Priority 3	DCI.Customer Support.Question
My Name in WMATA Address	Priority 3	DCI.SYSADMIN.office 365.Technical support
New Job Description - Direct	Priority 3	HR.PSHCM.HR solutions support
Submitted NSR Status	Priority 3	DCI.Customer Support.service desk.Ticket Status
Diane Gaither NSR	Priority 3	DCI.Customer Support.Active Directory.Drive Access
Dhana Smith NSR	Priority 3	DCI.Customer Support.Active Directory.Drive Access
RE: Time Approver - Remind	Priority 3	HR.PSHCM.HR solutions support
NSR attached	Priority 3	DCI.Customer Support.Active Directory.New Employee
VanburenStr-COM-29111	Priority 3	NCS.Switch.Unreachable
B99-TPSS-25201	Priority 3	NCS.Switch.Unreachable
NSR attached	Priority 3	DCI.Customer Support.Active Directory.Drive Access
Unable to open Intranet form	Priority 3	DCI.Customer Support.Question
mobile phone	Priority 3	DCI.SYSADMIN.Mobile Device Management.Technical support.S
Access Request	Priority 3	DCI.SYSADMIN.Server.Access

NSR attached	Priority 3	DCI.Customer Support.Active Directory.New Employee
K01 Devices unreachable	Priority 3	NCS.Switch.Unreachable
Open Ticket Status	Priority 3	DCI.Customer Support.service desk.Ticket Status
Please assign to MITS_OPS	Priority 3	MIT.S.Engineering.VPN.Technical support
Email - E4 license provision	Priority 3	DCI.Customer Support.Question
Please create a new account	Priority 3	DCI.Customer Support.Active Directory.New Employee
Please disable the badge # f	Priority 3	DCI.Customer Support.Question
I am still experiencing the sa	Priority 3	DCI.Customer Support.Desktop Support
a workstation in Medical has	Priority 3	DCI.Customer Support.hardware.Monitor.configuration
HR Solutions	Priority 3	HR.PSHCM.HR solutions support
HR Support	Priority 3	HR.PSHCM.HR solutions support
Mobile Phone Issue	Priority 3	DCI.Customer Support.Break-Fix.Computer
NSR Request	Priority 3	DCI.Customer Support.Active Directory.New Employee
NSR request	Priority 3	DCI.Customer Support.Active Directory.New Employee
HR Solutions	Priority 3	HR.PSHCM.HR solutions support
Third Party Software Request	Priority 3	DCI.Customer Support.Desktop Support
VPK Token Battery died	Priority 3	MIT.S.Engineering.VPN.Technical support
NSR	Priority 3	DCI.Customer Support.Active Directory.New Employee
NCS Opps	Priority 3	NCS.Telephone.digital phone.Other
VPN Issue	Priority 2	DCI.Customer Support.Software.VPN.Install
FIN account locked	Priority 4	MIT.S.Apps Security.PSFIN.password reset
MS Office Issue	Priority 3	DCI.Customer Support.Question
NSR Request	Priority 3	DCI.Customer Support.Question
Cell Phone Issue	Priority 2	DCI.SYSADMIN.Mobile Device Management.Technical support.S
HR SOLUTIONS	Priority 3	HR.PSHCM.HR solutions support
NCS Ops	Priority 3	NCS.Telephone.digital phone.Other
NCS Ops Support	Priority 3	NCS.Telephone.digital phone.Other
NCS	Priority 3	NCS.Telephone.digital phone.Other
NCS Ops Issue	Priority 3	NCS.Telephone.digital phone.Other
NSR	Priority 3	DCI.Customer Support.Active Directory.New Employee
HR Solutions	Priority 3	HR.PSHCM.HR solutions support
MEMC Email Issue	Priority 3	DCI.SYSADMIN.office 365.Technical support
NSR Attached	Priority 3	DCI.Customer Support.Active Directory.Drive Access
Email - E4 license provision	Priority 3	DCI.Customer Support.Question
Ticket status	Priority 3	DCI.Customer Support.service desk.Ticket Status
employee separation	Priority 3	DCI.Customer Support.Question
completed nsr	Priority 3	DCI.Customer Support.Active Directory.Drive Access
completed nsr	Priority 3	DCI.Customer Support.Active Directory.Administrative Rights
nsr	Priority 3	DCI.SYSADMIN.Server.Access
PC reimage request.	Priority 3	DCI.Customer Support.hardware.Desktop.reimage
The following employees need	Priority 3	DCI.Customer Support.Question
NSR attached. Please proce	Priority 3	DCI.Customer Support.Desktop Support
I keep getting this error for w	Priority 1	DCI.Customer Support.Question
Contract ended	Priority 3	DCI.Customer Support.Question
T DRIVE ACCESS	Priority 3	DCI.Customer Support.Active Directory.Drive Access
FW: IT Service Desk Needed	Priority 3	DCI.Customer Support.Question
NSR Forms	Priority 3	DCI.Customer Support.Active Directory.Drive Access

NSR Forms	Priority 3	DCI.Customer Support.Active Directory.Drive Access
NSR	Priority 3	DCI.Customer Support.Active Directory.Drive Access
NSR	Priority 3	DCI.Customer Support.Active Directory.New Contractor
NSR Form	Priority 3	DCI.Customer Support.Active Directory.Drive Access
NSR Form	Priority 3	DCI.Customer Support.Active Directory.Drive Access
Maximo pw reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
New Request for HCM	Priority 3	HR.PSHCM.Access
Updated Job Description - S	Priority 3	HR.PSHCM.HR solutions support
Delegation Request	Priority 3	HR.PSHCM.Support
Employee visibility within PE	Priority 3	HR.PSHCM.HR solutions support
Maximo pw reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
NSR Form	Priority 3	DCI.Customer Support.Active Directory.New Employee
computer errors **see attach	Priority 3	DCI.Customer Support.Question
Promotion forwarded incorre	Priority 3	HR.PSHCM.Support
Project install	Priority 3	DCI.SYSADMIN.Software.installation.MS Project
Oracle permissions change	Priority 3	DCI.Customer Support.Desktop Support
printer install	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
termination	Priority 3	DCI.Customer Support.Question
Microsoft Subscription has e	Priority 3	DCI.Customer Support.Software.MS Outlook.Migrated
NSR attached	Priority 3	DCI.Customer Support.Active Directory.Drive Access
Metro Access issue with acc	Priority 3	MIT.S.OPS.security.scan request
Cory Walker	Priority 3	HR.PSHCM.HR solutions support
Email - E4 license provision	Priority 3	DCI.Customer Support.Question
NSR-Wall	Priority 3	DCI.Customer Support.Active Directory.New Employee
computer Issue	Priority 3	DCI.Customer Support.Question
Ticket for MITS	Priority 3	MIT.S.Engineering.VPN.Technical support
NSR-Debessay.	Priority 3	DCI.Customer Support.Active Directory.Drive Access
NSR attached for Messan, Z	Priority 3	DCI.Customer Support.Active Directory.New Employee
Urgent Matter	Priority 3	DCI.Customer Support.Question
General Question- MS Outlo	Priority 3	DCI.Customer Support.Question
NSR-Walleign	Priority 3	DCI.Customer Support.Active Directory.Drive Access
Employee Termination	Priority 3	DCI.Customer Support.Question
Server Access	Priority 3	DCI.SYSADMIN.Server.Access
Ticket for Suresh	Priority 3	DCI.SYSADMIN.Server.Access
inquiry	Priority 3	DCI.Customer Support.service desk.Ticket Status
NSR attached	Priority 3	DCI.Customer Support.Active Directory.New Employee
NSR attached	Priority 3	DCI.Customer Support.Active Directory.New Employee
Anthony Clay #015275 3rd R	Priority 3	HR.PSHCM.Access
Login to HPQC application fa	Priority 3	DCI.Customer Support.Question
B08-BLOCKHOUSE-DMPCB	Priority 3	NCS.Router.Unreachable
F08-MZ107-DMP4400G unre	Priority 3	NCS.Router.Unreachable
D09-MZ64-DMP4400G unre	Priority 3	NCS.Router.Unreachable
OM Devices unreachable	Priority 3	NCS.Router.Unreachable
Email - E4 license provision	Priority 3	DCI.Customer Support.Question
Termination of Employment	Priority 3	DCI.Customer Support.Question
Server Access	Priority 3	DCI.SYSADMIN.Server.Access
NSR-bramley	Priority 3	DCI.Customer Support.Active Directory.New Employee

Move Request	Priority 3	DCI.Customer Support.Equipment Move.Project
Ticket for MITS	Priority 3	DCI.Engineering.VPN.Technical support
HR Solutions	Priority 3	HR.PSHCM.Report
HR Solutions	Priority 3	HR.PSHCM.Report
HR Solutions	Priority 3	HR.PSHCM.Report
Phone Directory	Priority 3	DCI.Customer Support.Question
Ticket for DCI Admin	Priority 3	DCI.SYSADMIN.Software.upgrade.Operating Systems
Ticket for MITS	Priority 3	DCI.OPS.security.firewall
NSR-Johnson	Priority 3	DCI.SYSADMIN.office 365.Technical support
Ticket for MITS	Priority 3	DCI.OPS.security.firewall
NSR-Walls	Priority 3	DCI.Customer Support.Active Directory.New Contractor
Email - E4 license provision	Priority 3	DCI.Customer Support.Question
Computer Frozen	Priority 1	DCI.Customer Support.Desktop Support
MS. Visio Install	Priority 3	DCI.SYSADMIN.Software.installation.MS Visio
HR Solutions	Priority 3	HR.PSHCM.Report
SharePoint Issue	Priority 3	DCI.OPS.security.firewall
Ticket for MITS	Priority 3	DCI.OPS.security.firewall
Tyrone Bonner #072991	Priority 3	DCI.Customer Support.Question
Scanner Support	Priority 3	DCI.Customer Support.printer.Desktop.Install Printer Driver
Please see attached NSR fo	Priority 3	DCI.Customer Support.Active Directory.Drive Access
Please see the attached P/S	Priority 3	HR.PSHCM.HR solutions support
Nickerson -See attached NS	Priority 3	DCI.Customer Support.Active Directory.Drive Access
IP assignment request	Priority 3	DCI.Customer Support.Question
NSR attached	Priority 3	DCI.Customer Support.Active Directory.New Employee
NSR attached	Priority 3	DCI.Customer Support.Active Directory.Drive Access
Receive NSRS	Priority 3	DCI.Customer Support.Active Directory.New Employee
MS Project / Visio Purchase	Priority 3	DCI.Customer Support.service desk.Ticket Status
Email - E4 license provision	Priority 3	DCI.Customer Support.Question
Please open a ticket for a CF	Priority 3	NCS.Telephone.digital phone.Other
2nd Monitor issues. Monitor	Priority 3	DCI.Customer Support.hardware.Monitor.break/fix
Attached is our approved NS	Priority 3	DCI.Customer Support.Active Directory.Drive Access
Alert System Halted	Priority 3	DCI.SYSADMIN.ServerFailure
Please, put a MAXIMO ticke	Priority 3	NCS.Switch.Unreachable
Tablet Support	Priority 3	DCI.SYSADMIN.Mobile Device Management.Technical supportT
NSR	Priority 3	DCI.Customer Support.Active Directory.New Employee
NSR	Priority 3	DCI.Customer Support.Active Directory.New Employee
Move Request	Priority 3	DCI.Customer Support.Question
MITs OPS	Priority 3	DCI.Customer Support.Question
Suresh Request	Priority 3	DCI.Customer Support.Question
NSR	Priority 3	DCI.Customer Support.Active Directory.New Employee
NCS ops Issue	Priority 3	NCS.Telephone.digital phone.Other
Access Prohibited	Priority 3	DCI.Customer Support.Desktop Support
Access Prohibited	Priority 3	NCS.Switch.Unreachable
Separation	Priority 3	DCI.Customer Support.Question
Computer health check	Priority 3	DCI.Customer Support.hardware.Desktop.configuration
aces request	Priority 3	DCI.SYSADMIN.Server.Access
Computer needs to be Re-im	Priority 3	DCI.Customer Support.hardware.Desktop.reimage

Excel license	Priority 3	DCI.Customer Support.Desktop Support
PeopleSoft Access Request	Priority 3	HR.PSHCM.Access
Fare collection	Priority 2	Hardware
PeopleSoft Access Request	Priority 3	HR.PSHCM.Access
S Fleming HR Access Request	Priority 3	HR.PSHCM.Access
N Williams Access Request	Priority 3	HR.PSHCM.Access
test	Priority None	MIT.S.Apps Security.Access.PSCRM
inquiry 41001	Priority 3	DCI.Customer Support.service desk.Ticket Status
NSR attached	Priority 3	DCI.Customer Support.Active Directory.Drive Access
update laptop	Priority 3	DCI.Customer Support.Question
unable to access pay statement	Priority 3	DCI.Customer Support.Internet.Access prohibited
E10-BLOCKHOUSE-DMPC	Priority 3	NCS.Access point.Unreachable
E99-ADMN2NDFLR-DMPC	Priority 3	NCS.Access point.Unreachable
JGB-B1NOC-WIP2 is unreachable	Priority 3	NCS.Switch.Unreachable
B06-PB01-35601 is unreachable	Priority 3	NCS.Switch.Unreachable
Subject: Request for AutoCAD	Priority 3	DCI.Customer Support.Desktop Support
access to SMS blocked	Priority 3	APPS.Technical support.SMS
NSR form attached	Priority 3	DCI.Customer Support.Active Directory.Drive Access
Job Application inquiry	Priority 3	DCI.Customer Support.Question
Internet Explorer Upgrade request	Priority 3	DCI.Customer Support.Software.Internet Explorer
Prowatch NSR - Jordan	Priority 3	DCI.Customer Support.Active Directory.Drive Access
Prowatch NSR - McCray	Priority 3	DCI.Customer Support.Active Directory.Drive Access
Prowatch NSR - Williams, Pa	Priority 3	DCI.Customer Support.Active Directory.Drive Access
Prowatch NSR - Markies	Priority 3	DCI.Customer Support.Active Directory.Drive Access
SSL Certificate renewal request	Priority 3	MIT.S.OPS.security.scan request
NSR - Bowman	Priority 3	DCI.Customer Support.Active Directory.Drive Access
Peoplesoft Access Change Request	Priority 3	HR.PSHCM.HR solutions support
Email - E4 license provision	Priority 3	DCI.Customer Support.Question
HR Report Requested	Priority 3	HR.PSHCM.HR solutions support
HR Report Requested	Priority 3	HR.PSHCM.HR solutions support
MS Access	Priority 3	DCI.Customer Support.Software.MS Access
NSR - Request for Document	Priority 3	APPS.Access.DOCUMENTUM
NSR Form for Access - Hugh	Priority 3	DCI.Customer Support.Active Directory.Drive Access
Cables	Priority 3	DCI.Customer Support.Question
Please create a ticket and assign	Priority 3	DCI.SYSADMIN.Server.UNIX Support
Cracked Screen for Lib	Priority 3	DCI.Customer Support.Break-Fix.Computer
NSR	Priority 3	DCI.Customer Support.Active Directory.New Employee
Receive NSRS	Priority 3	DCI.Customer Support.Active Directory.New Employee
Maximo pw reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
ProWatch access	Priority 3	DCI.Customer Support.Question
Request to clear orphan reports	Priority 3	HR.PSHCM.Report
Absence Corrections	Priority 3	HR.PSHCM.Support
Citrix Access	Priority 3	DCI.SYSADMIN.Software.installation.Citrix Receiver
NSR attached	Priority 3	DCI.Customer Support.Active Directory.Drive Access
Driver Installation Request	Priority 3	DCI.Customer Support.Desktop Support
dual monitor issue - SEE NO	Priority 3	DCI.Customer Support.hardware.Monitor.configuration
Amberg Software Installation	Priority 3	DCI.Customer Support.Question

PS Access review	Priority 3	DCI.SYSADMIN.Server.Access
MS Project Installation	Priority 3	DCI.SYSADMIN.Software.installation.MS Project
No sound	Priority 3	DCI.Customer Support.Desktop Support
Warehouse Management ac	Priority 3	APPS.Access.Maximo
NSR attached	Priority 3	DCI.Customer Support.Active Directory.Drive Access
Visio/Project install	Priority 3	DCI.SYSADMIN.Software.installation.MS Visio
phone - hardware issue	Priority 3	NCS.Telephone.digital phone.Hardware
HR Data Access request	Priority 3	HR.PSHCM.Report
computer slow	Priority 3	DCI.Customer Support.hardware.Desktop.configuration
Maximo maintenance	Priority 3	DCI.Customer Support.Maximo.Password Reset
NSR-Clay	Priority 3	DCI.Customer Support.Active Directory.Drive Access
Data Warehouse/Oracle inst	Priority 3	DCI.Customer Support.Question
Add Laptop to the Wireless a	Priority 3	DCI.Customer Support.Wifi.Configuration
Please see the attached resu	Priority 3	HR.PSHCM.TAM support (talent aquisition management)
NSR attached	Priority 3	DCI.Customer Support.Active Directory.Drive Access
Planned System Maintenanc	Priority 3	DCI.Customer Support.Question
Request for ProWatch client	Priority 3	DCI.Customer Support.Desktop Support
detected malware	Priority 2	DCI.Customer Support.Question
Attached is an NSR for acce	Priority 3	DCI.Customer Support.Active Directory.New Employee
Email - E4 license provision	Priority 3	DCI.Customer Support.Question
the attached new job descrip	Priority 3	HR.PSHCM.HR solutions support
People soft access request	Priority 3	MIT.Apps.Security Access.PSEPM
Tier 3 analyst ticket creation	Priority 3	DCI.SYSADMIN.Server.Access
Completed nsr for request fo	Priority 3	DCI.Customer Support.Active Directory.Drive Access
Ticket for Unix team	Priority 3	DCI.SYSADMIN.Server.Access
NSR	Priority 3	DCI.Customer Support.Active Directory.Drive Access
NSR	Priority 3	DCI.Customer Support.Active Directory.New Employee
HR Solutions	Priority 3	HR.PSHCM.Report
NSR	Priority 3	DCI.Customer Support.Active Directory.Drive Access
NSR	Priority 3	DCI.Customer Support.Active Directory.New Employee
NSR-Ribas	Priority 3	DCI.Customer Support.Active Directory.Drive Access
NSR-Lee	Priority 3	DCI.Customer Support.Active Directory.Drive Access
NSR-Bowersox	Priority 3	DCI.Customer Support.Active Directory.Drive Access
NSR-Richardson	Priority 3	DCI.Customer Support.Active Directory.Drive Access
Ticket for Suresh	Priority 3	DCI.SYSADMIN.Server.Access
data backup in preparation fo	Priority 3	DCI.Customer Support.hardware.Desktop.hardware failure
Server Access	Priority 3	DCI.SYSADMIN.Server.Access
HR Solutions	Priority 1	HR.PSHCM.Report
NSR attached	Priority 3	DCI.Customer Support.Active Directory.Drive Access
no video	Priority 3	DCI.Customer Support.Break-Fix.Computer
HR Solutions	Priority 3	HR.PSHCM.Report
HR Solutions	Priority 3	HR.PSHCM.Report
NSR-Clay	Priority 3	DCI.Customer Support.Active Directory.Drive Access
NSR attached	Priority 3	DCI.Customer Support.Active Directory.Drive Access
Visio Install	Priority 3	DCI.Customer Support.Question
HR Solutions	Priority 3	HR.PSHCM.Report
HR Solutions	Priority 3	HR.PSHCM.Report



Adobe Document	Priority 3	DCI.Customer Support.Question
Updated software	Priority 3	DCI.Customer Support.Desktop Support
Printer Mapping	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
John Feng's AIX ID E000793	Priority 3	DCI.SYSADMIN.Server.Access
Conference Room	Priority 3	DCI.Customer Support.Question
inquiry	Priority 3	DCI.Customer Support.service desk.Ticket Status
Account Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
NSR attached	Priority 3	DCI.Customer Support.Active Directory.New Employee
Call dropped	Priority 3	DCI.Customer Support.Question
maximo access request form	Priority 3	DCI.Customer Support.Question
GOTRS Login issue	Priority 3	APPS.Technical support.GOTRS
PEoplesoft login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Peoplesoft login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
IT security awareness passw	Priority 3	DCI.Customer Support.Question
Maximo login issue	Priority 3	DCI.Customer Support.Maximo.Password Reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
System login issue	Priority 3	MIT.S.OPS.ILMS ITSA.registration
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
disconnected	Priority 3	DCI.Customer Support.Question
Paystub Issues	Priority 3	DCI.Customer Support.Question
no support needed	Priority 3	DCI.Customer Support.Question
47906 stautus update	Priority 3	DCI.Customer Support.service desk.Ticket Status
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Printer Install	Priority 3	DCI.Customer Support.printer.Desktop.Install Printer Driver
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
error message says netscale	Priority 3	DCI.Customer Support.Internet.Access prohibited
no support needed	Priority 3	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
no support needed	Priority 3	DCI.Customer Support.Question
no support needed	Priority 3	DCI.Customer Support.Question
External Access - eservice.w	Priority 3	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
PeopleSoft login issue	Priority 3	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
General question	Priority 3	DCI.Customer Support.Question
Moved to different office nee	Priority 3	DCI.Customer Support.Equipment Move.Project
Greenbelt Switch E10-PB-01	Priority 3	DCI.Customer Support.Question
User requested password re	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
call hung up	Priority 3	DCI.Customer Support.Question
Password unlock request	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Access Request	Priority 3	MIT.S.OPS.security.scan request
le upgrade	Priority 3	DCI.Customer Support.Software.Internet Explorer

IT Security Awareness Test	Priority 3	DCI.Customer Support.Question
trying to open shared calend	Priority 3	DCI.Customer Support.Software.MS Outlook.Calender Assistanc
Customer called for support	Priority 3	DCI.Customer Support.service desk.Ticket Status
IT Security Awareness Test	Priority 3	DCI.Customer Support.Question
NSR Perkins,Danielle c0268	Priority 3	DCI.Customer Support.Active Directory.Drive Access
Screen size	Priority 3	DCI.Customer Support.Question
user wanted to know email a	Priority 3	DCI.Customer Support.office 365.Technical support
User requested password re	Priority 3	DCI.Customer Support.Active Directory.Password reset
trying to get screen bigger in	Priority 3	DCI.Customer Support.Question
NSR for Prowatch install	Priority 3	DCI.Customer Support.Active Directory.Drive Access
Assistance with Station Man	Priority 3	DCI.Customer Support.Question
Login issue into PeopleSoft	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
reset pw	Priority 3	DCI.Customer Support.Active Directory.Password reset
install adobe pro	Priority 3	DCI.Customer Support.Desktop Support
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
e-Signature on Adobe form	Priority 3	DCI.Customer Support.Question
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
NSR for Prowatch installatio	Priority 3	DCI.Customer Support.Desktop Support
pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
call hung up	Priority 3	DCI.Customer Support.Question
Phishing email	Priority 3	DCI.Customer Support.Question
Third Party Install	Priority 3	DCI.Customer Support.Desktop Support
Customer reported phishing	Priority 3	DCI.Customer Support.Question
Maximo Assistance	Priority 3	DCI.Customer Support.Maximo.Password Reset
Maximo login issue	Priority 3	DCI.Customer Support.Question
Network Password Reset req	Priority 3	DCI.Customer Support.Active Directory.Password reset
Printer Install	Priority 3	DCI.Customer Support.printer.Desktop.Install Printer Driver
General Question	Priority 1	DCI.Customer Support.Question
Computer Login issue	Priority 1	DCI.Customer Support.Question
Question regarding Contract	Priority 3	DCI.Customer Support.Question
Admin Rights Request	Priority 3	DCI.Customer Support.Question
Smart Trip Inquiry	Priority 3	DCI.Customer Support.Question
NICE install	Priority 3	APPS.Training.ROCC
VPN Issue	Priority 3	DCI.Customer Support.Software.VPN.Training
Keybaord Issue	Priority 2	DCI.Customer Support.hardware.Keyboard.break/fix
Software Install	Priority 3	DCI.Customer Support.Desktop Support
Computer repeatedly powers	Priority 3	DCI.Customer Support.Desktop Support
Internet Explorer Upgrade	Priority 3	DCI.Customer Support.Desktop Support
Account Unlocked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset for Peopleso	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo Password Reset	Priority 3	DCI.Customer Support.Question
Account Unlocked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
DCI.Customer Support.Activ	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Printer Issue	Priority 3	DCI.Customer Support.printer.Desktop.Cycle Printer

Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Status Update	Priority 3	DCI.Customer Support.service desk.Ticket Status
Microsoft Word issue	Priority 3	DCI.Customer Support.Question
Printer Install	Priority 3	DCI.Customer Support.printer.Desktop.Install Printer Driver
Password Protected File	Priority 3	DCI.Customer Support.Question
how to get Metro lice plates	Priority 3	DCI.Customer Support.Question
Customer is not able to put i	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
RESET MAXIMO PW	Priority 3	DCI.Customer Support.Maximo.Password Reset
cancel recurring meetings	Priority 3	DCI.SYSADMIN.Server.Access
HP Printer	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
user would like to change na	Priority 3	DCI.Customer Support.Question
CASD Install Adobe Acrobat	Priority 3	DCI.Customer Support.Desktop Support
Telecommunications	Priority 3	NCS.Telephone.digital phone.Other
Maximo Assistance	Priority 3	DCI.Customer Support.Maximo.Password Reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
it security	Priority 3	DCI.Customer Support.Question
dropped call	Priority 3	DCI.Customer Support.Question
PC Not Working	Priority 3	DCI.Customer Support.Question
Barcode W-521143	Priority 3	DCI.Customer Support.Break-Fix.Computer
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
IT Security Awareness Train	Priority 3	DCI.Customer Support.Desktop Support
PW reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Register for ITSAT traning H	Priority 3	MIT.S.OPS.ILMS ITSA.registration
System Access - Maintain M	Priority 3	MIT.Apps Security.PSFIN.Access
Printer Install	Priority 3	DCI.Customer Support.printer.Desktop.Install Printer Driver
Add a Terminal Session	Priority 3	DCI.Customer Support.Question
install hp printer	Priority 3	DCI.Customer Support.printer.Desktop.Install Printer Driver
IT Security Awareness Train	Priority 3	MIT.S.OPS.ILMS ITSA.registration
Printer Not Working	Priority 3	DCI.Customer Support.printer.Desktop.Cycle Printer
Font Error	Priority 1	DCI.Customer Support.Question
pc not working	Priority 3	DCI.Customer Support.hardware.Desktop.break/fix
email logon credentials need	Priority 3	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Software Install	Priority 3	DCI.Customer Support.Desktop Support
General question	Priority 3	DCI.Customer Support.Desktop Support
cbt not showing as complete	Priority 3	APPS.Technical support.PSELM
Maximo Assistance	Priority 3	DCI.Customer Support.Question
No dial tone	Priority 3	NCS.Telephone.digital phone.No Dial Tone
Status upde on open ticket	Priority 3	DCI.Customer Support.service desk.Ticket Status
Login Credentials	Priority 3	DCI.Customer Support.Question
PW reset	Priority 3	DCI.Customer Support.Desktop Support
Account Unlocked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
status update	Priority 3	DCI.Customer Support.service desk.Ticket Status
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
ITSAT pw reset	Priority 3	DCI.Customer Support.Desktop Support

Call Transfer	Priority 3	DCI.Customer Support.Question
Maximo pw reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset for Peopleso	Priority 3	DCI.Customer Support.Active Directory.Password reset
maximo access issue	Priority 3	DCI.Customer Support.Maximo.Password Reset
retention policy	Priority 3	DCI.Customer Support.Question
Scanner install	Priority 3	DCI.Customer Support.Desktop Support
W-346476	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
Silverlight install	Priority 3	DCI.Customer Support.Desktop Support
Question	Priority 3	DCI.Customer Support.Desktop Support
Printer Install	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
increase outlook search resu	Priority 3	DCI.Customer Support.Desktop Support
Account Unlocked-CATS	Priority 3	DCI.Customer Support.Question
status of previous request 48	Priority 3	DCI.Customer Support.Desktop Support
data backup	Priority 3	DCI.Customer Support.Desktop Support
Phone Cord Replacement	Priority 3	NCS.Telephone.digital phone.Hardware
account locked	Priority 3	DCI.Customer Support.Active Directory.Password reset
Call Dropped	Priority 3	DCI.Customer Support.Question
status update on 4722	Priority 3	DCI.Customer Support.service desk.Ticket Status
Adobe Issue	Priority 3	DCI.Customer Support.Question
Maximo Password Reset	Priority 3	DCI.Customer Support.Question
Customer called in with a ge	Priority 3	DCI.Customer Support.Question
Account Unlocked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
No support needed	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
maximo password reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Digital Signature	Priority 3	DCI.Customer Support.Question
maximo password reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Locked Out	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
No support given	Priority 3	DCI.Customer Support.Question
User cannot get his compute	Priority 3	DCI.Customer Support.Desktop Support
Maximo Assistance	Priority 3	DCI.Customer Support.Maximo.Password Reset
Password reset for Peopleso	Priority 3	DCI.Customer Support.Active Directory.Password reset
Customer states that this mo	Priority 3	DCI.Customer Support.Question
voicemail pw reset	Priority 3	NCS.Telephone.digital phone.Voice Mail Password Reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
User Profile Error	Priority 3	DCI.Customer Support.Desktop Support
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo reset	Priority 3	APPS.Access.Maximo
Maximo Password Reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Reset ILMS	Priority 3	MIT.OPS.ILMS ITSA.password reset
User has ten more minutes t	Priority 3	DCI.Customer Support.Question
Walked user through login a	Priority 3	DCI.Customer Support.Question
PC at Shaw-Howard* Can't	Priority 3	DCI.Customer Support.hardware.Mouse.break/fix

Reset PS HCM	Priority 3	DCI.Customer Support.Active Directory.Password reset
Reset PS HCM	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo reset	Priority 3	APPS.Access.Maximo
Reset Maximo	Priority 3	APPS.Access.Maximo
User requested link to access	Priority 3	APPS.Technical support.GOTRS
Disabled PC Tablet Pen and	Priority 3	DCI.Customer Support.Question
Walked through VPN access	Priority 3	DCI.Customer Support.Software.VPN.Training
User has not logged into GO	Priority 3	APPS.Technical support.GOTRS
Request to activate Maximo	Priority 3	DCI.Customer Support.Question
Call dropped	Priority 3	DCI.Customer Support.Question
- log in assistance	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Caller did not need support	Priority 3	DCI.Customer Support.Question
Reset Maximo	Priority 3	APPS.Access.Maximo
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
maximo access request	Priority 3	DCI.Customer Support.Question
Call Dropped	Priority 3	DCI.Customer Support.Question
User cannot copy file from V	Priority 3	DCI.SYSADMIN.Server.Access
Outlook Issues	Priority 3	DCI.Customer Support.Desktop Support
It security awareness training	Priority 3	DCI.Customer Support.Question
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Silver light update- bar code	Priority 3	DCI.Customer Support.Desktop Support
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Question
maximo password reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Metroweb Access	Priority 3	DCI.Customer Support.Question
Account Locked	Priority 3	DCI.Customer Support.Active Directory.Password reset
Avaya Phone Out of Service	Priority 3	NCS.Telephone.digital phone.No Dial Tone
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Metroweb access	Priority 3	DCI.Customer Support.Question
Access to Metroweb	Priority 3	DCI.Customer Support.Question
email issues- cant set up aut	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
EnTrust Token Inquiry	Priority 3	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Customer cannot access we	Priority 3	DCI.Customer Support.Software.VPN.Install
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
VPN issues- invalid credentia	Priority 2	MIT.S.Engineering.VPN.Access
IT security awareness passw	Priority 3	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Internet access prohibited	Priority 3	DCI.Customer Support.Internet.Access prohibited
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
maximo password reset	Priority 3	DCI.Customer Support.Maximo.Password Reset

password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
maximo access request	Priority 3	DCI.Customer Support.Question
Account Issues	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
IT Security awareness passv	Priority 3	DCI.Customer Support.Question
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
laptops not booting up	Priority 3	DCI.Customer Support.hardware.Laptop.hardware failure
NSR for VDI access	Priority 3	DCI.SYSADMIN.Server.Access
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
CASD IT Security Awarenes	Priority 3	DCI.Customer Support.Desktop Support
Trapeze frozen	Priority 3	APPS.Technical Support.Trapeze
Account Issues	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
outlook issues	Priority 3	DCI.Customer Support.Desktop Support
pw reset for kiosk	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
self service password	Priority 3	DCI.Customer Support.Question
pw reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
CASD Change Network Pas	Priority 3	DCI.Customer Support.Active Directory.Password reset
status update	Priority 2	DCI.Customer Support.service desk.Ticket Status
account unlocked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Maximo request	Priority 3	DCI.Customer Support.Question
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Status Update	Priority 3	DCI.Customer Support.service desk.Ticket Status
Maximo Assistance	Priority 3	DCI.Customer Support.Maximo.Password Reset
Maximo pw reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
surface pro coming on and o	Priority 3	DCI.Customer Support.Break-Fix.Tablet
request for computer scan	Priority 3	MIT.S.OPS.security.scan request
customer name change not i	Priority 3	DCI.Customer Support.Question
No Support Needed	Priority 3	DCI.Customer Support.Question
reset pw	Priority 3	DCI.Customer Support.Active Directory.Password reset
Avaya Deskphone Issue	Priority 3	NCS.Telephone.digital phone.Voice Mail Password Reset
Software Install	Priority 3	DCI.Customer Support.Desktop Support
default printer	Priority 3	DCI.Customer Support.printer.Desktop.Cycle Printer
reset a account	Priority 3	DCI.Customer Support.Active Directory.Password reset
ONE DRIVE	Priority 3	DCI.Customer Support.Question
Software Install	Priority 3	DCI.Customer Support.Desktop Support
network account locked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Winchill/Java issue	Priority 3	DCI.Customer Support.Desktop Support
Maximo reactivation	Priority 3	DCI.Customer Support.Question
HR/HCM Support	Priority 3	HR.PSHCM.Support
ITSA Training Inquiry	Priority 3	DCI.Customer Support.Question
Maximo Access Request	Priority 3	DCI.Customer Support.Question
Documentum Assistance	Priority 3	APPS.Access.DOCUMENTUM
Maximo pw reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
network pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Network password reset req	Priority 3	DCI.Customer Support.Active Directory.Password reset

Creating new email distribution list	Priority 3	DCI.Customer Support.Question
VPN issue - can't access desktop	Priority 2	DCI.Customer Support.Desktop Support
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo Assistance	Priority 3	DCI.Customer Support.Maximo.Password Reset
Bad mouse at College Park*	Priority 3	DCI.Customer Support.hardware.Mouse.break/fix
Maximo acct request	Priority 3	DCI.Customer Support.Maximo.Password Reset
Sign In Issue	Priority 3	DCI.Customer Support.Question
name change	Priority 3	DCI.SYSADMIN.office 365.Technical support
network pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo Assistance	Priority 3	DCI.Customer Support.Maximo.Password Reset
status update	Priority 3	DCI.Customer Support.service desk.Ticket Status
voicemail not setup	Priority 3	DCI.Customer Support.Telephone.Other
HD not detected at CTF*	Priority 3	DCI.Customer Support.Break-Fix.Computer
Network password reset request	Priority 3	DCI.Customer Support.Active Directory.Password reset
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Dropped call	Priority 3	DCI.Customer Support.Question
pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Customer want to have PIDS	Priority 3	DCI.Customer Support.Question
one drive on tablet will not sync	Priority 3	DCI.Customer Support.Desktop Support
Network password reset request	Priority 3	DCI.Customer Support.Active Directory.Password reset
Status update on an open ticket	Priority 3	DCI.Customer Support.service desk.Ticket Status
unable to access email on Workday	Priority 3	DCI.Customer Support.Active Directory.Password reset
Network password reset request	Priority 3	DCI.Customer Support.Active Directory.Password reset
Pwd Inquiry	Priority 3	DCI.Customer Support.Active Directory.Password reset
MS Office re-installation on user's laptop	Priority 3	DCI.Customer Support.office 365.Technical support
Dropped Call	Priority 3	DCI.Customer Support.Question
Call dropped	Priority 3	DCI.Customer Support.Question
ITSA Training Inquiry	Priority 3	DCI.Customer Support.Question
Unlock password request	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
internet access not working at home	Priority 3	DCI.SYSADMIN.Software.Technical support.Operating Systems
Maximo Assistance	Priority 3	DCI.Customer Support.Question
Status Update	Priority 3	DCI.Customer Support.service desk.Ticket Status
peripheral request	Priority 3	DCI.Customer Support.Question
HCM reset pw	Priority 3	DCI.Customer Support.Active Directory.Password reset
Error Message in Metroweb	Priority 2	DCI.Customer Support.Question
User needs Soft Token App	Priority 3	DCI.SYSADMIN.Mobile Device Management.Technical support.S
No Excel icon on the desktop	Priority 3	DCI.Customer Support.Desktop Support
Software Install	Priority 3	DCI.Customer Support.Desktop Support
network account disabled for user	Priority 3	MIT.S.OPS.I.LMS ITSA.registration
reinstall adobe pro	Priority 3	DCI.Customer Support.Desktop Support
Computer reimage	Priority 3	DCI.Customer Support.hardware.Desktop.reimage
reset pw	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo Access Request	Priority 3	DCI.Customer Support.Question
reset pw	Priority 3	DCI.Customer Support.Active Directory.Password reset

ELM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Printer Install	Priority 3	DCI.Customer Support.Question
Adobe Flash Player	Priority 3	DCI.Customer Support.Desktop Support
RDP assistance for drive pat	Priority 3	DCI.Customer Support.Desktop Support
office 2016 install request.	Priority 3	DCI.Customer Support.Question
Laptop not booting	Priority 2	DCI.Customer Support.Desktop Support
login to security awareness	Priority 3	DCI.Customer Support.Question
CASD Install Adobe Acrobat	Priority 3	DCI.Customer Support.Desktop Support
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
cannot display web page wh	Priority 3	DCI.Customer Support.Desktop Support
Software Install	Priority 3	DCI.Customer Support.Desktop Support
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Account disabled	Priority 3	DCI.Customer Support.Desktop Support
Third party software install	Priority 3	DCI.Customer Support.Desktop Support
Trust Relationship Error	Priority 1	DCI.Customer Support.Network.Server
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password unlock	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
CASD IT Security Awareness	Priority 3	DCI.Customer Support.Desktop Support
Software Update	Priority 3	DCI.Customer Support.Desktop Support
http://hdwiki/display/SOPs/C	Priority 3	DCI.Customer Support.Desktop Support
Hummingbird Password Res	Priority 3	APPS.Technical Support.FARE_COLLECTION
Unable to open outlook	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
local scanner not working	Priority 3	DCI.Customer Support.hardware.Scanner.install
GOTRS	Priority 3	APPS.Technical support.GOTRS
onbase installation	Priority 3	DCI.Customer Support.Desktop Support
New Employee Login Creden	Priority 3	DCI.Customer Support.Question
User needed help accessing	Priority 3	DCI.Customer Support.office 365.Technical support
network account locked	Priority 3	DCI.Customer Support.Active Directory.Password reset
name change on phone	Priority 3	NCS.Telephone.digital phone.Other
User wanted adobe installed	Priority 3	DCI.Customer Support.Desktop Support
reset pw	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Maximo Assistance	Priority 3	DCI.Customer Support.Maximo.Password Reset
Work related 3rd party softw	Priority 3	DCI.Customer Support.Desktop Support
Staus update on open ticket	Priority 3	DCI.Customer Support.service desk.Ticket Status
PW Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
No Dial Tone on the phone in	Priority 3	NCS.Telephone.digital phone.No Dial Tone
IT Security Awareness Train	Priority 3	MIT.OPS.ILMS ITSA.disabled account
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
IT security PW reset	Priority 3	DCI.Customer Support.Question
Support Not Needed	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Question
New EE Login Credentials	Priority 3	DCI.Customer Support.Question
IT Security Awareness Train	Priority 3	MIT.OPS.ILMS ITSA.registration
Password Reset for PC and	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
No Support Needed	Priority 3	DCI.Customer Support.Question



Clear orphan report	Priority 3	HR.PSHCM.Support
Citrix Error	Priority 3	Apps.Access.Trapeze
PW Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Account Unlock	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
User called for IT Security A	Priority 2	MIT.S.OPS.ILMS ITSA.registration
The user called to report tha	Priority 3	DCI.Customer Support.service desk.Ticket Status
CASD IT Security Awareness	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
Dropped Call	Priority 3	DCI.Customer Support.Question
Maximo reset	Priority 3	APPS.Access.Maximo
Email question	Priority 3	DCI.Customer Support.Question
Adobe pro Install	Priority 3	DCI.Customer Support.Desktop Support
Unable to access Citrix	Priority 3	DCI.Customer Support.Internet.Access prohibited
CASD Citrix Receiver VDI E	Priority 3	DCI.Customer Support.Desktop Support
Ms. Brenda Jones would like	Priority 3	NCS.Telephone.digital phone.Hardware
ITSAT pw reset	Priority 3	MIT.S.OPS.ILMS ITSA.registration
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo Assistance	Priority 3	DCI.Customer Support.Maximo.Password Reset
Security Code Inquiry	Priority 3	DCI.Customer Support.Question
Webmail access	Priority 3	DCI.Customer Support.Desktop Support
Request to order a new mon	Priority 3	DCI.Customer Support.Question
Changed AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
wants to setup email in Outlo	Priority 3	DCI.Customer Support.Desktop Support
Dropped Call	Priority 3	DCI.Customer Support.Question
Install Silverlight on W-3481	Priority 3	DCI.Customer Support.Desktop Support
Maximo Assistance	Priority 3	DCI.Customer Support.Maximo.Password Reset
unable to access Trapeze (a	Priority 3	APPS.Technical Support.Trapeze
Assisted with access to ema	Priority 3	DCI.Customer Support.office 365.Technical support
voicemail locked	Priority 3	NCS.Telephone.digital phone.Voice Mail Password Reset
Maximo Assistance	Priority 3	DCI.Customer Support.Maximo.Password Reset
Pick Pwd Reset	Priority 3	DCI.Customer Support.Question
User cannot access Trapeze	Priority 3	APPS.Technical Support.Trapeze
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
Reset Maximo	Priority 3	APPS.Access.Maximo
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
Assisted with access to ema	Priority 3	DCI.Customer Support.office 365.Technical support
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
Assisted with Outlook access	Priority 3	DCI.Customer Support.Question
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo reset	Priority 3	APPS.Access.Maximo
Reset ILMS	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
Call Dropped	Priority 3	DCI.Customer Support.Question
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Question
Reset PS HCM	Priority 3	DCI.Customer Support.Active Directory.Password reset
WiFi Password Request	Priority 3	DCI.Customer Support.Wifi.Configuration
Call Dropped	Priority 3	DCI.Customer Support.Question
User tries to access Window	Priority 3	DCI.Customer Support.Desktop Support

Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
Reset Windows	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Reset PS HCM	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo password reset	Priority 3	DCI.Customer Support.Question
Maximo password reset	Priority 3	DCI.Customer Support.Question
Maximo password reset	Priority 3	DCI.Customer Support.Question
Assisted user with access to	Priority 3	DCI.Customer Support.office 365.Technical support
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
Call Dropped	Priority 3	DCI.Customer Support.Question
Obtaining Paystubs	Priority 3	DCI.Customer Support.Question
Customer question about pa	Priority 3	DCI.Customer Support.Question
Password reset	Priority 3	DCI.Customer Support.Active Directory.New Employee
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo password reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
IT Security Awareness Train	Priority 3	DCI.Customer Support.Question
Kiosk is not printing out pay s	Priority 3	DCI.Customer Support.SSK Kiosk
Customer Said Account Is L	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Unable to Receive New Email	Priority 3	DCI.Customer Support.Desktop Support
IT Security Awareness Train	Priority 3	DCI.Customer Support.Question
Customer want to check pay	Priority 3	DCI.Customer Support.Question
Number Two Report	Priority 3	DCI.Customer Support.Desktop Support
Maximo password reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
New HR Department Tree	Priority 3	MIT.S.OPS.security.scan request
Maximo Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
VPN Issue	Priority 2	DCI.Customer Support.Software.VPN.Install
Label maker no longer printin	Priority 3	DCI.Customer Support.Question
Adobe Install	Priority 3	DCI.Customer Support.Desktop Support
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Status update on open ticket	Priority 3	DCI.Customer Support.service desk.Ticket Status
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
support cancelled	Priority 3	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Label Printer issue	Priority 3	DCI.Customer Support.printer.Desktop.Cycle Printer
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Tier 3 Analyst Request	Priority 3	DCI.SYSADMIN.Software.Technical support.Citrix Receiver
needed assistance creating a	Priority 3	DCI.Customer Support.Question
NSR - Irvine	Priority 3	DCI.SYSADMIN.Server.Access
Network password reset requ	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
CBT Training Launch Issues	Priority 3	DCI.Customer Support.Desktop Support
Maximo password reset requ	Priority 3	APPS.Training.Maximo

Unable to open pdf files in A	Priority 3	DCI.Customer Support.Desktop Support
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Email Issue	Priority 3	DCI.Customer Support.Question
unable to access trip planner	Priority 3	DCI.SYSADMIN.Software.Technical support.Operating Systems
user is requesting a conferer	Priority 3	NCS.Telephone.digital phone.Other
Printer Install	Priority 3	DCI.Customer Support.printer.Xerox.technical support
IT Security Awareness Test	Priority 3	DCI.Customer Support.Question
Access to RPM	Priority 3	APPS.Technical support.ROCC
Set Up A Conference (Bridge	Priority 3	DCI.Customer Support.Question
PeopleSoft Account lockout	Priority 3	MIT.S.Apps Security.PSFIN.password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo Assistance	Priority 3	DCI.Customer Support.Question
Customer needs to setup his	Priority 3	NCS.Telephone.digital phone.Voice Mail Password Reset
unable to start a terminal ses	Priority 3	DCI.Customer Support.Software.VPN.Install
Email Rentention	Priority 3	DCI.Customer Support.Question
Network Drive Access Inquir	Priority 3	DCI.Customer Support.Desktop Support
Adobe Acrobat Pro Install	Priority 3	DCI.Customer Support.Desktop Support
Sharepoint issue	Priority 3	DCI.SYSADMIN.office 365.Technical support
Customer needs access to A	Priority 3	DCI.SYSADMIN.office 365.Technical support
Customer called and stated t	Priority 3	APPS.Technical support.PSFIN
Locked Account	Priority 3	DCI.SYSADMIN.Mobile Device Management.Password reset.Sm
unable to start the IT security	Priority 3	MIT.S.OPS.ILMS ITSA.post training escalation
support cancelled	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo Assistance	Priority 3	DCI.Customer Support.Question
Dropped Call	Priority 3	DCI.Customer Support.Question
Network password reset req	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo pw reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
The user called to report tha	Priority 3	DCI.Customer Support.Question
IT Health Check	Priority 3	DCI.Customer Support.Desktop Support
network account locked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
assistance changing passwo	Priority 3	DCI.Customer Support.Active Directory.Password reset
NSR attached	Priority 3	DCI.Customer Support.Active Directory.Drive Access
HP LJ 1022 at Four Mile Rur	Priority 3	DCI.Customer Support.Break-Fix.Printer
user profile could not be loa	Priority 3	DCI.Customer Support.Desktop Support
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Customer needs an account	Priority 3	Apps.Access.Trapeze
active directory reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
reset pw	Priority 3	DCI.Customer Support.Active Directory.Password reset
adobe reader reinstall	Priority 3	DCI.Customer Support.Desktop Support
unable to launch IT Security	Priority 3	MIT.S.OPS.ILMS ITSA.post training escalation
reset pw	Priority 3	DCI.Customer Support.Active Directory.Password reset
Dropped Call	Priority 3	DCI.Customer Support.Question
Office product asking for Pro	Priority 3	DCI.Customer Support.Software.MS Outlook.Migrated
Software Install	Priority 3	DCI.Customer Support.Desktop Support

Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Change Screen Resolution	Priority 3	DCI.Customer Support.Desktop Support
Password reset for maximo	Priority 3	DCI.Customer Support.Question
Update Adobe	Priority 3	DCI.Customer Support.Desktop Support
support cancelled	Priority 3	DCI.Customer Support.Question
Broken USB ports at MSF*	Priority 3	DCI.Customer Support.Break-Fix.Laptop
Status Update	Priority 3	DCI.Customer Support.service desk.Ticket Status
CASD MS Outlook: Email Iss	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
CASD Downgrade Internet E	Priority 3	DCI.Customer Support.Software.Internet Explorer
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Avaya Deskphone Support	Priority 3	NCS.Telephone.digital phone.Hardware
Customer called in for assist	Priority 3	DCI.Customer Support.Question
unable to login	Priority 3	DCI.Customer Support.Desktop Support
HP LaserJet Enterprise M50	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
network pw reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
no space on C drive	Priority 3	DCI.Customer Support.Desktop Support
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
screen is rotated	Priority 3	DCI.Customer Support.Desktop Support
password reset for disabled	Priority 3	DCI.Customer Support.Question
power issue -	Priority 2	DCI.Customer Support.hardware.Desktop.break/fix
needs adobe pro installed	Priority 3	DCI.Customer Support.Desktop Support
outlook prompting for creden	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
CASD HP Network Printer In	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
Java update	Priority 3	DCI.Customer Support.Software.Java.Install
Maximo pw reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
support for retrieving phone	Priority 3	NCS.Telephone.digital phone.Other
CASD Create a Ticket for Ne	Priority 3	DCI.Customer Support.Desktop Support
scanner not working	Priority 3	DCI.Customer Support.Hardware.Scanner.Reconfigure
mapped to HP LaserJet M85	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
connectivity issue on bus ar	Priority 3	DCI.Customer Support.Active Directory.Password reset
data migration	Priority 3	DCI.Customer Support.PC Replacement.Question
Request New or Changed Te	Priority 3	NCS.Telephone.digital phone.Hardware
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
NSR-Fuentes	Priority 3	DCI.SYSADMIN.Server.Access
network account locked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Updating Outlook	Priority 3	DCI.Customer Support.Question
User hard Drive is full	Priority 3	DCI.Customer Support.hardware.Desktop.hardware failure
Maximo and TSR submission	Priority 3	DCI.Customer Support.Question
Support cancelled	Priority 3	DCI.Customer Support.Question
Third Party Software Install	Priority 3	DCI.Customer Support.Desktop Support
Avaya Desktop Phone Supp	Priority 3	NCS.Telephone.digital phone.Hardware
requesting to have a tech co	Priority 3	DCI.Customer Support.Equipment Move.Project
CASD Request Access to Pe	Priority 3	MIT.Apps Security.PSFIN.Access

voicemail pw reset	Priority 3	NCS.Telephone.digital phone.Voice Mail Password Reset
when the user the tries to us	Priority 3	DCI.Customer Support.Question
User keeps getting logged o	Priority 3	DCI.Customer Support.Desktop Support
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
CASD MS Outlook Issue: Ou	Priority 3	DCI.Customer Support.Desktop Support
Internet Explorer Frozen	Priority 3	DCI.Customer Support.Desktop Support
ELM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
User it getting asked to put i	Priority 3	DCI.Customer Support.Software.MS Outlook.Migrated
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
CASD Station Operating Cor	Priority 3	DCI.Customer Support.Question
Camera not working	Priority 3	DCI.Customer Support.Break-Fix.Computer
uSER CALLED BECAUSE h	Priority 3	DCI.Customer Support.Question
unable to open outlook. "The	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
MAximo PW reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
NSR attached	Priority 3	DCI.Customer Support.Active Directory.Drive Access
Status Update	Priority 3	DCI.Customer Support.service desk.Ticket Status
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
needs to submit NSR	Priority 3	DCI.Customer Support.Question
Monitor For X-ray	Priority 3	DCI.Customer Support.Question
PW Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
unlocked account	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Software Update	Priority 3	DCI.Customer Support.Desktop Support
ctpselmapp01dv	Priority 3	DCI.SYSADMIN.Server.Access
IT Security Awareness Train	Priority 3	DCI.Customer Support.Desktop Support
Account Locked	Priority 3	DCI.Customer Support.Active Directory.Password reset
unlocked account	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
User passed IT security awa	Priority 3	MIT.S.OPS.ILMS ITSA.registration
CASD Change Network Pas	Priority 3	DCI.Customer Support.Active Directory.Password reset
medical office main number	Priority 3	NCS.Telephone.digital phone.Other
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
ProWatch install	Priority 3	DCI.Customer Support.Desktop Support
Software Install	Priority 3	DCI.Customer Support.Desktop Support
Conference Line	Priority 3	NCS.Telephone.digital phone.Other
CASD VPN Connection Issu	Priority 3	DCI.Customer Support.Desktop Support
New Employee Login Creden	Priority 3	DCI.Customer Support.Question
Dropped Call	Priority 3	DCI.Customer Support.Question
Avaya Deskphone Support	Priority 3	NCS.Telephone.digital phone.Voice Mail Password Reset
User just moved from Brentv	Priority 3	DCI.Customer Support.hardware.Desktop.reimage
Dropped Call	Priority 3	DCI.Customer Support.Question
Dropped Call	Priority 3	DCI.Customer Support.Question

Support Not Needed	Priority 3	DCI.Customer Support.Question
unable to hear caller	Priority 3	DCI.Customer Support.Question
PW Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Documentum issue see attac	Priority 3	APPS.Technical support.DOCUMENTUM
Avaya Deskphone Support	Priority 3	NCS.Telephone.digital phone.Hardware
Maximo Question	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo Question	Priority 3	DCI.Customer Support.Question
New Employee Login Info	Priority 3	DCI.Customer Support.Question
Printer Install	Priority 3	DCI.Customer Support.printer.Desktop.Install Printer Driver
Phone Issue	Priority 3	NCS.Telephone.digital phone.Hardware
PW Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
User called about the new ba	Priority 3	DCI.Customer Support.Question
Maximo Access	Priority 3	DCI.Customer Support.Question
Call Dropped	Priority 3	DCI.Customer Support.Question
Call Dropped	Priority 3	DCI.Customer Support.Question
Call Dropped	Priority 3	DCI.Customer Support.Question
New Employee Login Info	Priority 3	DCI.Customer Support.Question
CASD Install or Update Adot	Priority 3	DCI.Customer Support.Desktop Support
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
User cannot access the com	Priority 3	DCI.Customer Support.Desktop Support
Printer Install	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
Office 365 Issue: No Activati	Priority 3	DCI.Customer Support.office 365.Technical support
Initially the Avaya phone and	Priority 3	DCI.Customer Support.Question
Maximo PW Reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Spam email sent from custo	Priority 3	MIT.S.OPS.security.firewall
Password requirements	Priority 3	DCI.Customer Support.Question
Maximo	Priority 3	DCI.Customer Support.Maximo.Password Reset
Change Maximo Password	Priority 3	APPS.Training.Maximo
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo Account Unlock	Priority 3	DCI.Customer Support.Maximo.Password Reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
IE Home page	Priority 3	DCI.Customer Support.Desktop Support
Cancelled Call	Priority 3	DCI.Customer Support.Question
IT Security Awareness	Priority 3	DCI.Customer Support.Desktop Support
Assisted user with steps to c	Priority 3	DCI.Customer Support.Question
Random Call	Priority 3	DCI.Customer Support.Question
Reset PS HCM	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Reset PS HCM	Priority 3	DCI.Customer Support.Active Directory.Password reset
Status Update	Priority 3	DCI.Customer Support.service desk.Ticket Status
Maximo reset	Priority 3	APPS.Access.Maximo
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
IT Security Awareness traini	Priority 3	MIT.S.OPS.ILMS ITSA.registration
Reset PS HCM	Priority 3	DCI.Customer Support.Active Directory.Password reset
System login issue	Priority 3	DCI.Customer Support.Question
Maximo login issue	Priority 3	DCI.Customer Support.Maximo.Password Reset

MS Word issue	Priority 3	DCI.Customer Support.Question
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
Reset Maximo	Priority 3	APPS.Access.Maximo
System login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Maximo reset	Priority 3	APPS.Access.Maximo
Peoplesoft login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Reset Windows	Priority 3	DCI.Customer Support.Active Directory.Password reset
Account login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Maximo timecard issue	Priority 3	APPS.Technical support.Maximo
Status updated for ticket 478	Priority 3	DCI.Customer Support.service desk.Ticket Status
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo data issue	Priority 3	APPS.Technical support.Maximo
Digital signature	Priority 3	DCI.Customer Support.Question
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Advised user eservice.wmata	Priority 3	DCI.Customer Support.Question
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Reset PS HCM	Priority 3	DCI.Customer Support.Active Directory.Password reset
Internet Access	Priority 3	DCI.Customer Support.Desktop Support
Outlook setup issue	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
User profile service failed the	Priority 3	DCI.Customer Support.Desktop Support
Call dropped	Priority 3	DCI.Customer Support.Question
Outlook setup issue	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Peoplesoft login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo password reset	Priority 3	DCI.Customer Support.Question
Peoplesoft login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Maximo password reset	Priority 3	DCI.Customer Support.Question
IT Security Awareness Test	Priority 3	DCI.Customer Support.Question
Maximo password reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
IT Security Awareness Train	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Customer wants to know wh	Priority 3	DCI.Customer Support.Question
Adobe Issues	Priority 3	DCI.Customer Support.Desktop Support
NSR - Jeremy Guida	Priority 3	DCI.Customer Support.Active Directory.Drive Access
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Trapeze OPS - Web login iss	Priority 3	DCI.Customer Support.Question
support cancelled.	Priority 3	DCI.Customer Support.Question
support cancelled.	Priority 3	DCI.Customer Support.Question
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset

Password reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
He is requesting to have soft	Priority 3	DCI.Customer Support.Question
Customer is having issues c	Priority 3	DCI.Customer Support.Question
Customer requested softwar	Priority 3	DCI.Customer Support.Desktop Support
Account Unlocked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
MS Suite Updates	Priority 3	DCI.Customer Support.Question
Support cancelled.	Priority 3	DCI.Customer Support.Question
call disconnected	Priority 3	DCI.Customer Support.Question
Network Drive Access	Priority 3	DCI.Customer Support.Question
Microsoft.NET 4.51 Install R	Priority 3	DCI.Customer Support.Desktop Support
Maximo Password Reset	Priority 3	DCI.Customer Support.Question
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
login assistance for maximo	Priority 3	DCI.Customer Support.Maximo.Password Reset
Install network printer 301 95	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
Maximo Password Reset	Priority 3	DCI.Customer Support.Question
Maximo password reset	Priority 2	DCI.Customer Support.Question
Maximo password reset	Priority 3	DCI.Customer Support.Question
set homepage	Priority 3	DCI.Customer Support.Question
Local id printer zebra jam tro	Priority 3	DCI.Customer Support.Desktop Support
Password reset for IT securit	Priority 3	DCI.Customer Support.Question
Adobe Acrobat Pro install	Priority 3	DCI.Customer Support.Desktop Support
Installed printer	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Dropped Call	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Questions about EUP Form	Priority 3	DCI.Customer Support.Desktop Support
call disconnected	Priority 3	DCI.Customer Support.Question
Maximo Password Reset	Priority 3	APPS.Training.Maximo
Group Email Access Issues	Priority 3	DCI.SYSADMIN.office 365.Technical support
Silverlight Install	Priority 3	DCI.Customer Support.Desktop Support
<a href="http://hdwiki/display/SOPs/M">http://hdwiki/display/SOPs/M</a>	Priority 3	DCI.Customer Support.Maximo.Password Reset
wanted to set a digital signat	Priority 3	DCI.Customer Support.Question
Adobe Acrobat Assistance	Priority 3	DCI.Customer Support.Desktop Support
password reset for peopleso	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo pw reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Requesting to know if bar co	Priority 3	DCI.Customer Support.PC Replacement.Question
Customer states that compu	Priority 2	DCI.Customer Support.hardware.Laptop.break/fix
support cancelled	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo permissions change	Priority 3	DCI.Customer Support.Maximo.Password Reset
flashing yellow light on his to	Priority 3	DCI.Customer Support.hardware.Monitor.break/fix
Dropped Call	Priority 3	DCI.Customer Support.Question
Juniper Error message	Priority 3	DCI.Customer Support.Desktop Support
People Soft ELM	Priority 3	APPS.Technical support.PSELM
Print Apps Install	Priority 3	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset



Access to IT Security Aware	Priority 3	DCI.Customer Support.Question
VPN Setup intructions	Priority 3	DCI.Customer Support.Software.VPN.Install
Xerox Work Centre is machi	Priority 3	DCI.Customer Support.Question
ITSAT pw reset	Priority 3	MIT.S.OPS.ILMS ITSA.registration
Maximo Access Request	Priority 3	DCI.Customer Support.Question
unable to print	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
IT Security Awareness Train	Priority 3	MIT.S.OPS.ILMS ITSA.registration
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
unable to access internet	Priority 3	DCI.Customer Support.Question
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo Password Reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
The user is unable to his sur	Priority 3	DCI.Customer Support.Question
inquiry	Priority 3	DCI.Customer Support.service desk.Ticket Status
Account Unlock	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset Requirement	Priority 3	DCI.Customer Support.Active Directory.Password reset
needs to be added to WMAT	Priority 3	DCI.Customer Support.Wifi.Configuration
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
s requesting if possible to ha	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Customer cannot access Ne	Priority 3	DCI.Customer Support.Desktop Support
PW reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
ITSAT question	Priority 3	DCI.Customer Support.Desktop Support
Assistance Mapping to File	Priority 3	DCI.Customer Support.Active Directory.Drive Access
network account locked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
NSr	Priority 3	DCI.Customer Support.Question
VPN Instructions	Priority 3	DCI.Customer Support.Question
customer wants to know how	Priority 3	DCI.Customer Support.Question
Maximo pw reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
PW reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
mETROWEB	Priority 3	DCI.Customer Support.Question
Mobile Support	Priority 3	NCS.Telephone.mobile phone.Hardware
Maximo pw reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
MetroWeb	Priority 3	DCI.Customer Support.Question
The following Employee is ur	Priority 3	DCI.SYSADMIN.Mobile Device Management.Technical support.S
IT Security Awareness Train	Priority 2	MIT.S.OPS.ILMS ITSA.disabled account
Maximo Assistance	Priority 3	DCI.Customer Support.Maximo.Password Reset
Email Assistance	Priority 3	DCI.Customer Support.Question
the user is getting a popup o	Priority 3	DCI.Customer Support.Question
Trust Relationship Failed	Priority 3	DCI.Customer Support.Network.Server
support cancelled	Priority 3	DCI.Customer Support.Question
Troubleshoot Printing issue i	Priority 3	APPS.Technical support.PSFIN
Voicemail Password	Priority 3	NCS.Telephone.digital phone.Voice Mail Password Reset
Email Assistance	Priority 3	DCI.Customer Support.Question
Maximo Password Reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Customer Avaya issue - una	Priority 3	NCS.Telephone.digital phone.Voice Mail Password Reset
Dropped Call	Priority 3	DCI.Customer Support.Question

unable to login to FIN. Supp	Priority 3	DCI.Customer Support.Question
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Pwd Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Customer is not able to print	Priority 3	DCI.Customer Support.Question
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
General Question	Priority 3	DCI.Customer Support.Desktop Support
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
User requested network acco	Priority 3	DCI.Customer Support.Active Directory.Password reset
NSR attached	Priority 3	DCI.Customer Support.Active Directory.Drive Access
Zebra printer support for She	Priority 3	DCI.Customer Support.Desktop Support
Server access request	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
unable to use staples. When	Priority 3	DCI.Customer Support.Software.Internet Explorer
password reset for peopleso	Priority 3	DCI.Customer Support.Active Directory.Password reset
User email login issue	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Customer has issue with clos	Priority 3	DCI.Customer Support.Question
support cancelled	Priority 3	DCI.Customer Support.Question
NSR attached	Priority 3	MITS.Apps Security.Access.PSCRM
Xerox Printer install	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
ITSA Training Questions	Priority 3	DCI.Customer Support.Question
Customer needs IT Security	Priority 3	MITS.OPS.ILMS ITSA.registration
status on ticket	Priority 3	DCI.Customer Support.Question
VPN Issue	Priority 3	DCI.Customer Support.Desktop Support
Unable to access interner	Priority 3	DCI.Customer Support.Desktop Support
unable to convert pdf to word	Priority 3	DCI.Customer Support.Desktop Support
status update on ticket	Priority 2	DCI.Customer Support.hardware.Desktop.break/fix
Call disconnected	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Automatic reply question	Priority 3	DCI.Customer Support.Question
support cancelled	Priority 3	DCI.Customer Support.Question
Account Password	Priority 3	DCI.Customer Support.Active Directory.Password reset
HP Network printer install	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
Software Install	Priority 3	DCI.Customer Support.Desktop Support
unable to access course	Priority 3	DCI.Customer Support.Desktop Support
wanted to know the passwor	Priority 3	DCI.Customer Support.Question
Outlook Issues	Priority 3	DCI.Customer Support.Software.MS Outlook.Problem Not Found
Shared Drive	Priority 3	DCI.Customer Support.Question
question regaring nsr	Priority 3	DCI.Customer Support.Question
Disabled Acct	Priority 3	DCI.Customer Support.Question
TSR	Priority 3	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Network password reset req	Priority 3	DCI.Customer Support.Active Directory.Password reset
could not hear the caller	Priority 3	DCI.Customer Support.Question
need password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset

HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
assistance resetting passwo	Priority 3	DCI.Customer Support.Question
Farecard	Priority 3	DCI.Customer Support.Question
Domain COntroller issue	Priority 3	DCI.Customer Support.Question
Account disabled after IT Se	Priority 3	MIT.S.OPS.ILMS ITSA.disabled account
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset for maximo	Priority 3	DCI.Customer Support.Maximo.Password Reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo Password	Priority 3	DCI.Customer Support.Maximo.Password Reset
Customer is receiving domai	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Adobe Acrobat Pro Install	Priority 3	DCI.Customer Support.Desktop Support
unlocked account	Priority 3	DCI.Customer Support.Active Directory.Password reset
Bad HD at Alexandria*	Priority 3	DCI.Customer Support.Break-Fix.Laptop
The user is requesting to hav	Priority 3	MIT.Apps Security.PSFIN.Access
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Bad hard drive	Priority 3	DCI.Customer Support.hardware.Desktop.hardware failure
Log In Issue	Priority 3	DCI.Customer Support.Desktop Support
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Question concerning phone	Priority 3	DCI.Customer Support.Desktop Support
Office 365 not loading	Priority 3	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Dropped call	Priority 3	DCI.Customer Support.Question
PW reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
No response	Priority 3	DCI.Customer Support.Question
Intranet	Priority 3	DCI.Customer Support.Question
Trapeze Pwd Reset	Priority 3	APPS.Technical Support.Trapeze
Voicemail Password Reset	Priority 3	NCS.Telephone.digital phone.Voice Mail Password Reset
Configure Account For Interr	Priority 3	DCI.SYSADMIN.Software.Technical support.Operating Systems
Connect monitor	Priority 3	DCI.Customer Support.Desktop Support
CASD Hard Drive Failure	Priority 3	DCI.Customer Support.hardware.Desktop.hardware failure
Account Unlocked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
adobe	Priority 3	DCI.Customer Support.Desktop Support
Enable Speakers	Priority 3	DCI.Customer Support.Desktop Support
Adobe reader	Priority 3	DCI.Customer Support.Desktop Support
EMail	Priority 3	DCI.Customer Support.Question
Adobe Acrobat Issue	Priority 3	DCI.Customer Support.Desktop Support
Adobe Acrobat Reader	Priority 3	DCI.Customer Support.Desktop Support
SPAM	Priority 3	MIT.S.OPS.security.firewall
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Account Unlocked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Status Update	Priority 3	DCI.Customer Support.service desk.Ticket Status
user not able to bring remote	Priority 3	MIT.Engineering.VPN.Technical support
Request for cable connectio	Priority 3	DCI.Customer Support.hardware.Cable.replace
Reset password	Priority 3	MIT.S.OPS.ILMS ITSA.registration
IT security awareness course	Priority 3	DCI.Customer Support.Desktop Support

Software Install	Priority 3	DCI.Customer Support.Desktop Support
Customer is not receiving en	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
Password Requirements	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Question
Security issue - Needs accou	Priority 3	MIT.S.OPS.security.scan request
Phone issue outside elevato	Priority 3	NCS.Telephone.digital phone.Other
Laptop login	Priority 3	DCI.Customer Support.Question
Mr.Gaylor has conflicting em	Priority 3	DCI.Customer Support.Question
Status on 46098	Priority 3	DCI.Customer Support.service desk.Ticket Status
ITSAT pw reset	Priority 3	DCI.Customer Support.Question
PW reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
ILMS reset	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
Microsoft Excel Issue	Priority 3	DCI.Customer Support.Software.MS Excel.Install
IT Security Awareness Train	Priority 3	DCI.Customer Support.Desktop Support
Customer does not have inte	Priority 3	DCI.Customer Support.Network.Server
PW reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
IT Awareness Non complian	Priority 3	DCI.Customer Support.Question
FIN pw expired	Priority 3	MIT.S.Apps Security.PSFIN.password reset
Hard Drive Failure	Priority 3	DCI.Customer Support.Break-Fix.Computer
ELM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Customer cannot sign on to	Priority 3	DCI.SYSADMIN.Software.Technical support.Operating Systems
ILMS disabled due to non co	Priority 3	DCI.Customer Support.Question
Voicemail PW reset	Priority 3	NCS.Telephone.digital phone.Voice Mail Password Reset
Network Password	Priority 3	DCI.Customer Support.Active Directory.Password reset
Kiosk issues	Priority 3	DCI.Customer Support.Desktop Support
Active Directory.Password re	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo password	Priority 3	DCI.Customer Support.Maximo.Password Reset
MAXimo access Request	Priority 3	DCI.Customer Support.Question
Maximo PW reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo account deactivated	Priority 3	DCI.Customer Support.Question
Reset ILMS	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
PW reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
AD Unlocked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Status update for ticket 4740	Priority 3	DCI.Customer Support.service desk.Ticket Status
Maximo login issue	Priority 3	DCI.Customer Support.Maximo.Password Reset
Maximo login issue	Priority 3	DCI.Customer Support.Question
Maximo login issue	Priority 3	DCI.Customer Support.Question
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo login issue	Priority 3	DCI.Customer Support.Maximo.Password Reset
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
Peoplesoft login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
IP Address : 10.14.1.12. Ins	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
Peoplesoft login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Timesheet approval issue	Priority 3	HR.PSHCM.Support
Maximo login issue	Priority 3	DCI.Customer Support.Maximo.Password Reset
Account login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock

Trapeze login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
System login issue	Priority 3	DCI.Customer Support.Question
Assisted user with access to	Priority 3	DCI.Customer Support.office 365.Technical support
IT Security Awareness Test	Priority 3	DCI.Customer Support.Question
Mobile phone issue	Priority 3	NCS.Telephone.mobile phone.No Service
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
Reset ILMS	Priority 3	MIT.OPS.ILMS ITSA.password reset
IT Security Awareness login	Priority 3	DCI.Customer Support.Question
IT Security Awareness Test	Priority 3	DCI.Customer Support.Desktop Support
IT Security Awareness Test	Priority 3	DCI.Customer Support.Question
File saving error	Priority 3	DCI.Customer Support.Question
Call dropped	Priority 3	DCI.Customer Support.Question
Open ticket status	Priority 3	DCI.Customer Support.service desk.Ticket Status
Reset PS HCM	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Outlook setup	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
no support needed	Priority 3	DCI.Customer Support.Question
User profile issue	Priority 3	DCI.Customer Support.Desktop Support
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Outlook 365 issue	Priority 3	DCI.Customer Support.office 365.Technical support
Internet Access Icon issue	Priority 3	DCI.Customer Support.Desktop Support
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo password reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Maximo password reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset multiple time	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Customer needs special acc	Priority 3	APPS.Access.Maximo
Call dropped	Priority 3	DCI.Customer Support.Desktop Support
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
support cancelled	Priority 3	DCI.Customer Support.Question
Dual Monitor Issue	Priority 3	DCI.Customer Support.Desktop Support
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Dropped Call	Priority 3	DCI.Customer Support.Question
unlocked account	Priority 3	DCI.Customer Support.Maximo.Password Reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Customer is unable to print in	Priority 3	HR.PSHCM.Support
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
no support needed	Priority 3	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset

Completed NSR	Priority 3	DCI.SYSADMIN.Server.Access
RPM- support	Priority 3	APPS.Technical support.ROCC
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
maximo password reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Surface Pro Java Install	Priority 2	DCI.SYSADMIN.Mobile Device Management.Technical supportT
EUP Form Request	Priority 3	DCI.Customer Support.Question
imaging laptop fpr Martin Ba	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
no support needed	Priority 3	DCI.Customer Support.Question
Adobe Acrobat Pro install	Priority 3	DCI.Customer Support.Desktop Support
zebra printer troubleshooting	Priority 3	DCI.Customer Support.Desktop Support
needs remoted access perm	Priority 3	DCI.Customer Support.Desktop Support
password reset-- account ke	Priority 3	DCI.Customer Support.Active Directory.Password reset
unlocked account	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Second monitor install	Priority 3	DCI.Customer Support.hardware.Monitor.configuration
NSR	Priority 3	DCI.Customer Support.Question
ITSAT pw reset	Priority 3	MIT.S.OPS.ILMS ITSA.registration
Dropped Call	Priority 3	DCI.Customer Support.Question
Dropped Call	Priority 3	DCI.Customer Support.Question
ITSAT pw reset	Priority 3	MIT.S.OPS.ILMS ITSA.registration
needed assistance enabling	Priority 3	DCI.Customer Support.hardware.Desktop.configuration
support cancelled	Priority 3	DCI.Customer Support.Question
Maximo pw reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
BUS SCAN ACCESS	Priority 3	DCI.Customer Support.Question
PW reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Account Unlocked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
support cancelled	Priority 3	DCI.Customer Support.Question
PW reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Customer states that compu	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
password reset	Priority 3	DCI.Customer Support.Question
Pssword Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Adobe Pro install	Priority 3	DCI.Customer Support.Desktop Support
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
NSR	Priority 3	DCI.Customer Support.Question
status update 44189	Priority 3	DCI.Customer Support.service desk.Ticket Status
Account Unlocked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Maximo Access Request	Priority 3	DCI.Customer Support.Question
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Customer is having issues w	Priority 3	DCI.Customer Support.Desktop Support
skype not connecting to cam	Priority 3	DCI.Customer Support.Desktop Support
password reset for peopleso	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Badging office support for Ze	Priority 3	DCI.Customer Support.Desktop Support
mouse and keyboard not wo	Priority 3	DCI.Customer Support.hardware.Keyboard.break/fix
People Soft FIN Account Un	Priority 3	MIT.S.Apps Security.PSFIN.password reset
Badging office support for Ze	Priority 3	DCI.Customer Support.Desktop Support

Account Unlocked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
network pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
call disconnected	Priority 3	DCI.Customer Support.Question
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
unlocked account	Priority 3	DCI.Customer Support.Active Directory.Password reset
<a href="http://hdwiki/display/SOPs/In">http://hdwiki/display/SOPs/In</a>	Priority 3	DCI.Customer Support.office 365.Technical support
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Adobe file issue	Priority 3	DCI.Customer Support.Desktop Support
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
user called to get her password	Priority 3	DCI.Customer Support.Active Directory.Password reset
support cancelled	Priority 3	DCI.Customer Support.Question
User requested network account	Priority 3	DCI.Customer Support.Active Directory.Password reset
support cancelled. Customer	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Verint Install	Priority 3	DCI.Customer Support.Desktop Support
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
User requested password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
user hung up call	Priority 3	DCI.Customer Support.Question
adobe pro install	Priority 3	DCI.Customer Support.Desktop Support
network pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Account Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
User VPN connection issue	Priority 3	DCI.Customer Support.Software.VPN.Training
humming bird access request	Priority 3	DCI.Customer Support.Question
unlocked account	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
upgrade Adobe reader	Priority 3	DCI.Customer Support.Desktop Support
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
network account locked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
User requested password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Users Pay Statements are not	Priority 3	HR.PSHCM.Support
unable to access webmail	Priority 3	DCI.Customer Support.Desktop Support
Customer is requesting to migrate	Priority 3	DCI.Customer Support.Question
Status Update	Priority 3	DCI.Customer Support.service desk.Ticket Status
Maximo Password Reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Computer relocation	Priority 4	DCI.Customer Support.Desktop Support
wanted to get his pay stubs sent	Priority 3	DCI.Customer Support.Question
wants to create digital signature	Priority 3	DCI.Customer Support.Question
Print Screen	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Network password reset request	Priority 3	DCI.Customer Support.Active Directory.Password reset
support cancelled	Priority 3	DCI.Customer Support.Question

User needed his network drive	Priority 3	DCI.Customer Support.Question
Recover Files or Folders Deleted	Priority 3	DCI.Customer Support.Desktop Support
network account unlock and	Priority 3	DCI.Customer Support.Active Directory.Password reset
unable to print from Peoplesoft	Priority 3	APPS.Technical support.PSFIN
need to be mapped to HP LaserJet	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Self-Service Kiosk support	Priority 3	DCI.Customer Support.Question
FIN pw reset	Priority 3	MIT.Apps Security.PSFIN.password reset
need to be mapped to HP LaserJet	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
L-503029	Priority 3	DCI.Customer Support.Desktop Support
Google Chrome Install	Priority 3	DCI.Customer Support.Desktop Support
Network password reset request	Priority 3	DCI.Customer Support.Active Directory.Password reset
MAXimo Password change	Priority 3	APPS.Training.Maximo
unable to login	Priority 3	DCI.Customer Support.Desktop Support
user called to get her password	Priority 3	DCI.Customer Support.Active Directory.Password reset
Question regarding ticket	Priority 3	DCI.Customer Support.Question
cannot start MS outlook	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
Update on the ticket # 47058	Priority 3	DCI.Customer Support.service desk.Ticket Status
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
adobe pro pro install	Priority 3	DCI.Customer Support.Desktop Support
ticket for computer setup	Priority 3	DCI.Customer Support.Question
Third Party Install	Priority 3	DCI.Customer Support.Desktop Support
<a href="http://hdwiki/display/SOPs/Password+Reset">http://hdwiki/display/SOPs/Password Reset</a>	Priority 3	DCI.Customer Support.Active Directory.Password reset
User request 2 printers be installed	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Unable to log into Windows 7	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
one drive won't sync	Priority 3	DCI.Customer Support.office 365.Technical support
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
unable to access terminal server	Priority 3	DCI.Customer Support.Desktop Support
Account Unlock	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Emails responding slowly	Priority 2	DCI.SYSADMIN.Mobile Device Management.Technical supportT
User request data transfer	Priority 3	DCI.Customer Support.PC Replacement.Question
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Reinstall Adobe Pro	Priority 3	DCI.Customer Support.Desktop Support
network pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Customer is not able to access	Priority 2	DCI.Customer Support.Internet.Access prohibited
Maximo pw reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
network pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Low Disk Space/ IT Health Check	Priority 3	DCI.Customer Support.hardware.Desktop.configuration
computer is extremely slow	Priority 3	DCI.Customer Support.hardware.Desktop.configuration
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock



unable to access pids	Priority 3	APPS.Technical support.PIDS
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Status Update	Priority 3	DCI.Customer Support.service desk.Ticket Status
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
inquiry	Priority 3	DCI.Customer Support.service desk.Ticket Status
Customer is getting a error n	Priority 2	DCI.Customer Support.Question
Group policy failed	Priority 3	DCI.Customer Support.Network.Server
Internet Explorer Issue	Priority 3	DCI.Customer Support.Question
Customer stated he will call	Priority 3	DCI.Customer Support.Desktop Support
maximo password reset	Priority 3	DCI.Customer Support.Question
Maximo pw reset	Priority 3	DCI.Customer Support.Question
Exemptions	Priority 3	DCI.Customer Support.Question
email support	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
network pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
call dropped	Priority 3	DCI.Customer Support.Desktop Support
Trust Relationship	Priority 3	DCI.Customer Support.Question
customer wasn't sure if he sh	Priority 3	DCI.Customer Support.Question
Elm password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Reset ILMS	Priority 3	MIT.OPS.ILMS ITSA.password reset
AD disabled due to ILMS no	Priority 3	DCI.Customer Support.Question
GOTRS	Priority 3	DCI.Customer Support.Question
PW reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo Password	Priority 3	DCI.Customer Support.Maximo.Password Reset
Data transfer	Priority 3	DCI.Customer Support.Desktop Support
User has a black screen mo	Priority 3	DCI.Customer Support.hardware.Monitor.break/fix
IT Security Awareness	Priority 3	DCI.Customer Support.Desktop Support
Peoplesoft PW reset	Priority 3	MIT.Apps Security.PSFIN.password reset
Unlocked AD	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Intranet Access	Priority 3	DCI.Customer Support.Question
Install Adobe Pro	Priority 3	DCI.Customer Support.Desktop Support
PW reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
User is constantly getting loc	Priority 3	DCI.Customer Support.Question
Reset Windows	Priority 3	DCI.Customer Support.Active Directory.Password reset
MS Office Licensing error	Priority 3	DCI.Customer Support.Software.MS Outlook.Migrated
Touch Screen issue	Priority 3	DCI.Customer Support.Desktop Support
Request to install Adobe Pro	Priority 3	DCI.Customer Support.Desktop Support
Maximo login issue	Priority 3	DCI.Customer Support.Maximo.Password Reset
Maximo deactivated	Priority 3	DCI.Customer Support.Question
IT Security Awareness traini	Priority 3	MIT.OPS.ILMS ITSA.registration
Password reset issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Reset PS HCM	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo login issue	Priority 3	DCI.Customer Support.Question
Self service password issue	Priority 3	DCI.Customer Support.Active Directory.Password Self-Service A
Self-Service Password assis	Priority 3	DCI.Customer Support.Active Directory.Password Self-Service A
System login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Maximo login issue	Priority 3	DCI.Customer Support.Maximo.Password Reset

Word document issue	Priority 3	DCI.Customer Support.Question
One drive access	Priority 3	DCI.Customer Support.office 365.Technical support
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Assisted with access to Metr	Priority 3	DCI.Customer Support.Desktop Support
System login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Reset Maximo	Priority 3	APPS.Access.Maximo
Reset Maximo	Priority 3	APPS.Access.Maximo
Reset Windows	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
no support needed	Priority 3	DCI.Customer Support.Question
maximo request	Priority 3	DCI.Customer Support.Question
Maximo login issue	Priority 3	DCI.Customer Support.Question
System login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
log in assistance	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
User cannot see his absente	Priority 3	HR.PSHCM.Support
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
log in assiatnace	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
no support needed	Priority 3	DCI.Customer Support.Question
User needed access to his w	Priority 3	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
no support needed	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Power Cord Issue	Priority 3	DCI.Customer Support.Question
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset for peopleso	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset for peopleso	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Avaya Phone Issue	Priority 3	NCS.Telephone.digital phone.Other
Peoplesoft ELM	Priority 3	APPS.Technical support.PSELM
Call dropped	Priority 3	DCI.Customer Support.Question
Call dropped	Priority 3	DCI.Customer Support.Question
Customer could not log on	Priority 3	DCI.Customer Support.Question
maximo password reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Call dropped	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Needs to reset password	Priority 3	DCI.Customer Support.Question
User needs her phone replac	Priority 3	DCI.Customer Support.hardware.Monitor.break/fix
Avaya Issues	Priority 3	NCS.Telephone.digital phone.Other
Call Dropped	Priority 3	DCI.Customer Support.Question
password requirements	Priority 3	DCI.Customer Support.Question
Access Prohibited	Priority 2	DCI.Customer Support.Internet.Access prohibited
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
VDI Access	Priority 3	DCI.Customer Support.Desktop Support

CMS Error	Priority 3	DCI.Customer Support.Desktop Support
It Security Awareness Issue	Priority 3	DCI.Customer Support.Desktop Support
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Account locked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Please reset password	Priority 3	DCI.Customer Support.Active Directory.Password reset
Please reset password	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset for Peoplesoft	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Questions about iLMS Test	Priority 3	DCI.Customer Support.Question
Password reset	Priority 3	DCI.Customer Support.Question
Cannot print documents in m	Priority 3	DCI.Customer Support.Software.Internet Explorer
IT Security Awareness Test	Priority 3	DCI.Customer Support.Question
Questions about Maximo acc	Priority 3	DCI.Customer Support.Question
Password reset	Priority 3	DCI.Customer Support.Question
password reset for peoplesoft	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Access Prohibited	Priority 3	DCI.Customer Support.Internet.Access prohibited
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Trapeze Support Issue. Use	Priority 3	Apps.Access.Trapeze
Assistance with taking the IT	Priority 3	DCI.Customer Support.Desktop Support
Maximo Access	Priority 3	DCI.Customer Support.Question
Outlook login issue	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
Peoplesoft timesheet error	Priority 3	DCI.Customer Support.Question
System login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Peoplesoft login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Peoplesoft login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Smart Yard issue	Priority 3	BUS.ARS.Technical support.BTSS
Maximo login issue	Priority 3	DCI.Customer Support.Maximo.Password Reset
Peoplesoft login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Maximo login issue	Priority 3	DCI.Customer Support.Maximo.Password Reset
System login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Trapeze manifest issue	Priority 3	Apps.Access.Trapeze
System login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
outlook issues- bar code 508	Priority 3	DCI.Customer Support.Software.MS Outlook.Problem Not Found
IT security awareness passw	Priority 3	DCI.Customer Support.Question
IT security awareness	Priority 3	DCI.Customer Support.Question
Call dropped	Priority 3	DCI.Customer Support.Question
Call dropped	Priority 3	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
no support needed	Priority 3	DCI.Customer Support.Question
Maximo password reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset for IT Securi	Priority 3	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
adobe flash install request n	Priority 3	DCI.Customer Support.Desktop Support
Xerox Printer Install	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
question regarding printer ins	Priority 3	DCI.Customer Support.Question
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset

unlocked account	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
IT Security Awareness Train	Priority 3	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
NSR attached	Priority 3	DCI.Customer Support.Active Directory.Drive Access
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Account Disabled Due to IT S	Priority 3	DCI.Customer Support.Question
W-346562 Sound Issue	Priority 3	DCI.Customer Support.Question
Email Address	Priority 3	DCI.Customer Support.Question
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Adobe Acrobat issue	Priority 2	DCI.Customer Support.Desktop Support
Random Shutting Down of P	Priority 3	DCI.Customer Support.Desktop Support
VPN Issue	Priority 3	DCI.Customer Support.Software.VPN.Training
ars login support	Priority 3	BUS.ARS.Technical support.BTSS
Maximo password reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
web mail access	Priority 3	DCI.Customer Support.Question
External Access to Webmail	Priority 3	DCI.Customer Support.Question
External Access to Webmail	Priority 3	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
VPN Access	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password Self-Service A
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Call dropped	Priority 3	DCI.Customer Support.Question
question regarding pids	Priority 3	DCI.Customer Support.Question
Wifi Password	Priority 3	DCI.Customer Support.Wifi.Configuration
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Peoplesoft login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Maximo login issue	Priority 3	DCI.Customer Support.Maximo.Password Reset
IT Security Awareness Train	Priority 3	MIT.OPS.IILMS ITSA.registration
System login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
IT Security Awareness traini	Priority 3	DCI.Customer Support.Software.Internet Explorer
System login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password reset	Priority 3	DCI.Customer Support.Question
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
I showed this customer how	Priority 3	DCI.Customer Support.Question
Call dropped	Priority 3	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Peoplesoft login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset

Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Account Disabled Due to IT S	Priority 3	DCI.Customer Support.Question
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
User requested password re	Priority 3	DCI.Customer Support.Active Directory.Password reset
Customer wanted CBT Train	Priority 3	DCI.Customer Support.Question
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Customer reported while IT S	Priority 3	DCI.Customer Support.Desktop Support
IT security awareness passw	Priority 3	DCI.Customer Support.Question
IT Security Awareness train	Priority 3	DCI.Customer Support.Question
mouse 6A kiosk*	Priority 3	DCI.Customer Support.hardware.Keyboard.break/fix
time tracks -fleet locker issue	Priority 3	DCI.Customer Support.Question
User unable to change his ne	Priority 3	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Ticket update	Priority 3	DCI.Customer Support.service desk.Ticket Status
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
no support needed	Priority 3	DCI.Customer Support.Question
no support needed	Priority 3	DCI.Customer Support.Question
User requested password re	Priority 3	DCI.Customer Support.Active Directory.Password reset
Customer request install of A	Priority 3	DCI.Customer Support.Desktop Support
<a href="http://hdwiki/display/SOPs/IT">http://hdwiki/display/SOPs/IT</a>	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Questions about password	Priority 3	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Dropped Call	Priority 3	DCI.Customer Support.Question
Account Locked Out	Priority 3	DCI.Customer Support.Active Directory.Password reset
no support needed	Priority 3	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Computer issue	Priority 3	DCI.Customer Support.Question
RWP queustion	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Unable to VPN in work PC	Priority 3	DCI.Customer Support.Software.VPN.Training
Trapeze Support	Priority 3	APPS.Technical Support.Trapeze
password reset	Priority 3	DCI.Customer Support.Question
User requested network acco	Priority 3	DCI.Customer Support.Active Directory.Password reset
Locked Out	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Request for New Service	Priority 3	DCI.Customer Support.Question
User requested account unlc	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Rules in Outlook	Priority 3	DCI.Customer Support.Question
10.9.177.123 Xerox 5790 W	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
Avaya phone issue	Priority 3	NCS.Telephone.digital phone.Other
Support not needed	Priority 3	DCI.Customer Support.Question

network pw reset	Priority 3	DCI.Customer Support.Question
Network Password unlock re	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
customer computer displays	Priority 2	DCI.Customer Support.hardware.Desktop.reimage
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Avaya Phone Issue	Priority 3	DCI.Customer Support.Desktop Support
Networkpassword unlock	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Maximo Access Request	Priority 3	DCI.Customer Support.Question
PeopleSoft FIN maintenanc	Priority 3	MIT.Apps Security.PSFIN.password reset
BORMS Support Request	Priority 3	DCI.Customer Support.Question
Outlook not working	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
Network password unlock re	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
startup issues.	Priority 2	DCI.Customer Support.hardware.Desktop.break/fix
Email Assistance	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Adobe Acrobat Install	Priority 3	DCI.Customer Support.Desktop Support
Account Unlocked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
excel opens to white screen	Priority 3	DCI.Customer Support.Question
Adobe Acrobat Install Reque	Priority 3	DCI.Customer Support.Desktop Support
Customer is having issues w	Priority 3	DCI.Customer Support.Desktop Support
Account unlock	Priority 3	DCI.Customer Support.Active Directory.Password reset
6A kiosk printer not working	Priority 3	DCI.Customer Support.Break-Fix.Printer
Account Unlocked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
outlook not sending emails	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset for peopleso	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
unable to login to Maximo	Priority 3	APPS.Technical support.Maximo
question regarding peopleso	Priority 3	DCI.Customer Support.Question
ITSAT cred provided	Priority 3	DCI.Customer Support.Question
question regarding NSR	Priority 3	DCI.Customer Support.Question
Computer Frozen	Priority 3	DCI.Customer Support.Desktop Support
Constant prompting for user	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
Status Update	Priority 3	DCI.Customer Support.service desk.Ticket Status
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Oracle 12c configuration	Priority 3	DCI.Customer Support.Desktop Support
Documentum Pwd Reset	Priority 3	APPS.Access.DOCUMENTUM
Spam Email	Priority 2	DCI.Customer Support.Question
Locked out	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
how to access skype	Priority 3	DCI.Customer Support.Desktop Support
cannot print from PeopleSoft	Priority 3	DCI.Customer Support.Desktop Support
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Existing analog line Issue	Priority 3	NCS.Telephone.digital phone.Other
IT Security Awareness Train	Priority 3	DCI.Customer Support.Question
<a href="http://hdwiki/display/SOPs/C">http://hdwiki/display/SOPs/C</a>	Priority 3	APPS.Technical Support.FARE_COLLECTION
External Access to PeopleSc	Priority 3	DCI.Customer Support.Question

peoplesoft HCM not printing	Priority 3	DCI.Customer Support.Question
Checking the status of ticket	Priority 3	DCI.Customer Support.service desk.Ticket Status
Wifi Service	Priority 3	DCI.Customer Support.Wifi.Configuration
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
User cannot print	Priority 3	DCI.Customer Support.printer.Desktop.Install Printer Driver
Bad CD drive at SOCC*	Priority 3	DCI.Customer Support.Break-Fix.Laptop
needs help with connecting t	Priority 3	MIT.Engineering.VPN.Technical support
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Software Install	Priority 3	DCI.Customer Support.Desktop Support
Account Unlock	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Customer states that she los	Priority 3	DCI.Customer Support.Desktop Support
printer install	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
forwarded call /voice messag	Priority 3	NCS.Telephone.digital phone.Other
cannot login	Priority 3	DCI.Customer Support.Question
metroquest logon cred show	Priority 3	NCS.Telephone.digital phone.Other
Disabled Account Support	Priority 3	DCI.Customer Support.Question
Wireless KB install*	Priority 2	DCI.Customer Support.hardware.Keyboard.break/fix
Software Install	Priority 3	DCI.Customer Support.Desktop Support
wants to know peoplesoft log	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
need printer and scanner ins	Priority 3	DCI.Customer Support.printer.Desktop.Install Printer Driver
Customer had bad reception	Priority 3	DCI.Customer Support.Question
Internet Explorer Issue	Priority 3	DCI.Customer Support.Software.Internet Explorer
Software Install	Priority 3	DCI.Customer Support.Desktop Support
PW reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Acct Locked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Status Update	Priority 3	DCI.Customer Support.service desk.Ticket Status
Call dropped	Priority 3	DCI.Customer Support.Desktop Support
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Documentum Pwd Reset	Priority 3	APPS.Access.DOCUMENTUM
Java Upgrade	Priority 3	DCI.Customer Support.Software.Java.upgrade
Internet Explorer Upgrade	Priority 3	DCI.Customer Support.Software.Internet Explorer
Adobe Issue	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
IT Security Awareness Train	Priority 3	DCI.Customer Support.Active Directory.Password reset
CASD MS Outlook: Email Iss	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
unable to login to virtual EOC	Priority 3	DCI.Customer Support.Question
Email Issue	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
Password reset for Peopleso	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
NSR Form Inquiry	Priority 3	DCI.Customer Support.Question
When Employee , E013456	Priority 3	DCI.Customer Support.Desktop Support
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Reset PS HCM	Priority 3	DCI.Customer Support.Active Directory.Password reset
unable to access pay statem	Priority 3	DCI.Customer Support.Desktop Support
User unable to print to HP La	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver

Scanner install request	Priority 3	DCI.Customer Support.hardware.Scanner.install
status close	Priority 3	DCI.Customer Support.service desk.Ticket Status
User requests to install Canc	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
Unlocked AD	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
8420 Professional Place Sev	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
Mr. Wright is unable to print	Priority 3	DCI.Customer Support.printer.Desktop.Install Printer Driver
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
Cancelled call - Incoming ca	Priority 3	DCI.Customer Support.Question
Cancelled call - Incoming ca	Priority 3	DCI.Customer Support.Question
Reset ILMS	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
Request to unlock rocstech a	Priority 2	DCI.Customer Support.Question
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo reset	Priority 4	APPS.Access.Maximo
Assisted user with PS HCM	Priority 3	HR.PSHCM.Support
Reset Windows	Priority 3	DCI.Customer Support.Active Directory.Password reset
Caller changed mind and sai	Priority 3	DCI.Customer Support.Question
Ms. Britto is unable to print to	Priority 3	DCI.Customer Support.printer.Xerox.technical support
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
IT Security Awareness Test	Priority 3	DCI.Customer Support.Question
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
update- on ticket #8210036 k	Priority 2	DCI.Customer Support.Question
IT security awareness passw	Priority 3	DCI.Customer Support.Question
no support needed	Priority 3	DCI.Customer Support.Question
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
no support needed	Priority 3	DCI.Customer Support.Question
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
no support needed	Priority 3	DCI.Customer Support.Question
External access to career sit	Priority 3	DCI.Customer Support.Question
External access to apply for	Priority 3	DCI.Customer Support.Question
Update Flash Player	Priority 3	DCI.Customer Support.Desktop Support
Caller was talking when the s	Priority 3	DCI.Customer Support.Question
customer requesting OmniF	Priority 3	DCI.Customer Support.Desktop Support
Outlook email issue- searchi	Priority 3	DCI.Customer Support.Software.MS Outlook.Problem Not Found
Customer states that her pro	Priority 3	DCI.Customer Support.Desktop Support
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Customer's token not able to	Priority 3	DCI.Customer Support.Question



access internet prohibited	Priority 3	DCI.Customer Support.Internet.Access prohibited
no support needed	Priority 3	DCI.Customer Support.Question
Documentum not not working	Priority 3	DCI.Customer Support.Software.Java.Install
outlook not receiving email	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
no support needed	Priority 3	DCI.Customer Support.Question
Local Admin Password Reset	Priority 3	DCI.Customer Support.Desktop Support
Adode pro 11 issues- applic	Priority 3	DCI.Customer Support.Desktop Support
RE: Absence request	Priority 3	HR.PSHCM.HR solutions support
Loaner Laptop	Priority 3	DCI.Customer Support.Desktop Support
Reinstall Acrobat Pro, today	Priority 3	DCI.Customer Support.Desktop Support
Call dropped	Priority 3	DCI.Customer Support.Question
Customer states she had ad	Priority 3	DCI.Customer Support.Desktop Support
Customer said account was	Priority 3	DCI.Customer Support.Question
Customer said account was	Priority 3	DCI.Customer Support.Question
install silverlight	Priority 3	DCI.Customer Support.Desktop Support
passowrd reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
printer not printing to default	Priority 3	DCI.Customer Support.printer.Desktop.Training
passowrd reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
maximo passowrd reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
log in assistance	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
needs 2 pcs reimaged and r	Priority 3	DCI.Customer Support.hardware.Desktop.reimage
No sound when volume is tu	Priority 3	DCI.Customer Support.Desktop Support
NSR status	Priority 3	DCI.Customer Support.service desk.Ticket Status
trying to get to metroguest b	Priority 3	DCI.Customer Support.Question
IT security awareness trainin	Priority 2	DCI.Customer Support.Question
suspicious popup	Priority 3	MIT.S.OPS.security.scan request
share calendar	Priority 3	DCI.Customer Support.Software.MS Outlook.Calender Assistanc
Fax machines not receiving c	Priority 3	NCS.Telephone.digital phone.Hardware
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Adobe pro missing after an u	Priority 3	DCI.Customer Support.Desktop Support
call dropped	Priority 3	DCI.Customer Support.Question
Please register VPN entrust	Priority 3	MIT.S.Engineering.VPN.Technical support
having trouble changing pw	Priority 3	DCI.Customer Support.Question
User cannot remember RPM	Priority 3	APPS.Technical support.ROCC
Please register Entrust VPN	Priority 3	MIT.S.Engineering.VPN.Technical support
email access	Priority 3	DCI.Customer Support.Desktop Support
wants to know how to access	Priority 3	DCI.Customer Support.Question
rpm map not displaying	Priority 3	DCI.Customer Support.Desktop Support
Printer Support	Priority 3	DCI.Customer Support.printer.Desktop.Cycle Printer
reset sa password	Priority 3	DCI.Customer Support.Question
network account locked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Adobe Acrobat Pro Install	Priority 3	DCI.Customer Support.Desktop Support
unlock a/c	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
driver install	Priority 3	DCI.Customer Support.Desktop Support
Status update on open ticket	Priority 3	DCI.Customer Support.service desk.Ticket Status
Software Install	Priority 3	DCI.Customer Support.Desktop Support
Software Install	Priority 3	DCI.Customer Support.Desktop Support

Adobe Acrobat XI install	Priority 3	DCI.Customer Support.Desktop Support
Adobe Professional reinstall	Priority 3	DCI.Customer Support.Desktop Support
Surplus Equipment	Priority 4	DCI.Customer Support.Equipment Move.Surplus removal
Install oracle 12c	Priority 3	DCI.Customer Support.Desktop Support
Password Reset	Priority 3	DCI.Customer Support.Question
voicemail PIN reset	Priority 3	NCS.Telephone.digital phone.Voice Mail Password Reset
Password unlock request	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
inquiry	Priority 3	DCI.Customer Support.service desk.Ticket Status
how to access email	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Update on an open ticket	Priority 3	DCI.Customer Support.service desk.Ticket Status
Software Install Inquiry	Priority 3	DCI.Customer Support.Question
cant open pdfs adobe disapp	Priority 3	DCI.Customer Support.Desktop Support
Status Update	Priority 3	DCI.Customer Support.service desk.Ticket Status
IT Security Awareness Train	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
status of adobe install	Priority 3	DCI.Customer Support.Desktop Support
activate office	Priority 3	DCI.Customer Support.Software.MS Word.upgrade
status of ticket 45899	Priority 3	DCI.Customer Support.service desk.Ticket Status
Network password reset req	Priority 3	DCI.Customer Support.Active Directory.Password reset
Printer roller needs to be rep	Priority 3	DCI.Customer Support.Break-Fix.Computer
Call Dropped	Priority 3	DCI.Customer Support.Question
reset pw	Priority 3	DCI.Customer Support.Active Directory.Password reset
inquiry	Priority 3	DCI.Customer Support.service desk.Ticket Status
polycom has no dial tone	Priority 3	NCS.Telephone.digital phone.No Dial Tone
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Coomputer missing Adobe p	Priority 3	DCI.Customer Support.Desktop Support
Documentum Password rese	Priority 3	APPS.Access.DOCUMENTUM
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Network password reset req	Priority 3	DCI.Customer Support.Active Directory.Password reset
Excel	Priority 3	DCI.Customer Support.Question
Maximo Password Reset	Priority 3	DCI.Customer Support.Question
install adobe	Priority 3	DCI.Customer Support.Desktop Support
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Excel	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Customer wants to know wh	Priority 3	DCI.Customer Support.Active Directory.Password Self-Service A
Software Install	Priority 3	DCI.Customer Support.Desktop Support
Office 365 install request.	Priority 3	DCI.Customer Support.Software.MS Outlook.Install
reset pw	Priority 3	DCI.Customer Support.Active Directory.Password reset
customer is unable to print e	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
pdfs not opening	Priority 3	DCI.Customer Support.Desktop Support
install oracle 12c	Priority 3	DCI.Customer Support.Desktop Support
Voicemail Password Reset	Priority 3	NCS.Telephone.digital phone.Voice Mail Password Reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Printer Support	Priority 3	DCI.Customer Support.printer.Desktop.Cycle Printer
Adobe Acrobat XI install	Priority 3	DCI.Customer Support.Desktop Support

Software Install	Priority 3	DCI.Customer Support.Desktop Support
Network passwod reset requ	Priority 3	DCI.Customer Support.Active Directory.Password reset
Adobe Acrobat Pro Install	Priority 3	DCI.Customer Support.Desktop Support
User didnt have the adobe id	Priority 3	DCI.Customer Support.Question
Computer slow	Priority 3	DCI.Customer Support.hardware.Desktop.configuration
New Employee Login Inform	Priority 3	DCI.Customer Support.Question
User asked how to shrink a f	Priority 3	DCI.Customer Support.Question
IT Security Awareness Train	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Customer has a question ab	Priority 3	DCI.Customer Support.Question
printer not printing	Priority 3	DCI.Customer Support.printer.Desktop.Install Printer Driver
Customer requesting for 10 f	Priority 3	DCI.Customer Support.hardware.Desktop.reimage
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Install Codec for video footag	Priority 3	DCI.Customer Support.Question
Status Update	Priority 3	DCI.Customer Support.service desk.Ticket Status
Customer called to get a pho	Priority 3	DCI.Customer Support.office 365.Technical support
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
network pw reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
provided email address	Priority 3	DCI.Customer Support.Question
Maximo password reset requ	Priority 3	DCI.Customer Support.Maximo.Password Reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Google Install	Priority 3	DCI.Customer Support.Desktop Support
IT Security Awareness Passw	Priority 3	DCI.Customer Support.Question
Xerox Printer Settings Chang	Priority 3	DCI.Customer Support.Desktop Support
User needs Dual monitor Se	Priority 3	DCI.Customer Support.hardware.Monitor.configuration
delete unused icons on desk	Priority 3	DCI.Customer Support.Desktop Support
Kiosk Support	Priority 3	DCI.Customer Support.Question
Payroll Stub	Priority 3	DCI.Customer Support.Question
User would like her name to	Priority 3	NCS.Telephone.digital phone.Other
User would like her data mov	Priority 3	DCI.Customer Support.PC Replacement.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
reset pw	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
printer issues	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
User RPM is just spinning w	Priority 3	APPS.Technical support.ROCC
Maximo	Priority 3	DCI.Customer Support.Maximo.Password Reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
ELM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Printer Install	Priority 3	DCI.Customer Support.printer.Desktop.Cycle Printer

silverlight install	Priority 3	DCI.Customer Support.Desktop Support
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Adobe pro	Priority 3	DCI.Customer Support.Desktop Support
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Adobe upgrade	Priority 3	DCI.Customer Support.Desktop Support
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Network password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Avaya Phone Issue	Priority 3	DCI.Customer Support.Desktop Support
Station Manager's camera is	Priority 3	DCI.Customer Support.Question
There has been a power out	Priority 3	DCI.Customer Support.Desktop Support
Install Silverlight BC:W-3478	Priority 3	DCI.Customer Support.Desktop Support
PC backup	Priority 3	DCI.Customer Support.Desktop Support
Reimage request	Priority 3	DCI.Customer Support.Reimage Request
ARS Login Error: An error oc	Priority 3	BUS.ARS.Technical support.BTSS
Someone called, heard the a	Priority 3	DCI.Customer Support.Question
Mr. Ross attempted to chang	Priority 3	DCI.Customer Support.Question
No service required. Called s	Priority 3	DCI.Customer Support.Question
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
Mr. Waddy attempted to cha	Priority 3	DCI.Customer Support.Question
User cannot get into Agile F	Priority 3	DCI.Customer Support.Question
AIM FAILED OVER INCIDENT	Priority 3	ROCS-MOC.CORRECTIVE MAINTENANCE
Four ports do not work at th	Priority 3	NCS.Telephone.digital phone.Hardware
Reset Windows	Priority 3	DCI.Customer Support.Active Directory.Password reset
Reset PS HCM	Priority 3	DCI.Customer Support.Active Directory.Password reset
Ms. Regina needed assistan	Priority 3	DCI.Customer Support.Question
Reset ILMS	Priority 3	MIT.OPS.ILMS ITSA.password reset
Windows reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
User needs a second monito	Priority 3	DCI.Customer Support.hardware.Monitor.configuration
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
User cannot print to HP Las	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
Call disconnection	Priority 3	DCI.Customer Support.Question
Call Dropped	Priority 3	DCI.Customer Support.Question
Need local admin rights on re	Priority 3	DCI.Customer Support.Active Directory.Administrative Rights
Maximo password reset	Priority 3	DCI.Customer Support.Question
Maximo password reset	Priority 3	DCI.Customer Support.Question
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
Reset PS HCM	Priority 3	DCI.Customer Support.Active Directory.Password reset
Account Locked	Priority 3	DCI.Customer Support.Active Directory.Password reset
External Access to Self - Ser	Priority 3	DCI.Customer Support.Question
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Unlocked AD	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset

Customed requested passwo	Priority 3	DCI.Customer Support.Question
Account Locked	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Office 365 SMTP Testing	Priority 3	MIT.S.OPS.security.scan request
Peoplesoft and who I see	Priority 3	HR.PSHCM.HR solutions support
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
wanted to get a shortcut crea	Priority 3	DCI.Customer Support.Question
Network password reset req	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password not working	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
VPN Issues	Priority 3	MIT.S.Engineering.VPN.Technical support
no network connection to the	Priority 3	DCI.Customer Support.Desktop Support
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
no access to the network	Priority 3	DCI.Customer Support.Question
ELM support request	Priority 3	APPS.Technical support.PSELM
no network connection to the	Priority 3	DCI.Customer Support.Desktop Support
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Customer needs to create S	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset ssp	Priority 3	DCI.Customer Support.Active Directory.Password Self-Service A
printer at kiosk needs service	Priority 3	DCI.Customer Support.printer.Desktop.Cycle Printer
Status Update	Priority 3	DCI.Customer Support.service desk.Ticket Status
Printer not printing	Priority 3	DCI.Customer Support.printer.Desktop.Cycle Printer
status update 46551 Bar C	Priority 3	DCI.Customer Support.service desk.Ticket Status
Maximo Password Reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
needs to have LinkWare Sof	Priority 3	DCI.Customer Support.Question
Password unlock request	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
pw reset for computer	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Network password reset req	Priority 3	DCI.Customer Support.Active Directory.Password reset
Email assistance	Priority 3	DCI.Customer Support.Question
2 kiosks need support	Priority 3	DCI.Customer Support.Desktop Support
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Access to IT Security Aware	Priority 3	DCI.Customer Support.Question
assisted with accessing ema	Priority 3	DCI.Customer Support.Desktop Support
Access Emails from home	Priority 3	DCI.Customer Support.Question
pw reset for email	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Network password reset req	Priority 3	DCI.Customer Support.Active Directory.Password reset
Cusomter needs third party s	Priority 1	DCI.Customer Support.Desktop Support
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo Issue	Priority 3	DCI.Customer Support.Desktop Support
unable to access Medical sp	Priority 3	DCI.Customer Support.Desktop Support
Locked out	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
User requested to have Pica	Priority 3	DCI.Customer Support.Desktop Support

Precision 3600- No video*	Priority 3	DCI.Customer Support.hardware.Monitor.break/fix
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
unable to access SM Restfo	Priority 3	DCI.Customer Support.Question
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Industrial control question	Priority 3	DCI.Customer Support.Question
Software Install/Update	Priority 3	DCI.Customer Support.Software.Java.upgrade
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
CASD Status Updates on Or	Priority 3	DCI.Customer Support.service desk.Ticket Status
Desktop support	Priority 3	DCI.Customer Support.Desktop Support
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
call disconnected	Priority 3	DCI.Customer Support.Question
network ports aren't working	Priority 2	NCS.Telephone.digital phone.Other
call disconnected	Priority 3	DCI.Customer Support.service desk.Ticket Status
network account locked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
user is requesting to have ar	Priority 3	DCI.Customer Support.Question
user is reuquesting to have ag	Priority 3	DCI.Customer Support.Question
unlocked account	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
support cancelled	Priority 3	DCI.Customer Support.Question
A account password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
status update 46074	Priority 3	DCI.Customer Support.service desk.Ticket Status
On screen keyboard issues	Priority 3	DCI.Customer Support.Question
CASD Install or Upgrade Inte	Priority 3	DCI.Customer Support.Software.Internet Explorer
incorrect reports	Priority 3	HR.PSHCM.Support
General Question	Priority 3	DCI.Customer Support.Question
support cancelled	Priority 3	DCI.Customer Support.Question
iLMS password reset.	Priority 3	MIT.S.OPS.iLMS ITSA.registration
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
User just received a Loaner	Priority 3	DCI.Customer Support.Question
user needs admin account re	Priority 3	DCI.Customer Support.Question
Email assistance	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
CASD Troubleshoot Dual Mo	Priority 3	DCI.Customer Support.hardware.Monitor.configuration
wanted to know when PC rep	Priority 3	DCI.Customer Support.PC Replacement.Question
unable to sign documents wi	Priority 3	DCI.Customer Support.Desktop Support
CASD Change Network Pas	Priority 3	DCI.Customer Support.Active Directory.Password reset
Status Update	Priority 3	DCI.Customer Support.service desk.Ticket Status
CASD Status Updates on Or	Priority 3	DCI.Customer Support.service desk.Ticket Status
Page not able to display in iL	Priority 3	DCI.Customer Support.Desktop Support
Dell 9020 for Rodelle 3*	Priority 3	DCI.Customer Support.hardware.Desktop.break/fix
login attempted failed is the	Priority 3	DCI.Customer Support.Desktop Support
Passcode Inquiry	Priority 3	DCI.Customer Support.Question
Dell 9020 won't bot for Rode	Priority 3	DCI.Customer Support.hardware.Desktop.break/fix
User emails are not updating	Priority 3	DCI.Customer Support.Desktop Support
PSW reset	Priority 3	DCI.Customer Support.Question
Dell 9020 won't boot for Rod	Priority 3	DCI.Customer Support.hardware.Desktop.break/fix
TGV Firewall Rule Change	Priority 3	MIT.S.OPS.security.firewall

IT Employee Termination	Priority 3	DCI.Customer Support.Question
User needs his Homepage s	Priority 3	DCI.Customer Support.Software.Internet Explorer
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
CASD MS Outlook: Email Iss	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
status update 46422	Priority 3	DCI.Customer Support.service desk.Ticket Status
cannot connect to teminal se	Priority 3	DCI.Customer Support.Desktop Support
User would like the latest ver	Priority 3	DCI.Customer Support.Question
has john baptiste ID mez 21	Priority 3	DCI.Customer Support.Question
Customer needs help makin	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
Activate ports: work order 82	Priority 3	NCS.Telephone.digital phone.Other
CASD IT Security Awareness	Priority 3	DCI.Customer Support.Question
ms outlook is constantly prom	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
outlook is constantly prompti	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
webmail access	Priority 3	DCI.Customer Support.Question
It Security Awareness Traini	Priority 3	MIT.S.OPS.I.LMS ITSA.registration
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
User Office 365 Share Point	Priority 3	DCI.SYSADMIN.office 365.Technical support
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Dropped Call	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
MS Excel Issue w-512371	Priority 3	DCI.Customer Support.Desktop Support
Sys Monitor password reset	Priority 3	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
User cannot access his VPN	Priority 3	DCI.Customer Support.Software.VPN.Training
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
TSR needed for port activatio	Priority 3	DCI.Customer Support.Question
General Question	Priority 3	DCI.Customer Support.Question
Silverlight Install	Priority 3	DCI.Customer Support.Desktop Support
Xerox Printer/Copier Request	Priority 3	Hardware
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Boot failure	Priority 3	DCI.Customer Support.Desktop Support
Email assistance	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
PW reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
IT Security Awareness Train	Priority 3	DCI.Customer Support.Question
Printer Issues	Priority 1	DCI.Customer Support.printer.Desktop.Cycle Printer
customer needs assistance c	Priority 3	DCI.Customer Support.Active Directory.Password reset
CASD IT Security Awareness	Priority 3	DCI.Customer Support.Desktop Support
Software Install/Update	Priority 3	DCI.Customer Support.Question
Unable to view	Priority 3	DCI.Customer Support.Desktop Support
Maximo Assistance	Priority 3	DCI.Customer Support.Question
network account locked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
CASD Change Network Pas	Priority 3	DCI.Customer Support.Active Directory.Password reset
Webmail is not allowing user	Priority 2	DCI.Customer Support.Desktop Support
Maximo Assistance	Priority 3	DCI.Customer Support.Question

maximo pw reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
MS Excel Issue: File Does N	Priority 3	DCI.Customer Support.Software.MS Excel.Install
Unable to open PDF	Priority 3	DCI.Customer Support.Desktop Support
Voicemail PW reset	Priority 3	NCS.Telephone.digital phone.Voice Mail Password Reset
Question: Is PC Eligible for r	Priority 3	DCI.Customer Support.PC Replacement.Question
User computer is not getting	Priority 3	DCI.Customer Support.Question
electronic signature error	Priority 3	DCI.Customer Support.Question
PW reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Reset Maximo	Priority 3	APPS.Access.Maximo
network pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Reset PS HCM	Priority 3	DCI.Customer Support.Active Directory.Password reset
http://hdwiki/display/SOPs/Pa	Priority 3	DCI.Customer Support.Active Directory.Password reset
network pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo pw reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Assisted with access to ema	Priority 3	DCI.Customer Support.Question
Reset PS HCM	Priority 3	DCI.Customer Support.Active Directory.Password reset
Peoplesoft login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Peoplesoft permissions issue	Priority 3	HR.PSHCM.Support
Reset PS HCM	Priority 3	DCI.Customer Support.Active Directory.Password reset
Keyboard at Huntington*	Priority 2	DCI.Customer Support.hardware.Keyboard.break/fix
System login issue	Priority 3	DCI.Customer Support.Question
Peoplesoft login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Request to install Dymo Lab	Priority 3	DCI.Customer Support.Question
Windows Toolbar issue	Priority 3	DCI.Customer Support.Question
Maximo login issue	Priority 3	DCI.Customer Support.Question
Reset PS HCM	Priority 3	DCI.Customer Support.Active Directory.Password reset
System login issue	Priority 3	DCI.Customer Support.Question
GM email address	Priority 3	DCI.Customer Support.Question
Trapeze access was initially	Priority 3	DCI.Customer Support.Question
IT Security Awareness traini	Priority 3	MIT.OPS.ILMS ITSA.password reset
Assisted with directing user t	Priority 3	DCI.Customer Support.Desktop Support
Maximo reset	Priority 3	APPS.Access.Maximo
Maximo login issue	Priority 3	DCI.Customer Support.Maximo.Password Reset
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
Peoplesoft logn issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Request to Receive IT Secu	Priority 3	DCI.Customer Support.Question
AD disabled due to ILMS nor	Priority 3	DCI.Customer Support.Question
Reset ILMS	Priority 3	MIT.OPS.ILMS ITSA.password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Call dropped	Priority 3	DCI.Customer Support.Question
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
Outlook login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Peoplesoft login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
IT Security Awareness traini	Priority 3	DCI.Customer Support.Question
IT Security Awareness login	Priority 3	MIT.OPS.ILMS ITSA.registration
Peoplesoft lgoin issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock



Call dropped	Priority 3	DCI.Customer Support.Question
IT SecurityAwareness trainin	Priority 3	MIT.S.OPS.ILMS ITSA.registration
IT Security Awraeness Test	Priority 3	DCI.Customer Support.Question
Password reset question	Priority 3	DCI.Customer Support.Question
Account Disabled	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Account Disabled	Priority 3	DCI.Customer Support.Question
Assistance with VPN	Priority 3	DCI.Customer Support.Software.VPN.Training
Maximo Password Reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Webvpn issue	Priority 3	DCI.Customer Support.Software.Internet Explorer
PeopleSoft Access Request	Priority 3	HR.PSHCM.HR solutions support
Account disabled	Priority 3	DCI.Customer Support.Question
Account Disabled	Priority 3	DCI.Customer Support.Question
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Customer unable to login to	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
HP Local Printer Install	Priority 3	DCI.Customer Support.printer.Desktop.Install Printer Driver
account disabled due to non	Priority 3	DCI.Customer Support.Question
support cancelled	Priority 3	DCI.Customer Support.Software.VPN.Training
DCI.Customer Support.servi	Priority 3	DCI.Customer Support.service desk.Ticket Status
Call dropped	Priority 3	DCI.Customer Support.Question
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
IT Security Awareness Train	Priority 3	DCI.Customer Support.Question
Map to J drive	Priority 3	DCI.Customer Support.Desktop Support
Microsoft Service Request F	Priority 3	DCI.SYSADMIN.Software.installation.MS Visio
Dual Monitor Setup	Priority 3	DCI.Customer Support.hardware.Monitor.configuration
dual monitor set up	Priority 3	DCI.Customer Support.hardware.Monitor.configuration
Monitor not working on 7E*	Priority 1	DCI.Customer Support.hardware.Monitor.break/fix
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
pw reset for ITSAT	Priority 3	DCI.Customer Support.Desktop Support
IT Security Awareness Train	Priority 3	MIT.S.OPS.ILMS ITSA.registration
Printer install	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
Request for Assistance with	Priority 3	DCI.Customer Support.Desktop Support
Maximo Password Reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
install MS Project	Priority 3	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
IT Security Awareness Test	Priority 3	DCI.Customer Support.Question
convert word to pdf	Priority 3	DCI.Customer Support.Question
support cancelled	Priority 3	DCI.Customer Support.Question
Status Update	Priority 3	DCI.Customer Support.service desk.Ticket Status
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
lost mobile phone	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset

Maximo pw reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
http://hdwiki/pages/viewpage	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
ITSAT pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Dropped Call	Priority 3	DCI.Customer Support.Question
Customer needs keyboard d	Priority 3	DCI.Customer Support.Question
unlocked account	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Printer Install	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
ITSAT pw reset	Priority 3	MIT.S.OPS.ILMS ITSA.registration
account disabled.. needs pas	Priority 3	DCI.Customer Support.Question
Maximo pw reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
unlocked account	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
IT Security Awareness Train	Priority 3	DCI.Customer Support.Question
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
IT Security Awareness Train	Priority 3	DCI.Customer Support.Question
Customer is requesting adm	Priority 3	DCI.Customer Support.Question
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
ITSAT logon cred	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
VDI Link	Priority 3	MIT.Engineering.VPN.Technical support
MS outlook constantly promg	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
IT Security Awareness Train	Priority 3	DCI.Customer Support.Question
Software Request	Priority 3	DCI.Customer Support.Question
SMS permissions issue	Priority 3	APPS.Technical support.SMS
Password reset	Priority 3	DCI.Customer Support.Question
password reset for Peopleso	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
ELM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
IT Security Awareness Train	Priority 3	MIT.S.OPS.ILMS ITSA.registration
Email assistance	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
increase network drive space	Priority 3	DCI.SYSADMIN.network driveClean Disk Space
W-349086 Internet Access P	Priority 3	DCI.Customer Support.Internet.Access prohibited
install project on w-515339; t	Priority 3	DCI.SYSADMIN.Software.installation.MS Project
account locked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Q Drive Issue	Priority 3	DCI.SYSADMIN.network driveClean Disk Space
New Employee Login Inform	Priority 3	DCI.Customer Support.Question
password protected work do	Priority 3	DCI.Customer Support.Question
hcm pw reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Avoka not connected/synchir	Priority 3	DCI.SYSADMIN.Mobile Device Management.Technical support.S
VPN Issue	Priority 2	DCI.Customer Support.Desktop Support
computer is slow	Priority 3	DCI.Customer Support.hardware.Desktop.configuration
Password reset for training	Priority 3	DCI.Customer Support.Question

Payroll Support	Priority 3	DCI.Customer Support.Question
customer needs assistance c	Priority 3	DCI.Customer Support.Active Directory.Password reset
support cancelled	Priority 3	DCI.Customer Support.Maximo.Password Reset
payroll support	Priority 3	DCI.Customer Support.Question
user is attempting to send te	Priority 3	DCI.SYSADMIN.Server.Access
SKY SOFT Program removal	Priority 3	DCI.Customer Support.Desktop Support
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
needs cable to set up dual n	Priority 3	DCI.Customer Support.hardware.Monitor.hardware failure
Telecommunication Request	Priority 3	NCS.Telephone.digital phone.No Dial Tone
Move Request	Priority 3	DCI.Customer Support.Desktop Support
password reset for Peopleso	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
IT Security Awareness Train	Priority 3	MIT.OPS.ILMS ITSA.registration
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Dropped Call	Priority 3	DCI.Customer Support.Question
subscription expired is the me	Priority 3	DCI.Customer Support.Software.MS Outlook.Migrated
Dropped Call	Priority 3	DCI.Customer Support.Question
User requested password re	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
user not receiving pay staten	Priority 3	HR.PSHCM.Support
VPN Soft Token Inquiry	Priority 3	DCI.Customer Support.Question
Ticket status 46092	Priority 3	DCI.Customer Support.service desk.Ticket Status
It security	Priority 3	MIT.OPS.ILMS ITSA.password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
No Email Address	Priority 2	DCI.Customer Support.office 365.Technical support
Printer Issue on 2B*	Priority 3	DCI.Customer Support.Break-Fix.Printer
register new token status	Priority 3	DCI.Customer Support.Software.VPN.Install
Email account inquiry	Priority 3	DCI.Customer Support.Question
NSR attached	Priority 3	DCI.Customer Support.Active Directory.Drive Access
User unable to send his wma	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Merge Excell ceslls	Priority 3	DCI.Customer Support.Question
Remote Desktop Connection	Priority 3	DCI.Customer Support.Question
status update	Priority 3	DCI.Customer Support.service desk.Ticket Status
PSF Changes	Priority 3	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Email assistance	Priority 3	DCI.Customer Support.Question
Software Installation	Priority 3	DCI.Customer Support.Desktop Support
Voicemail message not work	Priority 3	NCS.Telephone.digital phone.Other
HCM questions	Priority 3	DCI.Customer Support.Question
Email Issue	Priority 3	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
NSR attached	Priority 3	DCI.Customer Support.Active Directory.Drive Access
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
unlocked account	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Question regarding Eservice	Priority 3	DCI.Customer Support.Question
unlocked account	Priority 3	DCI.Customer Support.Active Directory.Password Unlock

Avaya Wmata Phone Number	Priority 2	NCS.Telephone.digital phone.Other
People Soft PFS PAR	Priority 3	DCI.Customer Support.Question
connection is not private is th	Priority 3	DCI.Customer Support.Question
Login Error	Priority 3	DCI.Customer Support.Desktop Support
VideoWall Account Unlock	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Internet access. user spoke	Priority 3	DCI.SYSADMIN.Server.Access
Peoplesoft HCM Access	Priority 3	DCI.Customer Support.Software.Internet Explorer
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Status Update	Priority 3	DCI.Customer Support.service desk.Ticket Status
unable to view mailbox.	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
Locked Out	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Disable Skype	Priority 3	DCI.Customer Support.Desktop Support
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Status Update	Priority 3	DCI.Customer Support.service desk.Ticket Status
Name Change/Update	Priority 3	DCI.Customer Support.Question
User profile service logon iss	Priority 3	DCI.Customer Support.Desktop Support
PW reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Printer Issue	Priority 3	DCI.Customer Support.printer.Desktop.Cycle Printer
Submit NSR	Priority 3	DCI.Customer Support.Question
PS FIN account locked	Priority 3	MIT.Apps Security.PSFIN.password reset
Email assistance	Priority 3	DCI.Customer Support.Question
PS reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
guest phone has no dial tone	Priority 3	NCS.Telephone.digital phone.No Dial Tone
maximo access issue	Priority 3	DCI.Customer Support.Maximo.Password Reset
Maximo Assistance	Priority 3	DCI.Customer Support.Question
it security password reset	Priority 3	MIT.OPS.ILMS ITSA.password reset
Printer Install	Priority 3	DCI.Customer Support.printer.Desktop.Install Printer Driver
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Mobile Phone Issue	Priority 2	DCI.SYSADMIN.Mobile Device Management.Technical support.S
Peoplesoft Support	Priority 3	HR.PSHCM.Support
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Internet Access	Priority 3	DCI.Customer Support.Desktop Support
VPN Issue	Priority 2	DCI.Customer Support.Desktop Support
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
PC intermittently shutdown	Priority 3	DCI.Customer Support.Desktop Support
no hard drive found error dur	Priority 3	DCI.Customer Support.Break-Fix.Computer
Account locked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
question	Priority 3	DCI.Customer Support.Question
NSR attached	Priority 3	DCI.Customer Support.Active Directory.New Employee
PW reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo Slowness W-348923	Priority 3	APPS.Technical support.Maximo
User would like to order six r	Priority 3	DCI.Customer Support.Question
User is not able to access Tr	Priority 3	Apps.Access.Trapeze
Unable to access HCM SSO	Priority 3	DCI.Customer Support.Desktop Support
Dropped call	Priority 3	DCI.Customer Support.Desktop Support

User tries to login AD and ge	Priority 3	DCI.Customer Support.Network.Server
Reset PS HCM	Priority 3	DCI.Customer Support.Active Directory.Password reset
No network connection	Priority 3	DCI.Customer Support.Desktop Support
One Drive	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Reset PS HCM	Priority 3	DCI.Customer Support.Active Directory.Password reset
Peoplesoft login issue	Priority 3	HR.PSHCM.Support
User unable to change AD p	Priority 3	DCI.Customer Support.Question
Self Service password issue	Priority 3	DCI.Customer Support.Active Directory.Password Self-Service A
Outlook mobile login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Maximo login issue	Priority 3	DCI.Customer Support.Maximo.Password Reset
System login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Reset Maximo	Priority 3	APPS.Access.Maximo
Peoplesoft login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
User cannot get past ctrl +Al	Priority 2	DCI.Customer Support.hardware.Desktop.break/fix
Reset Maximo	Priority 3	APPS.Access.Maximo
Account disabled	Priority 2	MIT.S.OPS.ILMS ITSA.disabled account
Peoplesoft login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
The Avaya phone 202-962-5	Priority 3	NCS.Telephone.digital phone.Other
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
IT Security Awareness Train	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
System login issue	Priority 3	DCI.Customer Support.Question
Account Disabled	Priority 3	DCI.Customer Support.Question
Unlocked Windows	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
User getting prompt to lock h	Priority 3	DCI.Customer Support.Question
IT Security Awareness passv	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
System login issue	Priority 3	DCI.Customer Support.Question
Maximo login issue	Priority 3	DCI.Customer Support.Maximo.Password Reset
Password unlocked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
System login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
IT Security Awareness login	Priority 3	DCI.Customer Support.Question
System login issue	Priority 3	DCI.Customer Support.Question
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
PC Assistance	Priority 3	DCI.Customer Support.Desktop Support
NSR for Internet access	Priority 3	DCI.Customer Support.Active Directory.Drive Access
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Email Access	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Assistance with email	Priority 3	DCI.Customer Support.Active Directory.Password reset
Requested to speak w/Olivi	Priority 3	DCI.Customer Support.Question
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Disabled Account	Priority 3	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset

NSR for network access	Priority 3	DCI.Customer Support.Active Directory.Drive Access
Outlook Not Updating Email	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
IT Security Awareness Test	Priority 3	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
IT Security Awareness Test	Priority 3	DCI.Customer Support.Question
call disconnected	Priority 3	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Data On Monitor Turned Aro	Priority 3	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
duplicate ticket created for p	Priority 3	DCI.Customer Support.Active Directory.Password reset
IT Contractor Termination	Priority 3	DCI.Customer Support.Question
Updated Job Description	Priority 3	HR.PSHCM.HR solutions support
Phone Issue	Priority 3	NCS.Telephone.digital phone.Voice Mail Password Reset
Dropped Call	Priority 3	DCI.Customer Support.Question
laptop not acknowledging th	Priority 3	DCI.Customer Support.Question
Customer said account was	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
soft token activation	Priority 3	MITS.Engineering.VPN.Technical support
Admin Rights Request	Priority 3	DCI.Customer Support.Question
login issues with laptop	Priority 3	DCI.Customer Support.Question
Self Resolved	Priority 3	DCI.Customer Support.Question
call disconnected	Priority 3	DCI.Customer Support.Question
call disconnected	Priority 3	DCI.Customer Support.Question
call disconnected	Priority 3	DCI.Customer Support.Question
VPN Access issue	Priority 3	DCI.Customer Support.Software.VPN.Training
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
called to speak with Eunice	Priority 3	DCI.Customer Support.service desk.Ticket Status
HP Network Printer Install	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
HP Network Printer Install	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
metro guest login info	Priority 3	DCI.Customer Support.Wifi.Configuration
Customer thought our # was	Priority 3	DCI.Customer Support.Question
adobe pro install	Priority 3	DCI.Customer Support.Question
Account still locked after trai	Priority 3	DCI.Customer Support.Question
Unable to log into PeopleSoft	Priority 3	MITS.Apps Security.PSFIN.password reset
laptop issues; mp-605276; s	Priority 3	DCI.Customer Support.Question
Dell 9020, black screen at B	Priority 3	DCI.Customer Support.hardware.Monitor.break/fix
Update W-4 Information	Priority 3	DCI.Customer Support.Question
Internal Disk Error	Priority 3	DCI.Customer Support.hardware.Desktop.hardware failure
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
network pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Network password reset req	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
PDF Issue	Priority 3	DCI.Customer Support.Question
Internal Disk Error	Priority 3	DCI.Customer Support.hardware.Desktop.hardware failure
network pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset

wanted Visio installed	Priority 3	DCI.Customer Support.Question
PW reset	Priority 3	DCI.Customer Support.Desktop Support
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
HR payroll question	Priority 3	DCI.Customer Support.Desktop Support
VPN Issue	Priority 3	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
printer doesn't show in Trape	Priority 3	APPS.Technical Support.Trapeze
GOTRS Support Issue	Priority 3	APPS.Technical support.GOTRS
VPN sesion	Priority 3	DCI.Customer Support.Desktop Support
Adobe Reader error when at	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
SharePoint Access Inquiry	Priority 3	DCI.Customer Support.Question
install printer	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
pw reset for HCM	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
reset pw	Priority 3	DCI.Customer Support.Active Directory.Password reset
PSF Acct Locked	Priority 3	MIT.Apps Security.PSFIN.password reset
network pw reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Status updates	Priority 3	DCI.Customer Support.service desk.Ticket Status
reset pw	Priority 3	DCI.Customer Support.Active Directory.Password reset
DCI.Customer Support.hardw	Priority 3	DCI.Customer Support.hardware.Desktop.hardware failure
network account locked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Iphone support regarding wo	Priority 3	DCI.SYSADMIN.Mobile Device Management.Technical support.S
FIN account locked	Priority 3	MIT.Apps Security.PSFIN.password reset
call disconnected	Priority 3	DCI.Customer Support.Question
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
User needed assistance gett	Priority 3	DCI.Customer Support.Desktop Support
SharePoint Support	Priority 3	DCI.Customer Support.Question
User unable to login into his	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Adobe digital signature	Priority 3	DCI.Customer Support.Question
ITSAT pw reset	Priority 3	MIT.OPS.ILMS ITSA.registration
PS-HCM login issue	Priority 3	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
computer error ;no boot disk	Priority 3	DCI.Customer Support.hardware.Desktop.hardware failure
Maximo pw reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
When she opens word docu	Priority 3	DCI.Customer Support.Question
password reset for training	Priority 3	DCI.Customer Support.Question
Customer needs 3 network p	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
account disabled due to not t	Priority 3	DCI.Customer Support.Question
Maximo Assistance	Priority 3	DCI.Customer Support.Maximo.Password Reset
Avaya phone Information sw	Priority 3	NCS.Telephone.digital phone.Other
vpn issue	Priority 3	DCI.Customer Support.Software.VPN.Training
User requested network acco	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset.	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
ID Number Inquiry	Priority 3	DCI.Customer Support.Question
Account Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Customer reported he was id	Priority 3	APPS.Access.DOCUMENTUM

MITS.Engineering.VPN.Tech	Priority 3	MITS.Engineering.VPN.Technical support
"diagnose connections" is the	Priority 3	APPS.Technical Support.Trapeze
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Customer needs password for	Priority 3	NCS.Telephone.digital phone.Voice Mail Password Reset
account locked out	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
account unlocked	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
User cannot remove waterm	Priority 3	DCI.Customer Support.Question
User requested password re	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
intermittently unable to print	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
call cancelled	Priority 3	DCI.Customer Support.Question
pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
IT security Awareness Passw	Priority 3	DCI.Customer Support.Question
network access after ITSAT	Priority 3	DCI.Customer Support.Desktop Support
ITSA Training Inquiry	Priority 3	DCI.Customer Support.Question
c026115 VPN access request	Priority 3	DCI.Customer Support.Question
network access after ITSAT;	Priority 3	DCI.Customer Support.Desktop Support
unlocked account	Priority 3	DCI.Customer Support.Active Directory.Password reset
"access prohibited" is the err	Priority 3	DCI.Customer Support.Internet.Access prohibited
network account locked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Locked Out	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
browser issues for ITSAT	Priority 3	DCI.Customer Support.Desktop Support
password reset for Peopleso	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
c026115 pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Inquiry	Priority 3	DCI.Customer Support.Question
call disconnected	Priority 3	DCI.Customer Support.Question
ITSAT pw	Priority 3	DCI.Customer Support.Desktop Support
network pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
"page cannot be found" is the	Priority 3	APPS.Technical Support.Trapeze
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
want to create OOO for shar	Priority 3	DCI.Customer Support.Question
call disconnected	Priority 3	DCI.Customer Support.Question
software issue	Priority 3	DCI.Customer Support.Desktop Support
call disconnected	Priority 3	DCI.Customer Support.Question
c022043 pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
account disabled due to non	Priority 3	DCI.Customer Support.Question
Password Reset Inquiry	Priority 3	DCI.Customer Support.Active Directory.Password reset
Printer Installation	Priority 4	DCI.Customer Support.printer.Network.Install Printer Driver
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset



Maximo account request	Priority 3	DCI.Customer Support.Maximo.Password Reset
upgrade adobe pro	Priority 3	DCI.Customer Support.Desktop Support
Disable Old VPN Token and	Priority 3	DCI.Customer Support.Desktop Support
Reimage Request	Priority 3	DCI.Customer Support.hardware.Laptop.reimage
password reset for peopleso	Priority 3	DCI.Customer Support.Active Directory.Password reset
Pas	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
EUP Request	Priority 3	DCI.Customer Support.Active Directory.Administrative Rights
status update 45797	Priority 3	DCI.Customer Support.service desk.Ticket Status
Maximo Assistance	Priority 3	DCI.Customer Support.Question
pw for PS	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Customer is disabled due to	Priority 3	DCI.Customer Support.Question
Software Install/Update	Priority 3	DCI.Customer Support.Desktop Support
wants to have network printe	Priority 3	DCI.Customer Support.printer.Desktop.Cycle Printer
support cancelled	Priority 3	DCI.Customer Support.Question
HR Solutions	Priority 3	HR.PSHCM.Support
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
RPM Password Reset	Priority 3	APPS.Technical support.ROCC
monitor issues	Priority 3	DCI.Customer Support.hardware.Monitor.configuration
password reset for peopleso	Priority 3	DCI.Customer Support.Active Directory.Password reset
Printer Issue	Priority 3	DCI.Customer Support.printer.Desktop.Cycle Printer
status update	Priority 3	DCI.Customer Support.service desk.Ticket Status
printer install	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
unable to see PIDS	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Silverlight update	Priority 3	DCI.Customer Support.Desktop Support
Computer will not power on	Priority 2	DCI.Customer Support.hardware.Desktop.break/fix
Monitor Issues	Priority 3	DCI.Customer Support.hardware.Monitor.hardware failure
Issues viewing new cases	Priority 3	APPS.Technical support.SMS
unable to access outlook pw	Priority 3	DCI.Customer Support.Active Directory.Password reset
dual monitor cable damaged	Priority 3	DCI.Customer Support.hardware.Monitor.hardware failure
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
unable to call long distance r	Priority 3	NCS.Telephone.digital phone.Other
unable to call long distance r	Priority 3	NCS.Telephone.digital phone.Other
Password reset new employe	Priority 3	DCI.Customer Support.Question
unable to access ITSAT	Priority 3	DCI.Customer Support.Desktop Support
NCS OPS Issue	Priority 3	NCS.Telephone.digital phone.Other
No Logon Servers Error mes	Priority 3	DCI.Customer Support.Active Directory.Password reset
common spot will not load	Priority 3	DCI.Customer Support.Desktop Support
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo Password Reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
ITSAT pw reset	Priority 3	DCI.Customer Support.Question
status	Priority 3	DCI.Customer Support.Maximo.Password Reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Account suspended after tak	Priority 3	DCI.Customer Support.Question

Customer states that the fon	Priority 3	DCI.Customer Support.Desktop Support
User clicks on Trapeze link f	Priority 3	APPS.Technical Support.Trapeze
network pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Reset PS HCM	Priority 3	DCI.Customer Support.Active Directory.Password reset
PeopleSoft HCM/HR Support	Priority 3	HR.PSHCM.Support
Users password is not accep	Priority 3	DCI.Customer Support.printer.Xerox.technical support
PW reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
IT Security Awareness Train	Priority 3	DCI.Customer Support.Desktop Support
Maximo was reset but the us	Priority 3	APPS.Access.Maximo
Status update for ticket 4517	Priority 3	DCI.Customer Support.service desk.Ticket Status
Reset Maximo	Priority 3	APPS.Access.Maximo
Cancelled intial request for V	Priority 3	DCI.Customer Support.Question
System login issue	Priority 3	DCI.Customer Support.Question
Peoplesoft login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Assisted with access to ema	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
Peoplesoft Login issue	Priority 3	DCI.Customer Support.Question
In IE the user is getting mess	Priority 3	DCI.Customer Support.Software.Internet Explorer
Peoplesoft login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Trapeze under vehicle assign	Priority 3	APPS.Technical Support.Trapeze
Maximo login issue	Priority 3	DCI.Customer Support.Maximo.Password Reset
Metro Wifi question	Priority 3	DCI.Customer Support.Wifi.Configuration
Security Camera Issue	Priority 3	DCI.Customer Support.Question
Reset ILMS	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
Reset ILMS	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
Reset ILMS	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
AD disabled due to ILMS nor	Priority 3	DCI.Customer Support.Question
System login issue	Priority 3	DCI.Customer Support.Question
Outlook login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
User could not access PIDS	Priority 3	APPS.Technical support.PIDS
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
IT Security Awareness login	Priority 3	DCI.Customer Support.Question
PDF issue	Priority 3	DCI.Customer Support.Desktop Support
System login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
System login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
System login issue	Priority 3	DCI.Customer Support.SSK Kiosk
Outlook login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Peoplesoft login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Call dropped	Priority 3	DCI.Customer Support.Question
Call dropped	Priority 3	DCI.Customer Support.Question
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Customer requested IT Secu	Priority 3	DCI.Customer Support.Question
Customer requested IT Secu	Priority 3	DCI.Customer Support.Question
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo password reset	Priority 3	DCI.Customer Support.Question
VPN Assistance	Priority 3	DCI.Customer Support.Software.VPN.Training
webmail access	Priority 3	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset

Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Fax Machine	Priority 3	NCS.Telephone.digital phone.Other
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset for Peoplesoft	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
unlocked account	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Account Locked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
IT Security Awareness	Priority 3	DCI.Customer Support.Desktop Support
Trust Relationship Error	Priority 3	DCI.Customer Support.Network.Server
it security awareness password	Priority 3	DCI.Customer Support.Desktop Support
Maximo password reset	Priority 3	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset - IT Security	Priority 3	DCI.Customer Support.Question
IT Security Awareness Test	Priority 3	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
kiosk password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
maximo access	Priority 3	DCI.Customer Support.Maximo.Password Reset
Customer states that he is un	Priority 2	DCI.Customer Support.Software.MS Outlook.Repair
SSPW Assistance	Priority 3	DCI.Customer Support.Active Directory.Password Self-Service A
System login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Maximo login issue	Priority 3	DCI.Customer Support.Question
System login issue	Priority 3	DCI.Customer Support.Question
Tablet won't boot up	Priority 3	DCI.Customer Support.Question
Password reset request	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Peoplesoft login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Maximo login issue	Priority 3	DCI.Customer Support.Maximo.Password Reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Call dropped	Priority 3	DCI.Customer Support.Question
Call dropped	Priority 3	DCI.Customer Support.Question
VPN login	Priority 3	DCI.Customer Support.Software.VPN.Training
Account Disabled	Priority 3	DCI.Customer Support.Question
Account Disabled	Priority 3	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Customer wanted to check e	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password Self-Service A
Call dropped	Priority 3	DCI.Customer Support.Question

Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
unable to launch training	Priority 3	MIT.S.OPS.ILMS ITSA.post training escalation
unable to open pay statement	Priority 3	HR.PSHCM.Support
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
webmail access	Priority 3	DCI.Customer Support.Question
Customer is not able to send	Priority 2	DCI.Customer Support.Software.MS Outlook.Repair
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Maximo password reset	Priority 3	APPS.Training.Maximo
maximo password reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Peoplesoft login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
System login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
IT Security Awareness training	Priority 3	DCI.Customer Support.Question
Peoplesoft Login Issue	Priority 3	HR.PSHCM.Support
System login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Peoplesoft login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Peoplesoft login issue	Priority 3	HR.PSHCM.Support
Maximo password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Call dropped	Priority 3	DCI.Customer Support.Question
Caller did not need support	Priority 3	DCI.Customer Support.Question
IT Security Awareness training	Priority 3	DCI.Customer Support.Question
IT Security Awareness Test	Priority 3	DCI.Customer Support.Question
Account Disabled Due to No	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Question
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Question
Toll free number	Priority 3	DCI.Customer Support.Active Directory.Password reset
Call dropped	Priority 3	DCI.Customer Support.Question
Password reset	Priority 3	DCI.Customer Support.Question
Maximo Password Reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
RE: Missed Call	Priority 3	NCS.Telephone.digital phone.Other
PIDS issue. Frozen screen	Priority 3	APPS.Technical support.PIDS
Call dropped	Priority 3	DCI.Customer Support.Question
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Question: Computer issue	Priority 3	DCI.Customer Support.Question
No dial tone to desk phone	Priority 3	DCI.Customer Support.Desktop Support
Issues with lapop L-349381	Priority 3	DCI.Customer Support.Desktop Support
Maximo Password Reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
PeopleSoft Access Request	Priority 3	HR.PSHCM.HR solutions support

User requested network acco	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
User requested password re	Priority 3	DCI.Customer Support.Maximo.Password Reset
Email Question	Priority 3	DCI.Customer Support.Question
ITSA Training Question	Priority 3	DCI.Customer Support.Question
User requested password re	Priority 3	DCI.Customer Support.Question
EEO Specialist (1351)	Priority 3	HR.PSHCM.HR solutions support
User requested network acco	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
HR Report Request	Priority 3	HR.PSHCM.HR solutions support
User requested password re	Priority 3	DCI.Customer Support.Active Directory.Password reset
NSR - Belkaida	Priority 3	DCI.Customer Support.Active Directory.Drive Access
User requested network acco	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
IE Upgrade	Priority 3	DCI.Customer Support.Software.Internet Explorer
third party software install	Priority 3	DCI.Customer Support.Desktop Support
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
inquiry	Priority 3	DCI.Customer Support.service desk.Ticket Status
User requested password re	Priority 3	APPS.Technical Support.Trapeze
User requested password re	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo Assistance	Priority 3	DCI.Customer Support.Question
**time sensitive**label printe	Priority 3	DCI.Customer Support.printer.Desktop.Install Printer Driver
<a href="http://hdwiki/display/SOPs/S">http://hdwiki/display/SOPs/S</a>	Priority 3	NCS.Telephone.digital phone.Other
Customer must submit maxi	Priority 3	DCI.Customer Support.Maximo.Password Reset
network account locked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
NSR-White	Priority 3	DCI.Customer Support.Question
customer needs assistance a	Priority 3	DCI.Customer Support.Question
customer needs assistance a	Priority 3	DCI.Customer Support.Desktop Support
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Computer is extremely slow	Priority 3	DCI.Customer Support.Question
Maximo pw reset	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
call dropped	Priority 3	DCI.Customer Support.Question
ITSA Training Pwd	Priority 3	DCI.Customer Support.Question
Unable to access the Dell we	Priority 3	DCI.Customer Support.Question
password reset for peopleso	Priority 3	DCI.Customer Support.Active Directory.Password reset
Account Unlocked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Status update	Priority 3	DCI.Customer Support.service desk.Ticket Status
Account Unlocked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
internet explorer upgrade	Priority 3	DCI.Customer Support.Software.Internet Explorer
status update	Priority 3	DCI.Customer Support.service desk.Ticket Status
IT Security Awareness Train	Priority 3	MIT.OPS.ILMS ITSA.registration
scanner not working	Priority 3	DCI.Customer Support.Hardware.Scanner.Reconfigure
Email assistance	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
FIN account locked	Priority 3	MIT.Apps Security.PSFIN.password reset
IT Security Awareness Train	Priority 3	MIT.OPS.ILMS ITSA.registration
network account locked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Maximo Password reset	Priority 3	DCI.Customer Support.Maximo.Password Reset

network pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset for peopleso	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Account Unlocked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
CASD Group Policy Failed E	Priority 3	DCI.Customer Support.Desktop Support
Status updates	Priority 3	DCI.Customer Support.service desk.Ticket Status
trip planner not working	Priority 3	DCI.SYSADMIN.Software.Technical support.Operating Systems
Status update on NSR	Priority 3	DCI.Customer Support.service desk.Ticket Status
Status Update	Priority 3	DCI.Customer Support.service desk.Ticket Status
User unable to login into PS-	Priority 3	DCI.Customer Support.Active Directory.Password reset
Locked Acct	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Customer was unable to sen	Priority 3	DCI.Customer Support.Software.MS Outlook.Problem Not Found
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Customer needs to access P	Priority 3	DCI.Customer Support.Question
Maximo Password Reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
user unable to login to Maxim	Priority 3	APPS.Technical support.Maximo
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
ticket status	Priority 3	DCI.Customer Support.service desk.Ticket Status
NSR attached	Priority 3	DCI.Customer Support.Active Directory.Drive Access
Login Issue	Priority 3	DCI.Customer Support.Question
Maximo Access Update	Priority 3	APPS.Access.Maximo
computer crashed	Priority 3	DCI.Customer Support.hardware.Monitor.break/fix
email not updating	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Needs to submit NSR	Priority 3	DCI.Customer Support.Question
reset sa password	Priority 3	DCI.Customer Support.Question
Account Unlock	Priority 3	DCI.Customer Support.Active Directory.Password reset
Printer Issue on 2B*	Priority 3	DCI.Customer Support.Break-Fix.Printer
User needs FIN account unlo	Priority 3	MIT.Apps Security.PSFIN.password reset
Laptop Issue	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
pc not booting	Priority 1	DCI.Customer Support.hardware.Desktop.hardware failure
ITSA Training Pwd	Priority 3	DCI.Customer Support.Question
network pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
it security account disabled	Priority 3	DCI.Customer Support.Question
reset pw	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
reset pw	Priority 3	DCI.Customer Support.Active Directory.Password reset
Disabled Account Support	Priority 3	DCI.Customer Support.Question
Avaya Phone Issue	Priority 3	NCS.Telephone.digital phone.Voice Mail Password Reset
password reset for peopleso	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Account Unlock	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset

HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Your Connection Is Not Private	Priority 3	DCI.Customer Support.Question
CASD CA Service Desk Support	Priority 3	DCI.Customer Support.Question
user trying to use webmail	Priority 3	DCI.Customer Support.Question
It security	Priority 3	DCI.Customer Support.Question
password reset for peoplesoft	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
unlock ac	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
MS Outlook Issue	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
Keyboard Issues	Priority 2	DCI.Customer Support.hardware.Keyboard.break/fix
vpn issue	Priority 3	DCI.Customer Support.Software.VPN.Training
employee service center password	Priority 3	DCI.Customer Support.Active Directory.Password reset
reset pw	Priority 3	DCI.Customer Support.Active Directory.Password reset
network pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset for peoplesoft	Priority 3	DCI.Customer Support.Active Directory.Password reset
adobe pro	Priority 3	DCI.Customer Support.Desktop Support
Maximo Password Reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Email assistance	Priority 3	DCI.Customer Support.Question
Printer Install	Priority 3	DCI.Customer Support.printer.Desktop.Install Printer Driver
status update	Priority 3	DCI.Customer Support.service desk.Ticket Status
Locked Out	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo Assistance	Priority 3	DCI.Customer Support.Question
security awareness test question	Priority 3	DCI.Customer Support.Question
Locked Out	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Status updates	Priority 3	DCI.Customer Support.service desk.Ticket Status
Outlook Upgrade	Priority 2	DCI.Customer Support.Software.MS Outlook.Repair
Customer is requesting to have	Priority 3	DCI.Customer Support.Equipment Move.Project
Google Chrome Install Request	Priority 3	DCI.Customer Support.Desktop Support
Advised user to press the mouse	Priority 3	DCI.Customer Support.Question
Maximo Account Unlocked	Priority 3	DCI.Customer Support.Maximo.Password Reset
call dropped	Priority 3	DCI.Customer Support.Question
Changed Position of Reading	Priority 3	DCI.Customer Support.Question
customer calling because technician	Priority 3	DCI.Customer Support.service desk.Ticket Status
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Reset PS HCM	Priority 3	DCI.Customer Support.Active Directory.Password reset
Customer is redirected to Peoplesoft	Priority 3	DCI.Customer Support.Active Directory.Password reset
IT Security Awareness	Priority 3	DCI.Customer Support.Question
network account disabled	Priority 3	DCI.Customer Support.Question
Trapeze Support Issue	Priority 3	Apps.Access.Trapeze
Maximo Password	Priority 3	DCI.Customer Support.Question
Status update for ticket 4517	Priority 3	DCI.Customer Support.service desk.Ticket Status
Reset ILMS	Priority 3	MIT.OPS.ILMS ITSA.password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Reset PS HCM	Priority 3	DCI.Customer Support.Active Directory.Password reset

Reset PS HCM	Priority 3	DCI.Customer Support.Active Directory.Password reset
AD still disabled after IT Sec	Priority 3	MIT.S.OPS.IILMS ITSA.disabled account
Assisted with access to IILMS	Priority 3	DCI.Customer Support.Desktop Support
Reset IILMS	Priority 3	MIT.S.OPS.IILMS ITSA.password reset
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
Verified email address	Priority 3	DCI.Customer Support.Question
User is experiencing multiple	Priority 3	DCI.Customer Support.hardware.Desktop.hardware failure
Reset IILMS	Priority 3	MIT.S.OPS.IILMS ITSA.password reset
AD disabled due to IILMS nor	Priority 3	DCI.Customer Support.Question
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Unlocked AD	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
User is unable to open RPM	Priority 3	APPS.Technical support.ROCC
Call disconnected	Priority 3	DCI.Customer Support.Question
Reset PS HCM	Priority 3	DCI.Customer Support.Active Directory.Password reset
Account disabled because of	Priority 3	DCI.Customer Support.Question
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
<a href="http://hdwiki/display/SOPs/C">http://hdwiki/display/SOPs/C</a>	Priority 3	DCI.Customer Support.Desktop Support
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Customer had questions abo	Priority 3	DCI.Customer Support.Question
Customer had questions abo	Priority 3	DCI.Customer Support.Question
Call requested the # for Metr	Priority 3	DCI.Customer Support.Question
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo password reset	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Call dropped	Priority 3	DCI.Customer Support.Question
Call dropped	Priority 3	DCI.Customer Support.Question
Computers not working	Priority 1	DCI.Customer Support.hardware.Laptop.break/fix
Unlock account	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
NSR - Kidanie	Priority 3	DCI.Customer Support.Active Directory.Drive Access
Job Title Field	Priority 3	HR.PSHCM.HR solutions support
User requested password re	Priority 3	DCI.Customer Support.Active Directory.Password reset
Google Chrome Install	Priority 3	DCI.Customer Support.Desktop Support
User requested password re	Priority 3	DCI.Customer Support.Active Directory.Password reset
Customer calling for a status	Priority 3	DCI.Customer Support.service desk.Ticket Status
Account unlock	Priority 3	DCI.Customer Support.Active Directory.Password reset
Customer inquiring about a r	Priority 3	DCI.Customer Support.Question
Customer not able to access	Priority 3	DCI.Customer Support.Question
HR Issues	Priority 3	HR.PSHCM.HR solutions support
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset



password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
reset pw	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Error message; Printer offline	Priority 3	DCI.Customer Support.printer.Desktop.Cycle Printer
reset pw	Priority 3	DCI.Customer Support.Active Directory.Password reset
reset pw	Priority 3	DCI.Customer Support.Active Directory.Password reset
Account Unlocked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Maximo password reset	Priority 3	DCI.Customer Support.Question
Maximo password	Priority 3	DCI.Customer Support.Active Directory.Password reset
Email Archiving Question	Priority 3	DCI.Customer Support.Question
no network conectivity SOC*	Priority 3	DCI.Customer Support.hardware.Laptop.break/fix
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
reset maximo pw	Priority 3	DCI.Customer Support.Maximo.Password Reset
password reset	Priority 2	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
NSR Request	Priority 3	DCI.Customer Support.Active Directory.Drive Access
unable to save work in maximo	Priority 3	APPS.Technical support.Maximo
Customer has a question about	Priority 3	DCI.Customer Support.Active Directory.Password reset
reset pw	Priority 3	DCI.Customer Support.Active Directory.Password reset
Customer needs help with the	Priority 3	DCI.Customer Support.Software.VPN.Install
Password reset	Priority 2	DCI.Customer Support.Active Directory.Password reset
Time Trax	Priority 3	DCI.Customer Support.Question
IT Security Awareness Training	Priority 3	MIT.S.OPS.I.LMS ITSA.disabled account
IT Non-Compliance w/IT Sec	Priority 3	DCI.Customer Support.Question
reset pw	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo Access Request	Priority 3	DCI.Customer Support.Question
reset maximo pw	Priority 3	DCI.Customer Support.Maximo.Password Reset
pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Customer has a question about	Priority 3	DCI.Customer Support.Question
inquiring about account	Priority 3	DCI.Customer Support.Question
Printer Mapping	Priority 3	DCI.Customer Support.printer.Desktop.Cycle Printer
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
unable to login to ELM	Priority 3	DCI.Customer Support.Active Directory.Password reset
IT Security has disabled your	Priority 3	DCI.Customer Support.Question
question for procore support	Priority 3	DCI.Customer Support.Question
install software	Priority 3	DCI.Customer Support.Desktop Support
Keyboard Broken	Priority 3	DCI.Customer Support.hardware.Keyboard.break/fix
third party software	Priority 3	DCI.Customer Support.Desktop Support
checking on 44189	Priority 3	DCI.Customer Support.Active Directory.Password reset
Reinstall project and visio	Priority 3	DCI.SYSADMIN.Software.installation.MS Project
network account locked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
VPN Issue	Priority 3	DCI.Customer Support.Software.VPN.Training
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Customer lost old entrust token	Priority 3	MIT.S.Engineering.VPN.Technical support
Password Reset	Priority 3	DCI.SYSADMIN.Server.Access
reset pw	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset

VPN configuration	Priority 3	DCI.Customer Support.Desktop Support
not able to open attached do	Priority 3	DCI.SYSADMIN.Mobile Device Management.Technical support.S
ITSA Password reset	Priority 3	DCI.Customer Support.Question
reset Maximo pw	Priority 3	DCI.Customer Support.Maximo.Password Reset
unable to login to laptop	Priority 3	DCI.Customer Support.Active Directory.Password reset
CASD Java Installation or Up	Priority 3	DCI.Customer Support.Software.Java.upgrade
emails not updating	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
GOTORS	Priority 3	APPS.Technical support.GOTRS
PW reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
reset pw	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo password reset.	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
how to screen capture	Priority 3	DCI.Customer Support.Question
Power supply	Priority 3	DCI.Customer Support.Desktop Support
CASD Update Adobe Acrobat	Priority 3	DCI.Customer Support.Desktop Support
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
MetroAccess Trapeze Issue	Priority 3	DCI.Customer Support.Question
trust relationship	Priority 3	DCI.Customer Support.Network.Server
Oracle Database client (ODE	Priority 3	DCI.Customer Support.Desktop Support
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
PW reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
brother label not working	Priority 3	DCI.Customer Support.printer.Desktop.Cycle Printer
Customer wants CD card pri	Priority 3	DCI.Customer Support.Desktop Support
User unable to take custome	Priority 3	DCI.Customer Support.Desktop Support
user needs to be added to re	Priority 3	DCI.Customer Support.Question
network pw reset	Priority 3	DCI.Customer Support.Question
<a href="http://hdwiki/display/SOPs/Pe">http://hdwiki/display/SOPs/Pe</a>	Priority 3	APPS.Technical support.PSELM
Unable to login	Priority 3	DCI.Customer Support.Question
no phone and internet	Priority 2	NCS.Telephone.digital phone.No Dial Tone
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
WebMail	Priority 3	DCI.Customer Support.Question
pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Customer's phone not workin	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Unable to edit	Priority 3	HR.PSHCM.Support
how to increase maximo	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
monitor issue	Priority 3	DCI.Customer Support.hardware.Monitor.configuration
Network password reset req	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo Password Reset	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock

Access to Network drive	Priority 3	DCI.Customer Support.Desktop Support
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Question
User Emails are not showing	Priority 3	DCI.SYSADMIN.Mobile Device Management.Technical support.S
External Access to People S	Priority 3	DCI.Customer Support.Question
CASD Xerox Network Printer	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
needs more I drive space	Priority 3	DCI.SYSADMIN.network driveClean Disk Space
Mobile Phone Support	Priority 2	NCS.Telephone.mobile phone.Other
Network passwor reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo Assistance	Priority 3	APPS.Technical support.Maximo
status update 44882	Priority 3	DCI.Customer Support.service desk.Ticket Status
Question about payroll	Priority 3	DCI.Customer Support.Question
Xerox Printer not properly wo	Priority 3	DCI.Customer Support.printer.Xerox.technical support
Customer needs help with m	Priority 3	DCI.Customer Support.Question
PAssword Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password and Login Assista	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
No support needed	Priority 3	DCI.Customer Support.Question
<a href="http://hdwiki/display/SOPs/G">http://hdwiki/display/SOPs/G</a>	Priority 3	APPS.Technical support.GOTRS
IT Security Awareness Train	Priority 3	DCI.Customer Support.Desktop Support
Printer Issue	Priority 3	DCI.Customer Support.printer.Desktop.Cycle Printer
General Inquiry	Priority 3	DCI.Customer Support.Question
IT Security Awareness Train	Priority 3	DCI.Customer Support.Question
Metroweb Access	Priority 3	DCI.Customer Support.Question
free up disk space	Priority 3	DCI.Customer Support.Desktop Support
Charles Phelps Peoplesoft A	Priority 3	HR.PSHCM.Access
Local and network printer ins	Priority 3	DCI.Customer Support.printer.Xerox.technical support
wants to take security aware	Priority 3	DCI.Customer Support.Question
Maximo password reset requ	Priority 3	DCI.Customer Support.Maximo.Password Reset
Maximo Password Reset or	Priority 3	DCI.Customer Support.Question
Network password reset requ	Priority 3	DCI.Customer Support.Active Directory.Password reset
access prohibited	Priority 3	MIT.S.OPS.security.firewall
PSW reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Needs access to IT Security	Priority 3	MIT.S.OPS.ILMS ITSA.registration
IT Sec. Awareness Training	Priority 3	DCI.Customer Support.Desktop Support
check ticket status	Priority 3	DCI.Customer Support.service desk.Ticket Status
Maximo Password Reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Locked out	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
User camera is not working-	Priority 3	DCI.Customer Support.hardware.Desktop.hardware failure
Email assistance	Priority 1	DCI.Customer Support.Desktop Support
Locked out	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
PC blue screens and restarts	Priority 3	DCI.Customer Support.hardware.Desktop.hardware failure
Employee Lookup Tool Inqui	Priority 3	DCI.Customer Support.Question
pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
VPN Terminal Session	Priority 3	DCI.Customer Support.Software.VPN.Training
maximo pw reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Dropped Call	Priority 3	DCI.Customer Support.Question

User Test wont let him go pa	Priority 3	DCI.Customer Support.Desktop Support
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Status on NSR	Priority 3	DCI.Customer Support.service desk.Ticket Status
Email password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Account Unlocked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
CASD Change Network Pas	Priority 3	DCI.Customer Support.Active Directory.Password reset
PW reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
User stated that she took the	Priority 2	MIT.S.OPS.I.LMS ITSA.registration
ITSA Training Password Res	Priority 3	DCI.Customer Support.Question
Trapeze Issue	Priority 3	DCI.Customer Support.Question
Maximo Password	Priority 3	DCI.Customer Support.Question
IT Security Awareness	Priority 3	DCI.Customer Support.Question
status on # 44882	Priority 3	DCI.Customer Support.service desk.Ticket Status
Login Issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
P drive	Priority 3	DCI.Customer Support.Desktop Support
Maximo Assistance	Priority 3	DCI.Customer Support.Question
User would like to sync WMA	Priority 3	DCI.SYSADMIN.Mobile Device Management.Password reset.Sm
PAssword Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
PSF Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
customer has to log off and k	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
Maximo Assistance	Priority 3	DCI.Customer Support.Maximo.Password Reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
PW reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
PW reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
network pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo reset	Priority 3	APPS.Access.Maximo
User cannot access the PS H	Priority 3	DCI.Customer Support.Question
network pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Disabled Account Support	Priority 3	DCI.Customer Support.Question
Email assistance	Priority 3	DCI.Customer Support.Question
Reset PS HCM	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo Assistance	Priority 3	DCI.Customer Support.Maximo.Password Reset
AD reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Reset Maximo	Priority 3	APPS.Access.Maximo
Reset PS HCM	Priority 3	DCI.Customer Support.Active Directory.Password reset
Operators scan drivers licens	Priority 3	HR.PSHCM.ESS technical support
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
User could not access the IT	Priority 3	DCI.Customer Support.Desktop Support
User cannot access Trapeze	Priority 3	DCI.Customer Support.Desktop Support
User no longer has a WMAT	Priority 2	DCI.SYSADMIN.Mobile Device Management.Technical support.S
ILMS test just completed - u	Priority 3	DCI.Customer Support.Question
Reset PS HCM	Priority 3	DCI.Customer Support.Active Directory.Password reset

User's wired mouse is not wo	Priority 3	DCI.Customer Support.Question
Reset ILMS	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
AD disabled due to ILMS non	Priority 3	DCI.Customer Support.Question
Please reset password	Priority 3	APPS.Technical support.ROCC
Request for assistance to op	Priority 3	DCI.Customer Support.Question
Call Dropped	Priority 3	DCI.Customer Support.Question
Customer just wanted the ad	Priority 3	DCI.Customer Support.Question
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
User cannot access Trapeze	Priority 3	APPS.Technical Support.Trapeze
Maximo password reset	Priority 3	DCI.Customer Support.Question
Maximo Password Reset	Priority 3	DCI.Customer Support.Question
Reset PS HCM	Priority 3	DCI.Customer Support.Active Directory.Password reset
Account was actually unlock	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Call dropped	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Network down Smithsonian I	Priority 3	NCS.Data Circuit.Issues
Add mapped drive NSR	Priority 3	DCI.Customer Support.Active Directory.Drive Access
Customer unable to access t	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
Customer wants to know if is	Priority 3	DCI.Customer Support.Question
User requested password re	Priority 3	DCI.Customer Support.Maximo.Password Reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
User requested password re	Priority 3	DCI.Customer Support.Active Directory.Password reset
Customer unable access we	Priority 3	DCI.Customer Support.Question
RE: RCSC zone domain con	Priority 3	MIT.S.OPS.security.scan request
Install Internet Explorer	Priority 3	DCI.Customer Support.Software.Internet Explorer
Prowatch printer issue	Priority 3	DCI.Customer Support.Desktop Support
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Customer called that ticket 4	Priority 3	DCI.Customer Support.service desk.Ticket Status
call dropped	Priority 3	DCI.Customer Support.Question
Voicemail Password Reset	Priority 3	NCS.Telephone.mobile phone.Voice Mail Password Reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Network pasword reset requ	Priority 3	DCI.Customer Support.Active Directory.Password reset
"you are not authorized to ad	Priority 3	APPS.Technical support.PSELM
Password Reset	Priority 3	DCI.Customer Support.Question
Customer is having issues w	Priority 3	APPS.Technical Support.Trapeze
Printer Issue on 2B*	Priority 3	DCI.Customer Support.Break-Fix.Printer
Trapeze Cannot Display The	Priority 3	DCI.Customer Support.Question
IT Sec Awareness Training P	Priority 3	DCI.Customer Support.Question
Trapeze Support	Priority 3	DCI.Customer Support.Question
Access to PeopleSoft/Payrol	Priority 3	DCI.Customer Support.Desktop Support
Returned Tech's Call	Priority 3	DCI.Customer Support.Question

Maximo Assistance	Priority 3	DCI.Customer Support.Maximo.Password Reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password and Login Assista	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
ITSAT cred needed	Priority 3	DCI.Customer Support.Question
Outlook constantly prompting	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password requirements	Priority 3	DCI.Customer Support.Question
IT Security Awareness Train	Priority 3	Applications
call cancelled. monitor worki	Priority 3	DCI.Customer Support.Question
network pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
adobe pro install	Priority 3	DCI.Customer Support.Desktop Support
adobe pro install	Priority 3	DCI.Customer Support.Desktop Support
AD pw reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password unlock request	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Printer install	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
CASD IT Security Awareness	Priority 3	MIT.S.OPS.ILMS ITSA.post training escalation
Maximo Password reset	Priority 3	APPS.Training.Maximo
Password Reset for VDI	Priority 3	DCI.SYSADMIN.Software.Technical support.Operating Systems
user profile failed to login	Priority 3	DCI.Customer Support.Desktop Support
pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
No response	Priority 3	DCI.Customer Support.Question
Password reset	Priority 3	DCI.Customer Support.Question
email not updating	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
password reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Maximo account disabled du	Priority 3	DCI.Customer Support.Question
reset sa password	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
account disabled	Priority 3	MIT.S.OPS.ILMS ITSA.disabled account
Surplus Equip Inquiry	Priority 4	DCI.Customer Support.Equipment Move.Surplus removal
Customer needs help with sh	Priority 3	DCI.Customer Support.Desktop Support
Motorola PremierOne Reco	Priority 3	DCI.Customer Support.Question
Account disabled due to iLM	Priority 3	DCI.Customer Support.Desktop Support
iLMS password reset	Priority 3	DCI.Customer Support.Desktop Support
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo Assistance	Priority 3	DCI.Customer Support.Maximo.Password Reset
ITSAT issues	Priority 3	DCI.Customer Support.Desktop Support
issue launching course	Priority 3	MIT.S.OPS.ILMS ITSA.post training escalation
VPV issue	Priority 3	DCI.Customer Support.Software.VPN.Training
CASD Troubleshoot Dual Mo	Priority 3	DCI.Customer Support.hardware.Monitor.configuration
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
disabled due to non complia	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
unlocked account	Priority 3	DCI.Customer Support.Active Directory.Password reset
unable to launch ITSAT	Priority 3	MIT.S.OPS.ILMS ITSA.post training escalation
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Email assistance	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
account still disabled after ta	Priority 2	MIT.S.OPS.ILMS ITSA.disabled account

http://hdwiki/display/SOPs/S	Priority 3	DCI.Customer Support.Question
user took IT security training	Priority 3	MIT.S.OPS.ILMS ITSA.disabled account
MS Visio / Project install	Priority 3	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Display name change	Priority 3	DCI.Customer Support.Question
Maximo pw reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Submit NSR	Priority 3	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Computer Frozen	Priority 3	DCI.Customer Support.hardware.Desktop.configuration
needed intel graphic driver in	Priority 3	DCI.Customer Support.Desktop Support
Customer checking to see if	Priority 3	DCI.Customer Support.service desk.Ticket Status
CASD Status Updates on Or	Priority 3	DCI.Customer Support.service desk.Ticket Status
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Software Install/Update	Priority 3	DCI.Customer Support.Desktop Support
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Email not Updating	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
Self Resolved	Priority 3	DCI.Customer Support.Question
Password unlock request	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Customer calling on status u	Priority 3	DCI.Customer Support.service desk.Ticket Status
Status update on ticket # 447	Priority 3	DCI.Customer Support.service desk.Ticket Status
User needs his R: Drive Ren	Priority 3	DCI.Customer Support.Desktop Support
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
User coul not get his IT sec	Priority 3	DCI.Customer Support.Desktop Support
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password reset for new Con	Priority 3	DCI.Customer Support.Active Directory.Password reset
IT Security Awareness Train	Priority 3	MIT.S.OPS.ILMS ITSA.disabled account
email issue	Priority 3	DCI.Customer Support.Question
ITSA Training Inquiry	Priority 3	DCI.Customer Support.Question
DCI.Customer Support.printer	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
Telephone cord	Priority 3	NCS.Telephone.digital phone.Hardware
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Request for Assistance in Re	Priority 3	DCI.Customer Support.Question
unlocked account	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
payroll num provided	Priority 3	DCI.Customer Support.Question
Install Adobe acro pro on tab	Priority 3	DCI.Customer Support.Desktop Support
Disabled Account Support	Priority 3	MIT.S.OPS.security.firewall
STATUS	Priority 3	DCI.Customer Support.service desk.Ticket Status
unlocked account	Priority 3	DCI.Customer Support.Active Directory.Password reset
QICO Capital Assurance Ma	Priority 3	DCI.SYSADMIN.Server.Access
Locked out	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Customer forgot his badge a	Priority 3	DCI.Customer Support.Desktop Support
Disconnected call	Priority 3	DCI.Customer Support.Question
Trying to remote but getting v	Priority 3	DCI.Customer Support.Software.VPN.Training
payroll_support@wmata.com	Priority 3	DCI.Customer Support.Question
Micro Soft Outlook Issues	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
install printer	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver

Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
HP LJ 9500 on 605*	Priority 3	DCI.Customer Support.Break-Fix.Printer
users account is disabled aft	Priority 2	MIT.S.OPS.ILMS ITSA.disabled account
NSR Request	Priority 3	DCI.Customer Support.Active Directory.Drive Access
Maximo password reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
inquiry	Priority 3	DCI.Customer Support.service desk.Ticket Status
Not able to access his PC fro	Priority 3	DCI.Customer Support.Software.VPN.Training
CASD Internet Access Prohi	Priority 3	DCI.Customer Support.Internet.Access prohibited
Account disabled for non cor	Priority 3	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Account Unlocked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Accounts+Still+Disabled+Aft	Priority 3	MIT.S.OPS.ILMS ITSA.disabled account
ITSAT pw reset	Priority 3	MIT.S.OPS.ILMS ITSA.registration
health check request	Priority 3	DCI.Customer Support.hardware.Desktop.configuration
assistance setting up automa	Priority 3	DCI.Customer Support.Question
pw reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
IT security Awareness Passv	Priority 4	DCI.Customer Support.Question
needs FIN access	Priority 3	MIT.S.Apps Security.PSFIN.Access
MS Outlook: Email Issues	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
5+ network accounts disable	Priority 3	MIT.S.OPS.ILMS ITSA.disabled account
CASD Change Network Pas	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
contact question	Priority 3	DCI.Customer Support.Question
IT security Awareness Passv	Priority 3	DCI.Customer Support.Question
PSF Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Pay Roll	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
CASD Java Installation or Up	Priority 3	DCI.Customer Support.Software.Java.upgrade
Adobe error	Priority 3	DCI.Customer Support.Question
IT Security Awareness Train	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
IT Security Awareness Train	Priority 3	DCI.Customer Support.Desktop Support
Acct lockout	Priority 3	DCI.Customer Support.Desktop Support
PSF Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
No Login Server	Priority 3	DCI.Customer Support.Network.Server
CASD Xerox Network Printe	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
Account still disabled after tr	Priority 2	MIT.S.OPS.ILMS ITSA.disabled account
IT Security Awareness Train	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
third party software install	Priority 3	DCI.Customer Support.Desktop Support
Maximo Assistance	Priority 3	DCI.Customer Support.Maximo.Password Reset
metroquest wifi pw	Priority 3	DCI.Customer Support.Desktop Support
Disabled Account Support	Priority 3	DCI.Customer Support.Question
inquiry	Priority 3	DCI.Customer Support.service desk.Ticket Status
Maximo Password Reset	Priority 3	APPS.Training.Maximo



PW reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Printer install	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
Reset users IT security Awareness	Priority 3	DCI.Customer Support.Question
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Access Error When Trying To	Priority 3	DCI.Customer Support.Desktop Support
User could not get his primary	Priority 3	DCI.Customer Support.hardware.Monitor.configuration
It awareness training	Priority 3	DCI.Customer Support.Question
IT Security Awareness Training	Priority 3	DCI.Customer Support.Desktop Support
Account Disabled	Priority 2	MIT.S.OPS.ILMS ITSA.disabled account
outlook prompting for credentials	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
User is requesting access to	Priority 3	APPS.Access.DOCUMENTUM
Reset ILMS	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
IT Security Awareness Training	Priority 3	DCI.Customer Support.Desktop Support
account disabled	Priority 3	DCI.Customer Support.Question
AD disabled due to ILMS notification	Priority 3	DCI.Customer Support.Question
Page freezing	Priority 3	MIT.S.OPS.ILMS ITSA.post training escalation
User is still showing disabled	Priority 3	MIT.S.OPS.ILMS ITSA.disabled account
screen is fuzzy	Priority 3	DCI.Customer Support.hardware.Monitor.hardware failure
no audio	Priority 3	DCI.Customer Support.Desktop Support
IT Security Awareness Training	Priority 3	DCI.Customer Support.Desktop Support
Request NEAT update on laptop	Priority 3	DCI.Customer Support.Question
ITSAT still disabled after test	Priority 3	MIT.S.OPS.ILMS ITSA.disabled account
ITSAT pw reset	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
AD disabled due to ILMS notification	Priority 3	DCI.Customer Support.Question
Reset ILMS	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
AD disabled due to ILMS notification	Priority 3	DCI.Customer Support.Question
Maximo pw reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Ticket started by mistake	Priority 3	DCI.Customer Support.Question
Unlocked AD	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
ILMS reset	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
AD disabled due to ILMS notification	Priority 3	DCI.Customer Support.Question
Peoplesoft login issue	Priority 3	DCI.Customer Support.Question
Outlook login issue	Priority 3	DCI.Customer Support.Question
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
Peoplesoft login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Peoplesoft login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
System freezing during ILMS	Priority 3	DCI.Customer Support.Desktop Support
Reset ILMS	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
Maximo Access issue	Priority 3	DCI.Customer Support.Question
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
Peoplesoft login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Peoplesoft login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Assisted user with employee	Priority 3	DCI.Customer Support.Question
TSR Status Update	Priority 3	DCI.Customer Support.Maximo.TSR Status
Password reset issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Job Application Status	Priority 3	DCI.Customer Support.Question

User would like to have his a	Priority 3	DCI.Customer Support.Desktop Support
Maximo login issue	Priority 3	DCI.Customer Support.Question
System login issue	Priority 3	DCI.Customer Support.Question
Voicemail Pin reset	Priority 3	NCS.Telephone.digital phone.Voice Mail Password Reset
IT Security Awareness login	Priority 3	DCI.Customer Support.Question
Cancelled call - tranferred to	Priority 3	DCI.Customer Support.Question
System login issue	Priority 3	DCI.Customer Support.Question
Reset PS HCM	Priority 3	DCI.Customer Support.Active Directory.Password reset
Reset ILMS	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
System login issue	Priority 3	DCI.Customer Support.Question
Maximo login issue	Priority 3	DCI.Customer Support.Maximo.Password Reset
AD disabled for ILMS non co	Priority 3	DCI.Customer Support.Question
Call dropped	Priority 3	DCI.Customer Support.Question
Reset ILMS	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
AD disabled due to ILMS non	Priority 3	DCI.Customer Support.Question
Said account was locked but	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Account login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Peoplesoft login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Customer needs department	Priority 3	Applications
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 2	Applications
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Account Disabled Per Badgin	Priority 3	MIT.S.OPS.security.firewall
Caller just wanted the eservi	Priority 3	DCI.Customer Support.Question
IT Security disabled this acco	Priority 3	DCI.Customer Support.Active Directory.Password reset
IT Security Awareness Non-C	Priority 3	DCI.Customer Support.Question
Printer Issue	Priority 3	DCI.Customer Support.Desktop Support
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.New Employee
Customer data/program tran	Priority 3	DCI.Customer Support.Equipment Move.Project
User requested network acco	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo password reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Customer reported unable to	Priority 3	DCI.Customer Support.Question
Maximo Password Reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Network Printer install	Priority 3	Hardware
password reset	Priority 2	Applications
Per customer has completed	Priority 2	MIT.S.OPS.ILMS ITSA.disabled account
Customer wanted support of	Priority 3	Applications
Customer getting a google m	Priority 3	DCI.Customer Support.Question
IT Security Awareness locke	Priority 3	DCI.Customer Support.Question
Account Locked Out	Priority 3	MIT.S.OPS.ILMS ITSA.registration
User requested password re	Priority 3	DCI.Customer Support.Active Directory.Password reset
customer data move	Priority 3	DCI.Customer Support.Question
support cancelled.	Priority 3	DCI.Customer Support.Question

support cancelled	Priority 3	DCI.Customer Support.Question
Password reset	Priority 2	Applications
The user is unable to login a	Priority 2	MIT.S.OPS.I.LMS ITSA.disabled account
Adobe Upgrade	Priority 3	DCI.Customer Support.Desktop Support
Emailing: KGillespie - PS-Tir	Priority 3	HR.PSHCM.HR solutions support
Resume for Job Title: Bus O	Priority 3	HR.PSHCM.HR solutions support
account is still disabled after	Priority 2	MIT.S.OPS.I.LMS ITSA.disabled account
Password Reset	Priority 3	MIT.S.OPS.I.LMS ITSA.registration
vpn login issue	Priority 3	DCI.Customer Support.Software.VPN.Training
Call dropped	Priority 3	DCI.Customer Support.Question
Account still disabled after co	Priority 3	MIT.S.OPS.I.LMS ITSA.disabled account
please disable old token and	Priority 3	MIT.S.Engineering.VPN.Technical support
Maximo Assistance	Priority 3	APPS.Technical support.Maximo
Maximo access	Priority 3	DCI.Customer Support.Maximo.Password Reset
Maximo access	Priority 3	DCI.Customer Support.Maximo.Password Reset
Access to Webmail	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Question
MIT.S.OPS.I.LMS ITSA.disab	Priority 3	MIT.S.OPS.I.LMS ITSA.disabled account
Account Unlock	Priority 3	DCI.Customer Support.Question
IT Security Awareness Non-C	Priority 3	DCI.Customer Support.Question
Maximo Assistance	Priority 3	DCI.Customer Support.Maximo.Password Reset
Account Unlocked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
pw reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
users account is disabled aft	Priority 2	MIT.S.OPS.I.LMS ITSA.disabled account
Customer is not able to acce	Priority 3	Applications
unable to open outlook	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Dropped Call	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Customer is not able to acce	Priority 3	DCI.Customer Support.Internet.Access prohibited
ITSAT pw reset	Priority 3	MIT.S.OPS.I.LMS ITSA.password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
connect computer after movi	Priority 3	DCI.Customer Support.Desktop Support
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
I assisted the customer with	Priority 3	DCI.Customer Support.Question
Disabled Account Support	Priority 3	DCI.Customer Support.Question
support cancelled	Priority 3	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
In stall access	Priority 3	DCI.Customer Support.Desktop Support
Printer Issue	Priority 3	DCI.Customer Support.printer.Desktop.Cycle Printer
the users account is still disa	Priority 3	MIT.S.OPS.I.LMS ITSA.disabled account
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
IT Security Awareness Train	Priority 3	MIT.S.OPS.I.LMS ITSA.registration
account disabled	Priority 3	DCI.Customer Support.Question
IT Security Awareness Train	Priority 3	Applications
Password Reset	Priority 3	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Question

FIN account locked	Priority 3	MIT.S.Apps Security.PSFIN.password reset
Question regarding resume l	Priority 3	DCI.Customer Support.Question
Third Party Install	Priority 3	DCI.Customer Support.Desktop Support
group email request	Priority 3	DCI.Customer Support.Question
security awareness passwor	Priority 3	DCI.Customer Support.Question
Account locked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
IT Security Awareness Train	Priority 3	DCI.Customer Support.Question
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	Applications
PW reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Question
Password reset	Priority 2	Applications
account disabled	Priority 3	DCI.Customer Support.Question
unable to send/receive email	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
PW reset	Priority 3	DCI.Customer Support.Active Directory.Password Self-Service A
Printer Issue	Priority 3	DCI.Customer Support.printer.Desktop.Cycle Printer
PW reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Question
Customer waiting for account	Priority 3	MIT.S.OPS.ILMS ITSA.disabled account
Account Locked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Account Unlocked	Priority 3	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo Password	Priority 3	DCI.Customer Support.Maximo.Password Reset
Speakers Issue	Priority 3	DCI.Customer Support.Desktop Support
Call dropped	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
IT Security Awareness Train	Priority 3	DCI.Customer Support.Desktop Support
Maximo Status Update	Priority 3	APPS.Access.Maximo
Network password reset req	Priority 3	DCI.Customer Support.Active Directory.Password reset
unable to access email via O	Priority 4	DCI.Customer Support.Desktop Support
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
unlocked account	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Maximo Assistance	Priority 3	DCI.Customer Support.Maximo.Password Reset
network account disabled	Priority 3	DCI.Customer Support.Question
IT Security Awareness Train	Priority 3	Applications
DCI.Customer Support.Softv	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
User requested password re	Priority 3	DCI.Customer Support.Active Directory.Password reset
Customer needed VPN supp	Priority 3	Applications
account still disabled	Priority 3	MIT.S.OPS.ILMS ITSA.disabled account
Tablet Issue	Priority 2	DCI.Customer Support.Software.VPN.Install
IT Security Awareness Train	Priority 2	MIT.S.OPS.ILMS ITSA.registration
Password reset	Priority 2	Applications
Tablet Issue	Priority 2	DCI.SYSADMIN.Mobile Device Management.Technical supportT
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Customer needs to take IT S	Priority 3	DCI.Customer Support.Desktop Support
Question about email distribu	Priority 3	Applications

account locked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
http://hdwiki/display/SOPs/IT	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
it security	Priority 3	DCI.Customer Support.Question
One Drive for business acce	Priority 1	DCI.Customer Support.Desktop Support
Disabled Account Support	Priority 3	DCI.Customer Support.Question
Dropped Call	Priority 3	DCI.Customer Support.Question
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
account disabled for non-cor	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
support cancelled.	Priority 3	DCI.Customer Support.Question
IT Security Awareness Train	Priority 3	DCI.Customer Support.Break-Fix.Computer
It Security Awareness Accou	Priority 3	DCI.Customer Support.Question
IT Security Awareness Train	Priority 2	DCI.Customer Support.Desktop Support
SharePoint is not loading	Priority 3	DCI.Customer Support.Desktop Support
IT Security Awareness Train	Priority 3	DCI.Customer Support.Desktop Support
password reset for training	Priority 3	DCI.Customer Support.Question
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
account disabled due to not t	Priority 3	DCI.Customer Support.Question
ITSAT cred clarified	Priority 3	DCI.Customer Support.Question
It security awareness	Priority 3	DCI.Customer Support.Question
user completed the training a	Priority 3	MIT.S.OPS.I.LMS ITSA.disabled account
IT Security Awareness Train	Priority 3	DCI.Customer Support.Desktop Support
It security Awareness	Priority 3	MIT.S.OPS.I.LMS ITSA.password reset
IT Security Awareness Train	Priority 3	DCI.Customer Support.Active Directory.Password reset
The user is requesting to hav	Priority 3	DCI.Customer Support.Desktop Support
Status Update	Priority 3	DCI.Customer Support.service desk.Ticket Status
Customer unable to login int	Priority 3	DCI.Customer Support.Desktop Support
account disabled after taking	Priority 2	MIT.S.OPS.I.LMS ITSA.disabled account
Update on ticket # 44191	Priority 3	DCI.Customer Support.service desk.Ticket Status
Documentum Password Res	Priority 3	APPS.Access.DOCUMENTUM
IT Security Awareness Train	Priority 3	DCI.Customer Support.Desktop Support
Account Unlocked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
network pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
IT Security Awareness Train	Priority 3	DCI.Customer Support.Question
PW reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
It Security Awareness	Priority 3	DCI.Customer Support.Question
IT Security Awareness Train	Priority 3	DCI.Customer Support.Question
user account is still disabled	Priority 2	MIT.S.OPS.I.LMS ITSA.disabled account
IT Security Awareness Train	Priority 3	DCI.Customer Support.Desktop Support
customer walked in	Priority 3	DCI.Customer Support.Question
Customer network account c	Priority 3	DCI.Customer Support.Question
avaya phone rings once and	Priority 3	NCS.Telephone.digital phone.Other
Disabled Account Support	Priority 3	DCI.Customer Support.Question
Maximo Assistance	Priority 3	DCI.Customer Support.Maximo.Password Reset
Sharepoint Issue	Priority 3	DCI.Customer Support.Question

IT Security Awareness Train	Priority 3	MIT.S.OPS.I.LMS ITSA.registration
IT Security Awareness Train	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Customer network account c	Priority 3	DCI.Customer Support.Question
Account disabled due to Non	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
IT Security Awareness Train	Priority 3	DCI.Customer Support.Desktop Support
ITSA	Priority 3	DCI.Customer Support.Question
Dropped Call	Priority 3	DCI.Customer Support.Question
network pw reset	Priority 3	DCI.Customer Support.Question
User network account disabl	Priority 3	DCI.Customer Support.Question
IT Security Awareness Train	Priority 3	DCI.Customer Support.Desktop Support
Disabled Account Support	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
account disbaled due to not f	Priority 3	DCI.Customer Support.Question
IT Security Awareness Train	Priority 3	DCI.Customer Support.Active Directory.Password reset
Disabled Account Support	Priority 3	DCI.Customer Support.Question
Customer needs monitor ins	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	MIT.S.OPS.I.LMS ITSA.registration
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
unable to view pids display	Priority 3	APPS.Technical support.PIDS
Admin. User Rights	Priority 3	DCI.Customer Support.Question
One Drive	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Non Compliance	Priority 3	DCI.Customer Support.Question
needs trapeze password res	Priority 3	DCI.Customer Support.Question
paper jam	Priority 3	DCI.Customer Support.Question
Soft Token - assigned to MD	Priority 3	DCI.SYSADMIN.Mobile Device Management.Technical support.S
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
status update 44179	Priority 3	DCI.Customer Support.service desk.Ticket Status
NSr Form	Priority 3	DCI.Customer Support.Question
needs windchill password res	Priority 3	APPS.Technical support.Windchill
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
VPN	Priority 3	DCI.Customer Support.Software.VPN.Install
unable to login	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
NCS Ops Request	Priority 3	NCS.Telephone.digital phone.Other
Access Request	Priority 3	DCI.SYSADMIN.Server.Access
Password Requirment	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
PW reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Internet issue	Priority 3	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
passowrd reset peoplesoft	Priority 3	DCI.Customer Support.Active Directory.Password reset
Adobe Upgrade	Priority 3	DCI.Customer Support.Desktop Support
needs to have maximo acco	Priority 4	DCI.Customer Support.Maximo.Password Reset
PW reser	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password	Priority 3	DCI.Customer Support.Question
Request to clear orphan repd	Priority 3	HR.PSHCM.Report

PW reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
ITSA Inquiry	Priority 3	DCI.Customer Support.Desktop Support
Account locked	Priority 3	DCI.Customer Support.Active Directory.Password reset
PW reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
IT Security Awareness Train	Priority 3	DCI.Customer Support.Question
Mouse Issue	Priority 2	DCI.Customer Support.hardware.Mouse.break/fix
PW reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo Assistance	Priority 3	DCI.Customer Support.Question
Avaya Issue	Priority 3	NCS.Telephone.digital phone.Hardware
Account Unlocked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Software Install/Update	Priority 3	DCI.Customer Support.Desktop Support
Printer Issue	Priority 3	DCI.Customer Support.printer.Desktop.Cycle Printer
Mouse Issue	Priority 3	DCI.Customer Support.hardware.Keyboard.break/fix
Support Not Needed	Priority 3	DCI.Customer Support.Question
network pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Account Lcoked	Priority 3	DCI.Customer Support.Active Directory.Password reset
Video problem at CTF*	Priority 3	DCI.Customer Support.hardware.Monitor.break/fix
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
ELM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo Assistance	Priority 3	DCI.Customer Support.Question
Account Unlocked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Customer cannot access Ne	Priority 3	DCI.Customer Support.Desktop Support
DVD error	Priority 3	DCI.Customer Support.Desktop Support
No Trust Relationship	Priority 3	DCI.Customer Support.Network.Server
Audio Playback	Priority 3	DCI.Customer Support.Desktop Support
PW reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
network pw reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Payroll Question	Priority 3	DCI.Customer Support.Question
Network Printer Install	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
Emails are Not Updating	Priority 3	DCI.Customer Support.Software.MS Outlook.Problem Not Found
No Support Needed	Priority 3	DCI.Customer Support.Question
Xerox Network Printer Install	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
Kiosk	Priority 3	DCI.Customer Support.Question
PW reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
PW reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
MS Outlook Configure Issue	Priority 3	DCI.Customer Support.Question
Maximo Password reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
.NET Framework patches w	Priority 3	DCI.SYSADMIN.Server.Access
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
ELM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
ELM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
ELM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Documentum Access	Priority 3	DCI.Customer Support.Software.Java.upgrade
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset

Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
It Security Password Reset	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
PW reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Printer install	Priority 3	DCI.Customer Support.Desktop Support
Email Issues	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
Network Drive	Priority 3	DCI.Customer Support.Desktop Support
Status Update	Priority 3	DCI.Customer Support.service desk.Ticket Status
Install/Connect HP Color Las	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
(Station Manager Kiosk 3378	Priority 3	BUS.ARS.Technical support.BTSS
Assisted user with email acc	Priority 3	DCI.SYSADMIN.Software.Technical support.MS Office
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
Peoplesoft login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Maximo reset	Priority 3	APPS.Access.Maximo
W 513183 -User logs in GO	Priority 3	APPS.Technical support.GOTRS
Peoplesoft login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Wifi connection issue	Priority 3	DCI.Customer Support.Wifi.Configuration
Maximo reset	Priority 3	APPS.Access.Maximo
IT Security Awareness issue	Priority 3	DCI.Customer Support.Question
Maximo Login issue	Priority 3	DCI.Customer Support.Maximo.Password Reset
Reset ILMS	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
Maximo login issue	Priority 3	DCI.Customer Support.Maximo.Password Reset
Reset ILMS	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
Peoplesoft login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
User gets the following error	Priority 3	APPS.Technical support.DOCUMENTUM
Reset Windows	Priority 3	DCI.Customer Support.Active Directory.Password reset
Trapeze login issue	Priority 3	DCI.Customer Support.Question
Call dropped	Priority 3	DCI.Customer Support.Active Directory.Password reset
Outlook login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Call dropped	Priority 3	DCI.Customer Support.Question
Customer had questions abo	Priority 3	DCI.Customer Support.Question
Assistance with uploading re	Priority 3	DCI.Customer Support.Question
Customer had questions abo	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.New Employee
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Caller requested WMATA cu	Priority 3	DCI.Customer Support.Question
Caller requested # for HR	Priority 3	DCI.Customer Support.Question
PIDS issue	Priority 3	DCI.Customer Support.Desktop Support
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Status update on ticket 4375	Priority 3	DCI.Customer Support.service desk.Ticket Status
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Laptop won't power on at SC	Priority 2	DCI.Customer Support.Break-Fix.Laptop
Customer is trying to view a	Priority 3	Applications
Maximo Password Reset	Priority 2	Applications
windows media player encou	Priority 3	DCI.Customer Support.Desktop Support



Customer requests a certian	Priority 3	NCS.Telephone.digital phone.Other
Cannot be displayed for Trape	Priority 3	DCI.Customer Support.Question
PC keeps rebooting	Priority 3	DCI.Customer Support.Question
Assistance with dual monitor	Priority 3	DCI.Customer Support.hardware.Monitor.configuration
status update 36757	Priority 3	DCI.Customer Support.service desk.Ticket Status
user stated that he complete	Priority 3	MIT.OPS.ILMS ITSA.post training escalation
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
NW Printer Install	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
Trapeze is slow	Priority 3	DCI.Customer Support.Desktop Support
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
unable to print to local printe	Priority 3	DCI.Customer Support.printer.Desktop.Cycle Printer
Avaya phone; Not connecting	Priority 3	NCS.Telephone.digital phone.No Dial Tone
Printer Access	Priority 3	DCI.Customer Support.printer.Xerox.technical support
add a printer. 8100 professio	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
xerox install	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Security Awareness passwo	Priority 3	MIT.OPS.ILMS ITSA.password reset
Maximo Assistance	Priority 3	DCI.Customer Support.Maximo.Password Reset
Outlook issues	Priority 3	DCI.Customer Support.Desktop Support
getting page cannot be displa	Priority 3	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 2	Applications
PW reset	Priority 3	DCI.Customer Support.Desktop Support
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo Assistance	Priority 3	DCI.Customer Support.Maximo.Password Reset
Password reset	Priority 3	Applications
Customer said camera for pr	Priority 3	DCI.Customer Support.Desktop Support
request to desktop items	Priority 3	DCI.Customer Support.PC Replacement.Question
MS 2013 Products Deactivat	Priority 2	DCI.Customer Support.Software.MS Outlook.Migrated
Customer is having issues w	Priority 1	Applications
user is unable to access trap	Priority 3	APPS.Technical Support.Trapeze
connect to network	Priority 3	DCI.Customer Support.Desktop Support
Customer reported Prowatch	Priority 3	DCI.Customer Support.Desktop Support
user stated that it takes over	Priority 3	DCI.Customer Support.Question
Customer reported camera r	Priority 3	DCI.Customer Support.Desktop Support
printer mapping to desktop	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
Customer request to move 2	Priority 3	DCI.Customer Support.Equipment Move.Project
Trapeze Error	Priority 3	APPS.Technical Support.Trapeze
User is in Smart Yard. He ca	Priority 3	BUS.ARS.Technical support.BTSS
users account is constantly l	Priority 3	DCI.Customer Support.Active Directory.Password reset
surface pro will not connect t	Priority 3	DCI.Customer Support.Wifi.Configuration
Setup a new computer	Priority 3	DCI.Customer Support.Desktop Support
insall silverlight	Priority 3	DCI.Customer Support.Desktop Support
Customer called in for servic	Priority 2	NCS.Switch.Unreachable

Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Printer Settings	Priority 3	DCI.Customer Support.Question
Drive mapping	Priority 4	DCI.Customer Support.Desktop Support
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
user completing the training	Priority 3	DCI.Customer Support.Desktop Support
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
set home page to metroweb	Priority 3	DCI.Customer Support.Software.Internet Explorer
Customer needs password r	Priority 2	Applications
Customer account is locked	Priority 2	Applications
Unlock Acct	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Maximo Passwrd	Priority 3	DCI.Customer Support.Maximo.Password Reset
IT Security Awareness Train	Priority 3	DCI.Customer Support.Question
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Software Install/Update	Priority 3	DCI.Customer Support.Desktop Support
customer did not receive itsa	Priority 3	DCI.Customer Support.Desktop Support
User requested network acco	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
"internet explorer cannot disp	Priority 3	APPS.Technical Support.Trapeze
unable to change pw	Priority 3	DCI.Customer Support.Question
Customer called for ticket 43	Priority 3	DCI.Customer Support.service desk.Ticket Status
User requested network acco	Priority 3	DCI.Customer Support.Active Directory.Password reset
User is trying to open a docu	Priority 3	DCI.Customer Support.Question
Maximo pw reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
User requested network acco	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
HR Solutions	Priority 3	HR.PSHCM.HR solutions support
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Maximo pw reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
unable to access terminal se	Priority 3	DCI.Customer Support.Desktop Support
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
User requested network acco	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Document pwd assistance	Priority 3	APPS.Access.DOCUMENTUM
Customer wants to know how	Priority 3	DCI.Customer Support.Question
VPN Support	Priority 3	DCI.Customer Support.Software.VPN.Training
unlock a/c	Priority 3	DCI.Customer Support.Active Directory.Password reset
HCM active, reinstate contra	Priority 3	DCI.Customer Support.Active Directory.New Employee
unable to access Trapeze	Priority 3	DCI.Customer Support.Desktop Support
User Trapeze OPS web is no	Priority 3	APPS.Technical Support.Trapeze
Verify Email Address	Priority 3	DCI.Customer Support.Question
user stated that outlook cons	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Computer windows 7 activat	Priority 3	DCI.Customer Support.Desktop Support
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Customer wants to know if s	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock

Xerox Printer Install	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
support cancelled	Priority 3	DCI.Customer Support.Question
needs to have laaptop updat	Priority 3	DCI.Customer Support.Question
inquiry	Priority 3	DCI.Customer Support.service desk.Ticket Status
password reset	Priority 3	DCI.Customer Support.Desktop Support
Unable to open the PDF doc	Priority 3	DCI.Customer Support.Question
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
User receiving monitor error	Priority 3	DCI.Customer Support.hardware.Monitor.configuration
needed assistance getting a	Priority 3	DCI.Customer Support.Question
Office 365 Inquiry	Priority 3	DCI.Customer Support.Question
Software Install/Update	Priority 3	DCI.Customer Support.Desktop Support
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Server request access (pen	Priority 3	DCI.SYSADMIN.Server.Access
network pw reset	Priority 3	DCI.Customer Support.Question
Printer Not Working	Priority 3	DCI.Customer Support.Break-Fix.Printer
IT security Awareness Test I	Priority 3	MIT.S.OPS.ILMS ITSA.post training escalation
unlocked account	Priority 3	DCI.Customer Support.Active Directory.Password reset
help desk email	Priority 3	DCI.Customer Support.Question
pc setup	Priority 3	DCI.Customer Support.Equipment Move.Project
unlocked account	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Constant prompt for usernam	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
unable to send emails to itcu	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
Printer Install	Priority 3	DCI.Customer Support.printer.Xerox.technical support
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
ITSAT pw reset	Priority 3	MIT.S.OPS.ILMS ITSA.registration
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
network pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
No response	Priority 3	DCI.Customer Support.Question
needed assistance changing	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
status update 44025	Priority 3	DCI.Customer Support.service desk.Ticket Status
Metroweb Support	Priority 3	DCI.Customer Support.Question
unable to access jobs via kid	Priority 3	DCI.Customer Support.Desktop Support
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
User had an in general ques	Priority 3	DCI.Customer Support.Question
Customer Returned Call	Priority 3	DCI.Customer Support.Question
Android Technical Support	Priority 1	DCI.SYSADMIN.Mobile Device Management.Technical support.S
password reset for Peopleso	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
network pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
ELM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
restore deleted email	Priority 3	DCI.Customer Support.Question

Trapeze Support Request	Priority 3	APPS.Technical Support.Trapeze
inquiry	Priority 3	DCI.Customer Support.service desk.Ticket Status
Silverlight Install Request	Priority 3	DCI.Customer Support.Desktop Support
network pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Security Issue	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo pw reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Printer Settings	Priority 3	DCI.Customer Support.printer.Desktop.Cycle Printer
network pw reset	Priority 3	DCI.Customer Support.Desktop Support
question regarding move	Priority 4	DCI.Customer Support.Question
network pw reset	Priority 3	DCI.Customer Support.Question
DCI.Customer Support.Maxi	Priority 3	DCI.Customer Support.Maximo.Password Reset
PW reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Corrupt windos profile	Priority 3	DCI.Customer Support.Desktop Support
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password	Priority 3	DCI.Customer Support.Active Directory.Password reset
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
PW reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
ROCS/PIDS	Priority 3	APPS.Technical support.PIDS
Domain Trust Issue	Priority 3	DCI.Customer Support.Network.Server
Outlook updating problem	Priority 3	DCI.Customer Support.Desktop Support
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
VPN	Priority 3	DCI.Customer Support.Software.VPN.Install
Status check on ticket 42910	Priority 3	DCI.Customer Support.service desk.Ticket Status
install adobe flash	Priority 3	DCI.Customer Support.Desktop Support
SStatus Update	Priority 3	DCI.Customer Support.service desk.Ticket Status
<a href="http://hdwiki/display/SOPs/Vi">http://hdwiki/display/SOPs/Vi</a>	Priority 3	DCI.Customer Support.Software.VPN.Install
PW reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
User, Ms. Green, accessed t	Priority 3	DCI.Customer Support.Question
Canceled	Priority 3	DCI.Customer Support.Question
AD reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
System login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
W-348050--User is in Smart	Priority 3	BUS.ARS.Technical support.BTSS
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Self service password assist	Priority 3	DCI.Customer Support.Active Directory.Password reset
Outlook login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Maximo login issue	Priority 3	DCI.Customer Support.Maximo.Password Reset
User stated someone (may h	Priority 3	DCI.Customer Support.printer.Xerox.technical support
User is in Smart Yard. He ca	Priority 3	BUS.ARS.Technical support.BTSS
Password reset	Priority 3	DCI.Customer Support.Question
Open ticket status	Priority 3	DCI.Customer Support.service desk.Ticket Status
Outage Start Time: June 11,	Priority 3	DCI.Customer Support.Question
Unlocked AD	Priority 3	DCI.Customer Support.Active Directory.Password Unlock

Unable to print from Trapeze	Priority 3	Apps.Access.Trapeze
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
User has been promoted. He	Priority 3	DCI.Customer Support.Question
Siverlight installation	Priority 3	DCI.Customer Support.Desktop Support
User stated he will go to sup	Priority 3	DCI.Customer Support.Question
SharePoint issue	Priority 3	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
User Request data transfer	Priority 3	DCI.Customer Support.PC Replacement.Question
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
support cancelled.	Priority 3	DCI.Customer Support.Question
wmata cell phoe HTC. Error	Priority 3	DCI.SYSADMIN.Mobile Device Management.Technical support.S
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
internet explorer cannot disp	Priority 3	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
user is unable to login to her	Priority 3	DCI.Customer Support.Question
call disconnected	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Call dropped	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Caller thought we were WMA	Priority 3	DCI.Customer Support.Question
Customer though their accou	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
MEMC Outage Notification	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Trapeze Issue	Priority 3	APPS.Technical Support.Trapeze
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Can't Open Spreadsheet	Priority 3	DCI.Customer Support.Desktop Support
Maximo password reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Maximo password reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Avaya Phone Issue	Priority 3	NCS.Telephone.digital phone.Other
maximo password reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
W-512244 User Profile Issue	Priority 3	DCI.Customer Support.Desktop Support
No service required	Priority 3	DCI.Customer Support.Question
Peoplsoft ELM login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
PC inoperable.	Priority 3	DCI.Customer Support.Active Directory.Password reset
HD Failure - Cobb Rd	Priority 3	DCI.Customer Support.hardware.Desktop.break/fix
Maximo login issue	Priority 3	DCI.Customer Support.Question
IT Security Awareness Train	Priority 3	MIT.OPS.ILMS ITSA.password reset
maximo paswword reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Peoplesoft logi issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock

no support needed	Priority 3	DCI.Customer Support.Question
IT Security Awareness training	Priority 3	MITS.OPS.ILMS ITSA.password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset/call dropped	Priority 3	DCI.Customer Support.Question
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Outlook login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
pay statement delivery	Priority 3	DCI.Customer Support.Question
Add a printer. bar code 5157	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
maximo password reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
The user stated that he is un	Priority 3	NCS.Telephone.mobile phone.Hardware
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
support cancelled.	Priority 3	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Clever Support	Priority 3	BUS.ARS.Technical support.BTSS
Call dropped	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Caller did not need support	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Call dropped	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 2	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
wanted to be added as a ren	Priority 3	DCI.Customer Support.Software.VPN.Training
Was left on hold	Priority 3	DCI.Customer Support.Software.VPN.Training
Wifi Password	Priority 3	DCI.Customer Support.Wifi.Configuration
Wifi Password	Priority 3	DCI.Customer Support.Wifi.Configuration
unable to access PIDS Displ	Priority 3	DCI.Customer Support.Desktop Support
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Access Prohibited	Priority 3	DCI.Customer Support.Internet.Access prohibited
Account Locked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
No service needed	Priority 3	DCI.Customer Support.Question
Trapeze login issue	Priority 3	DCI.Customer Support.Desktop Support
Trapeze login issue	Priority 3	Apps.Access.Trapeze
Peoplesoft ELM issue	Priority 3	APPS.Technical support.PSELM
Outlook webmail issue	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair

PICK Password login issue	Priority 3	DCI.Customer Support.Question
Peoplesoft login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Monitor Issues	Priority 3	DCI.Customer Support.hardware.Monitor.hardware failure
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Caller did not need support	Priority 3	DCI.Customer Support.Question
Call dropped	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
GOTRS Login issue	Priority 3	APPS.Technical support.GOTRS
Maximo login issue	Priority 3	DCI.Customer Support.Maximo.Password Reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
KIDS display is wrong-Warm	Priority 3	DCI.Customer Support.Question
Customer is having an issue	Priority 3	Applications
maximo password reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Called saying the account wa	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password reset	Priority 3	Applications
Called saying account was id	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
silver light needs to updated	Priority 3	DCI.Customer Support.Desktop Support
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Station manager unable login	Priority 1	DCI.Customer Support.Desktop Support
Recovery and restore from y	Priority 3	DCI.Customer Support.Question
no support needed	Priority 3	DCI.Customer Support.Question
Customer's not able to find ir	Priority 3	APPS.Training.Maximo
Customer reported word doc	Priority 3	DCI.Customer Support.Question
software support SQL. Progr	Priority 3	DCI.Customer Support.Desktop Support
request for I drive access	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo pw reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Outlook requesting for licens	Priority 3	DCI.Customer Support.Software.MS Word.upgrade
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Install Local Printer	Priority 3	DCI.Customer Support.Desktop Support
Customer called for a status	Priority 3	DCI.Customer Support.service desk.Ticket Status
Link not loading for ELM	Priority 3	APPS.Technical support.PSELM
Customer account disable in	Priority 3	MIT.S.OPS.security.firewall
no support needed	Priority 3	DCI.Customer Support.Question
Customer reported outlook e	Priority 3	DCI.Customer Support.Software.MS Outlook.Problem Not Found
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo pSW reset	Priority 3	APPS.Training.Maximo
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
request for telephone	Priority 3	DCI.Customer Support.Question
User requested network acco	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 2	DCI.Customer Support.Active Directory.Password reset
User requested Xerox printe	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
unable to find paystub in ese	Priority 3	DCI.Customer Support.Question
SSK-W-511538	Priority 3	DCI.Customer Support.Question
TSR question	Priority 3	DCI.Customer Support.Question

Completed nsr	Priority 3	DCI.Customer Support.Question
call dropped	Priority 3	DCI.Customer Support.Question
Adobe flash player error	Priority 3	DCI.Customer Support.Desktop Support
Error message at bottom of s	Priority 3	DCI.Customer Support.Question
Status of NSr	Priority 3	DCI.Customer Support.Question
Adobe install	Priority 3	DCI.Customer Support.Desktop Support
Documentum password rese	Priority 3	APPS.Access.DOCUMENTUM
password reset for peopleso	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Large Email Attachment Rec	Priority 3	DCI.SYSADMIN.Software.Technical support.MS Office
password reset for peopleso	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo error message	Priority 3	APPS.Access.Maximo
Password reset.	Priority 3	Applications
email pw	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
third party party software req	Priority 3	DCI.Customer Support.Desktop Support
Password Reset	Priority 2	Applications
Network password reset req	Priority 3	DCI.Customer Support.Active Directory.Password reset
vpn issue	Priority 3	DCI.Customer Support.Software.VPN.Training
webmail URL	Priority 3	DCI.Customer Support.Question
reset pw	Priority 3	DCI.Customer Support.Active Directory.Password reset
Network password reset req	Priority 3	DCI.Customer Support.Active Directory.Password reset
Status update	Priority 3	DCI.Customer Support.service desk.Ticket Status
IT Sec. Awareness Training	Priority 3	DCI.Customer Support.Question
pw reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
unlock ac	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Pick Up A Printer	Priority 4	DCI.Customer Support.Equipment Move.Surplus removal
eservice question	Priority 3	DCI.Customer Support.Question
unable to upload resume	Priority 3	DCI.Customer Support.Question
Service Desk Issue	Priority 3	DCI.Customer Support.Question
question regarding email	Priority 3	DCI.Customer Support.Question
Move Request	Priority 4	DCI.Customer Support.Equipment Move.Project
Customer had question rega	Priority 3	DCI.Customer Support.Question
pw reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Outlook Issue	Priority 3	DCI.Customer Support.Software.MS Outlook.Problem Not Found
ITSAT reminder email	Priority 3	MTS.OPS.ILMS ITSA.registration
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset Peoplesoft	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
network pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
no response from customer	Priority 3	DCI.Customer Support.service desk.Ticket Status
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
slow Trapeze when entering	Priority 3	APPS.Technical Support.Trapeze
Trapeze Support	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
unable to enter hours in Max	Priority 3	DCI.Customer Support.Question
Payroll Questions	Priority 3	DCI.Customer Support.Question
pc setup	Priority 3	DCI.Customer Support.Equipment Move.Project
pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset



eservice url	Priority 3	DCI.Customer Support.Desktop Support
documentum password rese	Priority 3	APPS.Access.DOCUMENTUM
Status Update	Priority 3	DCI.Customer Support.service desk.Ticket Status
network pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Account disabled	Priority 3	MIT.S.OPS.security.firewall
Maximo Assistance	Priority 3	DCI.Customer Support.Maximo.Password Reset
reset pw	Priority 3	DCI.Customer Support.Active Directory.Password reset
Data Transfer	Priority 3	DCI.Customer Support.Desktop Support
customer wants to create dis	Priority 3	DCI.Customer Support.Question
Access Request	Priority 3	DCI.Customer Support.Question
update adobe reader	Priority 3	DCI.Customer Support.Desktop Support
reset pw	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo Assistance	Priority 3	DCI.Customer Support.Question
Xerox network printer install	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
Lock out	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Maximo Assistance	Priority 3	DCI.Customer Support.Question
Avaya Phone Issue	Priority 3	NCS.Telephone.digital phone.Voice Mail Password Reset
cannot open secure email	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
pw reset	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
http://hdwiki/display/SOPs/P	Priority 3	DCI.Customer Support.Active Directory.Password reset
outlook issue	Priority 3	DCI.SYSADMIN.office 365.Technical support
Email Issue	Priority 3	DCI.Customer Support.Software.MS Outlook.Problem Not Found
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Exisiting telecommunication	Priority 3	NCS.Telephone.digital phone.Other
vpn ; can't access shared dri	Priority 3	DCI.Customer Support.Active Directory.Password reset
Software Request Form	Priority 3	DCI.Customer Support.Question
Maximo password reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
reset pw	Priority 3	DCI.Customer Support.Active Directory.Password reset
unlock ac	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Return Call	Priority 3	DCI.Customer Support.service desk.Ticket Status
Monitor Issue	Priority 3	DCI.Customer Support.hardware.Monitor.hardware failure
reset pw	Priority 3	DCI.Customer Support.Active Directory.Password reset
payroll issue	Priority 3	DCI.Customer Support.Question
pw reset	Priority 3	DCI.Customer Support.Question
ITSAT unable to launch	Priority 3	DCI.Customer Support.Desktop Support
Status Update	Priority 3	DCI.Customer Support.service desk.Ticket Status
reset pw	Priority 3	DCI.Customer Support.Active Directory.Password reset
network acctont deactivated	Priority 3	DCI.Customer Support.Active Directory.Password reset
How to save document as P	Priority 3	DCI.Customer Support.Question
reset pw	Priority 3	DCI.Customer Support.Active Directory.Password reset
Adobe pro on w-512043	Priority 3	DCI.Customer Support.Desktop Support
Locked out	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
wired mouse not working	Priority 3	DCI.Customer Support.hardware.Mouse.break/fix
Visio in mobile device	Priority 3	DCI.Customer Support.Question
password reset for peopleso	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Dual monitor trouble shotting	Priority 3	DCI.Customer Support.service desk.Ticket Status
cannot login to maximo	Priority 3	APPS.Access.Maximo

maximo pw reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
It Security Account Request	Priority 2	MIT.S.OPS.I.LMS ITSA.registration
keyboard issue	Priority 3	DCI.Customer Support.hardware.Keyboard.configuration
Maximo pw reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
reset pw	Priority 3	DCI.Customer Support.Active Directory.Password reset
maximo password reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
outlook prompting for creden	Priority 3	DCI.Customer Support.Active Directory.Password reset
maximo pw reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
password reset for Peopleso	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
pw reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
reset pw	Priority 3	DCI.Customer Support.Active Directory.Password reset
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Patricia Lee Java support	Priority 1	DCI.Customer Support.Desktop Support
Skype For Business Reques	Priority 3	DCI.Customer Support.Desktop Support
reset pw	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Question
pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
status ticket update	Priority 3	DCI.Customer Support.service desk.Ticket Status
maximo pw	Priority 3	DCI.Customer Support.Maximo.Password Reset
maximo pw reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Customer did not receive Ce	Priority 2	MIT.S.OPS.I.LMS ITSA.disabled account
Ticket Update	Priority 3	DCI.Customer Support.service desk.Ticket Status
Dual Monitor Support	Priority 3	DCI.Customer Support.hardware.Monitor.configuration
Status update	Priority 3	DCI.Customer Support.service desk.Ticket Status
Maximo Assistance	Priority 3	DCI.Customer Support.Maximo.Password Reset
Payroll Support	Priority 3	DCI.Customer Support.Question
Wifi information	Priority 4	DCI.Customer Support.Wifi.Configuration
Question regarding emails	Priority 3	DCI.Customer Support.Question
network account locked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Call Back	Priority 3	DCI.Customer Support.Question
Maximo Login Issue	Priority 3	DCI.Customer Support.Maximo.Password Reset
User stated he tried to conne	Priority 3	DCI.Customer Support.hardware.Desktop.hardware failure
User's get the following error	Priority 3	DCI.Customer Support.Network.Server
Maximo reset	Priority 3	APPS.Access.Maximo
Moving desktop and printer f	Priority 3	DCI.Customer Support.Desktop Support
Reset PS HCM	Priority 3	DCI.Customer Support.Active Directory.Password reset
Reset PS HCM	Priority 3	DCI.Customer Support.Active Directory.Password reset
Reset Maximo	Priority 3	APPS.Access.Maximo
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
Assisted user with direction t	Priority 3	DCI.Customer Support.Question
Reset PS HCM	Priority 3	DCI.Customer Support.Active Directory.Password reset
Security Camera Issue: Next	Priority 3	DCI.Customer Support.Question

Reset PS HCM	Priority 3	DCI.Customer Support.Desktop Support
User cannot access Foxstart	Priority 3	DCI.Customer Support.Desktop Support
NSR - Dana Johnson	Priority 3	DCI.Customer Support.Active Directory.Drive Access
Caller asked for a credit card	Priority 3	DCI.Customer Support.Question
Internet is not available at the	Priority 3	DCI.Customer Support.Desktop Support
Maximo password reset	Priority 3	DCI.Customer Support.Question
Support not needed	Priority 3	DCI.Customer Support.Desktop Support
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
NSR - Joseph Adams	Priority 3	DCI.Customer Support.Active Directory.Drive Access
Call dropped	Priority 3	DCI.Customer Support.Question
Call disconnected	Priority 3	DCI.Customer Support.Question
Caller did not need support	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Request for access for eserv	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
no support needed	Priority 3	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
blurred monitor-	Priority 3	DCI.Customer Support.hardware.Monitor.break/fix
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Reports that Metro Access c	Priority 3	MITS.OPS.security.scan request
Caller requested Metro main	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Customer thought their acco	Priority 3	DCI.Customer Support.Desktop Support
Staus update about vpn/ citri	Priority 3	DCI.Customer Support.service desk.Ticket Status
Caller hung up	Priority 3	DCI.Customer Support.Question
Call Dropped	Priority 3	DCI.Customer Support.Question
Error message says- retrievi	Priority 2	DCI.Customer Support.Desktop Support
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
no support needed	Priority 3	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
PSW reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo password reset	Priority 3	DCI.Customer Support.Question
Mouse not working.	Priority 3	DCI.Customer Support.hardware.Mouse.break/fix
Maximo Password reset	Priority 3	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Avaya phone ext. 11203 and	Priority 3	NCS.Telephone.digital phone.Hardware
reset pw	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
installing Acrobat XI Pro.	Priority 3	DCI.Customer Support.Desktop Support
ITSAT popup blocked	Priority 3	DCI.Customer Support.Desktop Support
laptop not booting	Priority 3	DCI.Customer Support.hardware.Laptop.break/fix

connect second monitor	Priority 3	DCI.Customer Support.hardware.Desktop.configuration
Customer thought the accou	Priority 3	DCI.Customer Support.Desktop Support
Customer requesting for mor	Priority 3	DCI.Customer Support.hardware.Monitor.hardware failure
no support needed	Priority 3	DCI.Customer Support.Question
customer wanted to know ho	Priority 3	DCI.Customer Support.Question
call dropped	Priority 3	DCI.Customer Support.Question
status update	Priority 3	DCI.Customer Support.service desk.Ticket Status
no network connectivity	Priority 3	DCI.Customer Support.Desktop Support
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Kronos clock question	Priority 3	NCS.Telephone.digital phone.Other
Can't access ITSAT to reset	Priority 3	DCI.Customer Support.Desktop Support
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
pc making loud strange sour	Priority 3	DCI.Customer Support.hardware.Desktop.break/fix
Mouse not working	Priority 3	DCI.Customer Support.hardware.Keyboard.break/fix
maximo password reset	Priority 3	DCI.Customer Support.Question
reset pw	Priority 3	DCI.Customer Support.Active Directory.Password reset
no support needed	Priority 3	DCI.Customer Support.Question
iLMS Security Awareness Pa	Priority 3	DCI.Customer Support.Question
reset pw	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
vpn/ citrix/server issue	Priority 2	DCI.SYSADMIN.Server.Access
Password Reset	Priority 4	DCI.Customer Support.Active Directory.Password reset
status 42908	Priority 3	DCI.Customer Support.service desk.Ticket Status
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Account locked out	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo Assistance	Priority 3	DCI.Customer Support.Maximo.Password Reset
Maximo Password Reset	Priority 3	DCI.Customer Support.Question
network account locked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
installing Acrobat XI Pro.	Priority 3	DCI.Customer Support.Desktop Support
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
local printer works intermitte	Priority 3	DCI.Customer Support.printer.Desktop.Cycle Printer
bluetooth kb and mouse not	Priority 3	DCI.Customer Support.hardware.Keyboard.break/fix
FIN pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
maximo pw reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
dropped call	Priority 3	DCI.Customer Support.Question
Network password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
account access	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo Password Reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Email Address	Priority 3	DCI.Customer Support.Question
pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Java and Cbmis install	Priority 3	DCI.Customer Support.Software.Java.upgrade
Request Nextiva Review Ins	Priority 3	DCI.Customer Support.Question

account unlocked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
PSW reset for new contract	Priority 3	DCI.Customer Support.Active Directory.Password reset
third party software	Priority 3	DCI.Customer Support.Desktop Support
Maximo pw reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
daryll call back	Priority 3	DCI.Customer Support.Desktop Support
psw	Priority 3	DCI.Customer Support.Active Directory.Password reset
Unable to load their resume	Priority 3	HR.PSHCM.ESS technical support
Ticket Update	Priority 3	DCI.Customer Support.service desk.Ticket Status
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
FIN account locked out	Priority 3	MIT.S.Apps Security.PSFIN.password reset
no connectivity at rail kiosk	Priority 3	NCS.Switch.Unreachable
network pw reset	Priority 3	DCI.Customer Support.Question
no phone and internet	Priority 3	NCS.Telephone.digital phone.No Dial Tone
i drive not showing, network	Priority 3	NCS.Telephone.digital phone.No Dial Tone
PC frozen	Priority 3	DCI.Customer Support.Desktop Support
verify email address	Priority 3	DCI.Customer Support.Question
email not loading	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
IT Security Awareness Train	Priority 3	MIT.S.OPS.ILMS ITSA.registration
IT Security Awareness Train	Priority 3	MIT.S.OPS.ILMS ITSA.registration
Maximo Password reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
IT Security Awareness Ques	Priority 3	DCI.Customer Support.Question
Customer forgot his passwor	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
update ie	Priority 3	DCI.Customer Support.Software.Internet Explorer
RPM Password Reset	Priority 3	APPS.Technical support.ROCC
Outlook prompting for creden	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Account Unlock	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
CleverCAD Support Issue	Priority 3	BUS.ARS.Technical support.BTSS
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
user cancelled support	Priority 3	DCI.Customer Support.Question
pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Printer Issue	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Locked Out Of PC	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Maximo Access request	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
security awareness pw reset	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Oracle Database client (ODE	Priority 3	DCI.Customer Support.Question
PSW reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
skype install	Priority 3	DCI.Customer Support.Desktop Support
account locked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Network Account still disable	Priority 3	DCI.Customer Support.Question
Network drive missing	Priority 3	DCI.Customer Support.Desktop Support

Windchill Support Needed	Priority 3	APPS.Technical support.Windchill
Maximo password unlok req	Priority 3	DCI.Customer Support.Maximo.Password Reset
Install local printer	Priority 3	DCI.Customer Support.printer.Desktop.Install Printer Driver
Maximo Assistance	Priority 3	DCI.Customer Support.Maximo.Password Reset
Equipment move	Priority 3	DCI.Customer Support.Equipment Move.Project
Office 365 activation	Priority 3	DCI.Customer Support.Desktop Support
Maximo Assistance	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Customer wants Metroweb/	Priority 3	DCI.Customer Support.Question
outlook not opening	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
psw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
User Profile Service Failure	Priority 3	DCI.Customer Support.Desktop Support
Network Password reset req	Priority 3	DCI.Customer Support.Active Directory.Password reset
view payslips	Priority 3	DCI.Customer Support.Question
psw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Status on 35956	Priority 3	DCI.Customer Support.service desk.Ticket Status
Admin. Rights Request	Priority 3	DCI.Customer Support.Question
User HP 9050 printer is show	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
Reques for the N Drive	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Dropped call	Priority 3	DCI.Customer Support.Question
security cameras not working	Priority 3	DCI.Customer Support.Question
Resolved Issue	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
pw reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Email issues	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
Dropped Call	Priority 3	DCI.Customer Support.Question
Maximo Assistance	Priority 3	DCI.Customer Support.Maximo.Password Reset
Ticket Update	Priority 3	DCI.Customer Support.service desk.Ticket Status
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
IT security awareness trainin	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Log on issues	Priority 3	DCI.Customer Support.Network.Server
Power Replacement Cord	Priority 4	DCI.Customer Support.Equipment Move.Surplus removal
Windows Surface Pro Tablet	Priority 3	DCI.Customer Support.Question
User lost his Contacts in his	Priority 2	DCI.SYSADMIN.Mobile Device Management.Technical support.S
Avaya Phone Issue	Priority 3	NCS.Telephone.digital phone.Hardware
Network password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Resolved Call	Priority 3	DCI.Customer Support.Question
Blue Screen Issue	Priority 1	DCI.Customer Support.hardware.Desktop.hardware failure
User Phone will not come on	Priority 3	NCS.Telephone.digital phone.No Dial Tone
Email support	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
Network Access Prohibited	Priority 3	DCI.Customer Support.Desktop Support

Low Disk Space	Priority 3	DCI.Customer Support.Desktop Support
System won't boot	Priority 3	DCI.Customer Support.Break-Fix.Computer
Network password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Unable to play	Priority 3	DCI.Customer Support.Desktop Support
Network Printer Install	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
Locked out	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Question
Customer question	Priority 3	DCI.Customer Support.Desktop Support
IT security awareness course	Priority 3	DCI.Customer Support.Desktop Support
Unable to connect to outlook	Priority 3	DCI.Customer Support.Desktop Support
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Reset Maximo	Priority 3	APPS.Access.Maximo
WebVPN Not Working	Priority 3	DCI.Customer Support.Software.Internet Explorer
unable to access outlook	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Dropped Call	Priority 3	DCI.Customer Support.Question
Maximo pw reset	Priority 4	DCI.Customer Support.Question
ITSAT pw reset	Priority 3	MIT.S.OPS.I.LMS ITSA.registration
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
User needs CA Service Desk	Priority 3	DCI.Customer Support.Question
User has lost internet and Av	Priority 3	NCS.Telephone.digital phone.Other
Reset mail pswd - AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
Reset PS HCM	Priority 3	DCI.Customer Support.Active Directory.Password reset
Returning to work June 9th a	Priority 3	APPS.Access.DOCUMENTUM
Reset PS HCM	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Reset PS HCM	Priority 3	DCI.Customer Support.Active Directory.Password reset
Reset Maximo	Priority 3	APPS.Access.Maximo
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
Provided email address	Priority 3	DCI.Customer Support.Question
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo reset	Priority 3	APPS.Access.Maximo
Maximo reset	Priority 3	APPS.Access.Maximo
Reset Maximo	Priority 3	APPS.Access.Maximo
Caller thought we were a cre	Priority 3	DCI.Customer Support.Question
Call dropped	Priority 3	DCI.Customer Support.Question
iLMS Non-Compliance	Priority 3	DCI.Customer Support.Desktop Support
iLMS Disabled Due to IT Sec	Priority 3	DCI.Customer Support.Desktop Support
iLMS Password Request	Priority 3	DCI.Customer Support.Desktop Support
iLMS Password Request	Priority 3	DCI.Customer Support.Desktop Support
Customer had questions abo	Priority 3	DCI.Customer Support.Question
Caller hung up	Priority 3	DCI.Customer Support.Question
Ms. Cohen is unable to uploa	Priority 3	HR.PSHCM.HR solutions support
Dropped Call	Priority 3	DCI.Customer Support.Question
Customer asked for the web	Priority 3	DCI.Customer Support.Question
User swapped units( switch	Priority 3	NCS.Telephone.digital phone.Other
Extrenal Access to Self Serv	Priority 3	DCI.Customer Support.Question
Change Password	Priority 3	DCI.Customer Support.Active Directory.Password reset

Change Password	Priority 3	DCI.Customer Support.Active Directory.Password reset
Wifi Password	Priority 3	DCI.Customer Support.Wifi.Configuration
Requested Wifi Password	Priority 3	DCI.Customer Support.Wifi.Configuration
External Access to Eservice	Priority 3	DCI.Customer Support.Question
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Caller just wanted the address	Priority 3	DCI.Customer Support.Question
iLMS Link Resend	Priority 3	DCI.Customer Support.Question
Call dropped	Priority 3	DCI.Customer Support.Question
iLMS Link Resend	Priority 3	DCI.Customer Support.Question
Password reset	Priority 1	Applications
Request for new telephone	Priority 3	NCS.Telephone.digital phone.Other
Customer called in for password	Priority 2	Applications
Customer called in about hardware	Priority 1	Hardware
Customer is not able to logon	Priority 2	Hardware
Network Access Request for	Priority 3	DCI.Customer Support.Active Directory.Drive Access
Customer is having issues with	Priority 3	APPS.Access.SMS
NSR Form- Kevin Tolson	Priority 3	DCI.Customer Support.Active Directory.Drive Access
External Access to Email	Priority 3	DCI.Customer Support.Question
RE: Server Access Request	Priority 3	DCI.SYSADMIN.Server.Access
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
No Network connection	Priority 3	DCI.Customer Support.Question
Network password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
support cancelled	Priority 3	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Silverlight install request	Priority 3	DCI.Customer Support.Desktop Support
requesting to have a PC set	Priority 3	DCI.Customer Support.Question
Access Prohibited Message	Priority 3	MIT.S.OPS.security.firewall
pw reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
image laptop	Priority 3	DCI.Customer Support.hardware.Laptop.reimage
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Status Update	Priority 3	DCI.Customer Support.service desk.Ticket Status
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Locked out	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
xerox printer install	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
Termination Inquiry	Priority 3	DCI.Customer Support.Question
no logon servers available.	Priority 3	DCI.Customer Support.Network.Server
Dropped call	Priority 3	DCI.Customer Support.Question
Status Update	Priority 3	DCI.Customer Support.service desk.Ticket Status
Process for Contractor Term	Priority 3	DCI.Customer Support.Question
Union Station kiosk request	Priority 3	DCI.Customer Support.hardware.Keyboard.break/fix
Locked acct	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password unlock request	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset



access network path	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Network Password reset req	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
call disconnected	Priority 3	DCI.Customer Support.Question
Install Adobe Acrobat XI req	Priority 3	DCI.Customer Support.Desktop Support
pw reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Network password reset req	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
support cancelled	Priority 3	DCI.Customer Support.Question
Unable to Login	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
password reset	Priority 3	DCI.Customer Support.Question
customers PC continues to f	Priority 3	DCI.Customer Support.Desktop Support
Account Unlock	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Network password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
acrobat pro uninstall	Priority 3	DCI.Customer Support.Desktop Support
Maximo Password Reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Network password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
ITSAT pw reset	Priority 3	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Unable to Load Resume	Priority 3	DCI.Customer Support.Question
mouse cursor on his pc is no	Priority 3	DCI.Customer Support.Question
The user is stated that the P	Priority 3	DCI.Customer Support.hardware.Mouse.break/fix
Emails are not updating on P	Priority 3	DCI.Customer Support.Desktop Support
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Customer's local printer not	Priority 3	DCI.Customer Support.Desktop Support
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
PSW reset	Priority 3	DCI.Customer Support.Question
psw reset	Priority 3	DCI.Customer Support.Question
status on 41342	Priority 3	DCI.Customer Support.service desk.Ticket Status
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
hdmi cable	Priority 3	DCI.Customer Support.hardware.Monitor.hardware failure
The user needs assistance v	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
please see ticket 42025. use	Priority 3	DCI.Customer Support.Question
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
pw reset for A account	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
User unable to login into PS-	Priority 3	DCI.Customer Support.Active Directory.Password reset

Maximo Assistance	Priority 3	DCI.Customer Support.Maximo.Password Reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
VPN question	Priority 3	DCI.Customer Support.Software.VPN.Training
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
account unlock	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
VPN Issue Remote access C	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Question
Not able to access ELM	Priority 3	DCI.Customer Support.Question
status update 38686	Priority 3	DCI.Customer Support.service desk.Ticket Status
MetroGuest Pwd Inquiry	Priority 3	DCI.Customer Support.Wifi.Configuration
http://hdwiki/pages/viewpage	Priority 3	DCI.Customer Support.Desktop Support
call disconnected	Priority 3	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
User Mouse and Keyboard. I	Priority 3	DCI.Customer Support.hardware.Keyboard.break/fix
Application Frozen	Priority 3	DCI.Customer Support.Desktop Support
Improve Computer Speed	Priority 3	DCI.Customer Support.hardware.Desktop.configuration
no connection on mobile	Priority 3	DCI.SYSADMIN.Mobile Device Management.Technical support.S
install QuickTime player	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
User cannot log into her VPN	Priority 3	DCI.Customer Support.Software.VPN.Install
PSW reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
NICE playback issues	Priority 3	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password and Login Assista	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Psw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo Password reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
avaya phone is ringing once	Priority 3	NCS.Telephone.digital phone.Other
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
support cancelled	Priority 3	DCI.Customer Support.Question
IT Security Awareness Train	Priority 3	DCI.Customer Support.Question
IT Security Awareness Train	Priority 3	MIT.S.OPS.ILMS ITSA.registration
Desk Phone Issue	Priority 3	DCI.Customer Support.Question
PSW reset	Priority 3	DCI.Customer Support.office 365.Technical support
Cannot View Their Paystater	Priority 3	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Dropped call	Priority 3	DCI.Customer Support.Question
CRM Password Reset	Priority 3	DCI.Customer Support.Desktop Support
Disabled Account Support	Priority 3	DCI.Customer Support.Question
Upgrade Internet Explorer	Priority 3	DCI.Customer Support.Software.Internet Explorer
Computer move request	Priority 3	DCI.Customer Support.Desktop Support
User Desktop computer cont	Priority 3	DCI.Customer Support.Question
Bad laptop screen on 4G*	Priority 2	DCI.Customer Support.Break-Fix.Laptop
IT Security Awareness Train	Priority 3	DCI.Customer Support.Question
status update 42803	Priority 3	DCI.Customer Support.service desk.Ticket Status

password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Verint install	Priority 3	DCI.Customer Support.Question
User cannot print from eserv	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
PSW reset	Priority 3	DCI.Customer Support.office 365.Technical support
Avaya Phone Issue	Priority 3	NCS.Telephone.digital phone.Hardware
Printer Install	Priority 3	DCI.Customer Support.printer.Desktop.Install Printer Driver
password reset for training	Priority 3	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Disabled Account Support	Priority 3	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	MIT.OPS.ILMS ITSA.password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Login Issues	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo	Priority 3	DCI.Customer Support.Question
Status Update	Priority 3	DCI.Customer Support.service desk.Ticket Status
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
General Question	Priority 3	DCI.Customer Support.Question
clarified PS Security email fo	Priority 3	DCI.Customer Support.Question
how to access emails	Priority 3	DCI.Customer Support.office 365.Technical support
silverlight install.	Priority 3	DCI.Customer Support.Desktop Support
IT Security Awareness Train	Priority 3	DCI.Customer Support.Desktop Support
user's computer missing Mc	Priority 3	MIT.OPS.security.scan request
Dropped Call	Priority 3	DCI.Customer Support.Question
Dropped Call	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Ticket Update	Priority 3	DCI.Customer Support.service desk.Ticket Status
Xerox printer install	Priority 3	DCI.Customer Support.Desktop Support
HP printer Install	Priority 3	NCS.Access point.Unreachable
USERS cannot log into her S	Priority 3	DCI.Customer Support.Question
PW reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password REset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
outlook email acct	Priority 3	DCI.Customer Support.Active Directory.Password reset
Email assistance	Priority 2	DCI.Customer Support.Software.MS Outlook.Repair
PW reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Verify Email and Password R	Priority 3	DCI.Customer Support.Question
CD drive in 755 in BOCC*	Priority 3	DCI.Customer Support.hardware.Desktop.hardware failure
Install Office 365	Priority 3	DCI.Customer Support.office 365.Technical support
Google Chrome Install	Priority 3	DCI.Customer Support.Desktop Support
Reset PS HCM	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Reset PS HCM	Priority 3	DCI.Customer Support.Active Directory.Password reset

Reset ELM PW	Priority 3	DCI.Customer Support.Active Directory.Password reset
User able to bring up Outlook	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
maximo pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo PW reset	Priority 3	DCI.Customer Support.Desktop Support
Account lockout	Priority 3	DCI.Customer Support.Active Directory.Password reset
User stated he sees message	Priority 3	DCI.Customer Support.Desktop Support
No power to PC for Rodelle*	Priority 3	DCI.Customer Support.Break-Fix.Computer
Reset Windows	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo login issue	Priority 3	DCI.Customer Support.Maximo.Password Reset
CleverCAD issue	Priority 3	BUS.ARS.Technical support.BTSS
Customer request to close ticket	Priority 3	DCI.Customer Support.service desk.Ticket Status
Call dropped	Priority 3	DCI.Customer Support.Question
System black screen issue	Priority 3	DCI.Customer Support.hardware.Monitor.break/fix
Peoplesoft login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
3rd Party Software	Priority 3	DCI.Customer Support.Desktop Support
Reset PS HCM	Priority 3	DCI.Customer Support.Active Directory.Password reset
IT Security Awareness training	Priority 3	DCI.Customer Support.Question
Printer Install	Priority 3	DCI.Customer Support.printer.Desktop.Install Printer Driver
Reset Maximo	Priority 3	APPS.Access.Maximo
System login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Reset Maximo	Priority 3	APPS.Access.Maximo
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
Reset PS HCM	Priority 3	DCI.Customer Support.Active Directory.Password reset
Request to send pay statement	Priority 3	DCI.Customer Support.Question
IT Security Awareness module	Priority 3	DCI.Customer Support.Question
IT Security Awareness login	Priority 3	MIT.OPS.ILMS ITSA.password reset
System login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Reset PS HCM	Priority 3	DCI.Customer Support.Active Directory.Password reset
Peoplesoft login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Office upgrade	Priority 3	DCI.Customer Support.Question
User tries to send email and	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
Caller did not need support	Priority 3	DCI.Customer Support.Question
I answered the phone - no answer	Priority 3	DCI.Customer Support.Question
Call dropped	Priority 3	DCI.Customer Support.Question
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Outlook login issue	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
Screen freezing during ILMS	Priority 3	DCI.Customer Support.Desktop Support
Call dropped	Priority 3	DCI.Customer Support.Question
Call dropped	Priority 3	DCI.Customer Support.Question
Maximo password reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Maximo password reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Email not updating	Priority 3	DCI.Customer Support.Desktop Support
Reset PS HCM	Priority 3	DCI.Customer Support.Active Directory.Password reset
Call disconnected	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
FW: PeopleSoft Access Request	Priority 3	HR.PSHCM.HR solutions support

Peoplesoft login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Profile issues with WMATAVE	Priority 3	APPS.Technical support.SMS
No new email	Priority 2	DCI.Customer Support.Desktop Support
Email was not updating	Priority 3	DCI.Customer Support.Desktop Support
Peoplesoft login issue	Priority 3	DCI.Customer Support.Question
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Profile issues with WMATAVE	Priority 3	APPS.Technical support.SMS
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo Question	Priority 3	DCI.Customer Support.Question
Caller immediately said ever	Priority 3	DCI.Customer Support.Question
Maximo login issue	Priority 3	DCI.Customer Support.Maximo.Password Reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Self-Service Password reset	Priority 3	DCI.Customer Support.Active Directory.Password Self-Service A
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Caller hung up	Priority 3	DCI.Customer Support.Question
Call disconnected	Priority 3	DCI.Customer Support.Question
System login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Peoplesoft login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
HP Printer re-install	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
Maximo user account	Priority 3	DCI.Customer Support.Question
User requested email passw	Priority 3	DCI.Customer Support.Active Directory.Password reset
Prowatch - camera issue	Priority 3	DCI.Customer Support.Desktop Support
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
unable to login	Priority 2	DCI.Customer Support.Network.Server
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset for Peopleso	Priority 4	DCI.Customer Support.Active Directory.Password Unlock
Password Requirments	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
questions about applying for	Priority 3	DCI.Customer Support.Question
unlocked account	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
needs voicemail password re	Priority 3	NCS.Telephone.digital phone.Voice Mail Password Reset
password reset for Peopleso	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
needs to submit nsr for emai	Priority 3	DCI.Customer Support.Question
Computer Screen Issue	Priority 3	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Ticket Request	Priority 3	DCI.Customer Support.Question
Self service PW	Priority 3	DCI.Customer Support.Active Directory.Password reset
Windows Mobile Phone Issu	Priority 2	DCI.SYSADMIN.Mobile Device Management.Technical support.S

maximo access request	Priority 3	DCI.Customer Support.Question
ITSAT pw reset	Priority 3	MIT.S.OPS.ILMS ITSA.registration
Access 1997	Priority 3	DCI.Customer Support.Desktop Support
Ticket Update	Priority 3	DCI.Customer Support.service desk.Ticket Status
Visio SW install	Priority 3	DCI.SYSADMIN.Software.installation.MS Visio
General Inquiry	Priority 3	DCI.Customer Support.Question
Maximo Password Reset	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
ITSA Inquiry	Priority 3	DCI.Customer Support.Question
IT Security Awareness Issue	Priority 3	DCI.Customer Support.Desktop Support
Dropped Call	Priority 3	DCI.Customer Support.Question
Maximo Password Reset	Priority 3	DCI.Customer Support.Question
PW reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Question
Status update	Priority 3	DCI.Customer Support.service desk.Ticket Status
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Wireless Mouse and Wireless	Priority 2	DCI.Customer Support.hardware.Keyboard.break/fix
wants monitors set to extend	Priority 3	DCI.Customer Support.hardware.Monitor.configuration
Voicemail Password Reset	Priority 3	NCS.Telephone.digital phone.Voice Mail Password Reset
Question	Priority 3	DCI.Customer Support.Desktop Support
Phone and Internet Issue	Priority 3	NCS.Telephone.digital phone.No Dial Tone
Mouse moving slow	Priority 3	DCI.Customer Support.hardware.Mouse.break/fix
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Email assistance	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
Silverlight Install	Priority 3	DCI.Customer Support.Desktop Support
Black Screen Issue	Priority 3	DCI.Customer Support.hardware.Monitor.break/fix
Remote Desktop Issue	Priority 3	DCI.Customer Support.Question
PW reset	Priority 3	DCI.Customer Support.Desktop Support
PW reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
PW reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Request to install Internet Ex	Priority 3	DCI.Customer Support.Software.Internet Explorer
PW reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
status update	Priority 3	DCI.Customer Support.service desk.Ticket Status
Unlocked AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
User stated he completed IL	Priority 3	DCI.Customer Support.Desktop Support
Unable to logon peoplesoft H	Priority 3	HR.PSHCM.Support
Reset Maximo	Priority 3	APPS.Access.Maximo
PW reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Cancelled call	Priority 3	DCI.Customer Support.Question
Please see attached NSR fo	Priority 3	DCI.Customer Support.Question
User tries to access the inter	Priority 3	DCI.SYSADMIN.Software.Technical support.Operating Systems
System unable to connect to	Priority 3	DCI.SYSADMIN.Software.Technical support.Operating Systems
Account still disabled	Priority 3	MIT.S.OPS.ILMS ITSA.disabled account
Maximo login issues	Priority 3	DCI.Customer Support.Maximo.Password Reset
IT Security Awareness trainin	Priority 3	MIT.S.OPS.ILMS ITSA.password reset

Self-Service Password assist	Priority 3	DCI.Customer Support.Active Directory.Password Self-Service A
User is requesting tech insta	Priority 3	DCI.Customer Support.Question
Reset PS HCM	Priority 3	DCI.Customer Support.Active Directory.Password reset
System login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
VPN login issue	Priority 3	DCI.Customer Support.Question
Maximo login issue	Priority 3	DCI.Customer Support.Question
User completed ILMS test, b	Priority 3	DCI.Customer Support.Desktop Support
Reset PS HCM	Priority 3	DCI.Customer Support.Active Directory.Password reset
Peoplesoft login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Peoplesoft login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Reset Maximo	Priority 3	APPS.Access.Maximo
User cannot reset password	Priority 3	DCI.Customer Support.Question
IT Security awareness assist	Priority 3	DCI.Customer Support.Question
IT Security Awareness login	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
Outlook login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Reset PS HCM	Priority 3	DCI.Customer Support.Active Directory.Password reset
Assisted with access to ema	Priority 3	DCI.SYSADMIN.office 365.Technical support
IT Security Awareness login	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
Peoplesoft HR issue	Priority 3	HR.PSHCM.Support
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
Peoplesoft login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Open ticket status check	Priority 3	DCI.Customer Support.service desk.Ticket Status
Outlook Issues	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
Peoplesoft assistance	Priority 3	HR.PSHCM.Support
Call disconnected	Priority 3	DCI.Customer Support.Question
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
IT security awareness passw	Priority 3	DCI.Customer Support.Question
No Support Needed	Priority 3	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
IT Security Awareness login	Priority 3	DCI.Customer Support.Question
PICK login issue	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
PICK password reset POC ir	Priority 3	DCI.Customer Support.Question
nsr completed	Priority 3	DCI.Customer Support.Active Directory.Drive Access
Peoplesoft login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
User cannot access internet	Priority 3	DCI.Customer Support.Desktop Support
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Peoplesoft login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Electronic signature	Priority 3	DCI.Customer Support.Question
System login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
no support needed	Priority 3	DCI.Customer Support.Question
no support needed	Priority 3	DCI.Customer Support.Question
Avaya phone; Not connecting	Priority 3	NCS.Telephone.digital phone.No Dial Tone
VPN Terminal session issue	Priority 3	DCI.Customer Support.Software.VPN.Training
Error message No log on se	Priority 3	DCI.Customer Support.Network.Server
Call dropped	Priority 3	DCI.Customer Support.Question
Call dropped	Priority 3	DCI.Customer Support.Question

Call dropped	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
IT security awareness training	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
no support needed	Priority 3	DCI.Customer Support.Question
log in assistance	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Java Update Requested	Priority 3	DCI.Customer Support.Desktop Support
Maximo Password Reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
emails not updating	Priority 3	DCI.Customer Support.Software.MS Outlook.Problem Not Found
No support needed	Priority 3	DCI.Customer Support.Question
No support needed	Priority 3	DCI.Customer Support.Question
RPM	Priority 3	APPS.Technical support.ROCC
call disconnected	Priority 3	DCI.Customer Support.Question
VPN Issue	Priority 3	DCI.Customer Support.Software.VPN.Training
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Account Unlock	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
PICK Password Reset	Priority 3	DCI.Customer Support.Question
Emails are not updating on F	Priority 3	DCI.Customer Support.Desktop Support
PICK Password Reset	Priority 3	DCI.Customer Support.Question
VPN Issue	Priority 2	DCI.Customer Support.Desktop Support
no support needed	Priority 3	DCI.Customer Support.Question
New Employee Login Creden	Priority 3	DCI.Customer Support.Question
network pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Status Update	Priority 3	DCI.Customer Support.service desk.Ticket Status
Dropped Call	Priority 3	DCI.Customer Support.Question
ITSAT pw reset	Priority 3	MIT.S.OPS.ILMS ITSA.registration
log in assistance	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
PICK Pwd Reset	Priority 3	DCI.Customer Support.Question
status update 31470	Priority 3	DCI.Customer Support.service desk.Ticket Status
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
ITSA Inquiry	Priority 3	DCI.Customer Support.Question
software install request	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Account Unlock	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
unable to login to email	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
computer not booting	Priority 2	DCI.Customer Support.hardware.Desktop.break/fix
maximo password reset	Priority 3	DCI.Customer Support.Maximo.Password Reset



Pay Roll Support	Priority 3	DCI.Customer Support.Question
maximo password	Priority 3	DCI.Customer Support.Question
Dropped Call	Priority 3	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Hard Drive failure for Traci*	Priority 3	DCI.Customer Support.hardware.Laptop.hardware failure
additional storage	Priority 3	DCI.SYSADMIN.network driveClean Disk Space
replace D drive (not C drive)	Priority 3	DCI.Customer Support.Break-Fix.Computer
wanted to know if excel was	Priority 3	DCI.Customer Support.Question
Maximo Assistance	Priority 3	DCI.Customer Support.Question
Dropped Call	Priority 3	DCI.Customer Support.Question
<aximo Password Reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
unable to print to local printe	Priority 3	DCI.Customer Support.printer.Desktop.Cycle Printer
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Account Unlock	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
network account locked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Third Party Software Install	Priority 3	DCI.Customer Support.Desktop Support
Dropped Call	Priority 3	DCI.Customer Support.Question
Dropped Call	Priority 3	DCI.Customer Support.Question
ITSAT awareness emails aft	Priority 3	DCI.Customer Support.Desktop Support
Start up Issue	Priority 2	DCI.Customer Support.Desktop Support
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
print driver install	Priority 3	DCI.Customer Support.hardware.Scanner.install
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Account unlock	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password Rest	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Status Update	Priority 3	DCI.Customer Support.service desk.Ticket Status
E-service General Question	Priority 3	DCI.Customer Support.Question
Silverlight Update	Priority 3	DCI.Customer Support.Desktop Support
Account unlock	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Internet Access Issue	Priority 3	DCI.Customer Support.Desktop Support
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
NSR Update	Priority 3	DCI.Customer Support.Question
user stated that she is unabl	Priority 3	DCI.Customer Support.Break-Fix.Printer
IT Aware password Reset	Priority 3	DCI.Customer Support.Question
Account Unlock	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
No response	Priority 3	DCI.Customer Support.Question
Printer not printing in Trainin	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
admin rights missing on reim	Priority 3	DCI.Customer Support.Active Directory.Administrative Rights
Regarding Ticket 32085	Priority 3	DCI.Customer Support.service desk.Ticket Status

Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
internet access	Priority 3	DCI.Customer Support.Active Directory.Drive Access
user did not receive certificate	Priority 3	MIT.S.OPS.I.LMS ITSA.disabled account
Account Lock	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password Reset	Priority 3	DCI.Customer Support.Question
NSR Form	Priority 3	DCI.Customer Support.Question
dymo label printer install	Priority 3	DCI.Customer Support.printer.Desktop.Install Printer Driver
Password Reset	Priority 3	DCI.Customer Support.Question
Customer states that she is r	Priority 3	DCI.Customer Support.printer.Desktop.Cycle Printer
password resey for Peoplesc	Priority 3	DCI.Customer Support.Active Directory.Password reset
Status Updates	Priority 3	DCI.Customer Support.service desk.Ticket Status
password reset	Priority 3	DCI.Customer Support.Question
unable to print from local pri	Priority 3	DCI.Customer Support.printer.Desktop.Cycle Printer
User could not gain access t	Priority 3	DCI.Customer Support.Desktop Support
IT Security Awareness Train	Priority 3	MIT.S.OPS.I.LMS ITSA.registration
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Call Dropped	Priority 3	DCI.Customer Support.Question
<a href="http://hdwiki/display/SOPs/P">http://hdwiki/display/SOPs/P</a>	Priority 3	DCI.Customer Support.Question
VPN technical support neede	Priority 3	MIT.S.Engineering.VPN.Technical support
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Recover Files or Folders Del	Priority 3	DCI.Customer Support.Desktop Support
Customer needs Toner Repl	Priority 3	DCI.Customer Support.Break-Fix.Printer
Account Unlock	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
customer wants to setup SS	Priority 3	DCI.Customer Support.Active Directory.Password Self-Service A
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
reset pw	Priority 3	DCI.Customer Support.Active Directory.Password reset
Customer unablel to access	Priority 3	DCI.Customer Support.Question
network account locked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Customer needs assistance	Priority 3	DCI.Customer Support.printer.Desktop.Cycle Printer
The following employee need	Priority 2	MIT.S.OPS.I.LMS ITSA.registration
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Network Connections	Priority 3	DCI.Customer Support.Question
IT security awareness Passv	Priority 3	DCI.Customer Support.Question
PeopleSoft Access Request	Priority 3	HR.PSHCM.Access
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Need access to Trapeze	Priority 3	APPS.Trapeze.Ops Web
External Access Site	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
People Soft ELM	Priority 3	APPS.Technical support.PSELM
TSR update 8229013	Priority 3	DCI.Customer Support.Maximo.TSR Status
Print Help	Priority 3	DCI.Customer Support.Question
Locked out	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
ITSAT pw reset	Priority 3	MIT.S.OPS.I.LMS ITSA.registration
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset

User IT security Awareness	Priority 3	DCI.Customer Support.Desktop Support
account unlocked. self passv	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Emails are not updating W-5	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset for Peopleso	Priority 3	DCI.Customer Support.Active Directory.Password reset
changing password on PC	Priority 3	DCI.Customer Support.Question
password requirements	Priority 3	DCI.Customer Support.Question
change terminal session	Priority 3	DCI.Customer Support.Desktop Support
Maximo Password Reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
maximo reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Time Approver Assistance	Priority 3	HR.PSHCM.Support
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Network Password reset req	Priority 3	DCI.Customer Support.Active Directory.Password reset
Status Update	Priority 3	DCI.Customer Support.service desk.Ticket Status
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
The user needs to have a PC	Priority 3	DCI.Customer Support.Equipment Move.Project
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo Password Reset	Priority 3	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
password reset for peopleso	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
New Employee Login Inform	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Outlook not syncing	Priority 3	DCI.Customer Support.Desktop Support
Outlook Issues	Priority 3	DCI.Customer Support.Software.MS Outlook.Problem Not Found
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset for peopleso	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
voicemail disabled	Priority 3	DCI.SYSADMIN.Mobile Device Management.Technical support.S
Account Unlock	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
unable to launch course in IT	Priority 3	DCI.Customer Support.Desktop Support
Password reset	Priority 3	DCI.Customer Support.Question
Black Screen/Laptop	Priority 3	DCI.Customer Support.hardware.Monitor.break/fix
W-513759	Priority 3	DCI.Customer Support.Software.MS Outlook.Problem Not Found
Explorer Internet Upgraded	Priority 3	DCI.Customer Support.Software.Internet Explorer
Customer is not able to log in	Priority 3	DCI.Customer Support.Desktop Support
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
ELM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset for Peopleso	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
password reset for peopleso	Priority 3	MIT.S.OPS.IILMS ITSA.post training escalation
Maximo Assistance	Priority 3	DCI.Customer Support.Maximo.Password Reset
update IE to version 11	Priority 3	DCI.Customer Support.Software.Internet Explorer

Maximo Assistance	Priority 3	APPS.Training.Maximo
access prohibited	Priority 3	DCI.Customer Support.Internet.Access prohibited
Pick Password Reset	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Unlocked AD	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Customer needs Phone info	Priority 3	NCS.Telephone.mobile phone.Other
Status Update	Priority 3	DCI.Customer Support.service desk.Ticket Status
Assisted with login . User wa	Priority 3	DCI.Customer Support.hardware.Desktop.break/fix
9030 no power at Profession	Priority 2	DCI.Customer Support.hardware.Desktop.break/fix
PW reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
network pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
confirm email address	Priority 3	DCI.Customer Support.Question
Assisted user with access to	Priority 3	DCI.Customer Support.office 365.Technical support
Xerox Printer	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
ELM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo PW reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
781-589-1917	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
Wifi	Priority 3	DCI.Customer Support.Wifi.Configuration
Call Dropped, Disconnected,	Priority 3	DCI.Customer Support.Desktop Support
Reset PS HCM	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo pw reset	Priority 3	DCI.Customer Support.Question
PW reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Status update for ticket 4084	Priority 3	DCI.Customer Support.service desk.Ticket Status
network pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
PW reset	Priority 3	DCI.Customer Support.Desktop Support
network pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
User requesting assistance s	Priority 3	DCI.Customer Support.Desktop Support
Logon to new PC	Priority 3	DCI.Customer Support.Desktop Support
Configure printer Xerox 7556	Priority 3	DCI.Customer Support.printer.Xerox.technical support
Unable to email from printer	Priority 3	DCI.Customer Support.printer.Xerox.purchase
PS HCM reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo login issue	Priority 3	MAXIMO
Assisted with access to ema	Priority 3	DCI.Customer Support.office 365.Technical support
Unlocked AD	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Dropped call	Priority 3	DCI.Customer Support.Question
SOC camera issue	Priority 3	DCI.Customer Support.Question
AD disabled due to non com	Priority 3	DCI.Customer Support.Question
Maximo deactivated due to in	Priority 3	DCI.Customer Support.Question
System login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Maximo login issue	Priority 3	DCI.Customer Support.Maximo.Password Reset
Windows Activation error	Priority 3	DCI.Customer Support.Desktop Support
System login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Reset PS HCM	Priority 3	DCI.Customer Support.Active Directory.Password reset
Cancelled call	Priority 3	DCI.Customer Support.Question

System login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Maximo login issue	Priority 3	DCI.Customer Support.Maximo.Password Reset
IT Security Awareness training	Priority 3	DCI.Customer Support.Question
Advised user of POC's email	Priority 3	DCI.Customer Support.Question
Advised user of PICK password	Priority 3	DCI.Customer Support.Question
Self-Service Q&A profile assist	Priority 3	DCI.Customer Support.Active Directory.Password Self-Service A
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Unlocked AD	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
System login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
IT Security Awareness module	Priority 3	DCI.Customer Support.Question
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
Digital signature issue	Priority 3	DCI.Customer Support.Desktop Support
password reset several times	Priority 3	HR.PSHCM.Support
System log in issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Xerox Printer install	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
maximo password reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Account Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
log in assistnce	Priority 4	DCI.Customer Support.Active Directory.Password Unlock
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Error message; Printer offline	Priority 3	DCI.Customer Support.printer.Desktop.Cycle Printer
Account Unlock, Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
no support needed	Priority 3	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
User avaya phone is not working	Priority 3	NCS.Telephone.digital phone.Hardware
wants to access metroweb	Priority 3	DCI.Customer Support.Question
Rail Kiosk Computer is displaying error	Priority 2	DCI.Customer Support.hardware.Desktop.hardware failure
IT Security Awareness Training	Priority 3	DCI.Customer Support.Desktop Support
user profile service failed to load	Priority 3	DCI.Customer Support.Desktop Support
unable to open training	Priority 3	DCI.Customer Support.Desktop Support
call disconnected	Priority 3	DCI.Customer Support.Question
call disconnected	Priority 3	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Customer still locked out after password reset	Priority 2	MIT.S.OPS.ILMS ITSA.disabled account
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Customer states that internet is not working	Priority 3	NCS.Telephone.digital phone.Other
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset for peoplesoft	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
password reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Maximo access	Priority 3	DCI.Customer Support.Maximo.Password Reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset

SMS Support	Priority 3	APPS.Technical support.SMS
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset for training	Priority 3	DCI.Customer Support.Question
maximo reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
"user profile service failed to	Priority 3	DCI.Customer Support.Desktop Support
password reset for peopleso	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Trapeze SUpport	Priority 3	DCI.Customer Support.Question
Drive mapping	Priority 3	DCI.Customer Support.Desktop Support
Domain Trust Issue	Priority 3	DCI.Customer Support.Network.Server
Open Ticket Status	Priority 3	DCI.Customer Support.service desk.Ticket Status
PICK Password Reset	Priority 3	DCI.Customer Support.Question
Peoplesoft login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Outlook login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Question and Answer profile	Priority 3	DCI.Customer Support.Active Directory.Password Self-Service A
System login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
System login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
IT Security Awareness login	Priority 3	MIT.S.OPS.iLMS ITSA.password reset
System login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Account Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
User needs his Avaya phone	Priority 3	NCS.Telephone.digital phone.Other
Account Password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Account Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
User called about maximo be	Priority 3	DCI.Customer Support.Question
view paystatements	Priority 3	DCI.Customer Support.Question
Customer Called about Maxi	Priority 3	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
no support needed	Priority 3	DCI.Customer Support.Question
Account Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
needs pick password reset	Priority 3	DCI.Customer Support.Question
Admin privileges has been d	Priority 3	DCI.Customer Support.Active Directory.Administrative Rights
Account Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
The user needs assistance i	Priority 3	DCI.Customer Support.Desktop Support
iLMS test password reset	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
The user is unable to login to	Priority 3	DCI.Customer Support.Question
question regarding peopleso	Priority 3	DCI.Customer Support.Question
password reset for peopleso	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Bad HD at Largo*	Priority 3	DCI.Customer Support.hardware.Monitor.break/fix
password reset for Peopleso	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
status update 41082	Priority 3	DCI.Customer Support.service desk.Ticket Status
password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
External access to email	Priority 3	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Call dropped	Priority 3	DCI.Customer Support.Question
Call Disconnected	Priority 3	DCI.Customer Support.Question

wants to access webmail	Priority 3	DCI.Customer Support.Question
Outlook Issues	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
user is unable to open training	Priority 3	MIT.S.OPS.ILMS ITSA.post training escalation
Customer states that he is not	Priority 3	DCI.Customer Support.Desktop Support
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset for Peoplesoft	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Mouse Issue	Priority 3	DCI.Customer Support.hardware.Mouse.break/fix
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
IT security awareness	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
PICK login issue	Priority 3	DCI.Customer Support.Question
PICK login issue	Priority 3	DCI.Customer Support.Question
PICK login issue	Priority 3	DCI.Customer Support.Question
IT Security Awareness training	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
Outlook email issue	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
Peoplesoft login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Peoplesoft login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Peoplesoft login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Self-service password assist	Priority 3	DCI.Customer Support.Active Directory.Password Self-Service A
Maximo login issue	Priority 3	DCI.Customer Support.Maximo.Password Reset
Peoplesoft login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
PICK Password issue	Priority 3	DCI.Customer Support.Question
email access	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Caller hung up	Priority 3	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Peoplesoft login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
IT Security	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Peoplesoft login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
L526892- before reaching lo	Priority 2	DCI.Customer Support.Desktop Support
Customer did not identify the	Priority 3	DCI.Customer Support.Question
vpn instructions	Priority 3	DCI.Customer Support.Software.VPN.Training
IT security awareness passw	Priority 3	DCI.Customer Support.Question
<a href="http://hdwiki/display/SOPs/Password">http://hdwiki/display/SOPs/Password</a>	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset

Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Access to Outlook Issues	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
no support needed	Priority 3	DCI.Customer Support.Question
maximo password reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
User requested network acco	Priority 3	DCI.Customer Support.Active Directory.Password reset
Customer unable to access e	Priority 3	MIT.S.OPS.security.firewall
I aswered questions about th	Priority 2	DCI.Customer Support.Question
no support needed	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Assisted customer with exte	Priority 3	DCI.Customer Support.Question
IT security awareness	Priority 3	DCI.Customer Support.Question
no support needed	Priority 3	DCI.Customer Support.Question
Caller never answered	Priority 3	DCI.Customer Support.Question
Customer Office365 license	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
no support needed	Priority 3	DCI.Customer Support.Question
log in assistance	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Dropped Call	Priority 3	DCI.Customer Support.Question
Issues with iLMS test	Priority 3	DCI.Customer Support.Question
Dropped Call	Priority 3	DCI.Customer Support.Question
IT security awareness trainin	Priority 3	DCI.Customer Support.Question
PC has blank log in screen. s	Priority 3	DCI.Customer Support.Desktop Support
no support needed	Priority 3	DCI.Customer Support.Question
Install Brady label maker	Priority 3	DCI.Customer Support.printer.Desktop.Cycle Printer
IT Security Awareness Train	Priority 3	MIT.S.OPS.iLMS ITSA.registration
No logon servers available	Priority 3	DCI.Customer Support.Network.Server
IT security awareness passw	Priority 3	DCI.Customer Support.Question
No logon servers available	Priority 3	DCI.Customer Support.Network.Server
unable to access SharePoint	Priority 3	DCI.Customer Support.Question
Maximo Account Issue	Priority 3	DCI.Customer Support.Maximo.Password Reset
questions about accessing n	Priority 3	DCI.Customer Support.Question
unable to access her course	Priority 3	DCI.Customer Support.Desktop Support
http://hdwiki/display/SOPs/Pa	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset for peopleso	Priority 2	DCI.Customer Support.Active Directory.Password reset
PS ELM reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset for peopleso	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
password reset for Peopleso	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
PS ELM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
PICK password reset	Priority 3	DCI.Customer Support.Question
password reset for Peopleso	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
network account locked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
network pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Dropped call	Priority 3	DCI.Customer Support.Question
customer is unable to approv	Priority 3	DCI.Customer Support.Question
Audio Issue	Priority 3	DCI.Customer Support.Desktop Support



Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
ITSAT not proceeding in Chr	Priority 3	DCI.Customer Support.Desktop Support
email password	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Verify Email Address	Priority 3	DCI.Customer Support.Question
ITSAT troubleshooting	Priority 3	DCI.Customer Support.Desktop Support
ITSAT pw reset	Priority 3	MIT.S.OPS.I.LMS ITSA.registration
Customer is not able to log in	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
DCI.Customer Support.Active	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
pc stuck while shutting down	Priority 3	DCI.Customer Support.Question
google chrome install	Priority 3	DCI.Customer Support.Desktop Support
Adobe Signature does not sh	Priority 3	DCI.Customer Support.Question
phone personalizes and voic	Priority 3	DCI.Customer Support.Question
QA Maximo access request	Priority 3	DCI.Customer Support.Question
install adobe reader	Priority 3	DCI.Customer Support.Desktop Support
Pinter install	Priority 3	DCI.Customer Support.Desktop Support
Excel files do not open	Priority 3	DCI.Customer Support.Software.MS Excel.Install
W-514148	Priority 3	DCI.Customer Support.Desktop Support
color printer only prints black	Priority 3	DCI.Customer Support.printer.Xerox.technical support
printer install	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
vpn issue	Priority 3	DCI.Customer Support.Software.VPN.Training
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
printer install	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
IT Security Awareness Train	Priority 3	MIT.S.OPS.I.LMS ITSA.registration
NSR attached	Priority 3	DCI.Customer Support.Active Directory.Drive Access
set printer as default	Priority 3	DCI.Customer Support.printer.Xerox.technical support
Accellion Access	Priority 3	DCI.SYSADMIN.office 365.Technical support
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
unlicensed office	Priority 3	DCI.Customer Support.Software.MS Outlook.Migrated
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
ITSAT pw reset	Priority 3	MIT.S.OPS.I.LMS ITSA.registration
HP Design Jet at Herndon*	Priority 3	DCI.Customer Support.Question
DCI.Customer Support.Active	Priority 3	DCI.Customer Support.Active Directory.Password Self-Service A
Submit an NSR	Priority 3	DCI.Customer Support.Question
pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Error on Computer; Docume	Priority 3	APPS.Access.DOCUMENTUM
maximo pw reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
User requested network acco	Priority 3	DCI.Customer Support.Active Directory.Password reset
IT Security Awareness Train	Priority 3	MIT.S.OPS.I.LMS ITSA.registration
status update 41908	Priority 3	DCI.Customer Support.service desk.Ticket Status
Dropped call	Priority 3	DCI.Customer Support.Question
DCI.Customer Support.Desk	Priority 3	DCI.Customer Support.Desktop Support
pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
pick password reset	Priority 3	DCI.Customer Support.Question
Hcm pw reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
10.11.64.239	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver

reset pw	Priority 3	DCI.Customer Support.Active Directory.Password reset
IT Security Awareness Train	Priority 3	DCI.Customer Support.Question
DCI.Customer Support.Desk	Priority 3	DCI.Customer Support.Desktop Support
password reset for peopleso	Priority 2	DCI.Customer Support.Active Directory.Password Unlock
Printer Issue	Priority 3	DCI.Customer Support.printer.Desktop.Cycle Printer
outlook settings change assi	Priority 3	DCI.Customer Support.Question
Account Unlock	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
PICK question answered	Priority 3	DCI.Customer Support.Question
Status updates	Priority 3	DCI.Customer Support.service desk.Ticket Status
PICK Question	Priority 3	DCI.Customer Support.Question
bounce back email	Priority 3	DCI.Customer Support.Software.MS Outlook.Problem Not Found
needs additional monitor set	Priority 3	DCI.Customer Support.hardware.Monitor.hardware failure
Reimage. activate windows	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Time sheet	Priority 3	DCI.Customer Support.Question
ITSAT training pw reset	Priority 3	DCI.Customer Support.Question
PW reset	Priority 3	DCI.Customer Support.hardware.Desktop.configuration
Account Unlock	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Voicemail PW reset	Priority 3	NCS.Telephone.digital phone.Voice Mail Password Reset
Customer has issue with Mic	Priority 3	DCI.Customer Support.Question
email not updating	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
password account locked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Printer Install/ Troubleshoot	Priority 3	DCI.Customer Support.printer.Desktop.Install Printer Driver
Dropped Call	Priority 3	DCI.Customer Support.Question
It security awareness	Priority 3	DCI.Customer Support.Desktop Support
Reset ILMS	Priority 3	MIT.OPS.ILMS ITSA.password reset
Advised user of ILMS test da	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
network account	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
IT security awarness	Priority 3	DCI.Customer Support.Desktop Support
ILMS not accessible, so use	Priority 3	DCI.Customer Support.Question
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
AD reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
inquiry	Priority 3	DCI.Customer Support.service desk.Ticket Status
metroweb homepage	Priority 3	DCI.Customer Support.Question
Reset ILMS	Priority 3	MIT.OPS.ILMS ITSA.password reset
IE explorer errors	Priority 3	DCI.Customer Support.Desktop Support
Reset ILMS	Priority 3	MIT.OPS.ILMS ITSA.password reset
Assisted with PICK pswd dire	Priority 3	DCI.Customer Support.Question
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
Reset Windows	Priority 3	DCI.Customer Support.Active Directory.Password reset
User needs assistance uploa	Priority 3	HR.PSHCM.ESS technical support
Assisted with access to ILMS	Priority 3	DCI.Customer Support.Desktop Support
Reset ILMS	Priority 3	MIT.OPS.ILMS ITSA.password reset
User accesses Labor Report	Priority 3	APPS.Technical support.Maximo
Assisted user with access to	Priority 3	DCI.Customer Support.Question
Assisted user with PICK psw	Priority 3	DCI.Customer Support.Question

Assisted user with access to	Priority 3	DCI.Customer Support.Desktop Support
Reset PS HCM	Priority 3	DCI.Customer Support.Active Directory.Password reset
Reset PS HCM	Priority 3	DCI.Customer Support.Active Directory.Password reset
Directed user to PICK pswd	Priority 3	DCI.Customer Support.Question
Reset PS HCM	Priority 3	DCI.Customer Support.Active Directory.Password reset
Assisted user with access to	Priority 3	DCI.Customer Support.Question
Reset ILMS	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
See attached NSR for Intern	Priority 3	DCI.SYSADMIN.Server.Access
User Mr. Jose Guzman is ch	Priority 3	APPS.Access.Maximo
it security awareness passw	Priority 3	DCI.Customer Support.Question
no support needed	Priority 3	DCI.Customer Support.Question
Request to install Internet Ex	Priority 3	DCI.Customer Support.Software.Internet Explorer
Reset ILMS	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
Maximo Password Reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Maximo Password Reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Customer dont know if HR re	Priority 3	HR.PSHCM.ESS technical support
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
maximo password reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
It security awareness passw	Priority 3	DCI.Customer Support.Question
It security awareness passw	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
no support needed	Priority 3	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo password reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
needs windows 32 bit install	Priority 3	DCI.Customer Support.Desktop Support
Maximo password reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
no support needed	Priority 3	DCI.Customer Support.Question
maximo password reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Verizon Wi-Fi access	Priority 3	DCI.Customer Support.Question
Customer reported APC pow	Priority 3	DCI.Customer Support.Desktop Support
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Needs help setting up dual m	Priority 3	DCI.Customer Support.hardware.Monitor.configuration
Customer not able to connec	Priority 3	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
pick password reset	Priority 3	DCI.Customer Support.Question
reset pw	Priority 3	DCI.Customer Support.Active Directory.Password reset
no support needed	Priority 3	DCI.Customer Support.Question
Customer calling for status u	Priority 3	DCI.Customer Support.Desktop Support
Outage	Priority 1	DCI.Customer Support.Question

Resume Upload Issues	Priority 3	HR.PSHCM.HR solutions support
Workstation PC. Speaker icc	Priority 3	DCI.Customer Support.Desktop Support
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
resume upload issues	Priority 3	DCI.Customer Support.hardware.Desktop.configuration
no support needed	Priority 3	DCI.Customer Support.Question
http://hdwiki/display/SOPs/C	Priority 3	DCI.Customer Support.Question
IT security awareness passw	Priority 3	DCI.Customer Support.Question
Maximo password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
no support needed	Priority 3	DCI.Customer Support.Question
Psw resrt	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
security awareness	Priority 3	DCI.Customer Support.Question
IT security awarenes training	Priority 3	DCI.Customer Support.Question
security awareness question	Priority 3	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
PSW reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
VDI password reset	Priority 2	DCI.Customer Support.Desktop Support
PSW Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
vpn support/ possible ADobe	Priority 3	DCI.Customer Support.Question
Adobe install	Priority 3	DCI.Customer Support.Desktop Support
IT Security Awareness Train	Priority 3	DCI.Customer Support.Question
no support needed	Priority 3	DCI.Customer Support.Question
assisted user with emails	Priority 3	DCI.Customer Support.Desktop Support
Satus update on ticket 4150	Priority 3	DCI.Customer Support.service desk.Ticket Status
Password Reset	Priority 3	DCI.Customer Support.Question
It security awareness	Priority 3	DCI.Customer Support.Question
pw reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Running out of Disk Space	Priority 3	DCI.Customer Support.Desktop Support
It security awareness passw	Priority 3	DCI.Customer Support.Question
adobe pro install	Priority 3	DCI.Customer Support.Desktop Support
upgrade IE	Priority 3	DCI.Customer Support.Software.Internet Explorer
Customer has a question ab	Priority 3	DCI.Customer Support.Question
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
outlook issues	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
network pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Customer says he took the il	Priority 3	DCI.Customer Support.Desktop Support
iLMS password reset	Priority 3	DCI.Customer Support.Desktop Support
reset pw	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Laptop repair= broken bezel	Priority 2	DCI.Customer Support.Break-Fix.Laptop
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Network password reset req	Priority 3	DCI.Customer Support.Active Directory.Password reset
Customer calling because he	Priority 3	HR.PSHCM.ESS technical support
ref 41588	Priority 3	DCI.Customer Support.Question
Bad HD on 5C*	Priority 3	DCI.Customer Support.hardware.Desktop.break/fix
Network Password reset req	Priority 3	DCI.Customer Support.Active Directory.Password reset

internet upgrade	Priority 3	DCI.Customer Support.Software.Internet Explorer
Email assistance	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Status update for C022143	Priority 3	DCI.Customer Support.Maximo.TSR Status
ITSAT pw reset	Priority 3	DCI.Customer Support.Question
Network Password Reset req	Priority 3	DCI.Customer Support.Active Directory.Password reset
No Logon Servers Available	Priority 3	DCI.Customer Support.Network.Server
Customer called for a printer	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
IE11 install	Priority 3	DCI.Customer Support.Software.Internet Explorer
unable to access email throu	Priority 3	DCI.Customer Support.Desktop Support
HR Report Request	Priority 3	HR.PSHCM.Access
Xerox Network Printer install	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
no response	Priority 3	DCI.Customer Support.Question
pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
office 365 questions	Priority 3	DCI.Customer Support.office 365.Technical support
Block annoying number. 714	Priority 3	NCS.Telephone.digital phone.Other
psw rest	Priority 3	DCI.Customer Support.Question
reset pw	Priority 3	DCI.Customer Support.Question
request for a status update o	Priority 3	DCI.Customer Support.service desk.Ticket Status
Maximo pw reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
34794 status update	Priority 3	DCI.Customer Support.service desk.Ticket Status
Network password reset req	Priority 3	DCI.Customer Support.Active Directory.Password reset
disable skype	Priority 3	DCI.Customer Support.Desktop Support
reset pw	Priority 3	DCI.Customer Support.Active Directory.Password reset
VPN Issue	Priority 3	DCI.Customer Support.Question
IT Security Awareness Train	Priority 3	MIT.S.OPS.ILMS ITSA.registration
Job Application and Resume	Priority 3	HR.PSHCM.HR solutions support
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Network password reset req	Priority 3	DCI.Customer Support.Active Directory.Password reset
PICK Password Reset	Priority 3	DCI.Customer Support.Question
outside email going to junk	Priority 3	DCI.SYSADMIN.office 365.Technical support
PRINTER INSTALL	Priority 3	DCI.Customer Support.printer.Desktop.Install Printer Driver
DCI.Customer Support.hardw	Priority 3	DCI.Customer Support.hardware.Monitor.configuration
unable to launch security cou	Priority 3	DCI.Customer Support.Desktop Support
Status Update	Priority 3	DCI.Customer Support.service desk.Ticket Status
pick password reset	Priority 3	DCI.Customer Support.Question
network account locked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
reset Maximo password	Priority 3	DCI.Customer Support.Maximo.Password Reset
Locked Out	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Not able to register for traini	Priority 3	APPS.Technical support.PSELM
Remote Desktop Connector	Priority 3	DCI.Customer Support.Question
User needs Google Chrome	Priority 3	DCI.Customer Support.Desktop Support
PSW reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock

IT Security Awareness Train	Priority 3	DCI.Customer Support.Desktop Support
outlook issue	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
IT Security Awareness Train	Priority 3	MIT.S.OPS.ILMS ITSA.registration
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Cancelled	Priority 3	DCI.Customer Support.Question
User requested software ins	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
User called to change his de	Priority 3	DCI.Customer Support.Question
server request	Priority 3	DCI.SYSADMIN.Server.Access
Add mailbox	Priority 3	DCI.Customer Support.Question
reset training pw	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
install software	Priority 3	DCI.Customer Support.Question
IT Security Awareness Train	Priority 3	MIT.S.OPS.ILMS ITSA.registration
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Network password reset req	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
It security training	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Question
Xerox printer install	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
Java install	Priority 3	DCI.Customer Support.Software.Java.Install
Pick Pwd Reset	Priority 3	DCI.Customer Support.Question
Maximo Assistance	Priority 3	DCI.Customer Support.Maximo.Password Reset
Account Unlock	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
IT Security Awareness Train	Priority 3	MIT.S.OPS.ILMS ITSA.registration
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Access to Metroweb/Internet	Priority 3	DCI.Customer Support.Desktop Support
Account Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Account Unlocked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
pe reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Network Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Account Unlock	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Reset password	Priority 3	APPS.Training.Maximo
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
unable to access ITSAT cou	Priority 3	DCI.Customer Support.Desktop Support
Printer Issue	Priority 3	DCI.Customer Support.printer.Desktop.Cycle Printer
Maximo password reset requ	Priority 3	APPS.Training.Maximo
Printer Offline	Priority 3	DCI.Customer Support.Question
Upload Resume	Priority 3	DCI.Customer Support.Question
User account password rese	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Email assistance	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
It Security Awareness Traini	Priority 3	MIT.S.OPS.ILMS ITSA.registration
Printer Error	Priority 3	DCI.Customer Support.printer.Desktop.Cycle Printer
IT security training test	Priority 3	DCI.Customer Support.Desktop Support
QUESTION- It Security Awa	Priority 3	DCI.Customer Support.Question
IT Security Awareness Train	Priority 4	MIT.S.OPS.ILMS ITSA.registration
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset

Static IP address	Priority 3	DCI.Customer Support.Desktop Support
Maximo Password Reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Email assistance	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
Audio On Tablet is not working	Priority 3	DCI.Customer Support.Desktop Support
IE upgrade	Priority 3	DCI.Customer Support.Software.Internet Explorer
VPN connection error	Priority 3	DCI.Customer Support.Desktop Support
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
IT security awareness training	Priority 3	DCI.Customer Support.Question
Can't access class	Priority 3	DCI.Customer Support.Desktop Support
Printer Install	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
MS Outlook Issue	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
Account locked	Priority 3	DCI.Customer Support.Active Directory.Password reset
PW reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo Assistance	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
PC at Eastern Market*	Priority 3	DCI.Customer Support.hardware.Monitor.break/fix
User unable to drive Q, R, W	Priority 3	DCI.Customer Support.Desktop Support
Maximo PW	Priority 3	DCI.Customer Support.Desktop Support
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
ArcGIS viewer	Priority 3	DCI.Customer Support.Question
Customer request ITSAT Credit	Priority 3	MIT.S.OPS.IILMS ITSA.disabled account
unable to login	Priority 3	DCI.Customer Support.Network.Server
ssp tool assistance	Priority 3	DCI.Customer Support.Active Directory.Password reset
PC not responding	Priority 3	DCI.Customer Support.Desktop Support
Email assistance	Priority 3	DCI.Customer Support.Question
Status update on ticket # 40	Priority 3	DCI.Customer Support.service desk.Ticket Status
Password Reset	Priority 3	DCI.Customer Support.Question
Locked Out	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Reset Windows	Priority 3	DCI.Customer Support.Active Directory.Password reset
Reset Windows	Priority 3	DCI.Customer Support.Active Directory.Password reset
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
User is trying to login PS HCC	Priority 3	DCI.Customer Support.Desktop Support
Communications in the elevator	Priority 3	DCI.Customer Support.Question
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
Power Dept was working at 8	Priority 1	DCI.Customer Support.hardware.Desktop.hardware failure
Provided direction to Maximo	Priority 3	DCI.Customer Support.Question
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
Reset Maximo	Priority 3	APPS.Access.Maximo
Laptop issue	Priority 3	DCI.Customer Support.hardware.Laptop.reimage
NSR - Email creation	Priority 3	DCI.SYSADMIN.Server.Access
PW reset	Priority 3	DCI.Customer Support.Desktop Support
mouse not working	Priority 3	DCI.Customer Support.hardware.Mouse.break/fix
Unable to Open Attachments	Priority 3	DCI.Customer Support.Desktop Support
unlock ac	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Install HP Color 6015 Printer	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
Install HP Color 6015 Printer	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
Install HP Color 6015 Printer	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver

NSR request	Priority 3	DCI.Customer Support.Active Directory.New Contractor
NSR request	Priority 3	DCI.Customer Support.Active Directory.New Contractor
no sound in training video	Priority 3	APPS.Technical support.PSELM
Printing error	Priority 3	DCI.Customer Support.Desktop Support
NSR Request	Priority 3	DCI.Customer Support.Active Directory.New Contractor
reimage laptop	Priority 3	DCI.Customer Support.hardware.Laptop.reimage
reimage laptop	Priority 3	DCI.Customer Support.hardware.Laptop.reimage
Install HP Color 6015 Printer	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
Install HP Color 6015 Printer	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
Install HP Color 6015 Printer	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
NSR Request	Priority 3	DCI.Customer Support.Active Directory.New Contractor
System Access Changes/Lo	Priority 3	DCI.Customer Support.Active Directory.Administrative Rights
network printer install	Priority 3	DCI.Customer Support.Desktop Support
MetroNet connection issue	Priority 3	DCI.Customer Support.Desktop Support
locate a deleted file	Priority 3	DCI.Customer Support.Desktop Support
User needs HP CP2025 Prin	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
User needs HP CP2025 Prin	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
User needs HP CP2025 Prin	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
User needs HP CP2025 Prin	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
user wanted to free up space	Priority 3	DCI.Customer Support.Desktop Support
NSR request	Priority 3	DCI.Customer Support.Active Directory.New Contractor
NSR request	Priority 3	DCI.Customer Support.Active Directory.New Contractor
office suite not activated	Priority 3	DCI.Customer Support.office 365.Technical support
connect pc to multimedia	Priority 3	DCI.Customer Support.Desktop Support
Install Procure	Priority 3	DCI.Customer Support.Desktop Support
set up laptop for Jane Ouyar	Priority 3	DCI.Customer Support.hardware.Desktop.configuration
Password reset on mobile de	Priority 3	DCI.SYSADMIN.Mobile Device Management.Technical support.S
No display on VOIP phone	Priority 3	DCI.Customer Support.Desktop Support
account unlock	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Data restore	Priority 3	DCI.Customer Support.Desktop Support
laptop not displaying	Priority 3	DCI.Customer Support.Desktop Support
Check printer install	Priority 3	DCI.Customer Support.printer.Desktop.Install Printer Driver
SQL sw install	Priority 3	DCI.Customer Support.Desktop Support
Site Bus Kiosk was not booti	Priority 2	DCI.Customer Support.SSK Kiosk
Reimage	Priority 3	DCI.Customer Support.Desktop Support
Install local printer	Priority 3	DCI.Customer Support.Desktop Support
Install adobe pro	Priority 3	DCI.Customer Support.Desktop Support
BSOD	Priority 3	DCI.Customer Support.hardware.Desktop.hardware failure
screen resolution issue	Priority 3	DCI.Customer Support.Question
user needs help locating and	Priority 3	DCI.Customer Support.Question
uninstall hp printer	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
INSTALL hp printer	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
INSTALL hp printer	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
Surface pro doesn't boot	Priority 3	DCI.Customer Support.Desktop Support
reimage laptop	Priority 3	DCI.Customer Support.hardware.Laptop.reimage
VPN access	Priority 3	MIT.Engineering.VPN.Technical support
install MS Access	Priority 3	DCI.Customer Support.Software.MS Access



install adobe digital reader	Priority 3	DCI.Customer Support.Desktop Support
reset ad password	Priority 3	DCI.Customer Support.Active Directory.Password reset
PC keep powering off.	Priority 3	DCI.Customer Support.Break-Fix.Computer
recover network deleted fold	Priority 3	DCI.Customer Support.Desktop Support
connect 13 laptops to wireless	Priority 1	DCI.Customer Support.Wifi.Configuration
NSR request form	Priority 3	DCI.Customer Support.Active Directory.New Contractor
pc in inventory room not open	Priority 3	DCI.Customer Support.Question
Installed printer	Priority 3	DCI.Customer Support.printer.Desktop.Install Printer Driver
User Phone will not Come on	Priority 2	NCS.Telephone.digital phone.No Dial Tone
install chrome	Priority 3	DCI.Customer Support.Desktop Support
user needs help creating rule	Priority 3	DCI.Customer Support.Question
CASD Xerox Network Printer	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
CASD Java Installation or Upg	Priority 3	DCI.Customer Support.Software.Java.upgrade
Upgrade IE 11	Priority 3	DCI.Customer Support.Software.Internet Explorer
Software purchase	Priority 3	DCI.Customer Support.Question
Receive Microsoft Software	Priority 3	DCI.SYSADMIN.Software.installation.MS Visio
PW reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo access	Priority 3	DCI.Customer Support.Desktop Support
MSO 2010 erros	Priority 3	DCI.Customer Support.Desktop Support
MSO 2010 errors	Priority 3	DCI.Customer Support.Desktop Support
Upgrade IE 8	Priority 3	DCI.Customer Support.Desktop Support
NSR request	Priority 3	DCI.Customer Support.Active Directory.New Contractor
NSR request	Priority 3	DCI.Customer Support.Active Directory.New Contractor
Install Avaya cms supervisor	Priority 3	DCI.Customer Support.Desktop Support
Reinstall MSO365	Priority 3	DCI.Customer Support.Desktop Support
MS Access docs issue	Priority 3	DCI.Customer Support.Desktop Support
payroll_support@wmata.com	Priority 3	DCI.Customer Support.Question
payroll_support@wmata.com	Priority 3	DCI.Customer Support.Question
Reinstall MSO365	Priority 3	DCI.Customer Support.Desktop Support
System Stuck in Windows U	Priority 3	DCI.Customer Support.Desktop Support
Bad HD for Bobby*	Priority 1	DCI.Customer Support.Break-Fix.Laptop
Prowatch camera issue	Priority 3	DCI.Customer Support.Desktop Support
Prowatch camera issue	Priority 3	DCI.Customer Support.Desktop Support
NSR Request	Priority 3	DCI.Customer Support.Active Directory.New Contractor
Surface Pro Tablet reimage	Priority 3	DCI.Customer Support.hardware.Tablet.reimage
Computer reimage request	Priority 3	DCI.Customer Support.hardware.Desktop.reimage
NSR attached for Dante Mer	Priority 3	DCI.Customer Support.Active Directory.New Contractor
xerox printer install 10.9.38.2	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
Xerox printer install 10.9.38.2	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
PC MOVE W-508118	Priority 3	DCI.Customer Support.Equipment Move.Project
PC move w-349719	Priority 3	DCI.Customer Support.Equipment Move.Project
Java upgrade	Priority 3	DCI.Customer Support.Software.Java.upgrade
Adobe pro install	Priority 3	DCI.Customer Support.Desktop Support
Unable to open office docum	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
reimage	Priority 3	DCI.Customer Support.hardware.Laptop.reimage
laptop support	Priority 3	DCI.Customer Support.Desktop Support
Reimage Surface Pro Tablet	Priority 3	DCI.Customer Support.hardware.Tablet.reimage

NSR attached for access to	Priority 3	DCI.SYSADMIN.Server.Access
NSR attached for mailbox ad	Priority 3	DCI.SYSADMIN.Server.Access
NSR attached	Priority 3	DCI.Customer Support.Active Directory.Drive Access
NSR attached	Priority 3	DCI.Customer Support.Active Directory.Drive Access
install logitech software	Priority 3	DCI.Customer Support.Desktop Support
NSR will need to be resubmi	Priority 3	DCI.Customer Support.Active Directory.New Contractor
computer freezes and is slov	Priority 3	DCI.Customer Support.hardware.Desktop.configuration
Poor PC performance	Priority 3	DCI.Customer Support.Desktop Support
Upgrade office 2010 on laptc	Priority 3	DCI.Customer Support.Software.MS Word.upgrade
received NSR for email for c	Priority 3	DCI.SYSADMIN.Server.Access
NSR attached C026110 Jam	Priority 3	DCI.Customer Support.Active Directory.Drive Access
VPN Login support	Priority 3	DCI.Customer Support.Software.VPN.Training
onedrive sync issues	Priority 3	DCI.Customer Support.Desktop Support
Drive mapping	Priority 3	DCI.Customer Support.Desktop Support
Poor PC performance	Priority 3	DCI.Customer Support.Desktop Support
User needed equipment mov	Priority 3	DCI.Customer Support.Equipment Move.Project
Outlook repair error	Priority 3	DCI.Customer Support.Desktop Support
User moved offices and has	Priority 3	NCS.Telephone.digital phone.No Dial Tone
User moved locations and ph	Priority 3	NCS.Telephone.digital phone.No Dial Tone
NSR Request	Priority 3	DCI.Customer Support.Active Directory.New Contractor
CA PPM (formerly Clarity)	Priority 3	DCI.Customer Support.Question
NSR	Priority 3	DCI.Customer Support.Active Directory.Drive Access
customer tried to open a Mic	Priority 3	DCI.Customer Support.Software.MS Excel.Install
Constant reboot loop	Priority 3	DCI.Customer Support.hardware.Desktop.reimage
Install external monitor	Priority 3	DCI.Customer Support.Desktop Support
Ms. Griffis' second monitor h	Priority 3	DCI.Customer Support.hardware.Monitor.configuration
New contractor needs works	Priority 3	DCI.Customer Support.hardware.Monitor.configuration
update java	Priority 3	DCI.Customer Support.Software.Java.upgrade
relocate user to 8a	Priority 3	DCI.Customer Support.Question
move admin rights to new ba	Priority 3	DCI.SYSADMIN.Server.Access
NSR request for Gales, Taiju	Priority 3	DCI.Customer Support.Active Directory.New Contractor
Computer reimage request	Priority 3	DCI.Customer Support.hardware.Desktop.reimage
Customer needs 7 laptops re	Priority 3	DCI.Customer Support.hardware.Laptop.reimage
Customer requested Zebra E	Priority 3	DCI.Customer Support.Desktop Support
computer power up issues	Priority 3	DCI.Customer Support.Desktop Support
Silverlight install	Priority 3	DCI.Customer Support.Desktop Support
Email repair	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
Install adobe pro	Priority 3	DCI.Customer Support.Desktop Support
Install adobe pro	Priority 3	DCI.Customer Support.Desktop Support
Customer unable to login to	Priority 3	DCI.Customer Support.Question
Customer question software	Priority 3	DCI.Customer Support.Desktop Support
PRINTER INSTALL	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
password reset for Peopleso	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
NSR attached Irvin	Priority 3	DCI.Customer Support.Active Directory.Drive Access
NSR Request - ProWatch	Priority 3	DCI.Customer Support.Desktop Support
IE 11 upgrade	Priority 3	DCI.Customer Support.Desktop Support
Printer install	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver

Install adobe pro	Priority 3	DCI.Customer Support.Desktop Support
Connect via wifi	Priority 3	DCI.Customer Support.Question
Upgrade IE 8	Priority 3	DCI.Customer Support.Desktop Support
Unlock account request	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
NSR - Account creation for n	Priority 3	DCI.Customer Support.Active Directory.New Contractor
User's monitor has an extra	Priority 3	DCI.Customer Support.hardware.Monitor.configuration
Chrome installed	Priority 3	DCI.Customer Support.Desktop Support
Reimage PC	Priority 3	DCI.Customer Support.hardware.Desktop.reimage
Customer needs assistance	Priority 3	DCI.Customer Support.Question
Peoplesoft issue	Priority 3	DCI.Customer Support.Desktop Support
User unable to access PIDS	Priority 3	DCI.Customer Support.Desktop Support
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
System login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
AD disabled due to ILMS no	Priority 3	DCI.Customer Support.Question
Documentum login issue	Priority 3	APPS.Access.DOCUMENTUM
CTF System Check - MID - C	Priority None	ROCS.All.Requests
JGB Weekly System Check	Priority None	ROCS.Applications.AIM.App
Reset ILMS	Priority 3	MIT.OPS.ILMS ITSA.password reset
User attempts to access the	Priority 3	DCI.Customer Support.Software.MS Access
Outlook profile issue	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
PIDS issue	Priority 3	APPS.Technical support.PIDS
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Outlook login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
it security awareness - email	Priority 3	DCI.Customer Support.Question
no support needed	Priority 3	DCI.Customer Support.Question
Disabled Badge	Priority 3	DCI.Customer Support.Question
Call Dropped	Priority 3	DCI.Customer Support.Question
System login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Call Dropped	Priority 3	DCI.Customer Support.Question
Call Dropped	Priority 3	DCI.Customer Support.Question
Call Dropped	Priority 3	DCI.Customer Support.Question
Disabled per PeopleSoft	Priority 3	DCI.Customer Support.Question
Badge Disabled	Priority 3	DCI.Customer Support.Question
Canceled (Support Not Need	Priority 4	DCI.Customer Support.Question
Badge Disabled	Priority 3	DCI.Customer Support.Question
PIDS Issues	Priority 3	APPS.Technical support.PIDS
Peoplesoft issue	Priority 3	DCI.Customer Support.Desktop Support
PIDS issue	Priority 2	DCI.Customer Support.Question
Application Errors: Internal S	Priority 3	DCI.Customer Support.Question
password reset- unable to ac	Priority 3	Payroll.PeopleSoft.Upgrade.Inquiry
Unable to sign in to people s	Priority 3	DCI.Customer Support.Desktop Support
cant access pay statements	Priority 3	DCI.Customer Support.Question
nsr	Priority 3	DCI.SYSADMIN.Server.Access
Error 500	Priority 3	DCI.Customer Support.Desktop Support
maximo password reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset

password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Customer reported pids not s	Priority 3	APPS.Technical support.PIDS
Was able to live stream wea	Priority 2	DCI.Customer Support.Question
Call Dropped	Priority 3	DCI.Customer Support.Question
Request for Assistance with	Priority 3	DCI.Customer Support.Desktop Support
user said unable to access p	Priority 3	DCI.Customer Support.Question
support cancelled.	Priority 3	DCI.Customer Support.Question
am unable to print power poi	Priority 1	DCI.Customer Support.printer.Desktop.Cycle Printer
PIDS Assistance	Priority 3	DCI.Customer Support.Question
support cancelled.	Priority 3	DCI.Customer Support.Question
Please see COTR approved	Priority 3	DCI.Customer Support.Active Directory.New Employee
unable to view PIDS display	Priority 3	DCI.Customer Support.Desktop Support
see attached the NSR forms	Priority 3	DCI.Customer Support.Active Directory.Drive Access
Customer called for remote c	Priority 3	DCI.Customer Support.Question
SMS System Fails	Priority 3	APPS.Technical support.SMS
support cancelled	Priority 3	DCI.Customer Support.Question
See attached for my request	Priority 3	DCI.Customer Support.Active Directory.Drive Access
Email - E4 license provision	Priority 3	DCI.Customer Support.Question
Status update on ticket # 560	Priority 3	DCI.Customer Support.service desk.Ticket Status
log in assistance	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
PIDS Issue	Priority 3	APPS.Technical support.PIDS
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
User laptop Office 2010 activ	Priority 3	DCI.Customer Support.Software.MS Outlook.Migrated
I'm getting DHCP Conflict on	Priority 3	NCS.Telephone.digital phone.Other
sharepoint designer install re	Priority 3	DCI.Customer Support.Desktop Support
Internet access prohibited	Priority 3	DCI.Customer Support.Internet.Access prohibited
Unable to upload in PeoplesS	Priority 3	MITs.Apps Security.PSFIN.Access
Memory for Dev*	Priority 3	DCI.Customer Support.Break-Fix.Computer
Memory Upgrade for Daryl*	Priority 3	DCI.Customer Support.Break-Fix.Computer
Call Dropped	Priority 3	DCI.Customer Support.Question
Please be advised that the fo	Priority 3	DCI.Customer Support.Question
User laptop needs Java dow	Priority 3	DCI.Customer Support.Software.Java.Install
Contractor departure notice	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Payroll	Priority 3	DCI.Customer Support.Question
e service access	Priority 3	DCI.Customer Support.Question
create account - submit nsr a	Priority 3	DCI.Customer Support.Question
DCI.Customer Support.Activ	Priority 3	DCI.Customer Support.Active Directory.Password reset
Equipment set up	Priority 3	DCI.Customer Support.Desktop Support
Peoplesoft APache Error	Priority 3	Payroll.PeopleSoft.Upgrade.Inquiry
status update -54453	Priority 3	DCI.Customer Support.service desk.Ticket Status
" you are not connected to th	Priority 3	NCS.Telephone.digital phone.Other
HummingBird Request	Priority 3	DCI.Customer Support.Question
CTF System Check - Evenin	Priority None	Applications
no support needed	Priority 3	DCI.Customer Support.Question
Question regarding ticket	Priority 3	DCI.Customer Support.Question
issue access the following w	Priority 3	DCI.Customer Support.Question

Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
PIDS Support	Priority 3	DCI.Customer Support.Question
Printer Install	Priority 3	DCI.Customer Support.printer.Desktop.Install Printer Driver
status update on ticket sent t	Priority 3	DCI.Customer Support.service desk.Ticket Status
unable to apply for a jobs aft	Priority 3	Payroll.PeopleSoft.Upgrade.Inquiry
Call Dropped	Priority 3	DCI.Customer Support.Question
Call Dropped	Priority 3	DCI.Customer Support.Question
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Customer said the account w	Priority 3	DCI.Customer Support.Question
Logon Support for Third-part	Priority 3	DCI.Customer Support.Question
IE issues	Priority 3	DCI.Customer Support.Question
Payroll Support	Priority 3	DCI.Customer Support.Question
Internet upgrade to IE 11	Priority 3	DCI.Customer Support.Software.Internet Explorer
Customer thought account w	Priority 3	DCI.Customer Support.Question
Trouble with logging into pec	Priority 3	HR.PSHCM.Support
Office activation	Priority 3	DCI.Customer Support.Desktop Support
Unable to access eservice.w	Priority 3	HR.PSHCM.Support
Account is locked	Priority 3	DCI.Customer Support.Question
Customer thought account w	Priority 3	DCI.Customer Support.Question
submit NSR	Priority 3	DCI.Customer Support.Question
password reset for Peopleso	Priority 3	DCI.Customer Support.Active Directory.Password reset
People Soft HCM	Priority 3	HR.PSHCM.Support
Password reset for maximo	Priority 3	DCI.Customer Support.Maximo.Password Reset
HR Issue	Priority 3	HR.PSHCM.HR solutions support
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Adobe Flash Install	Priority 3	DCI.Customer Support.Desktop Support
Internet Explorer update	Priority 3	DCI.Customer Support.Software.Internet Explorer
password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Peoplesoft HCM Issue	Priority 3	DCI.Customer Support.Question
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
MS Office 365 install	Priority 3	DCI.Customer Support.office 365.Technical support
Voicemail Password Reset	Priority 3	NCS.Telephone.digital phone.Voice Mail Password Reset
hard drive crashing since las	Priority 3	DCI.Customer Support.hardware.Laptop.hardware failure
unable to access e service	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Possible Virus	Priority 3	BUS.ARS.Technical support.BTSS
Visio Requests	Priority 3	DCI.SYSADMIN.Software.installation.MS Visio
PIDS ISSUE	Priority 3	APPS.Technical support.PIDS
Upgrade IE 11	Priority 3	DCI.Customer Support.Desktop Support
Login issue	Priority 3	MIT.OPS.ILMS ITSA.registration
verify email address	Priority 3	DCI.Customer Support.Question
eservice not working	Priority 3	HR.PSHCM.Support
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Phone needs	Priority 3	NCS.Telephone.digital phone.Voice Mail Password Reset
Internet Issue	Priority 3	DCI.SYSADMIN.Software.Technical support.Operating Systems

Email Issue	Priority 3	DCI.Customer Support.Desktop Support
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
IE Upgrade Request	Priority 3	DCI.Customer Support.Software.Internet Explorer
CATS access request for Tri	Priority 3	DCI.Customer Support.Question
HR Solutions	Priority 3	HR.PSHCM.Access
Maximo Password Reset	Priority 3	DCI.Customer Support.Question
Call Dropped	Priority 3	DCI.Customer Support.Question
network account locked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Call Dropped	Priority 3	DCI.Customer Support.Question
People Soft HCM	Priority 3	HR.PSHCM.Support
Account Locked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
unable to access HCM	Priority 3	HR.PSHCM.Support
Trust Relationship Failed Me	Priority 3	DCI.Customer Support.Network.Server
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Customer cannot log into co	Priority 3	DCI.Customer Support.Active Directory.Password reset
ROCS - Provide a Contact L	Priority None	ROCS.All.Requests
User Profile	Priority 3	DCI.Customer Support.Desktop Support
RPM - Add New Car Pair 73	Priority 5	ROCS.Applications.RPM.App
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Unlock Account	Priority 3	DCI.Customer Support.Active Directory.Password reset
Unable to login into GOTRS	Priority 3	APPS.Technical support.GOTRS
network pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
The users system is frozen	Priority 3	APPS.Technical support.PSFIN
password reset for peopleso	Priority 3	DCI.Customer Support.Active Directory.Password reset
checking to see if HCM is ba	Priority 3	HR.PSHCM.Support
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
user called for login info but	Priority 3	DCI.Customer Support.Question
Visio Request	Priority 3	DCI.SYSADMIN.Software.installation.MS Visio
unable to submit timesheets	Priority 3	DCI.Customer Support.Desktop Support
Maximo pw reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
HCM Outage	Priority 3	DCI.Customer Support.Question
Network passwork reset requ	Priority 3	DCI.Customer Support.Active Directory.Password reset
Java Update	Priority 3	DCI.Customer Support.Software.Java.upgrade
Metro Guest	Priority 3	DCI.Customer Support.Wifi.Configuration
unable to access HCM	Priority 3	HR.PSHCM.Support
unlocked account	Priority 3	DCI.Customer Support.Active Directory.Password reset
Dropped Call	Priority 3	DCI.Customer Support.Question
MS visio install request	Priority 3	DCI.Customer Support.Question
2 Network printers install/ma	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
Unable to access COGNOS	Priority 3	DCI.Customer Support.Question
cancelled	Priority 3	DCI.Customer Support.Question
unable to access PIDS	Priority 3	APPS.Technical support.PIDS
It still prompts him to install a	Priority 3	DCI.Customer Support.Desktop Support
PIDS Issue	Priority 3	APPS.Technical support.PIDS
unlock ac	Priority 3	DCI.Customer Support.Active Directory.Password Unlock

unable to open visio docume	Priority 3	DCI.SYSADMIN.Software.installation.MS Visio
No network connection	Priority 3	DCI.Customer Support.Question
password	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Unlock Account	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
outlook prompting for creden	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
People Soft HCM	Priority 3	Payroll.PeopleSoft.Upgrade.Inquiry
NSR Request	Priority 3	DCI.Customer Support.Active Directory.New Employee
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Outlook Add-In Issue	Priority 3	DCI.Customer Support.Question
outlook excel attachment no	Priority 3	DCI.Customer Support.service desk.Ticket Status
People Soft	Priority 3	Payroll.PeopleSoft.Upgrade.Inquiry
HCM Outage	Priority 3	Payroll.PeopleSoft.Upgrade.Inquiry
HCM Outage	Priority 3	Payroll.PeopleSoft.Upgrade.Inquiry
Xerox 5790 install	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
Employee laid off but now re	Priority 3	MIT.S.OPS.security.firewall
Customer is trying EPM	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Excel freezes	Priority 3	DCI.Customer Support.Desktop Support
HCM outage	Priority 3	HR.PSHCM.Support
Maximo Access Request Fo	Priority 3	DCI.Customer Support.Maximo.Password Reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
status call wants perry to call	Priority 3	DCI.Customer Support.service desk.Ticket Status
adobe flash install	Priority 3	DCI.Customer Support.Desktop Support
TSR Issue	Priority 3	NCS.Telephone.mobile phone.Other
Password Reset for PC and	Priority 3	DCI.Customer Support.Active Directory.Password reset
Account locked out	Priority 3	DCI.Customer Support.Active Directory.Password reset
Customer PC re-image	Priority 3	DCI.Customer Support.hardware.Desktop.reimage
Third Party instal	Priority 3	DCI.Customer Support.Desktop Support
Microsoft Visio and Project R	Priority 3	DCI.SYSADMIN.Software.installation.MS Visio
Customer having issue creat	Priority 3	APPS.Access.Maximo
Network password reset req	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset.	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset for peopleso	Priority 3	DCI.Customer Support.Active Directory.Password reset
Network outage at New Carr	Priority 3	NCS.Telephone.digital phone.Other
password reset for training	Priority 3	DCI.Customer Support.Question
Maximo Password Reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Fatigue job code	Priority 3	HR.PSHCM.Support
Job code reviewed by Medic	Priority 3	HR.PSHCM.Support
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
NSR attached	Priority 3	DCI.Customer Support.Active Directory.New Employee
Fax Line is not working	Priority 3	NCS.Telephone.digital phone.Other
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Flash player install.	Priority 3	DCI.Customer Support.Desktop Support
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset

Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
"outlook blocked email from	Priority 3	MIT.S.OPS.security.firewall
Question regarding power ou	Priority 3	DCI.Customer Support.Question
unlocked account	Priority 3	DCI.Customer Support.Active Directory.Password reset
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Adobe Acrobat XI Pro update	Priority 3	DCI.Customer Support.Desktop Support
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset for peopleso	Priority 3	DCI.Customer Support.Active Directory.Password reset
printer error 79	Priority 3	DCI.Customer Support.Break-Fix.Printer
Customer getting error to res	Priority 2	DCI.Customer Support.Active Directory.Password reset
Account Locked	Priority 3	DCI.Customer Support.Active Directory.Password reset
NSR attached	Priority 3	DCI.Customer Support.Active Directory.Drive Access
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset for maximo	Priority 3	DCI.Customer Support.Maximo.Password Reset
password reset for Peopleso	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset for VPN	Priority 3	DCI.Customer Support.Desktop Support
Yellow Hazard Stripe Install	Priority None	ROCS.Applications.AIM.App
Request to clear orphan rep	Priority 3	MIT.S.OPS.security.firewall
No Internet Connection or Ph	Priority 3	NCS.Telephone.digital phone.Other
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Yellow Hazard Stripe Install	Priority None	ROCS.Applications.AIM.App
Password reset for training	Priority 3	DCI.Customer Support.Question
Password reset for new cont	Priority 3	DCI.Customer Support.Active Directory.Password reset
emails not updating	Priority 3	DCI.Customer Support.Desktop Support
error message	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
Maximo Password Reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Roadway Crossings Graphic	Priority None	ROCS.Applications.AIM.App
network pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Adobe files do not open	Priority 3	DCI.Customer Support.Desktop Support
password reset for Peopleso	Priority 3	DCI.Customer Support.Active Directory.Password reset
Peoplesoft Financial	Priority 3	MIT.S.Apps Security.PSFIN.password reset
Drive Access	Priority 3	DCI.Customer Support.Desktop Support
Outlook access and ITSAT c	Priority 3	DCI.Customer Support.office 365.Technical support
intercom at Greenbelt Anne	Priority 3	DCI.Customer Support.Question
General Information	Priority 3	DCI.Customer Support.Question
password reset for peopleso	Priority 3	DCI.Customer Support.Active Directory.Password reset
People Soft HCM	Priority 3	Payroll.PeopleSoft.Upgrade.Inquiry
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
General Call	Priority 3	DCI.Customer Support.Question
general question	Priority 3	DCI.Customer Support.Question
ARS Issue	Priority 3	Payroll.PeopleSoft.Upgrade.Inquiry
IE Has Stopped WOrking	Priority 3	DCI.Customer Support.Software.Internet Explorer
ticket is cancelled	Priority 3	DCI.Customer Support.service desk.Ticket Status
PW reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
ARS support	Priority 3	BUS.ARS.Technical support.BTSS
Account Locked	Priority 3	DCI.Customer Support.Active Directory.Password reset



Update Adobe Flash Player	Priority 3	DCI.Customer Support.Desktop Support
PW reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
trying to sign in skype for bus	Priority 3	DCI.Customer Support.Desktop Support
terminal session connection	Priority 3	DCI.Customer Support.Software.VPN.Training
trying to reset pw	Priority 3	DCI.Customer Support.Question
Customer has mouse	Priority 3	DCI.Customer Support.Question
RPM - Deccommission Car P	Priority 5	ROCS.Appliications.RPM.DB
No Apps or Desktops Availa	Priority 3	DCI.Customer Support.Question
password reset for peopleso	Priority 3	DCI.Customer Support.Active Directory.Password reset
CTF System Check 7/31/17	Priority None	ROCS.Applications
status update	Priority 3	DCI.Customer Support.service desk.Ticket Status
CTF-D209Outband-ASR901	Priority 3	NCS.Switch.Unreachable
password reset for EL M	Priority 3	DCI.Customer Support.Active Directory.Password reset
JGB-B129Outband-ASR901	Priority 3	NCS.Switch.Unreachable
Password Reset ELM	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
JGB-B129Outband-ASR901	Priority 3	NCS.Switch.Unreachable
CTF-D209Outband-ASR901	Priority 3	NCS.Switch.Unreachable
Peoplesoft ELM	Priority 3	DCI.Customer Support.Active Directory.Password reset
CTF-D209Outband-ASR901	Priority 3	NCS.Switch.Unreachable
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Interface Errors on K04-COM	Priority 3	NCS.Switch.Unreachable
Question	Priority 3	DCI.Customer Support.Question
Fiber link between D99 and	Priority 3	NCS.Switch.Unreachable
Maximo pw reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
User asked if emails were pr	Priority 3	DCI.Customer Support.Question
Peoplesoft Outage	Priority 3	Payroll.PeopleSoft.Upgrade.Inquiry
password reset for peopleso	Priority 3	DCI.Customer Support.Active Directory.Password reset
Deactivation of WMATA Acc	Priority 3	DCI.Customer Support.Question
Assisted with access to PS E	Priority 3	APPS.Technical support.PSELM
Email	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
Three shifts in the ATC grou	Priority 3	DCI.Customer Support.Question
KIDS	Priority 3	DCI.Customer Support.Question
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
PC boot loop	Priority 3	DCI.Customer Support.Desktop Support
User gets the following error	Priority 3	DCI.Customer Support.Network.Server
Request for PS HCM access	Priority 3	Payroll.PeopleSoft.Upgrade.Inquiry
PW reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Reset Maximo	Priority 3	DCI.Customer Support.Maximo.Password Reset
Peoplesoft login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Keyboard issue	Priority 3	DCI.Customer Support.hardware.Keyboard.hardware failure
Today Mr. Rufus Singleton h	Priority 3	DCI.Customer Support.Question
System login issue	Priority 3	DCI.Customer Support.Question
Request for PS HCM pswd r	Priority 3	Payroll.PeopleSoft.Upgrade.Inquiry
Customer states he is unabl	Priority 3	DCI.Customer Support.Question
Status updated for ticket 530	Priority 3	DCI.Customer Support.service desk.Ticket Status
Peoplesoft login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
System login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock

Walked user through email t	Priority 3	DCI.Customer Support.office 365.Technical support
Reset Windows/PS HCM	Priority 3	DCI.Customer Support.Active Directory.Password reset
Provided email address	Priority 3	DCI.Customer Support.Question
Informed user PS HCM down	Priority 3	DCI.Customer Support.Question
Customer did not complete c	Priority 3	DCI.Customer Support.Question
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
CTF System Check - MID - C	Priority None	ROCS.All.Requests
Peoplesoft login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Computer login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
maximo password reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
advertised runs- system erro	Priority 3	BUS.ARS.Technical support.BTSS
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
System Administrator Messa	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
hcm maintenance	Priority 3	DCI.Customer Support.Question
Call Dropped	Priority 3	DCI.Customer Support.Question
user stated that she complet	Priority 3	MIT.S.OPS.I.LMS ITSA.disabled account
cant access internet	Priority 3	DCI.Customer Support.Internet.Access prohibited
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
email issues	Priority 3	DCI.Customer Support.Software.MS Outlook.Problem Not Found
mouse is not responsive. wir	Priority 3	DCI.Customer Support.hardware.Mouse.break/fix
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
CTF System Check - Evenin	Priority None	Applications
Customer thought account w	Priority 3	DCI.Customer Support.Question
unlocked account	Priority 3	DCI.Customer Support.Active Directory.Password reset
W-511966	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
Call Dropped	Priority 3	DCI.Customer Support.Question
needs the following token as	Priority 3	MIT.S.Engineering.VPN.Technical support
What is the address for VPN	Priority 3	DCI.Customer Support.Question
Status Update	Priority 3	DCI.Customer Support.service desk.Ticket Status
Application Alert: PeopleSoft	Priority 3	DCI.Customer Support.Question
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Internet Access Icon issue	Priority 3	DCI.Customer Support.Desktop Support
unable to use HP laserjet 10	Priority 3	DCI.Customer Support.printer.Desktop.Cycle Printer
Windows Patching AIM PE V	Priority None	ROCS.All.Requests
java error in documentum	Priority 3	APPS.Technical support.DOCUMENTUM
password reset for Peopleso	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Access Prohibited Error Mes	Priority 3	DCI.Customer Support.Internet.Access prohibited
CTF System Check 7/30/17	Priority None	ROCS - Hardware
W-512290	Priority 3	DCI.Customer Support.Question
Smart Yard Issue	Priority 3	BUS.ARS.Technical support.BTSS
password reset for Peopleso	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Printing issue	Priority 3	DCI.Customer Support.printer.Desktop.Cycle Printer
ARS login issue	Priority 3	DCI.Customer Support.Question
Maximo login issue	Priority 3	DCI.Customer Support.Question
CTF System Check - MID - C	Priority None	ROCS.All.Requests
Email was not updating	Priority 3	DCI.Customer Support.Software.MS Outlook.Problem Not Found
maximo maintenance	Priority 3	DCI.Customer Support.Question

CTF System Check - Evenin	Priority None	Applications
Call Dropped	Priority 3	DCI.Customer Support.Question
Call Dropped	Priority 3	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
maximo maintenance	Priority 3	DCI.Customer Support.Question
maximo maintenance	Priority 3	DCI.Customer Support.Question
safety observation system- S	Priority 3	APPS.Technical support.SMS
When will maximo be back u	Priority 3	DCI.Customer Support.Question
maximo maintenance	Priority 3	DCI.Customer Support.Question
maximo maintenance	Priority 3	DCI.Customer Support.Question
adobe pro install	Priority 3	DCI.Customer Support.Desktop Support
needs pick password reset	Priority 3	DCI.Customer Support.Question
internet access prohibited -re	Priority 3	DCI.Customer Support.Desktop Support
Password reset for Maximo	Priority 3	DCI.Customer Support.Maximo.Password Reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
trying to login to station man	Priority 3	BUS.ARS.Technical support.BTSS
certain numbers won't dial in	Priority 3	NCS.Telephone.digital phone.Other
certain numbers won't dial in	Priority 3	NCS.Telephone.digital phone.Other
support cancelled	Priority 3	DCI.Customer Support.Question
error code of "5705" when yo	Priority 3	DCI.Customer Support.Break-Fix.Printer
unable to password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset for peopleso	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
account locked	Priority 3	DCI.Customer Support.Active Directory.Password reset
PIDS Device B07-1.wmata.lc	Priority 5	ROCS.All.Requests
password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
CTF System Check - Day - 7	Priority None	ROCS.All.Requests
Question Regarding Pay sta	Priority 3	DCI.Customer Support.Question
HP Officejet was not found	Priority 3	DCI.Customer Support.hardware.Scanner.install
It Security Awarness Issue	Priority 3	MIT.S.OPS.ILMS ITSA.registration
It Security Awareness Issue	Priority 3	MIT.S.OPS.ILMS ITSA.registration
Maximo Password change a	Priority 3	DCI.Customer Support.Maximo.Password Reset
Self Service password reset	Priority 3	DCI.Customer Support.Active Directory.Password Self-Service A
Open status check	Priority 3	DCI.Customer Support.service desk.Ticket Status
Outlook login issue	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
Maximo login issue	Priority 3	DCI.Customer Support.Maximo.Password Reset
CTF System Check - MID -0	Priority None	ROCS.All.Requests
Restart Predictor /Reset TW	Priority None	APPS.Access.PIDS
email updating	Priority 3	DCI.Customer Support.Question
New carolton sni yard -yard t	Priority 2	DCI.Customer Support.Question
System login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Kiosk login question	Priority 3	DCI.Customer Support.Question
System login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Trust Relationship issue	Priority 3	DCI.Customer Support.Network.Server
Outlook login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
no support needed	Priority 3	DCI.Customer Support.Question
email external website	Priority 3	Payroll.PeopleSoft.Upgrade.Inquiry
no support needed	Priority 3	DCI.Customer Support.Question

PIDS Special Schedule Update	Priority None	Applications
Printer install	Priority 3	DCI.Customer Support.hardware.Scanner.install
Customer could not view data	Priority 3	DCI.Customer Support.Question
maintenance kit for printer	Priority 3	DCI.Customer Support.Break-Fix.Computer
PIDS not working, no picture	Priority 3	APPS.Technical support.PIDS
Adobe acrobat reader issues	Priority 3	DCI.Customer Support.Desktop Support
Call Dropped	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Configure Microsoft Outlook	Priority 3	DCI.Customer Support.Desktop Support
see attached the NSR forms	Priority 3	DCI.Customer Support.Active Directory.Drive Access
IT Security Awareness Training	Priority 3	MIT.OPS.ILMS ITSA.registration
RPM Service Request for change	Priority 3	Applications
nsr	Priority 3	DCI.Customer Support.Active Directory.New Employee
Call Dropped	Priority 3	DCI.Customer Support.Question
Call Dropped	Priority 3	DCI.Customer Support.Question
Dropped Call	Priority 3	DCI.Customer Support.Question
As per the email exchange below	Priority 3	MIT.Apps.Security Access.PSEPM
Soft Token support VPN	Priority 3	MIT.Engineering.VPN.Technical support
IE version info	Priority 3	DCI.Customer Support.Question
Payroll	Priority 3	DCI.Customer Support.Desktop Support
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
CTF System Check - Evenin	Priority None	Applications
password reset Sonika Tripathi	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Websites that have been visited	Priority 3	DCI.Customer Support.Question
Phone Issue	Priority 2	NCS.Telephone.digital phone.No Dial Tone
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Monitor Issues	Priority 3	DCI.Customer Support.Question
I need bomgar installed on my laptop	Priority 3	DCI.Customer Support.Desktop Support
install office 365	Priority 3	DCI.Customer Support.office 365.Technical support
IT Health Check	Priority 3	DCI.Customer Support.hardware.Desktop.configuration
MS Office Suite Upgrade	Priority 3	DCI.Customer Support.Software.MS Outlook.Install
memory upgrade - Selina*	Priority 3	DCI.Customer Support.hardware.Desktop.break/fix
Assigned task by Bobby to complete	Priority 3	DCI.Customer Support.SSK Kiosk
log in assistance- successful	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
memory upgrade - Sean	Priority 3	DCI.Customer Support.hardware.Desktop.break/fix
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
memory upgrade - Iman	Priority 3	DCI.Customer Support.hardware.Desktop.break/fix
memory upgrade - Zenobia	Priority 3	DCI.Customer Support.hardware.Desktop.break/fix
General Question	Priority 3	DCI.Customer Support.Question
memory upgrade - Gwen	Priority 3	DCI.Customer Support.hardware.Desktop.break/fix
memory upgrade - Neshon	Priority 3	DCI.Customer Support.hardware.Desktop.break/fix
memory upgrade - Christopher	Priority 3	DCI.Customer Support.hardware.Desktop.break/fix
NSR	Priority 3	DCI.Customer Support.Active Directory.New Employee
memory upgrade - Kimberly	Priority 3	DCI.Customer Support.hardware.Desktop.break/fix
Review Acronis Image Deployment	Priority None	ROCS.All.Requests
Virtual Private Network (VPN)	Priority 3	DCI.Customer Support.Software.VPN.Install

memory upgrade - Eunice	Priority 3	DCI.Customer Support.hardware.Desktop.break/fix
CTF System Check - Day - 7	Priority None	ROCS.All.Requests
memory upgrade Bobby	Priority 3	DCI.Customer Support.Break-Fix.Computer
NSR	Priority 3	DCI.Customer Support.Active Directory.New Employee
memory upgrade -Terrian*	Priority 3	DCI.Customer Support.hardware.Desktop.break/fix
Status Update	Priority 3	DCI.Customer Support.service desk.Ticket Status
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
network pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo Access Request	Priority 3	APPS.Access.Maximo
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Visio reinstall	Priority 3	DCI.SYSADMIN.Software.installation.MS Visio
wants to know how to access	Priority 3	DCI.Customer Support.Question
Monitor Issues	Priority 3	DCI.Customer Support.Question
Printer Request	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
MITS Request	Priority 3	MITS.OPS.security.firewall
Customer needs Office Appl	Priority 3	DCI.Customer Support.Software.MS Outlook.Install
Unlock Account	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Disabled Network Account	Priority 3	MITS.OPS.security.firewall
Xerox Network Printer Install	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
tablet not updating	Priority 3	DCI.SYSADMIN.Mobile Device Management.Technical supportT
Boot Up Issue	Priority 3	DCI.Customer Support.Question
Question Regarding Name C	Priority 3	DCI.Customer Support.Question
Maximo access Issue	Priority 3	DCI.Customer Support.Maximo.Password Reset
W4	Priority 3	DCI.Customer Support.Question
Requests for Installing or Su	Priority 3	DCI.Customer Support.Desktop Support
network pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Access to email group list re	Priority 3	DCI.SYSADMIN.Server.Access
Suresh Request	Priority 3	DCI.Customer Support.Question
network pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Suresh Request	Priority 3	DCI.Customer Support.Question
Call dropped	Priority 3	DCI.Customer Support.Question
SUBmit NSR	Priority 3	DCI.Customer Support.Question
it health check	Priority 3	DCI.Customer Support.hardware.Desktop.configuration
It security Awareness passw	Priority 3	MITS.OPS.ILMS ITSA.password reset
PeopleSoft support	Priority 3	HR.PSHCM.Support
AIM - Graphics Screenshot N	Priority 5	ROCS.Appliications.AIM.App
it health check	Priority 3	DCI.Customer Support.hardware.Desktop.configuration
VPN Issue	Priority 3	DCI.Customer Support.Question
Install Local HP Printer or Sc	Priority 3	DCI.Customer Support.printer.Desktop.Install Printer Driver
Single Sign On Error Messge	Priority 3	DCI.Customer Support.Question
MS Outlook: Add Delegate A	Priority 3	DCI.Customer Support.Question
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Status update on ticket 5170	Priority 3	DCI.Customer Support.service desk.Ticket Status
VDI Access Error: Account C	Priority 3	DCI.Customer Support.Desktop Support
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset

Customer needs VPN Token	Priority 3	MIT.S.Engineering.VPN.Technical support
Printer jam for Melody*	Priority 3	DCI.Customer Support.printer.Desktop.Cycle Printer
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset for PC and	Priority 3	DCI.Customer Support.Active Directory.Password reset
Call Dropped, Disconnected,	Priority 3	DCI.Customer Support.Question
No logon servers	Priority 3	DCI.Customer Support.Desktop Support
Page Blocked	Priority 3	DCI.Customer Support.Internet.Access prohibited
Network printers install	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
Maximo Password reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
From: Gholson, Karen L.	Priority 3	MIT.S.Apps Security.Internet.Access Requested
Metronet connection	Priority 3	DCI.Customer Support.Desktop Support
install adobe pro	Priority 3	DCI.Customer Support.Desktop Support
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Customer needs password r	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Outside Vendor Request - R	Priority None	ROCS.All.Requests
digital signature	Priority 3	DCI.Customer Support.Question
QUestion regarding webmail	Priority 3	DCI.Customer Support.Question
install office 365	Priority 3	DCI.Customer Support.office 365.Technical support
IT Health Check	Priority 3	DCI.Customer Support.hardware.Desktop.configuration
user did not need assistance	Priority 3	DCI.Customer Support.Question
Email on iPhone issue	Priority 3	DCI.SYSADMIN.Mobile Device Management.Technical support.S
Iphone Issue	Priority 3	DCI.SYSADMIN.Mobile Device Management.Technical support.S
Request for PeopleSoft Acce	Priority 3	HR.PSHCM.Access
Install Microsoft Silverlight (L	Priority 3	DCI.Customer Support.Desktop Support
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset for Peopleso	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Xerox will not scan to email	Priority 3	DCI.Customer Support.printer.Xerox.technical support
SharePoint	Priority 3	DCI.Customer Support.Question
Change Maximo Password	Priority 3	APPS.Training.Maximo
PC won't boot at L'Enfant*	Priority 3	DCI.Customer Support.hardware.Desktop.break/fix
Soft Token Issue	Priority 2	MIT.S.Engineering.VPN.Access
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Access Prohibited	Priority 3	DCI.Customer Support.Desktop Support
password reset for peopleso	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
VPN Issue	Priority 3	DCI.Customer Support.Question
MS Office Issue: Unlicensed	Priority 3	DCI.Customer Support.Software.MS Word.upgrade
access question	Priority 3	DCI.Customer Support.Question
Unlock Account	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Local Printer Troubleshootin	Priority 3	DCI.Customer Support.printer.Desktop.Cycle Printer
Page Blocked	Priority 3	DCI.Customer Support.Internet.Access prohibited
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
MS Outlook: Email Issues	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
Java Install Upgrade	Priority 3	DCI.Customer Support.Software.Java.upgrade
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo	Priority 3	DCI.Customer Support.Maximo.Password Reset

Maximo	Priority 3	DCI.Customer Support.Maximo.Password Reset
NSR attached	Priority 3	DCI.Customer Support.Active Directory.New Employee
Tablet Issue	Priority 2	DCI.Customer Support.Desktop Support
Account Locked	Priority 3	DCI.Customer Support.Active Directory.Password reset
NSR	Priority 3	DCI.Customer Support.Question
PC won't turn on on 7C*	Priority 2	DCI.Customer Support.hardware.Desktop.break/fix
Status Update	Priority 3	DCI.Customer Support.service desk.Ticket Status
Disk Read Error or bad moni	Priority 3	DCI.Customer Support.hardware.Monitor.break/fix
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
email pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
HD Failure at CTF*	Priority 3	DCI.Customer Support.hardware.Desktop.hardware failure
Account Locked	Priority 3	DCI.Customer Support.Active Directory.Password reset
Bad HD (David Williams) at C	Priority 3	DCI.Customer Support.Break-Fix.Computer
Password	Priority 3	DCI.Customer Support.Active Directory.Password reset
Webpage Issue	Priority 3	DCI.Customer Support.Question
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
Printing Issue	Priority 3	DCI.Customer Support.printer.Desktop.Cycle Printer
User gets the following error	Priority 3	DCI.Customer Support.Network.Server
Circuit Down	Priority 3	NCS.Switch.Unreachable
Maximo maintenance	Priority 3	DCI.Customer Support.Maximo.Password Reset
Windchill maintenance	Priority 3	APPS.Technical support.Windchill
HCM maintenance	Priority 3	DCI.Customer Support.Desktop Support
PS HCM reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Cancelled call	Priority 3	DCI.Customer Support.Question
PC at Silver Spring kiosk*	Priority 3	DCI.Customer Support.hardware.Keyboard.break/fix
Reset PS HCM	Priority 3	DCI.Customer Support.Active Directory.Password reset
SMS is not booting up. SMS	Priority 3	APPS.Technical support.SMS
Assisted with AD login	Priority 3	DCI.Customer Support.Question
Call rang once, no one on th	Priority 3	DCI.Customer Support.Question
Previous ticket 55620 would	Priority 3	DCI.Customer Support.Question
User unable to access Trape	Priority 3	DCI.Customer Support.Question
User needs cord/cable for se	Priority 3	DCI.Customer Support.hardware.Monitor.hardware failure
CTF System Check - Mids -	Priority None	Software
Users Avaya phone had no c	Priority 3	NCS.Telephone.digital phone.No Dial Tone
Explained that user must sut	Priority 3	DCI.Customer Support.Question
Reset Windows	Priority 4	DCI.Customer Support.Active Directory.Password reset
MOC AIM Training Request	Priority None	ROCS.Applications.AIM.App
Unlocked AD	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
User is requesting to have er	Priority 3	DCI.Customer Support.Question
Reset Maximo	Priority 3	APPS.Training.Maximo
Assisted with email access	Priority 3	DCI.Customer Support.office 365.Technical support
Reset PS HCM	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
nsr	Priority 3	DCI.Customer Support.Question

Unlocked AD	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
not seeing photo copier in pr	Priority 3	DCI.Customer Support.Desktop Support
User cannot access SMS (S	Priority 3	APPS.Technical support.SMS
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
delete email	Priority 3	DCI.Customer Support.Question
Reset PS HCM	Priority 3	DCI.Customer Support.Active Directory.Password reset
Reset PS HCM	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Created Excel spreadsheet f	Priority None	Applications
metroweb/e service	Priority 3	DCI.Customer Support.Question
Call Dropped	Priority 3	DCI.Customer Support.Question
maximo password reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Call Dropped	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
It security awareness passw	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Customer is trying to change	Priority 3	NCS.Telephone.digital phone.Voice Mail Password Reset
Email Was Not Updating	Priority 3	DCI.Customer Support.Desktop Support
Please provide access to my	Priority 3	DCI.Customer Support.Question
HR Issues	Priority 3	DCI.Customer Support.Question
temporary admin rights	Priority 3	APPS.Technical support.PSFIN
O365 provisioning	Priority 3	DCI.SYSADMIN.Server.Access
Password Reset	Priority 3	DCI.Customer Support.Question
wmata issued iphone 6s	Priority 3	DCI.SYSADMIN.Mobile Device Management.Technical support.S
change password/ self servic	Priority 3	DCI.Customer Support.Active Directory.Password reset
Termination	Priority 1	DCI.Customer Support.Question
Ticket for MITS	Priority 3	MIT.S.OPS.security.scan request
HR Solutions	Priority 3	HR.PSHCM.ESS technical support
silverlight install	Priority 3	DCI.Customer Support.hardware.Desktop.configuration
job application submitted-	Priority 3	HR.PSHCM.ESS technical support
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
User cannot access SMS lin	Priority 3	DCI.Customer Support.Desktop Support
wifi password	Priority 3	DCI.Customer Support.Wifi.Configuration
Password Reset	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Question
voicemail password	Priority 3	NCS.Telephone.digital phone.Voice Mail Password Reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
HR Solutions	Priority 3	HR.PSHCM.Access
User needs chrome installed	Priority 3	DCI.Customer Support.Desktop Support
status update 55010	Priority 3	DCI.Customer Support.service desk.Ticket Status
applicationrequest for wmeta	Priority 3	DCI.Customer Support.Question
Tickets for Vidhya	Priority 3	HR.PSHCM.Support
CTF System Check - Evenin	Priority None	Applications



Fax machine has no dial tone	Priority 3	NCS.Telephone.digital phone.No Dial Tone
Configure Scanner in the Ba	Priority 3	DCI.Customer Support.Hardware.Scanner.Reconfigure
Requesting List of Ticket Re	Priority None	ROCS.All.Requests
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Customer calling in regards t	Priority 3	DCI.Customer Support.service desk.Ticket Status
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
AV equipment not working in	Priority 3	NCS.Telephone.digital phone.Hardware
Account Issues	Priority 3	DCI.Customer Support.Question
maximo password reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Install AIM Graphics Updates	Priority 5	ROCS.Appliications.AIM.App
Call Dropped	Priority 3	DCI.Customer Support.Question
Call Dropped	Priority 3	DCI.Customer Support.Question
NSR-britton	Priority 3	DCI.Customer Support.Active Directory.Drive Access
Account Question	Priority 3	DCI.Customer Support.Question
computer setup	Priority 3	DCI.Customer Support.Equipment Move.Project
Maximo Password Reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Customer needs help creatin	Priority 3	DCI.Customer Support.Question
network pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Ticket for MITS	Priority 3	MIT.S.OPS.security.scan request
network pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Please reset password for cu	Priority 3	APPS.Access.DOCUMENTUM
Maximo pw reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
User needs to reset her Avay	Priority 3	NCS.Telephone.digital phone.Voice Mail Password Reset
PIDS not working	Priority 3	APPS.Technical support.PIDS
password reset	Priority 3	DCI.Customer Support.Active Directory.Password Self-Service A
Users Tablet was stolen from	Priority 3	DCI.Customer Support.Question
Maximo pw reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
User needs to remove an old	Priority 3	HR.PSHCM.Support
needs assistance locating H	Priority 3	DCI.Customer Support.Question
NSR attached	Priority 3	DCI.SYSADMIN.Server.Access
Maximo account locked out.	Priority 3	APPS.Training.Maximo
status 53678	Priority 3	DCI.Customer Support.service desk.Ticket Status
network pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
workstation #513596 issues	Priority 3	DCI.Customer Support.Question
CTF-D126WAN-76061 havin	Priority 3	NCS.Switch.Unreachable
Direct Deposit Update/correc	Priority 3	MIT.S.OPS.security.firewall
Access Prohibited	Priority 3	MIT.S.Apps Security.Internet.Access Requested
Customer requesting for Poly	Priority 3	NCS.Telephone.digital phone.End User Training
network pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
metroweb issues	Priority 3	DCI.Customer Support.Question
network pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Unlock Account	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Printer Install	Priority 3	DCI.Customer Support.printer.Desktop.Install Printer Driver
Logon errors	Priority 3	DCI.Customer Support.Desktop Support

Hard Drive Failure	Priority 3	DCI.Customer Support.hardware.Laptop.hardware failure
Office 365	Priority 3	DCI.Customer Support.office 365.Technical support
Customer does not remember	Priority 3	APPS.Access.DOCUMENTUM
Status Update	Priority 3	DCI.Customer Support.service desk.Ticket Status
Requests for Installing or Su	Priority 3	DCI.Customer Support.Desktop Support
Trust Relationship Failed	Priority 3	DCI.Customer Support.Desktop Support
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Requests for Installing or Su	Priority 3	DCI.Customer Support.Desktop Support
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Corrupt Office suite	Priority 3	DCI.Customer Support.office 365.Technical support
inquiry 55265	Priority 3	DCI.Customer Support.service desk.Ticket Status
pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
MetroGuest WiFi	Priority 3	DCI.Customer Support.Wifi.Configuration
Password Reset for PC and	Priority 3	DCI.Customer Support.Active Directory.Password reset
PC replacement issue/quest	Priority 3	DCI.Customer Support.Question
Change Maximo Password	Priority 3	APPS.Training.Maximo
Status Updates on Open Tic	Priority 3	DCI.Customer Support.service desk.Ticket Status
added to MetroNet	Priority 3	DCI.Customer Support.Desktop Support
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
New Virtual Server	Priority 3	MIT.S.OPS.security.firewall
password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
PeopleSoft FIN access requ	Priority 3	DCI.Customer Support.Question
network and program issues	Priority 3	DCI.Customer Support.Question
installed Chrome for ITSAT d	Priority 3	DCI.Customer Support.Desktop Support
Silver Light Install on W-514	Priority 3	DCI.Customer Support.Desktop Support
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
ITSAT pw reset	Priority 3	MIT.S.OPS.ILMS ITSA.registration
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
adobe pro install	Priority 3	DCI.Customer Support.Desktop Support
status 55418	Priority 3	DCI.Customer Support.service desk.Ticket Status
Sharepoint Issue	Priority 3	DCI.Customer Support.Question
PSW reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
status 55391	Priority 3	DCI.Customer Support.service desk.Ticket Status
NSR-levi	Priority 3	DCI.Customer Support.Active Directory.Drive Access
cancel 55254	Priority 3	DCI.Customer Support.Question
Status Update	Priority 3	DCI.Customer Support.service desk.Ticket Status
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
internet explorer upgrade	Priority 3	DCI.Customer Support.Question
PW Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
network pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
customer wants the phone in	Priority 3	DCI.Customer Support.Question
CASD Software Installation d	Priority 3	DCI.Customer Support.Desktop Support
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Employee Schedules for Kro	Priority 3	HR.PSHCM.Support
CASD Intermittent Errors in	Priority 3	HR.PSHCM.Support

third party software install	Priority 3	DCI.Customer Support.Desktop Support
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
unable to view temp files folder	Priority 3	DCI.Customer Support.Question
NSR attached	Priority 3	DCI.Customer Support.Active Directory.Drive Access
Unlock Account	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password Reset for PC and	Priority 3	DCI.Customer Support.Active Directory.Password reset
AIM Video playback for G05	Priority 5	ROCS.All.Requests
User Profile Service Failure	Priority 3	DCI.Customer Support.Desktop Support
Deliver Mail to JGB	Priority None	ROCS.All.Requests
Acrobat Pro install	Priority 3	DCI.Customer Support.Desktop Support
status 54743	Priority 3	DCI.Customer Support.service desk.Ticket Status
User could not view his IT se	Priority 3	DCI.Customer Support.Desktop Support
Adobe Pro Install	Priority 3	DCI.Customer Support.Desktop Support
NSR attached	Priority 3	DCI.Customer Support.Active Directory.New Employee
NSR attached	Priority 3	DCI.Customer Support.Active Directory.Drive Access
Unlock Account	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
virtual eoc pw reset	Priority 3	DCI.Customer Support.Question
Local Printer Troubleshooting	Priority 3	DCI.Customer Support.printer.Desktop.Cycle Printer
Computer Question	Priority 3	DCI.Customer Support.Question
Soft Token setup	Priority 3	MIT.Engineering.VPN.Technical support
MS Outlook: Email Issues	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
MDM App Deployment	Priority 3	DCI.SYSADMIN.Mobile Device Management.Technical support.S
PSFCUST File	Priority 3	HR.PSHCM.Support
Unable to log in to Share Poi	Priority 3	DCI.Customer Support.Question
account disabled	Priority 3	DCI.Customer Support.Question
RPM Service Request - Rob	Priority None	ROCS.Applications.RPM.App
reset pw	Priority 3	DCI.Customer Support.Active Directory.Password reset
PW reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
question about soft token	Priority 3	DCI.Customer Support.Question
User Outlook and Skype For	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
ad pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
CASD HP Network Printer In	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
CTF System Check - Day - 7	Priority None	ROCS.All.Requests
account locked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
status 55272	Priority 3	DCI.Customer Support.service desk.Ticket Status
PW reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
PW reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
PW reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
PW reset	Priority 3	DCI.Customer Support.Desktop Support
trust relationship	Priority 3	DCI.Customer Support.Network.Server
User has a WMATA issued i	Priority 3	DCI.SYSADMIN.Mobile Device Management.Technical support.S
acct disabled by the Badging	Priority 3	MIT.OPS.security.firewall
Duplicate ticket - See 55386	Priority 1	DCI.Customer Support.hardware.Desktop.hardware failure
Dell 9030 bad HD at CTF*	Priority 3	DCI.Customer Support.Break-Fix.Computer
User want to have HP Laser	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
User needs Fujitso Scan Sn	Priority 3	DCI.Customer Support.Hardware.Scanner.Reconfigure

Monitor at Judiciary Sq*	Priority 3	DCI.Customer Support.hardware.Monitor.break/fix
Reset PS HCM	Priority 3	DCI.Customer Support.Active Directory.Password reset
Reset PS HCM	Priority 3	DCI.Customer Support.Active Directory.Password reset
Avaya phone and Internet do	Priority 3	NCS.Telephone.digital phone.No Dial Tone
Reset Windows	Priority 3	DCI.Customer Support.Active Directory.Password reset
Assisted user with access to	Priority 3	DCI.Customer Support.office 365.Technical support
Internet/intranet is down. Ava	Priority 3	NCS.Telephone.digital phone.No Dial Tone
Reset PS HCM	Priority 3	DCI.Customer Support.Active Directory.Password reset
Email address correction for	Priority 3	DCI.Customer Support.Question
Please process. See attache	Priority 3	DCI.SYSADMIN.Server.Access
CTF System Check - MID -0	Priority None	ROCS.All.Requests
Call Dropped	Priority 3	DCI.Customer Support.Question
User is requesting to have er	Priority 3	DCI.Customer Support.Question
Call Dropped	Priority 3	DCI.Customer Support.Question
PS HCM reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
User clicks on PIDS Animat	Priority 3	APPS.Technical support.PIDS
NSR - Email Group Addition	Priority 3	DCI.Customer Support.Active Directory.Drive Access
NSR - Email Group Addition	Priority 3	DCI.Customer Support.Active Directory.Drive Access
Ticket Status	Priority 3	DCI.Customer Support.service desk.Ticket Status
CTF System Check - Evenin	Priority None	Applications
Server Access Request	Priority 3	DCI.SYSADMIN.Server.UNIX Support
NSR for Rich, Kenneth - C02	Priority 3	DCI.Customer Support.Active Directory.Drive Access
Network Service Request for	Priority 3	DCI.Customer Support.Active Directory.Drive Access
phone call blocking	Priority 3	NCS.Telephone.digital phone.Other
RE: HCM URL REDIRECT:	Priority 3	MIT.S.OPS.security.scan request
IT Contractor Termination	Priority 3	DCI.Customer Support.Question
Maximo Password Reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
HCM Department Security T	Priority 3	MIT.S.OPS.security.scan request
Account Locked	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Peoplesoft - Deleting approv	Priority 3	HR.PSHCM.HR solutions support
FW: MS Office 365 Business	Priority 3	DCI.SYSADMIN.Mobile Device Management.Technical support.S
FW: AGM/RAIL: View Direct	Priority 3	HR.PSHCM.HR solutions support
Customer would like to have	Priority 3	Apps.Access.Trapeze
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Mouse needs to be replaced	Priority 3	DCI.Customer Support.hardware.Mouse.break/fix
Third Party Software install	Priority 3	DCI.Customer Support.Desktop Support
Trust Relationship Error	Priority 3	DCI.Customer Support.Network.Server
Monitor at New Carrollton	Priority 3	DCI.Customer Support.Break-Fix.Computer
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
support cancelled	Priority 3	DCI.Customer Support.Question
Network password reset req	Priority 3	DCI.Customer Support.Active Directory.Password reset
O365 Requisition	Priority 4	DCI.SYSADMIN.office 365.Technical support
Java	Priority 3	DCI.Customer Support.Software.Java.upgrade
Mouse request- Ft Totten	Priority 3	DCI.Customer Support.hardware.Mouse.break/fix
HR Solutions	Priority 1	HR.PSHCM.Access

support cancelled	Priority 3	DCI.Customer Support.Question
support cancelled	Priority 3	DCI.Customer Support.Question
support cancelled	Priority 3	DCI.Customer Support.Question
Server Access	Priority 3	DCI.SYSADMIN.Server.Access
password reset	Priority 3	DCI.Customer Support.Question
Access emails from home	Priority 3	DCI.Customer Support.Question
Outlook Access	Priority 3	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
unable to get email	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
Maximo Access	Priority 3	DCI.Customer Support.Question
Ticket for MITS	Priority 3	MIT.S.OPS.security.scan request
NSR-jones2; email profile m	Priority 1	DCI.SYSADMIN.Server.Access
cannot view pids	Priority 3	DCI.Customer Support.Desktop Support
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset for documen	Priority 3	APPS.Access.DOCUMENTUM
Memory Upgrade Request*	Priority 3	DCI.Customer Support.Inventory.Upgrade Case
Ticket for MITS	Priority 3	MIT.S.Apps Security.Access.PSCRM
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
NSR-burdette	Priority 3	DCI.Customer Support.Active Directory.New Employee
NSR-williams	Priority 3	DCI.SYSADMIN.office 365.Technical support
NSR-gatheright	Priority 3	DCI.Customer Support.Active Directory.New Employee
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
NSR-mccall	Priority 3	DCI.Customer Support.Active Directory.New Employee
no outlook	Priority 3	DCI.Customer Support.Question
NSR-shannon	Priority 3	DCI.Customer Support.Active Directory.New Employee
Customer is attempting to de	Priority 3	HR.PSHCM.ESS technical support
Decommission Rail Car 1244	Priority None	ROCS.Applications.RPM.App
IT Security Awareness Train	Priority 3	MIT.S.OPS.ILMS ITSA.registration
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
reset sa password	Priority 3	DCI.Customer Support.Question
can't find email folders	Priority 3	DCI.Customer Support.Software.MS Outlook.Problem Not Found
how to login	Priority 3	DCI.Customer Support.Question
unlocked account	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
NSR-gross	Priority 3	DCI.Customer Support.Active Directory.Drive Access
Customer is not recieveing e	Priority 3	HR.PSHCM.Support
question about UPK	Priority 3	DCI.Customer Support.Question
Customer would like to have	Priority 3	DCI.Customer Support.Question
Network password reset req	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Non Spam Email Help	Priority 3	MIT.S.OPS.security.firewall
NSR-pickett	Priority 3	DCI.Customer Support.Active Directory.Drive Access
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Account Disabled	Priority 3	MIT.S.OPS.security.firewall
NSR-wright	Priority 3	DCI.Customer Support.Active Directory.Drive Access
webvpn access	Priority 3	DCI.Customer Support.Software.VPN.Training

Customer request replacement	Priority 3	DCI.Customer Support.hardware.Mouse.break/fix
NSR-lee	Priority 3	DCI.Customer Support.Active Directory.Drive Access
email/voicemail	Priority 3	NCS.Telephone.digital phone.Other
NSR-townsend	Priority 3	DCI.Customer Support.Active Directory.Drive Access
peoplesoft FIN account locked	Priority 3	MIT.Apps Security.PSFIN.password reset
NSR-bell	Priority 3	DCI.Customer Support.Active Directory.Drive Access
associate pdfs with adobe	Priority 3	DCI.Customer Support.Desktop Support
NSR-smith2	Priority 3	DCI.Customer Support.Active Directory.Drive Access
password reset for maximo	Priority 3	DCI.Customer Support.Maximo.Password Reset
NSR-mcmoran	Priority 3	DCI.Customer Support.Active Directory.Drive Access
local printer install	Priority 3	DCI.Customer Support.printer.Desktop.Install Printer Driver
NSR-feazel	Priority 3	DCI.Customer Support.Active Directory.Drive Access
ELM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
unable to get the pids displayed	Priority 3	DCI.Customer Support.Desktop Support
NSR-ona	Priority 3	DCI.Customer Support.Active Directory.Drive Access
VPN Assistance	Priority 3	DCI.Customer Support.Question
AIM Request - Add New MO	Priority None	ROCS.Applications.AIM.App
password reset for training	Priority 3	DCI.Customer Support.Question
status 54560	Priority 3	DCI.Customer Support.service desk.Ticket Status
NSR-johnson	Priority 3	DCI.Customer Support.Active Directory.Drive Access
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
NSR-boissonneault	Priority 3	DCI.Customer Support.Active Directory.Drive Access
unlock ac	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
NSR-queen	Priority 3	DCI.Customer Support.Active Directory.Drive Access
Question about Ordering IT e	Priority 3	DCI.Customer Support.Question
Connection to Server Failed.	Priority 3	DCI.SYSADMIN.Mobile Device Management.Technical support.S
reset maximo	Priority 3	DCI.Customer Support.Maximo.Password Reset
Maximo pw reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
oracle service cloud	Priority 3	DCI.Customer Support.Desktop Support
customer needs network por	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Ticket for Suresh	Priority 3	DCI.SYSADMIN.ServerFailure
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Receive NSR via fax; name c	Priority 3	DCI.SYSADMIN.Server.Access
pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
RC Request For VPN Token	Priority None	ROCS.All.Requests
Maximo pw reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo pw reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
support cancelled	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
STATUS UPDATE	Priority 3	DCI.Customer Support.service desk.Ticket Status
unlocked account	Priority 3	DCI.Customer Support.Active Directory.Password reset
The following employee calle	Priority 3	MIT.OPS.security.firewall

HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
user was unable to access tr	Priority 3	DCI.SYSADMIN.Software.Technical support.Operating Systems
unlock ac	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Customer is having issues s	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Bad CD drive for MTPD*	Priority 3	DCI.Customer Support.Break-Fix.Laptop
silverlight update	Priority 3	DCI.Customer Support.Desktop Support
CAFE approval issue	Priority 3	DCI.Customer Support.Question
NSR Request	Priority 3	DCI.Customer Support.Question
call disconnected	Priority 3	DCI.Customer Support.Question
emails on his HTC are not up	Priority 3	DCI.SYSADMIN.Mobile Device Management.Technical support.S
PSW reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
reimage request	Priority 3	DCI.Customer Support.hardware.Desktop.reimage
unable to print from the netw	Priority 3	DCI.Customer Support.printer.Desktop.Cycle Printer
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Unlock Account	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
questions about self service	Priority 3	DCI.Customer Support.Active Directory.Password Self-Service A
question	Priority 3	DCI.Customer Support.Desktop Support
Install or Repair Office	Priority 3	DCI.Customer Support.office 365.Technical support
Payroll Question	Priority 3	DCI.Customer Support.Question
Customer has a question ab	Priority 3	DCI.Customer Support.Question
question	Priority 3	DCI.Customer Support.Desktop Support
Internet Browser	Priority 3	DCI.Customer Support.Question
Installed SVG viewer on use	Priority 3	APPS.Technical support.PIDS
3 Laptops need to be re-ima	Priority 3	DCI.Customer Support.hardware.Laptop.reimage
User jsut got upgraded to IE	Priority 3	APPS.Technical support.PIDS
NSR-taja	Priority 3	DCI.Customer Support.Active Directory.Drive Access
error trying to access Trapez	Priority 3	Apps.Access.Trapeze
status update	Priority 3	DCI.Customer Support.service desk.Ticket Status
Status on SR # 55156	Priority 3	DCI.Customer Support.service desk.Ticket Status
connect 2nd monitor	Priority 3	DCI.Customer Support.hardware.Monitor.configuration
Question	Priority 2	DCI.Customer Support.Desktop Support
Request for Former Employee	Priority 3	DCI.Customer Support.Question
pW reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
MS Outlook: Email Issues	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
cannot open outlook	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
PSW Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
pw reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
PSW reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
PW Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
maximo pw reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
NSR attached	Priority 3	DCI.SYSADMIN.Server.Access

remote desktop	Priority 3	DCI.Customer Support.Question
Maximo pw reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
PC needs more RAM. Pleas	Priority 3	DCI.Customer Support.Inventory.Upgrade Case
needed assistance restoring	Priority 3	DCI.Customer Support.Desktop Support
User is having issue inputting	Priority 3	HR.PSHCM.Support
install silverlight	Priority 3	DCI.Customer Support.Desktop Support
Silverlight install.	Priority 3	DCI.Customer Support.Desktop Support
PW reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Adobe pro	Priority 3	DCI.Customer Support.Desktop Support
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Printer Install	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
PW reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
NSR attached	Priority 3	DCI.Customer Support.Active Directory.Drive Access
password reset for training	Priority 3	DCI.Customer Support.Question
Unlock Account	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
issues saving contact list	Priority 3	DCI.Customer Support.Desktop Support
User needed to know how to	Priority 3	DCI.Customer Support.Software.MS Outlook.Calender Assistanc
PW reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Status Update	Priority 3	DCI.Customer Support.service desk.Ticket Status
scan snap install	Priority 3	DCI.Customer Support.Hardware.Scanner.Reconfigure
unlocked account	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
NSR attached	Priority 3	DCI.Customer Support.Active Directory.Drive Access
test Ticket Please ignore	Priority 3	Software
RAM install	Priority 3	DCI.Customer Support.Break-Fix.Computer
NSR attached	Priority 3	DCI.SYSADMIN.Server.Access
pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
NSR attached	Priority 3	DCI.SYSADMIN.Server.Access
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Station Manager Issues with	Priority 3	DCI.Customer Support.Desktop Support
reimage laptop	Priority 3	DCI.Customer Support.hardware.Laptop.reimage
apps missing iPhone	Priority 3	DCI.SYSADMIN.Mobile Device Management.Technical support.S
Maximo Access Request for	Priority 3	APPS.Access.Maximo
email prompting for passwor	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
status update	Priority 3	DCI.Customer Support.service desk.Ticket Status
NSR attached	Priority 3	DCI.Customer Support.Active Directory.New Employee
PW Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
ad reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Station Manager Issues with	Priority 3	DCI.Customer Support.Desktop Support
Visio reinstall	Priority 3	DCI.SYSADMIN.Software.installation.MS Visio
User could not get into her IT	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
Reset Mobile Phone PIN	Priority 3	DCI.Customer Support.Active Directory.Password reset
status 54749	Priority 3	DCI.Customer Support.service desk.Ticket Status
Printer Install	Priority 3	DCI.Customer Support.printer.Desktop.Install Printer Driver



network account locked/pw r	Priority 3	DCI.Customer Support.Active Directory.Password reset
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
User cannot access his Data	Priority 3	DCI.Customer Support.Software.VPN.Training
install adobe pro	Priority 3	DCI.Customer Support.Desktop Support
cannot login to maximo	Priority 3	DCI.Customer Support.Maximo.Password Reset
his employee's check is not r	Priority 3	HR.PSHCM.HR solutions support
Surface Pro setup	Priority 3	DCI.SYSADMIN.Mobile Device Management.Technical supportT
ELM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Users need Verint Codex to	Priority 3	DCI.Customer Support.Question
unable to access osha.gov	Priority 3	DCI.Customer Support.Internet.Access prohibited
CTF System Check 7/26/17	Priority None	ROCS - Hardware
Unable to Create TSR in Ma	Priority 3	APPS.Access.Maximo
network account locked/pw r	Priority 3	DCI.Customer Support.Active Directory.Password reset
NSR attached	Priority 3	DCI.Customer Support.Active Directory.New Employee
User needs Printer installed.	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
outlook issues	Priority 3	DCI.Customer Support.Desktop Support
status update	Priority 3	DCI.Customer Support.service desk.Ticket Status
NSR attached	Priority 3	DCI.Customer Support.Active Directory.New Employee
PW reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Printer Install	Priority 3	DCI.Customer Support.Desktop Support
HP Network Printer Installati	Priority 3	DCI.Customer Support.Desktop Support
PW reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
PIDS/ROCS	Priority 3	DCI.Customer Support.hardware.Desktop.configuration
Call dropped	Priority 3	DCI.Customer Support.Question
PW reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
RC Request For VPN Token	Priority None	ROCS.All.Requests
Maps	Priority 3	APPS.Technical support.PIDS
Trapeze error msg: do you w	Priority 3	APPS.Technical Support.Trapeze
Password Reset: Windchill	Priority 3	APPS.Technical support.Windchill
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Email Set up	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
Keyboard at Sherwin William	Priority 2	DCI.Customer Support.hardware.Keyboard.break/fix
PIDS map issue	Priority 3	APPS.Technical support.PIDS
Reset PS HCM	Priority 3	DCI.Customer Support.Active Directory.Password reset
Peoplesoft login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Email attachment issue	Priority 3	DCI.Customer Support.Desktop Support
Supervisor Robinson inquire	Priority 3	DCI.Customer Support.Question
Peoplesoft login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Maximo reset	Priority 3	APPS.Access.Maximo
Maximo login issue	Priority 3	DCI.Customer Support.Maximo.Password Reset
Peoplesoft login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Reset PS HCM	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo reset	Priority 3	APPS.Access.Maximo
System login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock

Directed user to PS Time & L	Priority 3	DCI.Customer Support.Desktop Support
Outlook login issue	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
Reset PS HCM	Priority 3	DCI.Customer Support.Active Directory.Password reset
ILMS reset	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
Avaya Phone Issue	Priority 3	NCS.Telephone.digital phone.Hardware
CTF System Check - MID -0	Priority None	ROCS.All.Requests
Email issue	Priority 3	DCI.Customer Support.Desktop Support
Phone not working	Priority 3	DCI.Customer Support.Telephone.Other
Dropped call	Priority 3	DCI.Customer Support.Question
Request to install Xerox Wor	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
B99 Brentwood Yard RPM F	Priority None	ROCS.Applications.RPM.App
Desktop issue	Priority 3	DCI.Customer Support.hardware.Desktop.break/fix
Peoplesoft login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Reset PS HCM	Priority 3	DCI.Customer Support.Active Directory.Password reset
Resume submittal question	Priority 3	DCI.Customer Support.service desk.Ticket Status
Reset PS HCM	Priority 3	DCI.Customer Support.Active Directory.Password reset
Initially user could not access	Priority 3	DCI.Customer Support.Question
Peoplesoft login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Peoplesoft login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
FTA Playback Request for s	Priority 3	Applications
User unable to access PIDS	Priority 3	DCI.Customer Support.Desktop Support
Cancelled call	Priority 3	DCI.Customer Support.Question
SSPW Q&A Assistance	Priority 3	DCI.Customer Support.Active Directory.Password Self-Service A
Metronet Connection issue	Priority 3	DCI.Customer Support.Wifi.Configuration
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
Call Dropped	Priority 3	DCI.Customer Support.Question
Maximo login issue	Priority 3	DCI.Customer Support.Maximo.Password Reset
Call Dropped	Priority 3	DCI.Customer Support.Question
System login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Call Dropped	Priority 3	DCI.Customer Support.Question
Peoplesoft login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo password reset	Priority 3	DCI.Customer Support.Question
XPS 15 9550 Needs Replac	Priority 3	DCI.Customer Support.hardware.Laptop.break/fix
Customer wants to get lapt	Priority 3	DCI.Customer Support.Question
RPM Service Request for ch	Priority None	Applications
Delivered pc to JGB	Priority 3	Hardware
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
MS Silverlight update reques	Priority 3	DCI.Customer Support.Desktop Support
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password Self-Service A
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
O365 provisioning	Priority 3	DCI.SYSADMIN.Server.Access
CTF System Check - Evenin	Priority None	Applications
Ticket request	Priority 3	MIT.S.OPS.security.scan request
Superintendent Malloy's pc r	Priority 3	Applications
Third Party Software	Priority 3	DCI.Customer Support.Desktop Support
IT Contractor Termination	Priority 3	DCI.Customer Support.Question

Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
NSR Request Peoples	Priority 3	DCI.Customer Support.Active Directory.New Employee
user is unable to receive em	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Share a local printer	Priority 3	DCI.Customer Support.Desktop Support
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
NSR for Chad Mason	Priority 3	DCI.SYSADMIN.office 365.Technical support
Caseware 2020 configuration	Priority 3	DCI.Customer Support.Question
unable to send emails to her	Priority 3	DCI.Customer Support.printer.Desktop.Cycle Printer
she is getting an access prof	Priority 2	MIT.S.OPS.security.firewall
HP Network printer install	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
Dropped Call	Priority 3	DCI.Customer Support.Question
peoplesoft FIN account locke	Priority 3	MIT.Apps Security.PSFIN.password reset
PeopleSoft Approvals	Priority 3	APPS.Technical support.PSFIN
support cancelled	Priority 3	DCI.Customer Support.Question
Hard drive failure	Priority 3	DCI.Customer Support.hardware.Desktop.break/fix
Access update request	Priority 3	MIT.S.OPS.security.scan request
Status Update	Priority 3	DCI.Customer Support.service desk.Ticket Status
keyboard is unresponsive	Priority 3	DCI.Customer Support.Software.Operating System.Reinstall Win
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Internet Explorer update	Priority 3	DCI.Customer Support.Software.Internet Explorer
EEO Missing Codes	Priority 3	HR.PSHCM.HR solutions support
IT sec training does not show	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
http://hdwiki/display/SOPs/S	Priority 3	DCI.Customer Support.Question
Printer Issue- 59.63 error	Priority 3	DCI.Customer Support.Break-Fix.Printer
display issues while using V	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password Self-Service A
Unlock Account	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Account password expired	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Maximo Password Reset	Priority 3	DCI.Customer Support.Question
Adobe pro install	Priority 3	DCI.Customer Support.Desktop Support
Server Access	Priority 3	DCI.SYSADMIN.Server.Access
office expired	Priority 3	DCI.Customer Support.Software.MS Outlook.Migrated
password expired	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
computer showing startup re	Priority 3	DCI.Customer Support.Desktop Support
Need Printer Moved	Priority 3	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
network account locked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
HR SOLutions	Priority 3	HR.PSHCM.HR solutions support
Unlock Account	Priority 3	DCI.Customer Support.Active Directory.Password Unlock

NSR Request	Priority 3	DCI.SYSADMIN.network driveClean Disk Space
burn files to a cd	Priority 3	DCI.Customer Support.Desktop Support
install Google Earth	Priority 3	DCI.Customer Support.Desktop Support
PIDS display issue	Priority 3	DCI.Customer Support.Question
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
HCM pw reset	Priority 3	DCI.Customer Support.Desktop Support
Reimage Request	Priority 3	DCI.Customer Support.hardware.Desktop.reimage
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
unlocked account	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
IE Upgrade Issue	Priority 3	DCI.Customer Support.Question
unlocked account	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Customer states Peoplesoft	Priority 3	MIT.S.Apps Security.PSFIN.password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
HR SOLutions	Priority 3	HR.PSHCM.HR solutions support
unable to login to VDI	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Retention Policy	Priority 3	DCI.Customer Support.Question
questions about pw change	Priority 3	DCI.Customer Support.Question
AIM - Inquiry about LSD-2 Tr	Priority None	ROCS.All.Requests
HTC windows phone stated	Priority 3	DCI.SYSADMIN.Mobile Device Management.Technical support.S
status update	Priority 3	DCI.Customer Support.service desk.Ticket Status
inquiry 54749	Priority 3	DCI.Customer Support.service desk.Ticket Status
surplus equipment	Priority 3	NCS.Telephone.digital phone.Other
MS Visio and Project	Priority 3	DCI.SYSADMIN.Software.installation.MS Visio
Self Service Password Ques	Priority 3	DCI.Customer Support.Active Directory.Password Self-Service A
unable to print on local printe	Priority 3	DCI.Customer Support.printer.Desktop.Cycle Printer
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
internet troubleshooting	Priority 3	DCI.Customer Support.Desktop Support
MS Visio	Priority 3	DCI.SYSADMIN.Software.installation.MS Visio
keyboard	Priority 3	DCI.Customer Support.hardware.Keyboard.break/fix
Questions regarding changin	Priority 3	DCI.Customer Support.Question
Maximo pw reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
MetroAccess Incident Report	Priority 3	APPS.Technical support.metroweb
VPN Request - Paul Wielgos	Priority None	ROCS.Appliications.AIM.App
Install Microsoft Silverlight (L	Priority 3	DCI.Customer Support.Desktop Support
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo Access Request	Priority 3	DCI.Customer Support.Question
user not finding email from la	Priority 3	DCI.SYSADMIN.office 365.Technical support
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
NSR questions	Priority 3	DCI.Customer Support.Question
PLMUPG2 Cert Request	Priority 3	MIT.S.OPS.security.firewall

Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
email not updating. She is re	Priority 3	DCI.Customer Support.Desktop Support
Email Contact Issue	Priority 3	MIT.S.OPS.security.firewall
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
ITSAT training support	Priority 3	DCI.Customer Support.Desktop Support
Status Updates on Open Tic	Priority 3	DCI.Customer Support.service desk.Ticket Status
Job ID 170367	Priority 3	DCI.Customer Support.Question
Resume	Priority 3	DCI.Customer Support.Question
NSR attached	Priority 3	DCI.Customer Support.Active Directory.New Employee
ARS Issue	Priority 3	BUS.ARS.Technical support.BTSS
Local Printer Troubleshootin	Priority 3	DCI.Customer Support.printer.Desktop.Cycle Printer
Password reset for training	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
account needs to be re enab	Priority 3	MIT.S.OPS.ILMS ITSA.registration
status of 53247	Priority 3	DCI.Customer Support.service desk.Ticket Status
PW Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
MS Outlook	Priority 2	DCI.Customer Support.Software.MS Outlook.Repair
Password reset for training	Priority 3	DCI.Customer Support.Question
Trapeze Support (PASS, FX)	Priority 3	DCI.Customer Support.Question
requesting to get auto cad in	Priority 3	DCI.Customer Support.Desktop Support
Network password reset req	Priority 3	DCI.Customer Support.Active Directory.Password reset
temporary profile issue	Priority 3	DCI.Customer Support.Desktop Support
Documentum password rese	Priority 3	APPS.Access.DOCUMENTUM
Metro Guest Wifi	Priority 3	DCI.Customer Support.Question
status update	Priority 3	DCI.Customer Support.service desk.Ticket Status
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
USB Port, External Device N	Priority 3	DCI.Customer Support.Break-Fix.Computer
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Desktop support; uninstall/in	Priority 3	DCI.Customer Support.Desktop Support
Trapeze Issue	Priority 3	APPS.Technical Support.Trapeze
password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
job application question	Priority 3	DCI.Customer Support.Question
email pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Change Maximo Password	Priority 3	APPS.Training.Maximo
password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
resume questions pertaning	Priority 3	DCI.Customer Support.Desktop Support
PeopleSoft HCM/HR Support	Priority 3	HR.PSHCM.Support
password for HCM	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Third Party SOFTWARE install	Priority 3	DCI.Customer Support.Desktop Support
Maximo Password Reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Status Updates on Open Tic	Priority 3	DCI.Customer Support.service desk.Ticket Status
requesting to get phone num	Priority 3	DCI.SYSADMIN.Mobile Device Management.Technical support.S
New RPM User Request.	Priority 3	ROCS.Applications.RPM.App
Status of ticket; NCS voicem	Priority 3	DCI.Customer Support.service desk.Ticket Status
Password and Login Assista	Priority 3	DCI.Customer Support.Active Directory.Password reset
network drives unavailable.	Priority 3	DCI.Customer Support.Desktop Support

bounce back email	Priority 3	DCI.Customer Support.Question
Install 3rd Party Software	Priority 3	DCI.Customer Support.Desktop Support
No space disk	Priority 3	DCI.Customer Support.Desktop Support
Password Reset for PC and	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
HR Solutions	Priority 3	HR.PSHCM.HR solutions support
support cancelled	Priority 3	DCI.Customer Support.Question
HP pirnter troubleshooting	Priority 3	DCI.Customer Support.printer.Xerox.technical support
password reset for Peopleso	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
unable to print from local pri	Priority 3	DCI.Customer Support.printer.Desktop.Cycle Printer
HR request	Priority 3	HR.PSHCM.Support
NSR attached	Priority 3	DCI.Customer Support.Active Directory.Drive Access
Status Update	Priority 3	DCI.Customer Support.service desk.Ticket Status
Maximo Issue	Priority 3	DCI.Customer Support.Question
needs voicemail password re	Priority 3	NCS.Telephone.digital phone.Other
Time sheet approval issue	Priority 3	HR.PSHCM.Support
NSR attached	Priority 3	DCI.Customer Support.Active Directory.Drive Access
HP Color LaserJet 5550 inst	Priority 3	DCI.Customer Support.printer.Desktop.Install Printer Driver
NSR attached	Priority 3	DCI.Customer Support.Active Directory.Drive Access
status update 50814	Priority 3	DCI.Customer Support.service desk.Ticket Status
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
account disabled	Priority 3	DCI.Customer Support.Question
status update 52031	Priority 3	DCI.Customer Support.service desk.Ticket Status
Password Reset for PC and	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
email alias display	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
monitor, explorer	Priority 3	DCI.Customer Support.Question
Password and Login Assista	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
confirmed wmata email addr	Priority 3	DCI.Customer Support.Question
MS Outlook issue	Priority 2	DCI.Customer Support.Software.MS Outlook.Repair
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
disabled account	Priority 3	MIT.S.OPS.security.firewall
Access to N Drive	Priority 3	DCI.Customer Support.Question
Unlock Account	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
IE Upgrade	Priority 3	DCI.Customer Support.Software.Internet Explorer
Maximo Issue: Error messag	Priority 3	APPS.Technical support.Maximo
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
customer needs to change s	Priority 3	DCI.Customer Support.Question
Printer Issue	Priority 3	DCI.Customer Support.printer.Desktop.Cycle Printer
Maximo pw reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
status ticket	Priority 3	DCI.Customer Support.Desktop Support
Group Policy Error	Priority 2	DCI.Customer Support.Desktop Support
Outlook Emails are not upda	Priority 3	DCI.Customer Support.Software.MS Outlook.Problem Not Found

account locked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Metroweb	Priority 3	DCI.Customer Support.Question
SHEP-WashSouth-AP-1552	Priority 3	NCS.Switch.Unreachable
pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
E99-SINorth-AP-1552E unre	Priority 3	NCS.Switch.Unreachable
Southern Bus Garage Power	Priority 3	NCS.Switch.Unreachable
Name Changes in WMATA B	Priority 3	DCI.SYSADMIN.office 365.Technical support
printer not printing	Priority 3	DCI.Customer Support.Break-Fix.Computer
password reset for Peopleso	Priority 3	DCI.Customer Support.Active Directory.Password reset
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
maximo password reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Increase space allocation	Priority 3	DCI.SYSADMIN.network driveClean Disk Space
status update	Priority 3	DCI.Customer Support.service desk.Ticket Status
ad pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
network account locked	Priority 3	DCI.Customer Support.Active Directory.Password reset
Increase space allocation	Priority 3	DCI.SYSADMIN.network driveClean Disk Space
status 54391	Priority 3	DCI.Customer Support.service desk.Ticket Status
CTF System Check - Day - 7	Priority None	ROCS.All.Requests
ad pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
reimage request	Priority 3	DCI.Customer Support.hardware.Desktop.reimage
Account setup	Priority 3	DCI.Customer Support.Desktop Support
Outlook issue	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
ELM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
maximo pw reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
AVAYa Phone Issue	Priority 3	NCS.Telephone.digital phone.Other
PW reset	Priority 3	DCI.Customer Support.Desktop Support
HPQC install request	Priority 3	DCI.Customer Support.Question
PW reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
unable to change pw via des	Priority 3	DCI.Customer Support.Active Directory.Password reset
wants to apply for jobs at hor	Priority 3	DCI.Customer Support.Question
Status updated for 54359	Priority 3	DCI.Customer Support.service desk.Ticket Status
customer needs email addre	Priority 3	DCI.Customer Support.Question
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
maximo password reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
network account locked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Cell phone email - research	Priority 3	DCI.Customer Support.Question
password reset for peopleso	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
password reset for Peolesoft	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Reset PS HCM	Priority 3	DCI.Customer Support.Active Directory.Password reset
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
CTF System Check - Mids -	Priority None	Software
RC Paul Request VPN Toke	Priority None	Software
Maximo Access Request Fo	Priority 3	DCI.Customer Support.Question
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
Kisok startup issue	Priority 3	DCI.Customer Support.SSK Kiosk
Trapeze Login issue	Priority 3	Apps.Access.Trapeze
User is prompted to change	Priority 3	DCI.Customer Support.Question

Outlook login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Maximo reset	Priority 3	APPS.Access.Maximo
In PS HCM is not able to app	Priority 3	HR.PSHCM.Support
Peoplesoft login issue	Priority 3	HR.PSHCM.Support
Peoplesoft login issue	Priority 3	HR.PSHCM.Support
Parent ticket Peoplesoft login	Priority 3	HR.PSHCM.Support
Peoplesoft login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Peoplesoft login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Reset PS HCM	Priority 3	DCI.Customer Support.Active Directory.Password reset
WiFi Connection issue	Priority 3	DCI.Customer Support.Question
Peoplesoft login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
User is unable to access GIS	Priority 3	DCI.Customer Support.Question
Reset PS HCM	Priority 3	DCI.Customer Support.Active Directory.Password reset
Question and Answer Profile	Priority 3	DCI.Customer Support.Active Directory.Password Self-Service A
Peoplesoft login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Peoplesoft login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
JGB Weekly System Check	Priority 5	ROCS.Applications.AIM.App
Peoplesoft login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Call Dropped	Priority 3	DCI.Customer Support.Question
call disconnected	Priority 3	DCI.Customer Support.Question
when user search for job pos	Priority 3	DCI.Customer Support.Question
Outlook issue	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
Dropped call	Priority 3	DCI.Customer Support.Question
log in assistance	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password Reset	Priority 3	DCI.Customer Support.Question
Playback Request for E01-E	Priority None	ROCS.Applications.AIM.App
hcm	Priority 3	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
trouble when filling out job ap	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
maximo access request form	Priority 3	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Please see approved NSR fo	Priority 1	DCI.Customer Support.Active Directory.New Employee
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Call Dropped	Priority 3	DCI.Customer Support.Question
Call Dropped	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
support cancelled	Priority 3	DCI.Customer Support.Question
support cancelled	Priority 3	DCI.Customer Support.Question
support cancelled	Priority 3	DCI.Customer Support.Question
Please see the attached NSF	Priority 3	DCI.Customer Support.Active Directory.New Employee
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset



fin account locked	Priority 3	MIT.S.Apps Security.PSFIN.password reset
Please find attached an HR	Priority 3	HR.PSHCM.Access
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
support cancelled	Priority 3	DCI.Customer Support.Question
Please find attached an HR	Priority 3	HR.PSHCM.Access
O365 Provisioning 7/24/17	Priority 3	DCI.SYSADMIN.Server.Access
Please create a ticket for the	Priority 3	MIT.S.OPS.security.scan request
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
message says email cannot	Priority 4	DCI.Customer Support.Question
NSR attached Mansfield	Priority 3	DCI.Customer Support.Active Directory.New Contractor
enable remote access	Priority 3	DCI.Customer Support.hardware.Desktop.configuration
it health check	Priority 3	DCI.Customer Support.hardware.Laptop.configuration
Status update 54298	Priority 3	DCI.Customer Support.service desk.Ticket Status
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
She is unable to print from X	Priority 3	DCI.Customer Support.printer.Xerox.technical support
Register password with man	Priority 3	DCI.Customer Support.Question
iLMS Change Password	Priority 3	DCI.Customer Support.Question
Phone Issue	Priority 3	NCS.Telephone.digital phone.Other
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Server Access	Priority 3	DCI.SYSADMIN.Server.Access
user cannot login to PS HCM	Priority 3	HR.PSHCM.HR solutions support
CTF System Check - Evenin	Priority None	Applications
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
It security awareness website	Priority 3	DCI.Customer Support.Question
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
inquiry	Priority 3	DCI.Customer Support.service desk.Ticket Status
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
HR Solutions	Priority 3	HR.PSHCM.HR solutions support
support cancelled	Priority 3	DCI.Customer Support.Question
support cancelled	Priority 3	DCI.Customer Support.Question
Phone extension activation	Priority 3	NCS.Telephone.digital phone.Other
needs connector cable and p	Priority 3	DCI.Customer Support.hardware.Keyboard.hardware failure
Customer is not able to log in	Priority 3	DCI.Customer Support.Active Directory.Password reset
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Verify Tech Employee & ID's	Priority 1	ROCS.All.Requests
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
network account locked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
NSR	Priority 3	DCI.Customer Support.Active Directory.New Employee
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
NSR for Eric Russell c02707	Priority 1	DCI.SYSADMIN.Server.Access
user is unable to login to ME	Priority 3	DCI.Customer Support.Question
PW reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Access to PS Finance	Priority 3	APPS.Technical support.PSFIN
install skype for business	Priority 3	DCI.Customer Support.Desktop Support
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
NSR	Priority 3	DCI.Customer Support.Active Directory.New Employee

Access to service desk	Priority 3	APPS.Technical support.GOTRS
training schdueles	Priority 3	DCI.Customer Support.Question
HR SOLutions	Priority 3	HR.PSHCM.Support
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
NSR for Eric Russell c02707	Priority 3	DCI.Customer Support.Active Directory.Drive Access
Status Update	Priority 3	DCI.Customer Support.service desk.Ticket Status
Network Drive No Longer Av	Priority 3	DCI.Customer Support.Desktop Support
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Internet Access Icon issue	Priority 3	DCI.Customer Support.Desktop Support
user used to have the add-in	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
third party software	Priority 3	DCI.Customer Support.Desktop Support
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo Password Reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
USB Port, External Device N	Priority 3	DCI.Customer Support.Break-Fix.Computer
Customer is working from ho	Priority 3	DCI.Customer Support.Desktop Support
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
EUP for Michael Lowenthal a	Priority 3	DCI.SYSADMIN.Server.Access
<a href="http://hdwiki/display/SOPs/Pa">http://hdwiki/display/SOPs/Pa</a>	Priority 3	DCI.Customer Support.Question
Third Party Install	Priority 3	DCI.Customer Support.Desktop Support
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
eservice assistance	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
unable to hear caller	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Access Issues	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
NSR-russell	Priority 3	DCI.Customer Support.Active Directory.New Contractor
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
network account locked	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
AIM - Graphics on CTWKSE	Priority 5	ROCS - Hardware
EUP for Alden Gibbs; approv	Priority 3	DCI.SYSADMIN.Server.Access
user requested that ticket re	Priority 3	DCI.Customer Support.Question
EUP for Jerome Washington	Priority 3	DCI.SYSADMIN.Server.Access
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
EUP for Maurice Passmore;	Priority 3	DCI.SYSADMIN.Server.Access
EUP for Son Nguyen; approv	Priority 3	DCI.SYSADMIN.Server.Access
EUP for Todd Harvey; appro	Priority 3	DCI.SYSADMIN.Server.Access
Maximo Password	Priority 3	DCI.Customer Support.Maximo.Password Reset
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
NSR Request	Priority 3	DCI.Customer Support.Active Directory.New Employee
support cancelled	Priority 3	DCI.Customer Support.Question
NSR for Emma West C0270	Priority 3	DCI.Customer Support.Active Directory.New Contractor
Access Prohibited	Priority 2	DCI.Customer Support.Internet.Access prohibited
MS. Outlook	Priority 2	DCI.Customer Support.Software.MS Outlook.Repair

password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
ARS login issue	Priority 3	BUS.ARS.Technical support.BTSS
RPM Service request For Hi	Priority 3	ROCS.Applications.RPM.App
Server Request Form	Priority 3	DCI.SYSADMIN.Server.Access
Maximo pw reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
inquiry	Priority 3	DCI.Customer Support.service desk.Ticket Status
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Customer states that he has	Priority 3	DCI.Customer Support.Question
NSR Request; notification of	Priority 3	MIT.S.OPS.security.firewall
HCM pw reset	Priority 3	DCI.Customer Support.Question
HR SOLutions	Priority 3	HR.PSHCM.Access
Password Reset for peoples	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
support cancelled	Priority 3	DCI.Customer Support.Question
unable to access terminal se	Priority 3	DCI.Customer Support.Software.VPN.Training
trying to send email	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
unable to attach resume for	Priority 3	HR.PSHCM.Support
Email access from phone	Priority 3	DCI.Customer Support.Question
NSR Request	Priority 3	DCI.Customer Support.Active Directory.New Employee
reset pw	Priority 3	DCI.Customer Support.Active Directory.Password reset
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
move request	Priority 3	DCI.Customer Support.Equipment Move.Project
TSR submission	Priority 3	NCS.Telephone.digital phone.End User Training
reset pw	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
ProCore Issue	Priority 3	MIT.Apps Security.Internet.Access Requested
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
fast busy on Line 1 of x4967	Priority 3	NCS.Telephone.digital phone.Other
Computer reimaging request	Priority 3	DCI.Customer Support.hardware.Tablet.reimage
Maximo pw reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Account locked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Account Unlocked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
network pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
account still disabled after ta	Priority 3	MIT.S.OPS.ILMS ITSA.disabled account
adobe pro repair	Priority 3	DCI.Customer Support.Desktop Support
pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
DCI.Customer Support.Ques	Priority 3	DCI.Customer Support.Question
Customer has Issue with Lin	Priority 3	DCI.Customer Support.Desktop Support
user wants to get mapped to	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
<a href="http://hdwiki/display/SOPs/Sa">http://hdwiki/display/SOPs/Sa</a>	Priority 3	APPS.Technical support.SMS
Maximo Access Request	Priority 3	DCI.Customer Support.Question
pw reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
VPN issues	Priority 3	DCI.SYSADMIN.Mobile Device Management.Password reset.Sm
Hr Solutions	Priority 3	HR.PSHCM.Support
mouse and keyboard repeate	Priority 3	DCI.Customer Support.hardware.Keyboard.break/fix
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Customer request memory u	Priority 3	DCI.Customer Support.Inventory.Upgrade Case

needs to be mapped to Xero	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
Customer request memory u	Priority 3	DCI.Customer Support.Inventory.Upgrade Case
question regarding elm supp	Priority 3	APPS.Technical support.PSELM
support cancelled	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
MS Project Re-install	Priority 3	DCI.SYSADMIN.Software.installation.MS Project
Customer requesting help to	Priority 3	DCI.Customer Support.Desktop Support
DCI.Customer Support.Desk	Priority 3	DCI.Customer Support.Desktop Support
http://hdwiki/display/SOPs/A	Priority 3	BUS.ARS.Technical support.BTSS
unable to access K drive	Priority 3	DCI.Customer Support.Desktop Support
wants to cancel meeting via	Priority 3	DCI.Customer Support.Question
RC Request For VPN Token	Priority 5	ROCS.All.Requests
pw reset for new account	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
phishing scan (telephone)	Priority 3	MIT.S.OPS.security.firewall
Refer to SR# 53678	Priority 3	DCI.Customer Support.Equipment Move.Project
support cancelled. user coul	Priority 3	DCI.Customer Support.Question
password expired	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Status Update	Priority 3	DCI.Customer Support.service desk.Ticket Status
Status Update	Priority 3	DCI.Customer Support.service desk.Ticket Status
Payroll Support	Priority 3	DCI.Customer Support.Question
needs to be mapped to HP p	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
Approval of employees	Priority 3	HR.PSHCM.Access
name change	Priority 3	DCI.Customer Support.Question
NSR Request	Priority 3	DCI.Customer Support.Active Directory.New Employee
status update 54029	Priority 3	DCI.Customer Support.service desk.Ticket Status
email access issue	Priority 2	DCI.Customer Support.Software.MS Outlook.Repair
Network password reset req	Priority 3	DCI.Customer Support.Active Directory.Password reset
network password reset req	Priority 3	DCI.Customer Support.Active Directory.Password reset
Status Update	Priority 3	DCI.Customer Support.service desk.Ticket Status
Absence management assi	Priority 3	HR.PSHCM.Support
account is disabled by badgi	Priority 3	MIT.S.OPS.security.firewall
unable to update password	Priority 3	DCI.Customer Support.Question
NSR Request	Priority 3	DCI.Customer Support.Active Directory.Drive Access
please see 54449: Absence	Priority 3	HR.PSHCM.Support
equipment needs to removed	Priority 3	DCI.Customer Support.Equipment Move.Surplus removal
wants to reset network pw re	Priority 4	DCI.Customer Support.Active Directory.Password reset
cancelled support. emails up	Priority 3	DCI.Customer Support.Question
ARS login issue	Priority 3	BUS.ARS.Technical support.BTSS
unable to login to FIN	Priority 3	DCI.Customer Support.Question
question regarding nsr	Priority 3	DCI.Customer Support.Question
procure support issue. He is	Priority 3	DCI.Customer Support.Question
NSR attached	Priority 3	DCI.Customer Support.Active Directory.Drive Access
network	Priority 3	DCI.Customer Support.Question
Ms Project insall request	Priority 3	DCI.SYSADMIN.Software.installation.MS Project
laptop update	Priority 3	DCI.Customer Support.Question

MS Outlook Issue	Priority 2	DCI.Customer Support.Software.MS Outlook.Repair
need kiosk connected to printer	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
password reset for Peoplesoft	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Excel issue	Priority 3	DCI.Customer Support.Software.MS Excel.Install
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
schedule appointment	Priority 3	DCI.Customer Support.Question
Folder Access Issue	Priority 3	DCI.Customer Support.Desktop Support
Monitor Issues	Priority 3	DCI.Customer Support.hardware.Monitor.configuration
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset for training	Priority 3	DCI.Customer Support.Question
File Deleted by Accident	Priority 3	DCI.SYSADMIN.office 365.Technical support
Lisa Muse can no longer move	Priority 3	DCI.SYSADMIN.Server.Access
MS Visio and Project Request	Priority 3	DCI.SYSADMIN.Software.installation.MS Visio
the user is requesting to have	Priority 3	DCI.Customer Support.Question
needs assistance accessing	Priority 3	DCI.Customer Support.Question
AIM - JGB Critical Patch Application	Priority 5	ROCS.Applications.AIM.App
iPhone software update	Priority 3	DCI.SYSADMIN.Mobile Device Management.Password reset.Sm
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
NSR Request	Priority 3	DCI.Customer Support.Active Directory.New Employee
Customer states that Keyboard	Priority 2	DCI.Customer Support.hardware.Keyboard.break/fix
question	Priority 3	DCI.Customer Support.Wifi.Configuration
Maximo Password Reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Baseline RDP Session Performance	Priority 1	ROCS-OCC
Webmail password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
NSR Request	Priority 3	DCI.Customer Support.Active Directory.New Employee
RPM - Herman, Lee Change	Priority None	ROCS.All.Requests
pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Windchill Password Reset	Priority 3	APPS.Technical support.Windchill
Network Service Request	Priority 3	DCI.Customer Support.Question
third party software	Priority 3	DCI.Customer Support.Desktop Support
ticket status	Priority 3	DCI.Customer Support.service desk.Ticket Status
Connection to Server Failed	Priority 3	DCI.SYSADMIN.Mobile Device Management.Technical support.S
Question	Priority 3	DCI.Customer Support.Desktop Support
Ticket status update	Priority 3	DCI.Customer Support.Desktop Support
CTF System Check - Days -	Priority None	ROCS - Hardware
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Metroweb	Priority 3	DCI.Customer Support.Question
MS Project Install	Priority 3	DCI.Customer Support.Question
User would like to connect to	Priority 4	DCI.Customer Support.printer.Network.Install Printer Driver
Maximo	Priority 2	DCI.Customer Support.Maximo.Password Reset
Unlocked AD	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Account Locked	Priority 3	DCI.Customer Support.Active Directory.Password reset
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password Unlock

Maximo	Priority 3	DCI.Customer Support.Active Directory.Password reset
User came into work today a	Priority 3	DCI.Customer Support.hardware.Monitor.break/fix
pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
PW reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Acct lockout	Priority 3	DCI.Customer Support.Active Directory.Password reset
Station Manager, Mr. Antho	Priority 3	DCI.Customer Support.Break-Fix.Computer
Network Drive access issue	Priority 3	DCI.Customer Support.Desktop Support
User is not able to see trains	Priority 3	APPS.Technical support.PIDS
RPM Display issue	Priority 3	DCI.Customer Support.Question
RC Request For VPN Token	Priority None	ROCS.Appliications.AIM.App
Install Silverlight	Priority 3	DCI.Customer Support.Desktop Support
User profile load issue	Priority 3	DCI.Customer Support.Desktop Support
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
System login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
System update issue	Priority 2	DCI.Customer Support.Desktop Support
Voicemail PIN issue	Priority 3	NCS.Telephone.digital phone.Voice Mail Password Reset
Maximo login issue	Priority 3	DCI.Customer Support.Maximo.Password Reset
Maximo login issue	Priority 3	APPS.Access.Maximo
Reset PS HCM	Priority 3	DCI.Customer Support.Active Directory.Password reset
System login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Outlook login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
Please see attached resume	Priority 3	HR.PSHCM.Support
Email login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Assisted with resolution whe	Priority 3	DCI.Customer Support.Question
Wifi password request	Priority 3	DCI.Customer Support.Wifi.Configuration
Restart Predictor /Reset TW	Priority None	APPS.Access.PIDS
User, Mr. Philip J Harris, is f	Priority 3	APPS.Access.Maximo
Peoplesoft login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Restart PIDS / Reset TWC	Priority None	APPS.Access.PIDS
Call dropped	Priority 3	DCI.Customer Support.Question
Assisted with Metroweb acce	Priority 3	DCI.Customer Support.Internet.Access prohibited
CTF System Check - MID -0	Priority None	ROCS.All.Requests
Call Dropped	Priority 3	DCI.Customer Support.Question
Call Dropped	Priority 3	DCI.Customer Support.Question
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
Assisted with access to ema	Priority 3	DCI.Customer Support.office 365.Technical support
Maximo login issue	Priority 3	DCI.Customer Support.Maximo.Password Reset
User Profile Service Failure	Priority 3	DCI.Customer Support.Desktop Support
Account Question	Priority 3	DCI.Customer Support.Question
Mouse not working	Priority 2	DCI.Customer Support.hardware.Mouse.break/fix
Password Reset	Priority 3	DCI.Customer Support.Question
Peoplesoft login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Account Status	Priority 3	DCI.Customer Support.Question
Call dropped	Priority 3	DCI.Customer Support.Question
Request to create Change o	Priority None	ROCS.All.Requests
Request to create Change o	Priority None	ROCS.All.Requests

Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo Password Reset	Priority 3	DCI.Customer Support.Question
Maximo password reset	Priority 3	DCI.Customer Support.Question
Maximo Password Reset	Priority 3	DCI.Customer Support.Question
There is a power outage at C	Priority 3	DCI.Customer Support.Question
unlocked account	Priority 3	DCI.Customer Support.Active Directory.Password reset
support cancelled	Priority 3	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
CTF System Check - Evenin	Priority None	Applications
Customer no longer has acco	Priority 3	DCI.Customer Support.Desktop Support
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
maximo password reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
unlock account	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
unable to submit timesheet	Priority 3	HR.PSHCM.Support
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
status update 53455	Priority 3	DCI.Customer Support.service desk.Ticket Status
password reset	Priority 3	DCI.Customer Support.Question
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
adobe pro install	Priority 3	DCI.Customer Support.Desktop Support
cant download file/call discor	Priority 3	DCI.Customer Support.Question
Customer has issue with me	Priority 3	DCI.Customer Support.Question
SMS Support	Priority 3	APPS.Technical support.SMS
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset for Peopleso	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
RPM - C99 Error Logging onto	Priority 5	ROCS - Hardware
CTF System Check - Days -	Priority None	ROCS - Hardware
password question	Priority 3	DCI.Customer Support.office 365.Technical support
call dropped	Priority 3	DCI.Customer Support.Question
password reset for network	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
best number 202-9109033	Priority 3	BUS.ARS.Technical support.BTSS
password reset for Peopleso	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
maximo password reset	Priority 3	DCI.Customer Support.Question
Maximo password reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Pcik Password Reset	Priority 3	DCI.Customer Support.Question
call dropped	Priority 3	DCI.Customer Support.Question
Java update installation	Priority 3	DCI.Customer Support.Software.Java.upgrade
Trapeze launch issue	Priority 3	APPS.Technical Support.Trapeze
Canceled Call	Priority 3	DCI.Customer Support.Question
Mouse replacement request	Priority 2	DCI.Customer Support.hardware.Mouse.break/fix
Keyboard replacement reques	Priority 2	DCI.Customer Support.hardware.Keyboard.break/fix
CTF System Check - MID - C	Priority None	ROCS.All.Requests
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset

email issues	Priority 3	DCI.Customer Support.office 365.Technical support
CTF System Check - Evenin	Priority None	Applications
status update ticket # 56831	Priority 3	DCI.Customer Support.service desk.Ticket Status
no support needed	Priority 3	DCI.Customer Support.Question
user profile cannot be loaded	Priority 3	DCI.Customer Support.Desktop Support
issue resolved ticket # 54224	Priority 3	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Trouble connecting to netwo	Priority 3	DCI.Customer Support.Desktop Support
call disconnected	Priority 3	DCI.Customer Support.Question
metroweb	Priority 3	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
no support needed	Priority 3	DCI.Customer Support.Question
PC has black screen	Priority 3	DCI.Customer Support.hardware.Desktop.break/fix
ROCS display issue	Priority 3	DCI.Customer Support.Desktop Support
call disconnected	Priority 3	DCI.Customer Support.Question
call disconnected	Priority 3	DCI.Customer Support.Question
It security awareness	Priority 3	DCI.Customer Support.Question
view payments	Priority 3	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
self service password reset s	Priority 3	DCI.Customer Support.Active Directory.Password reset
Question Regarding Email	Priority 3	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
User profile service failed	Priority 3	DCI.Customer Support.Desktop Support
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
call dropped	Priority 3	DCI.Customer Support.Question
CTF System Check - Day - 7	Priority None	ROCS.All.Requests
e service access	Priority 3	DCI.Customer Support.Question
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
support cancelled	Priority 3	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
AIM - Playback Request Prio	Priority 5	ROCS.All.Requests
Customer could not access b	Priority 3	DCI.Customer Support.Question
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
ARS Password Issue	Priority 3	BUS.ARS.Technical support.BTSS
password reset for peopleso	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
wifi service	Priority 3	DCI.Customer Support.Wifi.Configuration
Customer has Issue with Mo	Priority 2	DCI.SYSADMIN.Mobile Device Management.Technical support.S
password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Peoplesoft login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Outlook Mobile Assistance	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair



Reset PIDS Special Schedule	Priority None	APPS.Access.PIDS
Peoplesoft login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
AIM Database Update	Priority None	Software
Peoplesoft login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
RPM Issue	Priority 3	ROCS.Applications.RPM.App
Outlook Mobile	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
Lot badge issue	Priority 3	DCI.Customer Support.Question
Peoplesoft login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Maximo Access issue	Priority 3	DCI.Customer Support.Question
Maximo login issue	Priority 3	DCI.Customer Support.Maximo.Password Reset
Java Update Request	Priority 3	DCI.Customer Support.Software.Java.upgrade
Peoplesoft login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
CTF System Check - MID - C	Priority None	ROCS.All.Requests
Peoplesoft login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Resume attaching issue	Priority 3	HR.PSHCM.Support
Trapeze login issue	Priority 3	Apps.Access.Trapeze
Unable to upload resume-	Priority 3	HR.PSHCM.Support
install google chrome	Priority 3	DCI.Customer Support.Desktop Support
Email attachment issue	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
maximo password reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Maximo login issue	Priority 3	DCI.Customer Support.Maximo.Password Reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Peoplesoft login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Peoplesoft login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
upload resume	Priority 3	DCI.Customer Support.Question
System login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
no support needed	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
PIDS Special Schedule Update	Priority None	Applications
CTF System Check - Evenin	Priority None	Applications
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
maximo password reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
customer was unable to uplo	Priority 3	HR.PSHCM.Support
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Dell monitor is not working. N	Priority 3	DCI.Customer Support.hardware.Monitor.break/fix
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
SVG Viewer Install Request	Priority 3	DCI.Customer Support.Desktop Support
Monitors	Priority 4	DCI.Customer Support.Desktop Support
Microsoft Request Form - TV	Priority 3	DCI.SYSADMIN.Software.installation.MS Project
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Call Dropped	Priority 3	DCI.Customer Support.Question
metroweb	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset

password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
IT Employee Termination	Priority 3	DCI.Customer Support.Question
IT Employee Termination	Priority 3	DCI.Customer Support.Question
Avaya phone issues	Priority 3	NCS.Telephone.digital phone.End User Training
Maximo Password Reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
install office 365	Priority 3	DCI.Customer Support.office 365.Technical support
SSL Request Form	Priority 3	MIT.S.OPS.security.firewall
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Create OEMPROD.wmata.co	Priority 3	MIT.S.OPS.security.scan request
install third party	Priority 3	DCI.Customer Support.Desktop Support
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
VDI Access	Priority 3	DCI.Customer Support.Desktop Support
Customer would like to have	Priority 3	DCI.Customer Support.Question
Maximo Access Request Fo	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
modify Advertised Runs Syst	Priority 3	DCI.SYSADMIN.Server.Access
Hcm pw reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Joshua Morris	Priority 3	DCI.Customer Support.Active Directory.Password reset
Adobe pro in progress	Priority 3	DCI.Customer Support.Desktop Support
Avaya phone voicemail	Priority 3	DCI.Customer Support.Telephone.Other
NSR	Priority 3	DCI.Customer Support.Question
Customer is having issues s	Priority 3	DCI.Customer Support.hardware.Scanner.install
Reimage Request for Surfac	Priority 3	DCI.Customer Support.hardware.Laptop.reimage
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Question
managing computer based tr	Priority 3	APPS.Technical support.PSELM
Excel Issue	Priority 3	DCI.Customer Support.Software.MS Excel.Install
Spam Email	Priority 3	MIT.S.OPS.security.firewall
Issues receiving WMATA em	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
RPM - Password Reset for S	Priority 5	ROCS.Applications.RPM.App
AIM - B07-2 AIM TWC Settir	Priority 5	ROCS.All.Requests
MS Project	Priority 3	DCI.SYSADMIN.Software.installation.MS Project
Status update on an open tic	Priority 3	DCI.Customer Support.service desk.Ticket Status
Customer constantly loses n	Priority 3	NCS.Data Circuit.Issues
It Security Awareness	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
Suspicious Email	Priority 3	DCI.Customer Support.Question
Microsoft Software Request	Priority 3	DCI.SYSADMIN.Software.installation.MS Visio
Client needs to have her acc	Priority 2	DCI.Customer Support.Active Directory.Password reset
Password not working for Pe	Priority 3	MIT.Apps Security.PSFIN.password reset
Client has a scanner, and wo	Priority 3	DCI.Customer Support.Desktop Support
cannot print from ps	Priority 3	DCI.Customer Support.Desktop Support
Password Reset	Priority 3	DCI.Customer Support.Question
ITSAT class	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Question
Customer concerned about s	Priority 3	DCI.Customer Support.Desktop Support
NSR Request VDI	Priority 3	DCI.SYSADMIN.Server.Access

internet explorer	Priority 3	DCI.Customer Support.service desk.Ticket Status
SSK-515451 is the barcode	Priority 3	DCI.Customer Support.SSK Kiosk
Customer is requesting to ins	Priority 3	DCI.Customer Support.Desktop Support
Customer cannot access net	Priority 3	DCI.Customer Support.Desktop Support
A account password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Email Access Assistance	Priority 3	DCI.Customer Support.Question
Group Policy Issue	Priority 2	DCI.Customer Support.Desktop Support
Password Reset	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Customer was concerned ab	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Question
Eservice Question	Priority 3	DCI.Customer Support.Question
outlook	Priority 3	DCI.Customer Support.Desktop Support
Password Requirements	Priority 3	DCI.Customer Support.Question
Concerned about strange po	Priority 3	DCI.Customer Support.Question
Maximo Access Request For	Priority 3	DCI.Customer Support.Question
Account locked out	Priority 3	DCI.Customer Support.Question
Maximo password reset	Priority 3	DCI.Customer Support.Question
Third party software install	Priority 3	DCI.Customer Support.Desktop Support
Employee Exit	Priority 3	DCI.Customer Support.Question
HR SUpport	Priority 3	HR.PSHCM.HR solutions support
Java Upgrade	Priority 3	DCI.Customer Support.Software.Java.upgrade
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
SMS Support	Priority 3	APPS.Technical support.SMS
status of ticket	Priority 3	DCI.Customer Support.service desk.Ticket Status
password reset for Peopleso	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Account still disabled after cd	Priority 3	MIT.S.OPS.ILMS ITSA.disabled account
<a href="http://hdwiki/display/SOPs/M">http://hdwiki/display/SOPs/M</a>	Priority 3	DCI.Customer Support.Maximo.Password Reset
status of open ticket 53760	Priority 3	DCI.SYSADMIN.Server.Access
AD pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
NSR attached Peng	Priority 3	DCI.Customer Support.Active Directory.New Contractor
BORMS support	Priority 3	DCI.Customer Support.Desktop Support
<a href="http://hdwiki/display/SOPs/S">http://hdwiki/display/SOPs/S</a>	Priority 3	DCI.Customer Support.service desk.Ticket Status
3rd Party Software	Priority 3	DCI.Customer Support.Desktop Support
Borms	Priority 4	DCI.Customer Support.Question
Application Request	Priority 3	DCI.Customer Support.Question
unlock ac	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Change Authorization Setting	Priority None	ROCS.All.Requests
trying to access email	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
Adobe Pro Install	Priority 3	DCI.Customer Support.Desktop Support
<a href="http://hdwiki/display/SOPs/M">http://hdwiki/display/SOPs/M</a>	Priority 3	DCI.Customer Support.Question
rocs map SVG Viewer install	Priority 3	DCI.Customer Support.Desktop Support
status update	Priority 3	DCI.Customer Support.service desk.Ticket Status
no support needed	Priority 3	DCI.Customer Support.Question
pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
nsr inquiry about calendar ov	Priority 3	DCI.Customer Support.Question

ad pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
VPN URL provided	Priority 3	DCI.Customer Support.Software.VPN.Install
cancelled leave still shows u	Priority 3	HR.PSHCM.Support
password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Microsoft Software Request	Priority 3	DCI.SYSADMIN.Software.installation.MS Visio
unlocked ARS	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
cannot access network drive	Priority 3	DCI.Customer Support.Desktop Support
HR Solution Issue	Priority 3	HR.PSHCM.Access
pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Create Adobe Digital Signatu	Priority 3	DCI.Customer Support.Question
Server Access	Priority 3	DCI.SYSADMIN.Server.Access
unlock	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Maximo pw reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Laptop upgrade	Priority 3	DCI.Customer Support.Question
not seeing	Priority 3	HR.PSHCM.Access
NSR Request	Priority 3	DCI.Customer Support.Active Directory.New Employee
NSR Request	Priority 3	DCI.Customer Support.Active Directory.New Employee
customer needs clarification	Priority 3	DCI.Customer Support.service desk.Ticket Status
NSR Request	Priority 3	DCI.Customer Support.Active Directory.New Employee
check status 53952	Priority 3	DCI.Customer Support.service desk.Ticket Status
Scan Snap Issue	Priority 3	DCI.Customer Support.Question
Network password reset req	Priority 3	DCI.Customer Support.Active Directory.Password reset
HR SOLutions	Priority 3	HR.PSHCM.Access
Maximo Access Request	Priority 3	DCI.Customer Support.Maximo.Password Reset
DCI.Customer Support.Activ	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
<a href="http://hdwiki/display/SOPs/M">http://hdwiki/display/SOPs/M</a>	Priority 3	DCI.Customer Support.Question
<a href="http://hdwiki/display/SOPs/Pa">http://hdwiki/display/SOPs/Pa</a>	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password unlock	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
psfin account locked	Priority 3	MIT.Apps Security.PSFIN.password reset
Maximo Issue	Priority 3	APPS.Technical support.Maximo
status	Priority 3	DCI.Customer Support.Desktop Support
<a href="http://hdwiki/pages/viewpage">http://hdwiki/pages/viewpage</a>	Priority 3	DCI.Customer Support.Internet.Access prohibited
Account Locked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Check network cable and dro	Priority 3	NCS.Telephone.digital phone.Other
Memory Upgrade Request	Priority 3	DCI.Customer Support.hardware.Desktop.hardware upgrade
CTF System Check - Day - 7	Priority None	ROCS.All.Requests
password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Troubleshoot Virtual Private	Priority 3	DCI.Customer Support.Software.VPN.Training
PE AD Password Reset	Priority None	ROCS.Applications.AIM.App
ad pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
NSR	Priority 3	DCI.Customer Support.Question
update video card driver on l	Priority 3	DCI.Customer Support.Desktop Support
Laptop battery for Rodelle*	Priority 3	DCI.Customer Support.Break-Fix.Laptop
cannot access network drive	Priority 3	DCI.Customer Support.Desktop Support
Mobile Support	Priority 2	DCI.SYSADMIN.Mobile Device Management.Technical support.S

Printer install	Priority 3	DCI.Customer Support.Desktop Support
VDI support issue	Priority 3	DCI.SYSADMIN.Server.Access
Reimage Request	Priority 3	DCI.Customer Support.hardware.Desktop.reimage
password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
General Questions or No Wi	Priority 3	DCI.Customer Support.Desktop Support
Missing folder	Priority 3	DCI.Customer Support.Desktop Support
nsr request	Priority 3	DCI.Customer Support.Active Directory.Drive Access
NSR	Priority 3	DCI.Customer Support.Active Directory.New Employee
General Questions or No Wi	Priority 3	DCI.Customer Support.Active Directory.Password reset
VPN connection issue	Priority 3	MIT.S.Engineering.VPN.Technical support
NSR Request Jones	Priority 3	DCI.Customer Support.Active Directory.New Employee
Issues with Avaya and Other	Priority 3	NCS.Telephone.digital phone.No Dial Tone
pw reset for email	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Network Drive No Longer Av	Priority 3	DCI.Customer Support.Desktop Support
Adobe Pro Install Request	Priority 3	DCI.Customer Support.Desktop Support
PW reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo Access Question	Priority 3	DCI.Customer Support.Maximo.Password Reset
Webmail Access	Priority 3	DCI.Customer Support.Question
password reset for peopleso	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Question	Priority 3	DCI.Customer Support.Desktop Support
Mobile SUpport	Priority 3	DCI.SYSADMIN.Mobile Device Management.Technical support.S
Xerox Printer	Priority 2	DCI.Customer Support.printer.Network.Install Printer Driver
Password reset for Peopleso	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Microsoft software request	Priority 3	DCI.SYSADMIN.Software.installation.MS Visio
Call was answered . No sour	Priority 3	DCI.Customer Support.Question
Microsoft Software Request	Priority 3	DCI.SYSADMIN.Software.installation.MS Visio
Status request	Priority 3	DCI.Customer Support.Desktop Support
New Carrollton Kiosk Machin	Priority 3	DCI.Customer Support.Question
EUP Process	Priority 3	DCI.Customer Support.Question
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
Telephone Issue	Priority 3	NCS.Telephone.digital phone.Other
CASD HP Network Printer In	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
Upgrade IE browser to IE 11	Priority 3	DCI.Customer Support.service desk.Ticket Status
Reset Maximo	Priority 3	APPS.Access.Maximo
word 2016/word 2013 issue	Priority 3	DCI.Customer Support.Desktop Support
User needed assistance with	Priority 3	HR.PSHCM.Support
Password Reset for PC and	Priority 3	DCI.Customer Support.Active Directory.Password reset
Voicemail Setup	Priority 3	NCS.Telephone.digital phone.Voice Mail Password Reset
Adobe Pro	Priority 3	DCI.Customer Support.Desktop Support
Login error	Priority 3	DCI.Customer Support.Desktop Support
202-450-7834 Moving from 8	Priority 3	DCI.Customer Support.Question
IE 11 Upgrade request	Priority 3	DCI.Customer Support.Software.Internet Explorer
Access Prohibited	Priority 3	DCI.Customer Support.Internet.Access prohibited
Railcar laptops	Priority 3	DCI.Customer Support.Desktop Support
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Laptop issues	Priority 3	DCI.Customer Support.Desktop Support

Domain Issue	Priority 2	DCI.Customer Support.Question
Boot Issues	Priority 2	DCI.Customer Support.hardware.Desktop.break/fix
Upgrade IE browser to IE 11	Priority 3	DCI.Customer Support.Software.Internet Explorer
Reset Maximo	Priority 3	APPS.Access.Maximo
Unlocked AD	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
User logs into VPN , but is u	Priority 2	DCI.Customer Support.Software.VPN.Install
Mr. Shoulars AD account is c	Priority 2	MTS.OPS.ILMS ITSA.disabled account
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
CTF System Check - Mids -	Priority None	Software
Configure Avaya phone for u	Priority 3	DCI.Customer Support.Telephone.Other
When user clicks on the elec	Priority 3	DCI.Customer Support.Question
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
Questions about IE	Priority 3	DCI.Customer Support.Question
Question about IE	Priority 3	DCI.Customer Support.Question
Assisted with access to view	Priority 3	DCI.Customer Support.Question
Reset PS HCM	Priority 3	DCI.Customer Support.Active Directory.Password reset
Call Dropped	Priority 3	DCI.Customer Support.Question
Please see attached resume	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
email wont configure	Priority 3	DCI.Customer Support.Software.MS Outlook.Problem Not Found
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Playback Request for Mr. Ma	Priority None	Applications
maximo acces request form	Priority 3	DCI.Customer Support.Question
call dropped	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Call Dropped	Priority 3	DCI.Customer Support.Question
Maximo Password Reset	Priority 3	DCI.Customer Support.Question
Maximo Password Reset	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
RPM user request home loca	Priority None	Software
Customer states that the VP	Priority 3	DCI.Customer Support.Software.VPN.Install
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Slow mouse	Priority 3	DCI.Customer Support.hardware.Desktop.break/fix
maximo password reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo request form status	Priority 3	DCI.Customer Support.Maximo.Password Reset
VPN phone application acce	Priority 3	DCI.Customer Support.Question
Email not working	Priority 3	DCI.Customer Support.Question
submit a maximo access rec	Priority 3	DCI.Customer Support.Question
Team,	Priority 3	HR.PSHCM.Support
Please terminate	Priority 3	DCI.Customer Support.Question
Bad HD for Alexandria*	Priority 3	DCI.Customer Support.hardware.Laptop.hardware failure
people soft request form	Priority 3	HR.PSHCM.Access
no attachment in email	Priority 3	DCI.Customer Support.Desktop Support

password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
O365 Provisioning	Priority 3	DCI.SYSADMIN.Server.Access
Sharepoint and media player	Priority 3	DCI.Customer Support.Desktop Support
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Call Dropped	Priority 3	DCI.Customer Support.Question
Ticket for MITS	Priority 3	MIT.S.OPS.security.firewall
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
EUP request	Priority 3	DCI.Customer Support.Active Directory.Administrative Rights
password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
CTF System Check - Eve - 7	Priority None	Applications
Slow computer performance	Priority 3	DCI.Customer Support.hardware.Desktop.configuration
Network drives issue	Priority 3	DCI.Customer Support.Question
User not receiving email	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
user needs laptop imaged	Priority 3	DCI.Customer Support.hardware.Laptop.reimage
Third Party Install	Priority 3	DCI.Customer Support.Desktop Support
System Monitor temp remote	Priority 3	DCI.SYSADMIN.Server.Access
Maximo Reset	Priority 3	DCI.Customer Support.Question
call disconnected	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Summer youth needs technic	Priority 3	DCI.Customer Support.Question
PeopleSoft FIN Access requ	Priority 3	MIT.S.Apps Security.PSFIN.Access
Software - Client Access AS	Priority 3	DCI.Customer Support.Desktop Support
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Customer states that she ha	Priority 3	DCI.Customer Support.Question
Increase space allocation	Priority 3	DCI.SYSADMIN.network driveClean Disk Space
VoiceMail Password Setup	Priority 3	DCI.Customer Support.Telephone.Other
NSR-st john	Priority 3	DCI.Customer Support.Active Directory.Drive Access
Unable to login into the comp	Priority 3	DCI.Customer Support.Desktop Support
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
No email account associated	Priority 3	DCI.SYSADMIN.office 365.Technical support
ROCS graph/AIM train move	Priority 3	APPS.Technical support.PIDS
Laptop Reimage	Priority 3	DCI.Customer Support.hardware.Laptop.reimage
we dont support archiving	Priority 3	DCI.Customer Support.Question
Maximo Password Reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
phone is down, network con	Priority 3	NCS.Telephone.digital phone.Other
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
IE Upgrade	Priority 3	DCI.Customer Support.Question
low disk space message all u	Priority 3	DCI.Customer Support.Desktop Support
itsat account status	Priority 3	DCI.Customer Support.Desktop Support
Account disabled after new b	Priority 3	MIT.S.OPS.security.firewall
NSR-Skelton	Priority 3	DCI.Customer Support.Active Directory.Drive Access
support cancelled	Priority 5	DCI.Customer Support.Question
Maximo password reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
reset maximo pw	Priority 3	DCI.Customer Support.Maximo.Password Reset
Requested To Install Two Sv	Priority 3	ROCS.Applications.AIM.App

Pick up Servers At JGB For	Priority None	ROCS.All.Requests
unlock ac	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password Reset	Priority 3	DCI.Customer Support.Question
reset pw	Priority 3	DCI.Customer Support.Active Directory.Password reset
pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Customer request that iTune	Priority 3	DCI.Customer Support.Desktop Support
Account disabled per Badgin	Priority 3	MIT.S.OPS.security.firewall
Group Policy	Priority 3	DCI.Customer Support.Desktop Support
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
user does not have correct le	Priority 3	APPS.Technical support.ROCC
Customer is attempting to ad	Priority 3	DCI.Customer Support.Question
wants to know website for jo	Priority 3	DCI.Customer Support.Question
Trapeze crashes everyday a	Priority 3	APPS.Technical Support.Trapeze
Maximo Password Reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
soft token setup on Iphone	Priority 3	DCI.SYSADMIN.Mobile Device Management.Technical support.S
Excel Issue	Priority 3	DCI.Customer Support.Question
change default	Priority 3	DCI.Customer Support.Desktop Support
drivecam	Priority 3	DCI.Customer Support.Desktop Support
phone directory update issue	Priority 3	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
trying to send from another n	Priority 3	DCI.Customer Support.Software.MS Outlook.Migrated
Visio Project Install status	Priority 3	DCI.SYSADMIN.Software.installation.MS Project
User profile setup	Priority 3	DCI.Customer Support.Active Directory.Password reset
Add To RPM Cars 7394-739	Priority None	ROCS.Applications.RPM.DB
constant authentication requ	Priority 3	APPS.Technical support.SMS
Retention policy	Priority 3	DCI.Customer Support.Desktop Support
Customer unable to login	Priority 3	DCI.Customer Support.Desktop Support
Upgade to IE 11	Priority 3	DCI.Customer Support.Software.Internet Explorer
ie update	Priority 3	DCI.Customer Support.Software.Internet Explorer
Replace transfer kit	Priority 4	DCI.Customer Support.Break-Fix.Printer
Ticket for MITS	Priority 3	MIT.S.OPS.security.firewall
status update	Priority 3	DCI.Customer Support.service desk.Ticket Status
ISTA Training Issue. Module	Priority 3	MIT.S.OPS.ILMS ITSA.post training escalation
Move data	Priority 3	DCI.Customer Support.Desktop Support
DCI.Customer Support.Activ	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Pro Watch Advanced is not v	Priority 3	DCI.Customer Support.Desktop Support
Adobe Pro Install	Priority 3	DCI.Customer Support.Desktop Support
Scanner install	Priority 3	DCI.Customer Support.hardware.Scanner.install
install printer	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
upgrade ie	Priority 3	DCI.Customer Support.Software.Internet Explorer
Access to Two Query Tables	Priority 2	MIT.S.OPS.ILMS ITSA.registration
AIM DB Update for N91-26 A	Priority 3	ROCS.Applications.AIM.SQL
install silverlight	Priority 3	DCI.Customer Support.Desktop Support
cannot connect to network d	Priority 3	DCI.Customer Support.Desktop Support
problem logging into Docum	Priority 3	APPS.Access.DOCUMENTUM
general question	Priority 3	DCI.Customer Support.PC Replacement.Question
Rail Car 4016-17 Decommis	Priority None	ROCS.Applications.RPM.DB



Inquiry	Priority 3	DCI.Customer Support.Desktop Support
CTF System Check - Day - 7	Priority None	ROCS.All.Requests
pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
External People Soft HCM	Priority 3	DCI.Customer Support.Question
email question	Priority 3	DCI.Customer Support.Question
emails not updating	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
safe to restart computer?	Priority 3	DCI.Customer Support.Question
reset ie	Priority 3	DCI.Customer Support.Software.Internet Explorer
Win 10 upgrade as per comr	Priority 3	DCI.SYSADMIN.Server.Access
Maximo Password	Priority 3	DCI.Customer Support.Maximo.Password Reset
AIM Video playback for G05	Priority None	ROCS.All.Requests
reset pw	Priority 3	DCI.Customer Support.Active Directory.Password reset
Printer troubleshooting; HP 8	Priority 3	DCI.Customer Support.printer.Desktop.Install Printer Driver
needs to get browsers reset	Priority 3	DCI.Customer Support.Software.Internet Explorer
3rd party application	Priority 3	DCI.Customer Support.Desktop Support
status of 53708 install softwa	Priority 3	DCI.Customer Support.Desktop Support
officejet 8610 printer reinstal	Priority 3	DCI.Customer Support.printer.Desktop.Install Printer Driver
PC Powering Off at Alexand	Priority 3	DCI.Customer Support.Break-Fix.Computer
Dropped call	Priority 3	DCI.Customer Support.Question
Password and Login Assista	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
NICE install	Priority 3	DCI.Customer Support.Desktop Support
Status Update	Priority 3	DCI.Customer Support.service desk.Ticket Status
Maximo passord reset reque	Priority 3	DCI.Customer Support.Maximo.Password Reset
maximp pw reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Create a Ticket for New Equ	Priority 3	DCI.Customer Support.Desktop Support
Maximo pw reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Network password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
status of 53417	Priority 3	DCI.Customer Support.Desktop Support
Access to PeopleSoft EPM r	Priority 3	MIT.S.Apps.Security Access.PSEPM
Password Reset for PC and	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
DCI.Customer Support.servi	Priority 3	DCI.Customer Support.service desk.Ticket Status
Password Reset for PC and	Priority 3	DCI.Customer Support.Active Directory.Password reset
Request to Creat New User	Priority 3	ROCS.Applications.RPM.App
Computer Relocation (Move)	Priority 3	DCI.Customer Support.Equipment Move.Project
User emails are not updating	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
Network password reset rese	Priority 3	DCI.Customer Support.Active Directory.Password reset
User has not used maximo in	Priority 3	DCI.Customer Support.Maximo.Password Reset
Network password reset req	Priority 3	DCI.Customer Support.Active Directory.Password reset
User Profile Failed to Login	Priority 3	DCI.Customer Support.Desktop Support
Status Updates on Open Tic	Priority 3	DCI.Customer Support.service desk.Ticket Status
PW Unlock	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Computer Relocation (Move)	Priority 3	DCI.Customer Support.Equipment Move.Project
User needed assistance cha	Priority 3	DCI.Customer Support.Question

PC Setup	Priority 3	DCI.Customer Support.Desktop Support
MS Outlook: Email Issues	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
Maximo Password Reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Maximo reset for user Viana	Priority 3	APPS.Access.Maximo
Hard Drive Failure 4E*	Priority 3	DCI.Customer Support.Break-Fix.Computer
User needs Xerox 5150 insta	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Assisted user with access to	Priority 3	DCI.SYSADMIN.Software.Technical support.MS Office
PW reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
AD unlocked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Unable to print HP Laser Jet	Priority 3	DCI.Customer Support.Desktop Support
Reset PS ELM	Priority 3	APPS.Technical support.PSELM
PW Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Change Authorization Setting	Priority None	ROCS.All.Requests
Email Setup	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
General Questions	Priority 3	DCI.Customer Support.Desktop Support
Maximo Account Unblock	Priority 3	DCI.Customer Support.Maximo.Password Reset
Maximo reset for Mr. Owens	Priority 3	APPS.Access.Maximo
Password and Login Assista	Priority 3	DCI.Customer Support.Active Directory.Password reset
Phone rang once, and no on	Priority 3	DCI.Customer Support.Question
Call Dropped	Priority 3	DCI.Customer Support.Question
Cancelled call - Mr. Owens	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
PW reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Subscription Expired, See er	Priority 2	DCI.Customer Support.Software.MS Outlook.Migrated
User would like the Avaya ph	Priority 3	DCI.Customer Support.Question
Maximo reset	Priority 3	APPS.Access.Maximo
PW reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Status request for ticket 5314	Priority 3	DCI.Customer Support.service desk.Ticket Status
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
Reset PS HCM	Priority 3	DCI.Customer Support.Active Directory.Password reset
User is trying to send an ema	Priority 2	DCI.Customer Support.Software.MS Outlook.Repair
Mr. Brevard is not able to log	Priority 3	DCI.Customer Support.Desktop Support
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Maximo unblocked	Priority 3	APPS.Access.Maximo
Maximo reset	Priority 3	APPS.Access.Maximo
Maximo unblocked	Priority 3	APPS.Access.Maximo
Phone rang once and discon	Priority 3	DCI.Customer Support.Question
User has lost access to his n	Priority 3	DCI.Customer Support.Desktop Support
Reset Windows	Priority 3	DCI.Customer Support.Active Directory.Password reset
The User Profile Service ser	Priority 3	DCI.Customer Support.Desktop Support
Reset PS HCM	Priority 3	DCI.Customer Support.Active Directory.Password reset
Walked through self service	Priority 3	DCI.Customer Support.Active Directory.Password Self-Service A
Assisted sending paystub to	Priority 3	DCI.Customer Support.Question
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
Assisted user with ILMS trou	Priority 3	DCI.Customer Support.Desktop Support

Status Request for ticket 536	Priority 3	DCI.Customer Support.service desk.Ticket Status
User cannot log into RPM af	Priority None	Software
Trying to add to RPM. Since	Priority 3	DCI.Customer Support.Desktop Support
Reset PS HCM	Priority 3	DCI.Customer Support.Active Directory.Password reset
User attempts to login RPM	Priority 3	ROCS.Appliications.RPM.App
Cancelled call	Priority 3	DCI.Customer Support.Question
Reset ILMS	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
When user tries to print from	Priority 3	DCI.Customer Support.Desktop Support
Reset User Windows PE Pas	Priority None	Software
User unable to access Trape	Priority 3	APPS.Technical Support.Trapeze
User unable to access Trape	Priority 3	Apps.Access.Trapeze
Installed Xerox printer IP add	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
Status update for ticket 5359	Priority 3	DCI.Customer Support.service desk.Ticket Status
Request to install Xerox 515	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
Maximo reset	Priority 3	APPS.Access.Maximo
Reset PS HCM	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo reset	Priority 3	APPS.Access.Maximo
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo Password Reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
CTF System Check - MID - C	Priority None	ROCS.All.Requests
IE 11 Upgrade	Priority 3	DCI.Customer Support.Software.Internet Explorer
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
IE 11 Upgrade	Priority 3	DCI.Customer Support.Software.Internet Explorer
support cancelled	Priority 3	DCI.Customer Support.Active Directory.Password reset
support cancelled	Priority 3	DCI.Customer Support.Question
What user ID for webmail	Priority 3	DCI.Customer Support.Question
support cancelled	Priority 3	DCI.Customer Support.Question
Network password reset req	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
O365 Provisioning	Priority 3	DCI.SYSADMIN.Server.Access
internet access not working c	Priority 3	DCI.SYSADMIN.Software.Technical support.Operating Systems
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
HDMI Request	Priority 3	DCI.Customer Support.Question
maximo Password reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
EUP request	Priority 3	DCI.Customer Support.Active Directory.Administrative Rights
Mouse at Judi Square*	Priority 3	DCI.Customer Support.hardware.Mouse.break/fix
CTF System Check - Evenin	Priority None	Applications
IE install request	Priority 3	DCI.Customer Support.Software.Internet Explorer
Replacement mouse on 5F*	Priority 3	DCI.Customer Support.hardware.Mouse.break/fix
Ticket for MITS	Priority 3	MIT.S.OPS.security.scan request
Silver Light Install	Priority 3	DCI.Customer Support.Desktop Support
Maximo password reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Maximo Access	Priority 3	MIT.S.Apps Security.PSFIN.Access

Needs remote desktop set u	Priority 3	DCI.Customer Support.Question
NSR - Network drive access	Priority 3	DCI.Customer Support.Active Directory.Drive Access
Full Disk Encryption	Priority 3	MIT.S.OPS.security.firewall
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
RPM Service Request for de	Priority 3	Applications
peoplesoft FIN locked	Priority 3	MIT.S.Apps Security.PSFIN.password reset
ITSA Training info	Priority 3	DCI.Customer Support.Question
Account locked out for IT Se	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
network password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Verification "Logoff" GPO Ch	Priority None	ROCS.All.Requests
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Third pasrty software install	Priority 3	DCI.Customer Support.Desktop Support
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
VoiceMail Password Reset	Priority 3	NCS.Telephone.digital phone.Voice Mail Password Reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Memory upgrade to 16Gb	Priority 3	DCI.Customer Support.hardware.Desktop.hardware upgrade
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Blue Screen (BSOD) Issues	Priority 3	DCI.Customer Support.hardware.Desktop.reimage
Data Transfer Requests	Priority 3	DCI.Customer Support.Desktop Support
The user is unable to view he	Priority 3	DCI.Customer Support.Desktop Support
Network password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
CASD Install Adobe Acrobat	Priority 3	DCI.Customer Support.Desktop Support
Customer is having issues w	Priority 1	APPS.Technical support.SMS
pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Dropped call	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Xerox installation	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
Network Drive Mapping	Priority 3	DCI.Customer Support.Desktop Support
chrome	Priority 3	DCI.Customer Support.Desktop Support
Password Reset for PC and	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo Password Reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Java update	Priority 3	DCI.Customer Support.Software.Java.Install
Create Work Instruction on h	Priority None	ROCS.Applications.RPM.App
Password Reset for PC and	Priority 3	DCI.Customer Support.Active Directory.Password reset
pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Create Work Instruction for C	Priority None	ROCS.Applications.RPM.App
RPM Work Instruction For C	Priority None	ROCS.Applications.RPM.App
trying to attach resume	Priority 3	DCI.Customer Support.Question
Network password reset req	Priority 3	DCI.Customer Support.Active Directory.Password reset
Status Updates on Open Tic	Priority 3	DCI.Customer Support.service desk.Ticket Status
trying to view paystubs	Priority 3	DCI.Customer Support.Question
can't login to computer	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Delete reminders in Outlook	Priority 3	DCI.Customer Support.Question

CASD Requests for Installing	Priority 3	DCI.Customer Support.Desktop Support
password for hCM	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
verint software	Priority 3	DCI.Customer Support.Desktop Support
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
NSR for Odde, Laurent	Priority 3	DCI.Customer Support.Active Directory.Drive Access
reset pw	Priority 3	DCI.Customer Support.Active Directory.Password reset
IE upgrade to 11	Priority 3	DCI.Customer Support.Software.Internet Explorer
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Unable to Map Emails to Fol	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Ticket for MITS	Priority 3	MIT.S.OPS.security.firewall
Status Updates on Open Tic	Priority 3	DCI.Customer Support.service desk.Ticket Status
user profile service	Priority 3	DCI.Customer Support.Desktop Support
pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Silver Light Install	Priority 3	DCI.Customer Support.Desktop Support
NSR-holmes	Priority 3	DCI.Customer Support.Active Directory.Drive Access
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
NSR attached for Adrien Wh	Priority 3	DCI.Customer Support.Active Directory.New Contractor
MS Outlook: Email Issues	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
trouble placing order in psfin	Priority 3	APPS.Technical support.PSFIN
WindChill Password Reset	Priority 3	APPS.Technical support.Windchill
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Surplus Equipment Support	Priority 3	DCI.Customer Support.Equipment Move.Surplus removal
support cancelled	Priority 3	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
flash player	Priority 3	DCI.Customer Support.Desktop Support
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Network password reset req	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Status update on an open tic	Priority 3	DCI.Customer Support.service desk.Ticket Status
user not getting paystubs	Priority 3	HR.PSHCM.Support
User need outlook installed c	Priority 3	DCI.Customer Support.Question
unable to access the internet	Priority 3	DCI.SYSADMIN.Software.Technical support.Operating Systems
CD Burner on the laptop is b	Priority 3	DCI.Customer Support.Break-Fix.Laptop
<a href="http://hdwiki/pages/viewpage">http://hdwiki/pages/viewpage</a>	Priority 3	HR.PSHCM.Access
wants to get access to his l d	Priority 3	DCI.Customer Support.Question
Connection issue, no internet	Priority 3	DCI.Customer Support.Desktop Support
User has two avaya phone th	Priority 3	NCS.Telephone.digital phone.Other
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
pw reset	Priority 3	MIT.S.OPS.ILMS ITSA.post training escalation
CASD Call Dropped, Discon	Priority 3	DCI.Customer Support.Question
User needs system re-added	Priority 3	DCI.Customer Support.Question
Request to Configure one 38	Priority 3	ROCS.Applications.RPM.App
pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
webmail access	Priority 3	DCI.Customer Support.Question

Account Unlock	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
PASSWORD RESET	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Had user open and close the	Priority 3	DCI.Customer Support.Hardware.Scanner.Reconfigure
Internet Explorer Upgrade	Priority 3	DCI.Customer Support.Software.Internet Explorer
IE upgrade	Priority 3	DCI.Customer Support.Desktop Support
pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Account unlock	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
variant video software install	Priority 3	DCI.Customer Support.Desktop Support
Account Unlock	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
PS FIN application issues	Priority 3	MIT.S.Apps Security.PSFIN.password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
sms access issue	Priority 3	APPS.Technical support.SMS
NSR	Priority 3	DCI.Customer Support.Question
assistance accessing E serv	Priority 3	DCI.Customer Support.Question
one drive sync issues after n	Priority 3	DCI.Customer Support.Desktop Support
maximo issue	Priority 3	APPS.Access.Maximo
User needs IE upgraded to 1	Priority 3	DCI.Customer Support.Question
network drives not available	Priority 3	DCI.Customer Support.Desktop Support
red x next to drives to one dr	Priority 3	DCI.Customer Support.Desktop Support
Password Reset for PC and	Priority 3	DCI.Customer Support.Active Directory.Password reset
Email Issue	Priority 1	DCI.SYSADMIN.Software.Technical support.MS Office
PW reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
User would like to place a m	Priority 3	HR.PSHCM.Support
Submit a Network Service R	Priority 3	DCI.Customer Support.Question
trying to access network driv	Priority 3	DCI.Customer Support.Question
HP Color LaserJet 5550 inst	Priority 3	DCI.Customer Support.printer.Desktop.Install Printer Driver
Ticket for MITS	Priority 3	MIT.S.OPS.security.firewall
Maximo password unlock	Priority 3	DCI.Customer Support.Maximo.Password Reset
VM	Priority 3	NCS.Telephone.digital phone.Voice Mail Password Reset
CTF System Check - Day - 7	Priority None	ROCS.All.Requests
Unable to access hcm	Priority 3	HR.PSHCM.Support
TSR status update	Priority 3	DCI.Customer Support.Maximo.TSR Status
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Replace mouse	Priority 3	DCI.Customer Support.hardware.Mouse.break/fix
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
People Sift FIN	Priority 3	DCI.Customer Support.Desktop Support
caller could not hear me	Priority 3	DCI.Customer Support.Question
how to upload resume	Priority 3	DCI.Customer Support.Question
printer not printing	Priority 3	DCI.Customer Support.printer.Desktop.Cycle Printer
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
outlook prompting him for his	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
Silver Light Install	Priority 3	DCI.Customer Support.Desktop Support
no dial tone on polycom	Priority 1	NCS.Telephone.digital phone.No Dial Tone
Avaya phone prompts him fo	Priority 3	NCS.Telephone.digital phone.Other
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock

User needs his IE upgraded	Priority 3	DCI.Customer Support.Question
MAXimo Password	Priority 3	DCI.Customer Support.Maximo.Password Reset
unable to sign in to share po	Priority 3	DCI.Customer Support.Question
Collect Memory Usage On A	Priority None	ROCS.All.Requests
When user clicks asset man	Priority 3	MIT.S.Apps Security.PSFIN.Access
Webmail Link	Priority 3	DCI.Customer Support.Question
IE 11 INSTALL	Priority 3	DCI.Customer Support.Desktop Support
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
PW Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
maximo pasword	Priority 3	DCI.Customer Support.Question
Password Reset for PC and	Priority 3	DCI.Customer Support.Active Directory.Password reset
Cafe	Priority 3	DCI.Customer Support.Question
Unable to Apply For Jobs	Priority 3	HR.PSHCM.Support
User could not find his fav ba	Priority 3	DCI.Customer Support.Question
ACCOUNT unlock	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Pro-Watch Installation and S	Priority 3	DCI.Customer Support.Desktop Support
Setup email for user	Priority 3	DCI.Customer Support.Active Directory.Password reset
User cannot access the SMS	Priority 3	APPS.Technical support.SMS
User is running out of disc s	Priority 3	DCI.Customer Support.Desktop Support
Disabled Network Account S	Priority 3	MIT.S.OPS.security.firewall
Maximo PW Reset	Priority 3	APPS.Training.Maximo
User is not able to access he	Priority 3	NCS.Telephone.digital phone.Voice Mail Password Reset
PW Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password Reset for PC and	Priority 3	DCI.Customer Support.Active Directory.Password reset
Broken screen	Priority 3	DCI.Customer Support.Break-Fix.Laptop
Emails not updating in Outlo	Priority 3	DCI.Customer Support.Desktop Support
User needs to be upgraded f	Priority 3	DCI.Customer Support.Software.Internet Explorer
Maximo Password Reset or	Priority 3	DCI.Customer Support.Maximo.Password Reset
User cannot access PS FIN	Priority 3	MIT.S.Apps Security.PSFIN.Access
Status updated for ticket 508	Priority 3	DCI.Customer Support.service desk.Ticket Status
Assisted with access to ema	Priority 3	DCI.Customer Support.office 365.Technical support
IE 11	Priority 3	DCI.Customer Support.Desktop Support
Change Network Password	Priority 3	DCI.Customer Support.Active Directory.Password reset
Users badge was disable pe	Priority 3	MIT.S.OPS.security.firewall
User is requesting a change	Priority 3	APPS.Access.Maximo
Password rest	Priority 3	APPS.Technical support.ROCC
Password and Login Assista	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Maximo PW	Priority 3	DCI.Customer Support.Break-Fix.Computer
Maximo reset	Priority 3	APPS.Access.Maximo
USB Port, External Device N	Priority 3	DCI.Customer Support.Desktop Support
User is unable to access Tra	Priority 3	Apps.Access.Trapeze
Group Policy service failed o	Priority 2	DCI.Customer Support.Desktop Support
Cancelled call , will reset AD	Priority 3	DCI.Customer Support.Question
PW reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
User is not able to open Ado	Priority 3	DCI.Customer Support.Desktop Support
Maximo deactivated - Explai	Priority 3	DCI.Customer Support.Question

NSR form attached	Priority 3	DCI.SYSADMIN.Server.Access
Unable to access form	Priority 3	DCI.Customer Support.Desktop Support
Java Upgrade request	Priority 3	DCI.Customer Support.Software.Java.upgrade
Maximo login issue	Priority 3	DCI.Customer Support.Maximo.Password Reset
Customer submitting a NSR	Priority 3	DCI.Customer Support.Question
Printer Installation	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
Peoplesoft login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Peoplesoft login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Assisted user to view pay sta	Priority 3	DCI.Customer Support.Question
Reset PS HCM	Priority 3	DCI.Customer Support.Active Directory.Password reset
CTF System Check - Mids -	Priority None	Software
Outlook login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Peoplesoft login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
AD disabled due to ILMS nor	Priority 3	DCI.Customer Support.Question
Reset ILMS	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
Printer Installation request	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
Unlocked AD	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
IT Security Awareness Train	Priority 3	MIT.S.OPS.ILMS ITSA.registration
CTF System Check - Evenin	Priority None	Applications
Silverlight installation	Priority 3	DCI.Customer Support.Desktop Support
Peoplesoft login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
IT Security Awareness cours	Priority 3	DCI.Customer Support.Question
Question about iLMS	Priority 3	DCI.Customer Support.Question
Network password reset req	Priority 3	DCI.Customer Support.Active Directory.Password reset
Network password reset req	Priority 3	DCI.Customer Support.Active Directory.Password reset
Home Address Change in Pe	Priority 3	HR.PSHCM.Support
ITSA Training Password Res	Priority 3	DCI.Customer Support.Question
iPhone locked out	Priority 3	DCI.SYSADMIN.Mobile Device Management.Technical support.S
Adobe Pro Install	Priority 3	DCI.Customer Support.Desktop Support
Adobe Pro Install	Priority 3	DCI.Customer Support.Desktop Support
Network password reset req	Priority 3	DCI.Customer Support.Active Directory.Password reset
Office 365 Provisioning	Priority 3	DCI.SYSADMIN.Server.Access
Subject: Report/Query Requ	Priority 3	HR.PSHCM.Report
reset pw	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
IE 11 and lower case m	Priority 3	DCI.Customer Support.Question
Subject: Access change requ	Priority 3	MIT.S.OPS.security.scan request
uodate ie	Priority 3	DCI.Customer Support.Software.Internet Explorer
a module within SMS is not u	Priority 3	APPS.Technical support.SMS
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
no network connection;	Priority 1	NCS.Telephone.digital phone.No Dial Tone
reimage laptop	Priority 3	DCI.Customer Support.hardware.Laptop.reimage
upgrade IE to address SMS	Priority 3	DCI.Customer Support.Desktop Support
support cancelled	Priority 3	DCI.Customer Support.Question
Status update on an open tic	Priority 3	DCI.Customer Support.service desk.Ticket Status
Issues with I: drive	Priority 3	DCI.Customer Support.Desktop Support



Status update on open ticket	Priority 3	DCI.Customer Support.service desk.Ticket Status
security awareness	Priority 3	DCI.Customer Support.Question
Second ticket for laptop repair	Priority 3	DCI.Customer Support.Break-Fix.Laptop
needed assistance creating c	Priority 3	DCI.Customer Support.Question
Subject: RE: CENV Time Ap	Priority 3	HR.PSHCM.Access
IT Security Awareness Train	Priority 3	DCI.Customer Support.Question
Maximo Password reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Maximo Password Reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Subject: RE: CLEARED:f5-g	Priority 3	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
SMS application support	Priority 3	APPS.Technical support.SMS
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
nSR question answered	Priority 3	DCI.Customer Support.Question
Printers are printing lines ac	Priority 3	DCI.Customer Support.Break-Fix.Printer
NETWORK connection not v	Priority 3	NCS.Telephone.digital phone.Other
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
systems rebooted 4 times an	Priority 3	DCI.Customer Support.Question
email issue	Priority 3	DCI.Customer Support.Desktop Support
Disk cleanup	Priority 3	DCI.Customer Support.Desktop Support
wants access to network driv	Priority 3	DCI.Customer Support.Question
user trying to logon to sa	Priority 3	DCI.Customer Support.Question
Customer is getting a system	Priority 3	APPS.Technical support.Maximo
Poor Laptop performance	Priority 3	DCI.Customer Support.Desktop Support
Password Reset for ITSA Tr	Priority 3	DCI.Customer Support.Question
Maximo password reset requ	Priority 3	DCI.Customer Support.Maximo.Password Reset
status update on ticket 5294	Priority 3	DCI.Customer Support.service desk.Ticket Status
Status update on an open tic	Priority 3	DCI.Customer Support.service desk.Ticket Status
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
call disconnected	Priority 3	DCI.Customer Support.Question
Subject: 40+ Anniversary for	Priority 3	HR.PSHCM.HR solutions support
unlocked account	Priority 3	DCI.Customer Support.Active Directory.Password reset
Subject: FW: DNS Record C	Priority 3	DCI.Customer Support.Question
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Kirk Instructed To Configure	Priority 3	ROCS.Applications.PIDS.Other
Subject: New VPN Request	Priority 3	DCI.Customer Support.Question
provided maximo request ac	Priority 3	DCI.Customer Support.Question
Status update 51420	Priority 3	DCI.Customer Support.service desk.Ticket Status
Subject: Phone problem	Priority 3	NCS.Telephone.digital phone.Other
payroll contact provided	Priority 3	DCI.Customer Support.Question
The user wants to know if he	Priority 3	DCI.SYSADMIN.Mobile Device Management.Technical support.S
Customer called for ticket sta	Priority 3	DCI.Customer Support.service desk.Ticket Status
Customer states that one of	Priority 3	DCI.Customer Support.Question
NSR Attached	Priority 3	DCI.Customer Support.Active Directory.Drive Access
software install request	Priority 3	DCI.Customer Support.Desktop Support
Subject: FW: notification of t	Priority 3	DCI.Customer Support.Question
HP OfficeJet Pro 8600 needs	Priority 3	DCI.Customer Support.Break-Fix.Printer

Customers account disabled	Priority 3	MIT.S.OPS.security.firewall
IT Request for Oracle BI Dis	Priority 3	DCI.Customer Support.Question
ITSAT awareness account d	Priority 3	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Subject: Michael Karpouzie	Priority 3	HR.PSHCM.Support
Adobe Reader Assistance	Priority 3	DCI.Customer Support.Desktop Support
Subject: DHCP Printer Proto	Priority 3	DCI.Customer Support.printer.Xerox.technical support
Customer called for status u	Priority 3	DCI.Customer Support.service desk.Ticket Status
passowrd reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
CRM password reset	Priority 3	DCI.Customer Support.Desktop Support
Subject: service request: tele	Priority 3	NCS.Telephone.digital phone.Other
Customer called for ticket sta	Priority 3	DCI.Customer Support.service desk.Ticket Status
share drive restoration	Priority 3	DCI.Customer Support.Desktop Support
PIDS Support For West Falls	Priority None	ROCS - Hardware
CASD Internet/Metroweb Ac	Priority 3	DCI.Customer Support.Desktop Support
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Create new dynamic group F	Priority 3	MIT.S.Apps Security.Access.PSCRM
SharePoint Support	Priority 3	DCI.Customer Support.Desktop Support
user wanted to purchase eng	Priority 3	DCI.Customer Support.Question
secure print change code	Priority 3	DCI.Customer Support.Question
Status	Priority 3	DCI.Customer Support.service desk.Ticket Status
silverlight install	Priority 3	DCI.Customer Support.Desktop Support
status update	Priority 3	DCI.Customer Support.service desk.Ticket Status
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Question	Priority 3	DCI.Customer Support.Desktop Support
CASD Software Installation c	Priority 3	DCI.Customer Support.Desktop Support
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
java update	Priority 3	DCI.Customer Support.Software.Java.Install
Adobe Flash	Priority 3	DCI.Customer Support.Desktop Support
Password reset for maximo	Priority 3	DCI.Customer Support.Maximo.Password Reset
NSR attached	Priority 3	DCI.Customer Support.Active Directory.Drive Access
Subject: Request to clear Or	Priority 3	HR.PSHCM.Access
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
User needs his Pictures, em	Priority 3	DCI.SYSADMIN.Mobile Device Management.Technical support.S
People soft FIN account lock	Priority 3	MIT.S.Apps Security.PSFIN.password reset
Subject: FW: Paul Foster Pe	Priority 3	HR.PSHCM.Access
AIM - Who can do a ASE Pa	Priority None	ROCS.All.Requests
status update	Priority 3	DCI.Customer Support.service desk.Ticket Status
itunes install	Priority 3	DCI.Customer Support.Desktop Support
slow computer when using A	Priority 3	DCI.Customer Support.hardware.Desktop.configuration
Client has taken the IT aware	Priority 2	MIT.S.OPS.ILMS ITSA.disabled account
3rd party software applicator	Priority 3	DCI.Customer Support.Desktop Support
PW reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset for	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Procure	Priority 3	DCI.Customer Support.Question
User states that when she is	Priority 3	DCI.Customer Support.Desktop Support

ITSAT due. account disabled	Priority 3	DCI.Customer Support.Question
User needed assistance on h	Priority 3	DCI.Customer Support.Question
user profile could not be load	Priority 3	DCI.Customer Support.Desktop Support
Client needs to update to IE1	Priority 3	DCI.Customer Support.Software.Internet Explorer
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
PS FIN account not working	Priority 3	MIT.S.Apps Security.PSFIN.password reset
Client would like to have Citr	Priority 3	DCI.Customer Support.Desktop Support
cannot asccess safety obser	Priority 3	APPS.Technical support.SMS
No dial tone 13502	Priority 3	NCS.Telephone.digital phone.No Dial Tone
customer needs computer up	Priority 3	DCI.Customer Support.Question
Firewall support regarding up	Priority 3	MIT.S.OPS.security.firewall
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Unable to Log in after passw	Priority 3	DCI.Customer Support.Active Directory.Password reset
MS Visio and Project Reques	Priority 3	DCI.SYSADMIN.Software.installation.MS Visio
Network Password	Priority 3	DCI.Customer Support.Active Directory.Password reset
error in SMS	Priority 3	APPS.Technical support.SMS
Peoplesoft CRM	Priority 3	DCI.Customer Support.Desktop Support
hcm access issue	Priority 3	DCI.Customer Support.Desktop Support
call disconnected	Priority 3	DCI.Customer Support.Question
Add-in issue with outlook	Priority 3	DCI.Customer Support.Desktop Support
call back from manager	Priority 3	DCI.Customer Support.Desktop Support
verify email address	Priority 3	DCI.Customer Support.Question
INTERNET EXPLORER INS	Priority 3	DCI.Customer Support.Software.Internet Explorer
Loud noises	Priority 3	DCI.Customer Support.Break-Fix.Computer
Peoplesoft FIN account acce	Priority 3	MIT.S.Apps Security.PSFIN.password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Troubleshoot Virtual Private	Priority 3	DCI.Customer Support.Software.VPN.Training
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password	Priority 3	MIT.S.OPS.ILMS ITSA.registration
password reset	Priority 3	DCI.Customer Support.Question
general quersion	Priority 3	DCI.Customer Support.Question
Submit a Network Service R	Priority 3	DCI.Customer Support.Question
cannot access PS FIN	Priority 3	MIT.S.Apps Security.PSFIN.password reset
Email	Priority 3	DCI.Customer Support.Active Directory.Password reset
Email	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
Computer Boots into Startup	Priority 3	DCI.Customer Support.Desktop Support
password expired	Priority 3	DCI.Customer Support.Question
trouble connecting projector	Priority 3	DCI.Customer Support.Desktop Support
Advertised Runs System (AF	Priority 3	DCI.Customer Support.Break-Fix.Computer
Administrative Rights	Priority 3	DCI.Customer Support.Active Directory.Administrative Rights
CTF System Check 7/18/17	Priority None	ROCS - Hardware
support cancelled	Priority 3	DCI.Customer Support.Question
wanted to know what versior	Priority 3	DCI.Customer Support.Question
Status Updates on Open Tic	Priority 3	DCI.Customer Support.service desk.Ticket Status
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
PW reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
maximo pw reset	Priority 3	DCI.Customer Support.Maximo.Password Reset

Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
RC Request For VPN Token	Priority 5	ROCS.All.Requests
Avaya phone issue	Priority 3	NCS.Telephone.digital phone.Other
caseware install request	Priority 3	DCI.Customer Support.Desktop Support
PW reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset for AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
trying to map x drive	Priority 3	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo Access	Priority 3	APPS.Access.Maximo
http://hdwiki/pages/viewpage	Priority 3	DCI.Customer Support.Desktop Support
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
CASD Display Current Netwo	Priority 3	DCI.Customer Support.Question
unlocked account	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
PW reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
adobe, paystubs, drives	Priority 3	DCI.Customer Support.Desktop Support
Reset PS HCM	Priority 3	DCI.Customer Support.Active Directory.Password reset
Disabled per badging	Priority 3	MIT.S.OPS.security.firewall
Maximo reset	Priority 3	APPS.Access.Maximo
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 1	DCI.Customer Support.Active Directory.Password reset
People soft FIN	Priority 3	MIT.S.Apps Security.PSFIN.password reset
Application Update	Priority 3	DCI.SYSADMIN.Mobile Device Management.Technical support.S
Outlook	Priority 3	DCI.Customer Support.Question
User is locked out of PS Fina	Priority 3	MIT.S.Apps Security.PSFIN.password reset
PS HCM reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Install Office 365 (T2)	Priority 3	DCI.Customer Support.office 365.Technical support
Disabled per badging	Priority 3	MIT.S.OPS.security.firewall
Needs assistance accessin	Priority 3	DCI.Customer Support.office 365.Technical support
Time Sheet	Priority 3	DCI.Customer Support.Question
PS HCM reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Call dropped . User line disc	Priority 3	DCI.Customer Support.Question
CASD MS Outlook Issue: Cd	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
Status	Priority 3	DCI.Customer Support.service desk.Ticket Status
User not connected to netwo	Priority 3	DCI.Customer Support.Desktop Support
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
status update for ticket 5284	Priority 3	DCI.Customer Support.service desk.Ticket Status
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Outlook link error	Priority 3	DCI.Customer Support.Desktop Support
CASD Display Current Netwo	Priority 3	DCI.Customer Support.Question
Emails	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
User asking question about l	Priority 3	DCI.Customer Support.Question
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Log In issue	Priority 3	DCI.Customer Support.Desktop Support
Broken USB port	Priority 3	DCI.Customer Support.Break-Fix.Laptop
User does not have IE and w	Priority 3	DCI.Customer Support.Question

Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo PW	Priority 3	DCI.Customer Support.Desktop Support
Mouse not moving - working	Priority 2	DCI.Customer Support.hardware.Mouse.break/fix
Documentum java error	Priority 3	DCI.Customer Support.Desktop Support
Steve McCracken submitted	Priority 3	APPS.Access.Maximo
Disk Cleanup	Priority 3	DCI.Customer Support.Desktop Support
Dell 9020 won't power on at	Priority 2	DCI.Customer Support.hardware.Desktop.break/fix
User still disabled in AD after	Priority 2	MIT.S.OPS.ILMS ITSA.disabled account
AIM PE Weekly System Check	Priority None	ROCS.All.Requests
Outlook email issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Gave dates and locations for	Priority 3	DCI.Customer Support.Question
Network drive folder access	Priority 3	DCI.Customer Support.Question
Peoplesoft ELM login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Status updated for ticket 527	Priority 3	DCI.Customer Support.service desk.Ticket Status
Reset PS HCM	Priority 3	DCI.Customer Support.Active Directory.Password reset
Reset Maximo pswd	Priority 3	APPS.Access.Maximo
W-514920 Question regarding	Priority 3	DCI.Customer Support.Question
IT Security Awareness Training	Priority 3	MIT.S.OPS.ILMS ITSA.registration
System login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Reset PS HCM	Priority 3	DCI.Customer Support.Active Directory.Password reset
Peoplesoft login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
CTF System Check - Mids -	Priority None	Software
Unable to input data in SMS	Priority 3	APPS.Technical support.SMS
Cancelled Maximo reset request	Priority 3	DCI.Customer Support.Question
Wrong job title in RPM	Priority 3	APPS.Technical support.ROCC
Status updated for ticket 526	Priority 3	DCI.Customer Support.service desk.Ticket Status
Status updated for ticket 529	Priority 3	DCI.Customer Support.service desk.Ticket Status
Reset PS ELM	Priority 3	APPS.Technical support.PSELM
Peoplesoft login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
It security awareness password	Priority 3	DCI.Customer Support.Question
AIM User Request for Password	Priority None	ROCS.Applications.AIM.App
Outlook login issue	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
unable to log on to advertise	Priority 3	BUS.ARS.Technical support.BTSS
application install- Silverlight	Priority 3	DCI.Customer Support.Desktop Support
maximo password reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
no support needed	Priority 3	DCI.Customer Support.Question
system garage bids- cant find	Priority 3	BUS.ARS.Technical support.BTSS
no support needed	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Question
Bids system for runs- unable	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
McAfee Agent upgrade CT	Priority None	ROCS.All.Requests
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
sms- system for accidents	Priority 3	APPS.Technical support.SMS

password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Application/software install	Priority 3	DCI.Customer Support.Desktop Support
support cancelled	Priority 3	DCI.Customer Support.Question
change a password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
support cancelled	Priority 3	DCI.Customer Support.Question
MS Visio and Project Install	Priority 3	DCI.SYSADMIN.Software.installation.MS Visio
support cancelled	Priority 3	DCI.Customer Support.Question
support cancelled	Priority 3	DCI.Customer Support.Question
support cancelled	Priority 3	DCI.Customer Support.Question
no support needed	Priority 3	DCI.Customer Support.Question
NSR Request for access to C	Priority 3	DCI.SYSADMIN.Server.Access
worked with user on DataCa	Priority 3	DCI.Customer Support.Desktop Support
Requesting assistance in rel	Priority 3	DCI.Customer Support.Equipment Move.Project
O365 provisioning. see attac	Priority 3	DCI.SYSADMIN.Server.Access
maximo account activation	Priority 3	DCI.Customer Support.Maximo.Password Reset
Name change NSR attached	Priority 3	DCI.SYSADMIN.Server.Access
Please find attached a reque	Priority 3	DCI.Customer Support.Active Directory.Drive Access
Please process the attached	Priority 3	HR.PSHCM.HR solutions support
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
status update 52566	Priority 3	DCI.Customer Support.service desk.Ticket Status
no support needed	Priority 3	DCI.Customer Support.Question
user has autodesk installed t	Priority 3	DCI.Customer Support.Desktop Support
no support needed	Priority 3	DCI.Customer Support.Question
Network password reset req	Priority 3	DCI.Customer Support.Active Directory.Password reset
Please help create a ticket a	Priority 3	MIT.S.OPS.security.scan request
trapeze password reset	Priority 3	Apps.Access.Trapeze
nsr	Priority 3	DCI.Customer Support.Active Directory.New Employee
unable to access trip planner	Priority 3	DCI.Customer Support.Desktop Support
Ticket #52255 Staff cannot l	Priority 3	DCI.Customer Support.service desk.Ticket Status
NSR for Jefferson Chairs	Priority 3	DCI.Customer Support.Active Directory.New Employee
IT Health check	Priority 3	DCI.Customer Support.hardware.Laptop.configuration
nsr	Priority 3	DCI.Customer Support.Active Directory.New Employee
Network password reset req	Priority 3	DCI.Customer Support.Active Directory.Password reset
William Phillips	Priority 3	DCI.Customer Support.Software.MS Outlook.Problem Not Found
assistance resetting passwo	Priority 3	DCI.Customer Support.Active Directory.Password reset
Bad HD on B-138*	Priority 3	DCI.Customer Support.Break-Fix.Computer
Assistance with VPN Access	Priority 3	DCI.Customer Support.Software.VPN.Training
Password change	Priority 3	DCI.Customer Support.Active Directory.Password reset
PS access request form	Priority 3	HR.PSHCM.Access
Outlook contantly promptin f	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
nsr	Priority 3	DCI.Customer Support.Active Directory.New Employee
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
CTF System Check - Evenin	Priority None	Applications
support cancelled	Priority 3	DCI.Customer Support.Question
Peoplesoft training calendar	Priority 3	APPS.Technical support.PSELM
Network password reset req	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset

Kayla McMillian	Priority 3	DCI.Customer Support.Active Directory.Password reset
assistance obtaining medica	Priority 3	DCI.Customer Support.Question
Account modification/phone	Priority 3	DCI.Customer Support.Question
Customer is moving and war	Priority 3	DCI.Customer Support.Equipment Move.Project
Network password reset req	Priority 3	DCI.Customer Support.Active Directory.Password reset
Upgrade to IE 11	Priority 3	DCI.Customer Support.Software.Internet Explorer
c026105	Priority 3	DCI.Customer Support.Internet.Access prohibited
Attached is an NSR	Priority 1	DCI.Customer Support.Active Directory.New Employee
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
peoplesoft FIN Account	Priority 3	MIT.S.Apps Security.PSFIN.password reset
network drives not accesible	Priority 3	DCI.Customer Support.Desktop Support
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
job application status	Priority 3	DCI.Customer Support.Question
http://hdwiki/pages/viewpage	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
office configuration	Priority 3	DCI.Customer Support.Question
Unable to open a link with Ex	Priority 3	DCI.Customer Support.Software.MS Excel.Training
status update	Priority 3	DCI.Customer Support.service desk.Ticket Status
status update	Priority 3	DCI.Customer Support.service desk.Ticket Status
Omni form installation	Priority 3	DCI.Customer Support.Desktop Support
Peoplesoft HCM SSO	Priority 3	MIT.S.Apps Security.PSFIN.password reset
Client needs to have his pas	Priority 3	DCI.Customer Support.Active Directory.Password reset
Omni form installation	Priority 3	DCI.Customer Support.Desktop Support
Network password reset req	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
PS FIN and HCM not workin	Priority 3	MIT.S.Apps Security.PSFIN.password reset
Client needs to log in and co	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Network password reset req	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
ad reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
status update	Priority 3	DCI.Customer Support.service desk.Ticket Status
verify email address	Priority 3	DCI.Customer Support.Question
PS FIN account not working	Priority 3	MIT.S.Apps Security.PSFIN.password reset
Lost Network Drives	Priority 1	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
maximo password reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
L-348258\E007835_Admin	Priority 3	DCI.Customer Support.Desktop Support
maximo account activation	Priority 3	DCI.Customer Support.Question
subscription expired message	Priority 3	DCI.Customer Support.Software.MS Outlook.Migrated
PeopleSoft HCM Issue. Page	Priority 3	MIT.S.Apps Security.PSFIN.Access
requested to get software ins	Priority 3	DCI.Customer Support.Desktop Support
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Request To Add 7K Cars 73	Priority 3	ROCS.Appliications.RPM.App
Voicemail Password Reset	Priority 3	NCS.Telephone.digital phone.Voice Mail Password Reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset

External People Soft Link	Priority 3	DCI.Customer Support.Question
Customer cannot connect to	Priority 3	DCI.Customer Support.Desktop Support
Internet Explorer Upgrade	Priority 3	DCI.Customer Support.Software.Internet Explorer
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Users wireless Moue and ke	Priority 3	DCI.Customer Support.Desktop Support
Access Request - Reginald M	Priority 3	HR.PSHCM.Access
PW reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
External Link	Priority 3	DCI.Customer Support.Question
Status Update	Priority 3	DCI.Customer Support.service desk.Ticket Status
Customer cannot advance s	Priority 3	MIT.S.OPS.ILMS ITSA.post training escalation
Cannot use email	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
User is unable to a write any	Priority 3	APPS.Technical support.SMS
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Software Request Form	Priority 3	DCI.SYSADMIN.Software.installation.MS Visio
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Disabled Account from badg	Priority 4	DCI.Customer Support.Active Directory.Password Unlock
User cannot sign onto FIN. A	Priority 3	MIT.S.Apps Security.PSFIN.Access
status of 52697	Priority 3	DCI.Customer Support.service desk.Ticket Status
User single sign on for HCM	Priority 3	HR.PSHCM.Support
Internet Explorer 11 Upgrade	Priority 3	DCI.Customer Support.Software.Internet Explorer
Third Party Install	Priority 3	DCI.Customer Support.Desktop Support
conference call number need	Priority 3	NCS.Telephone.digital phone.Other
ms Silverlight install request	Priority 3	DCI.Customer Support.Desktop Support
General Question	Priority 3	DCI.Customer Support.Question
Account disabled	Priority 3	MIT.S.OPS.security.firewall
Status Update	Priority 3	DCI.Customer Support.service desk.Ticket Status
PW reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
send/receive error while tryin	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
IT Security Awareness Train	Priority 3	MIT.S.OPS.ILMS ITSA.registration
Adobe Flash Player Upgrade	Priority 3	DCI.Customer Support.Desktop Support
account disabled	Priority 3	MIT.S.OPS.security.firewall
Status Update	Priority 3	DCI.Customer Support.service desk.Ticket Status
ROCS - No Mouse Output V	Priority 3	ROCS.All.Requests
unlocked account	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
question about ps hcm	Priority 3	DCI.Customer Support.Question
PC will not power up on 3C*	Priority 2	DCI.Customer Support.Break-Fix.Computer
status update on ticket 5273	Priority 4	DCI.Customer Support.service desk.Ticket Status
Ticket for MITS	Priority 3	MIT.S.OPS.security.firewall
Badge Disabled	Priority 3	DCI.Customer Support.Question
Status update on an open tic	Priority 3	DCI.Customer Support.service desk.Ticket Status
account disabled	Priority 3	MIT.S.OPS.security.firewall
PS FINANCE ACCOUNT LO	Priority 3	MIT.S.Apps Security.PSFIN.password reset
General Question	Priority 3	DCI.Customer Support.Question
Network password reset req	Priority 3	DCI.Customer Support.Active Directory.Password reset
Reset IT security Awareness	Priority 3	DCI.Customer Support.Question



status update	Priority 3	DCI.Customer Support.service desk.Ticket Status
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Customer didn't receive her	Priority 3	DCI.Customer Support.Question
pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
IT Security Awareness traini	Priority 3	DCI.Customer Support.Desktop Support
password reset HCM	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
no internet access and unab	Priority 3	DCI.Customer Support.Desktop Support
account locked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Information Change	Priority 3	DCI.Customer Support.Question
User needs Pro Watch insta	Priority 3	DCI.Customer Support.Desktop Support
connect pc	Priority 3	DCI.Customer Support.Desktop Support
Issue with PeopleSoft login	Priority 3	MIT.S.Apps Security.PSFIN.Access
User needs a program called	Priority 3	NCS.Access point.Unreachable
password requirements	Priority 3	DCI.Customer Support.Question
account disabled per badgin	Priority 3	DCI.Customer Support.Desktop Support
ROCS - Follow up on Accou	Priority 3	ROCS.All.Requests
http://hdwiki/display/SOPs/C	Priority 3	DCI.Customer Support.service desk.Ticket Status
send/receive error while tryin	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
PC Installed	Priority 3	DCI.Customer Support.Desktop Support
cannot access email	Priority 3	DCI.Customer Support.Desktop Support
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
computer reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
pc not booting	Priority 3	DCI.Customer Support.hardware.Desktop.hardware failure
computer installation and sca	Priority 3	DCI.Customer Support.Equipment Move.Project
peoplesoft FIN account lock	Priority 3	MIT.S.Apps Security.PSFIN.password reset
account disabled per badgin	Priority 3	MIT.S.OPS.security.firewall
webmail access	Priority 3	DCI.Customer Support.Question
Network password reset requ	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo Password Reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
call dropped	Priority 3	DCI.Customer Support.Question
status update NSR	Priority 3	DCI.Customer Support.service desk.Ticket Status
account disabled per badgin	Priority 3	MIT.S.OPS.security.firewall
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
emails not loading after acco	Priority 3	DCI.SYSADMIN.Server.Access
ACCOUNT LOCKED	Priority 3	DCI.Customer Support.Active Directory.Password reset
call disconnected	Priority 3	DCI.Customer Support.Question
Unable to search in PeopleS	Priority 3	APPS.Technical support.PSELM
call disconnected	Priority 3	DCI.Customer Support.Question
Badge Disabled	Priority 3	DCI.Customer Support.Question
psfin account locked	Priority 3	MIT.S.Apps Security.PSFIN.Access
allocate more space	Priority 3	DCI.SYSADMIN.network driveClean Disk Space
User ports just stopped work	Priority 3	NCS.Access point.Unreachable
Badge Disabled	Priority 3	DCI.Customer Support.Question
Maximo password reset requ	Priority 3	DCI.Customer Support.Maximo.Password Reset
account disabled	Priority 3	MIT.S.OPS.security.firewall
Badge Disabled	Priority 3	DCI.Customer Support.Question

account disabled	Priority 3	MIT.S.OPS.security.firewall
psfin account locked	Priority 3	MIT.Apps Security.PSFIN.Access
maximo account activation	Priority 3	DCI.Customer Support.Question
Badge Disabled	Priority 3	DCI.Customer Support.Question
Network password reset req	Priority 3	DCI.Customer Support.Active Directory.Password reset
Badge Disabled	Priority 3	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Account disabled per Badgin	Priority 3	MIT.S.OPS.security.firewall
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
account disabled per badgin	Priority 3	MIT.S.OPS.security.firewall
disabled account	Priority 3	MIT.S.OPS.security.firewall
accounts not syncing yet acr	Priority 3	DCI.Customer Support.Desktop Support
Badge Disabled	Priority 3	DCI.Customer Support.Question
User's VPN token not workin	Priority 3	MIT.S.Engineering.VPN.Technical support
send receive error in outlook	Priority 3	DCI.Customer Support.Software.MS Outlook.Problem Not Found
CTF System Check - Day Sh	Priority 5	ROCS.Applications.AIM.App
account is disabled	Priority 3	MIT.S.OPS.security.firewall
password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Users internet is not working	Priority 3	DCI.Customer Support.Desktop Support
http://hdwiki/display/SOPs/Is	Priority 3	NCS.Telephone.digital phone.Other
status of ticket 49507	Priority 3	DCI.Customer Support.service desk.Ticket Status
User cannot open Adobe Do	Priority 3	DCI.Customer Support.Desktop Support
Unable to Send and Recieve	Priority 2	DCI.Customer Support.Software.MS Outlook.Repair
Account disabled	Priority 3	DCI.Customer Support.Question
network account disabled	Priority 3	MIT.S.OPS.security.firewall
reset pw	Priority 3	DCI.Customer Support.Active Directory.Password reset
User account disbale	Priority 3	DCI.Customer Support.Question
Network Password reset req	Priority 3	DCI.Customer Support.Active Directory.Password reset
Pw reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Nextfare Password Reset	Priority 3	APPS.Technical Support.FARE_COLLECTION
user does not have the Maa	Priority 3	DCI.SYSADMIN.Mobile Device Management.Technical support.S
pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
User would like access to G	Priority 3	DCI.Customer Support.Desktop Support
account disabled	Priority 3	MIT.S.OPS.security.firewall
user's account was just rese	Priority 3	DCI.Customer Support.Desktop Support
Badge Disabled	Priority 3	MIT.S.OPS.security.firewall
disabled network account	Priority 3	MIT.S.OPS.security.firewall
account disabled	Priority 3	MIT.S.OPS.security.firewall
account is disabled per badg	Priority 3	MIT.S.OPS.security.firewall
account disabled	Priority 1	MIT.S.OPS.security.firewall
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
http://hdwiki/display/SOPs/C	Priority 3	DCI.Customer Support.Desktop Support
account disabled	Priority 3	MIT.S.OPS.security.firewall
account disabled per badgin	Priority 3	MIT.S.OPS.security.firewall
Status Update	Priority 3	DCI.Customer Support.service desk.Ticket Status
Job Application Status: Nec	Priority 3	DCI.Customer Support.Question
account disabled	Priority 3	MIT.S.OPS.security.firewall

PS FIn account not working	Priority 3	MIT.S.Apps Security.PSFIN.password reset
account disabled per badgin	Priority 3	MIT.S.OPS.security.firewall
Disabled disabled per badgir	Priority 3	MIT.S.OPS.security.firewall
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
account disabaled	Priority 3	MIT.S.OPS.security.firewall
Badge Disabled	Priority 3	MIT.S.OPS.security.firewall
disabled account	Priority 3	MIT.S.OPS.security.firewall
VIP Request to reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
Badge Disabled	Priority 3	DCI.Customer Support.Question
silverlight installation	Priority 3	DCI.Customer Support.Desktop Support
Disabled per badging	Priority 3	MIT.S.OPS.security.firewall
Users outlook would not upd	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
Troy printer keeps jamming f	Priority 3	DCI.Customer Support.Break-Fix.Printer
Maximo PW	Priority 3	DCI.Customer Support.Active Directory.Password reset
CANCELLED	Priority 3	DCI.Customer Support.Question
Badge Disabled	Priority 3	DCI.Customer Support.Question
User account is disabled	Priority 3	MIT.S.OPS.security.firewall
software needs updating on	Priority 3	DCI.Customer Support.Desktop Support
Maximo Password	Priority 3	DCI.Customer Support.Maximo.Password Reset
Question	Priority 3	DCI.Customer Support.Desktop Support
IE upgrade	Priority 3	DCI.Customer Support.Desktop Support
User is unable to access net	Priority 3	DCI.Customer Support.Desktop Support
Disabled per badging	Priority 3	DCI.Customer Support.Desktop Support
Badge Disabled	Priority 3	DCI.Customer Support.Question
CASD Install Local HP Printe	Priority 3	DCI.Customer Support.printer.Desktop.Install Printer Driver
Disabled per badging office	Priority 3	MIT.S.OPS.security.firewall
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Badge Disabled	Priority 3	DCI.Customer Support.Question
<a href="http://hdwiki/pages/viewpage">http://hdwiki/pages/viewpage</a>	Priority 3	DCI.Customer Support.Question
Disabled per badging office	Priority 3	MIT.S.OPS.security.firewall
user's account disabled per k	Priority 3	MIT.S.OPS.security.firewall
Laptop not charging at CTF*	Priority 2	DCI.Customer Support.Break-Fix.Laptop
Change Network Password	Priority 3	DCI.Customer Support.Active Directory.Password reset
Badging per badging office	Priority 3	MIT.S.OPS.security.firewall
User cannot print from IE in s	Priority 3	DCI.Customer Support.Question
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
Network Drive No Longer Av	Priority 3	DCI.Customer Support.Desktop Support
Disabled disabled per badgir	Priority 3	MIT.S.OPS.security.firewall
AD disabled due to badging	Priority 3	MIT.S.OPS.security.firewall
Disable per badging office	Priority 3	DCI.Customer Support.Desktop Support
Troubleshoot Virtual Private	Priority 3	DCI.Customer Support.Software.VPN.Training
PW reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
User disabled due to badgin	Priority 3	MIT.S.OPS.security.firewall
Disabled per badging office	Priority 3	MIT.S.OPS.security.firewall
Disabled per badging office	Priority 3	MIT.S.OPS.security.firewall
CASD Local Printer Troubles	Priority 3	DCI.Customer Support.printer.Desktop.Cycle Printer
user constantly prompted for	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair

Change Maximo Password	Priority 3	APPS.Training.Maximo
Windows failed to start	Priority 3	DCI.Customer Support.Desktop Support
User stated she completed t	Priority 3	MIT.S.OPS.ILMS ITSA.post training access 90
Change Maximo Password	Priority 3	APPS.Training.Maximo
Disabled per badging office	Priority 3	MIT.S.OPS.security.firewall
Change Network Password	Priority 3	DCI.Customer Support.Active Directory.Password reset
Disabled per badging office	Priority 3	MIT.S.OPS.security.firewall
Status update for ticket 5223	Priority 3	DCI.Customer Support.service desk.Ticket Status
PW reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
User is disabled due to badg	Priority 3	MIT.S.OPS.security.firewall
Disabled per badging office	Priority 3	MIT.S.OPS.security.firewall
Disabled per Badging Office	Priority 3	DCI.Customer Support.Active Directory.Password reset
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
PW reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
User clicks on internet acces	Priority 3	DCI.SYSADMIN.Software.Technical support.Operating Systems
AD disabled due to ILMS nor	Priority 3	DCI.Customer Support.Question
Peoplesoft login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
Peoplesoft login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Maximo reset	Priority 3	APPS.Access.Maximo
Peoplesoft login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
User disabled per badging o	Priority 3	MIT.S.OPS.security.firewall
Hard drive space	Priority 3	DCI.Customer Support.Question
Request to reset PICK pswd	Priority 3	DCI.Customer Support.Question
Peoplesoft login issue	Priority 3	DCI.Customer Support.Question
Peoplesoft login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Maximo unblocked	Priority 3	APPS.Access.Maximo
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password Self-Service A
Reset Windows	Priority 3	DCI.Customer Support.Active Directory.Password reset
Trapeze login issue	Priority 2	Apps.Access.Trapeze
Status update on ticket 5260	Priority 3	DCI.Customer Support.Question
Metroweb / Intranet DOWN;	Priority 3	DCI.Customer Support.Desktop Support
Printer not printing Xerox Wc	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
Intranet access issue	Priority 3	DCI.Customer Support.Internet.Access prohibited
Intranet access issue	Priority 3	DCI.Customer Support.Internet.Access prohibited
Outlook login issue	Priority 3	MIT.S.OPS.security.firewall
Reset PS HCM	Priority 3	DCI.Customer Support.Active Directory.Password reset
account disabled	Priority 3	MIT.S.OPS.security.firewall
Open ticket status check	Priority 3	DCI.Customer Support.service desk.Ticket Status
CD player on workstation ne	Priority 3	DCI.Customer Support.hardware.Laptop.configuration
CTF System Check - MID 07	Priority None	ROCS.All.Requests
account disabled	Priority 3	MIT.S.OPS.security.firewall
Unable to print the manifest	Priority 3	DCI.Customer Support.Question
account disabled	Priority 3	MIT.S.OPS.security.firewall
Maximo reset	Priority 3	APPS.Access.Maximo
Maximo login issue	Priority 3	DCI.Customer Support.Maximo.Password Reset
Reset PS HCM	Priority 3	DCI.Customer Support.Active Directory.Password reset

Printer installtion	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
Open Ticket Status check	Priority 3	DCI.Customer Support.service desk.Ticket Status
PS HCM reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Peoplesoft login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Peoplesoft login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
log in assistance	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
CB-EMIS B/O JAVA Website	Priority None	ROCS.Applications
log in asstance	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
account disabled by badging	Priority 3	MIT.S.OPS.security.firewall
PASSWORD RESET	Priority 3	DCI.Customer Support.Active Directory.Password reset
account disabled by badging	Priority 3	MIT.S.OPS.security.firewall
pay statement delivery	Priority 3	DCI.Customer Support.Question
support cancelled	Priority 3	DCI.Customer Support.Question
support cancelled	Priority 3	DCI.Customer Support.Question
support cancelled	Priority 3	DCI.Customer Support.Question
brdroom account disabled	Priority 3	DCI.Customer Support.Active Directory.Password reset
Desktop power source short	Priority 3	DCI.Customer Support.hardware.Desktop.break/fix
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
pick password reset	Priority 3	DCI.Customer Support.Question
CTF System Check - Evenin	Priority None	Applications
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
webmail access	Priority 3	DCI.Customer Support.Question
unable to launch course for I	Priority 3	MIT.S.OPS.ILMS ITSA.post training escalation
password reset	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Question
Install Microsoft Office 2013	Priority 3	DCI.Customer Support.Desktop Support
Status on Open Ticket	Priority 3	DCI.Customer Support.Question
Call Dropped	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Checking on the status of tic	Priority 3	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Disbled account issue	Priority 3	MIT.S.OPS.security.firewall
support cancelled	Priority 3	DCI.Customer Support.Question
CTF System Checks - Days	Priority None	ROCS.All.Requests
The user stated that when he	Priority 3	DCI.Customer Support.Software.VPN.Install
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
support cancelled	Priority 3	DCI.Customer Support.Question
Adobe Install	Priority 3	DCI.Customer Support.Desktop Support

unable to login to VPN.	Priority 3	DCI.Customer Support.PC Replacement.Question
Maximo Password Reset	Priority 3	DCI.Customer Support.Question
No New Email	Priority 3	DCI.Customer Support.Question
PIDS Special Schedule Update	Priority None	ROCS.Applications.PIDS.Other
AIM Window Password Reset	Priority 3	ROCS.Applications.AIM.App
Self Service Password search	Priority 3	DCI.Customer Support.Active Directory.Password Self-Service A
System login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Shared drives issue	Priority 3	DCI.Customer Support.Question
Aims login issue	Priority 3	DCI.Customer Support.Question
JGB System Check MIDS 7/	Priority None	ROCS - Hardware
Peoplesoft login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
LOS Instructions for transfer	Priority None	ROCS.Applications.AIM.LOS
Restart Predictor /Reset TW	Priority None	APPS.Access.PIDS
Profile won't load	Priority 3	DCI.Customer Support.Desktop Support
Webmail access issue	Priority 3	DCI.Customer Support.office 365.Technical support
IT Security Awareness login	Priority 3	DCI.Customer Support.Question
CTF System Check - MID - C	Priority None	ROCS.All.Requests
Verify CTF OCC corporate p	Priority None	ROCS - Hardware
RollBack of 9001 fix	Priority None	ROCS.Applications
CTF firewall images update	Priority None	ROCS - Hardware
HCM Resume issue	Priority 3	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
general question	Priority 3	DCI.Customer Support.Question
call disconnected	Priority 3	DCI.Customer Support.Active Directory.Password reset
call disconnected	Priority 3	DCI.Customer Support.Question
metroweb	Priority 3	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
maximo password reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
JGB System Check - Evenin	Priority None	Applications
no support needed	Priority 3	DCI.Customer Support.Question
password reset for maximo	Priority 3	DCI.Customer Support.Maximo.Password Reset
LocationStadium armory-	Priority 3	DCI.Customer Support.Desktop Support
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password change- unable to	Priority 3	DCI.Customer Support.Question
Remap N drive	Priority 3	DCI.Customer Support.Desktop Support
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
question about password	Priority 3	DCI.Customer Support.Question
no support needed	Priority 3	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
no support needed	Priority 3	DCI.Customer Support.Question
unable to open outlook	Priority 3	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Mezz 71- Shaw Howard sou	Priority 3	DCI.SYSADMIN.Software.Technical support.Operating Systems
Line on scans*	Priority 3	DCI.Customer Support.Break-Fix.Printer
Password reset	Priority 4	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset

needed the email powerdesk	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
unable to open outlook	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
status update	Priority 3	DCI.Customer Support.service desk.Ticket Status
support cancelled	Priority 3	DCI.Customer Support.Question
Reset TWC Data Display @	Priority None	ROCS.Applications.PIDS.Other
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
trapeze support request	Priority 3	APPS.Technical Support.Trapeze
Password Reset (Windows)	Priority None	ROCS.All.Requests
unlocked account	Priority 3	DCI.Customer Support.Active Directory.Password reset
RPM Delete Duplicate Rail C	Priority None	ROCS.Applications.RPM.App
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
JGB System Checks - MIDS	Priority None	ROCS.All.Requests
status update 44189	Priority 3	DCI.Customer Support.service desk.Ticket Status
Peoplesoft login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Open ticket status check	Priority 3	DCI.Customer Support.service desk.Ticket Status
Email not updating	Priority 3	DCI.Customer Support.Question
Maximo login issue	Priority 3	DCI.Customer Support.Maximo.Password Reset
System login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
System login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
System login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
System login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
System login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Peoplesoft login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
IT Security Awareness Modu	Priority 3	DCI.Customer Support.Desktop Support
IT Security Awareness login	Priority 3	MIT.S.OPS.I.LMS ITSA.password reset
Outlook login issue	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
Peoplesoft login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Trapeze login issue	Priority 3	Apps.Access.Trapeze
VDI Login doesn't launch Wi	Priority 3	DCI.Customer Support.Desktop Support
Otlook email issue	Priority 2	DCI.Customer Support.Software.MS Outlook.Repair
Customer unable	Priority 3	DCI.Customer Support.Question
JGB System Checks - MIDS	Priority None	ROCS.All.Requests
Virtual EOC login issue	Priority 3	DCI.Customer Support.Question
System login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
System login issue	Priority 2	DCI.Customer Support.Active Directory.Password Unlock
Maximo login issue	Priority 3	DCI.Customer Support.Question
IT Security Awareness traini	Priority 3	MIT.S.OPS.I.LMS ITSA.password reset
Outlook login issue	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
System login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
System login issue	Priority 3	DCI.Customer Support.Question

System login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Windows Password Reset	Priority None	ROCS.Applications
IT Security Awareness Train	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
Windows Password Reset	Priority None	ROCS.Applications
Windows Password Reset	Priority None	ROCS.Applications
Windows Password Reset	Priority None	ROCS.Applications
Call Dropped	Priority 3	DCI.Customer Support.Question
Call Dropped	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
AIM site to site transfer CTF	Priority None	ROCS-OCC
NSR - Hayat Abdu (Page 2 of 2)	Priority 3	DCI.SYSADMIN.Server.Access
Update Software on HostAU	Priority 1	Applications
IT Security Awareness training	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
Peoplesoft login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
no support needed	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
local account password reset	Priority 3	DCI.Customer Support.Question
PIDS Special Schedule Update	Priority None	Applications
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
payroll support	Priority 3	DCI.Customer Support.Question
VPN Issue	Priority 3	DCI.Customer Support.Desktop Support
CTF System Check - Evenin	Priority None	Applications
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Account disabled trough bad	Priority 3	MIT.S.OPS.security.firewall
Windchill troubleshoot-	Priority 3	APPS.Access.Windchill
Maximo Password Reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Self enroll.wmata.com-- vpn	Priority 3	MIT.S.Engineering.VPN.Technical support
O365 provisioning spreadsheet	Priority 3	DCI.SYSADMIN.Server.Access
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
How do I go about changing	Priority 3	DCI.Customer Support.Question
NSR faxed in for Williamson	Priority 3	DCI.SYSADMIN.Server.Access
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Name change info	Priority 3	DCI.Customer Support.Question
Rest passcode	Priority 3	DCI.Customer Support.printer.Network.Training
Change Network Password	Priority 3	DCI.Customer Support.Active Directory.Password reset
<a href="http://hdwiki/display/SOPs/C">http://hdwiki/display/SOPs/C</a>	Priority 3	DCI.Customer Support.service desk.Ticket Status
CASD Install Microsoft Silver	Priority 3	DCI.Customer Support.Desktop Support
Silverlight reinstall	Priority 3	DCI.Customer Support.Desktop Support
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Thomas Opick has requeste	Priority None	ROCS.All.Requests
Move computers/outdated. c	Priority 3	DCI.Customer Support.Equipment Move.Project
Account Disabled per Badgir	Priority 3	MIT.S.OPS.security.firewall
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset



email not popping up	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
VPN change over	Priority 3	DCI.Customer Support.Desktop Support
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
NSR - Justin Matthews	Priority 3	DCI.Customer Support.Active Directory.Drive Access
reimage laptop	Priority 3	DCI.Customer Support.hardware.Laptop.reimage
NSR	Priority 3	DCI.Customer Support.Active Directory.New Contractor
Account keep randomly lock	Priority 3	MIT.S.OPS.security.firewall
Security Access Request	Priority 3	MIT.S.OPS.security.scan request
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
vpn support	Priority 3	DCI.Customer Support.Software.VPN.Install
reset pw	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Documentum poc provided	Priority 3	DCI.Customer Support.Desktop Support
External Access to HCM	Priority 3	DCI.Customer Support.Question
IT security awareness passw	Priority 3	DCI.Customer Support.Question
IT Contractor Termination	Priority 3	DCI.Customer Support.Question
log in assistance	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Outlook is not opening	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
webvpn issue	Priority 3	DCI.Customer Support.Software.VPN.Training
Status update on 52193	Priority 3	DCI.Customer Support.service desk.Ticket Status
Swap	Priority 3	DCI.Customer Support.Question
Network password reset rese	Priority 3	DCI.Customer Support.Active Directory.Password reset
Printer Issue	Priority 3	DCI.Customer Support.printer.Desktop.Install Printer Driver
EUP	Priority 3	DCI.Customer Support.Question
Outlook is not working prop	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
Ticket for MITS	Priority 3	MIT.S.OPS.security.firewall
Account Unlocked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Account disabled by Badging	Priority 3	MIT.S.OPS.security.firewall
emails not going to personal	Priority 3	DCI.Customer Support.Desktop Support
Dropped Call	Priority 1	DCI.Customer Support.Question
QUESTION	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
slow computer usually when	Priority 3	DCI.Customer Support.Desktop Support
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
NCS.Telephone.digital phone	Priority 3	NCS.Telephone.digital phone.No Dial Tone
Account Unlocked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password Reset assistance	Priority 3	DCI.Customer Support.Active Directory.Password reset
upgrADE ie 349018	Priority 3	DCI.Customer Support.Desktop Support
General Question	Priority 3	DCI.Customer Support.Question
NSR-davis	Priority 3	DCI.Customer Support.Active Directory.Drive Access
Status Update	Priority 3	DCI.Customer Support.service desk.Ticket Status
reset pw	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
vpn support	Priority 3	DCI.Customer Support.Desktop Support
install drive software	Priority 3	DCI.Customer Support.Desktop Support
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset

network drives not working a	Priority 3	DCI.Customer Support.Desktop Support
Account Unlocked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
peoplesoft password	Priority 3	DCI.Customer Support.Desktop Support
Printer Install	Priority 3	DCI.Customer Support.printer.Desktop.Install Printer Driver
user unable to access paystu	Priority 3	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
pw reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
direct deposit how to	Priority 3	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
network drives not working	Priority 3	DCI.Customer Support.Desktop Support
Webmail Access	Priority 3	DCI.Customer Support.Question
answered password reset qu	Priority 3	DCI.Customer Support.Desktop Support
Verify Email Address	Priority 3	DCI.Customer Support.Question
STAT password reset	Priority 3	DCI.Customer Support.Question
IE upgrade 514082	Priority 3	DCI.Customer Support.Desktop Support
Customer states that her cor	Priority 3	DCI.Customer Support.hardware.Laptop.configuration
CRM Support	Priority 3	DCI.Customer Support.Desktop Support
install software	Priority 3	DCI.Customer Support.Desktop Support
install printer	Priority 3	DCI.Customer Support.printer.Desktop.Install Printer Driver
desktop won't boot, has pow	Priority 3	DCI.Customer Support.service desk.Ticket Status
Pickup Server Rail Kits and C	Priority None	ROCS - Hardware
xerox printer issue	Priority 3	DCI.Customer Support.printer.Xerox.technical support
pc not booting	Priority 3	DCI.Customer Support.Desktop Support
laptop repairs needed. ether	Priority 3	DCI.Customer Support.Break-Fix.Laptop
Printer install Xerox and HP	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
O365 url provided	Priority 3	DCI.Customer Support.Question
T-field app not working	Priority 2	DCI.SYSADMIN.Mobile Device Management.Technical support.S
status ticket	Priority 3	DCI.Customer Support.Desktop Support
HR Solutions	Priority 3	HR.PSHCM.Access
no dial tone	Priority 3	NCS.Telephone.digital phone.No Dial Tone
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
reset pw	Priority 3	DCI.Customer Support.Active Directory.Password reset
Relocation	Priority 1	DCI.Customer Support.Equipment Move.Project
Dell 7440 on 5G not powerin	Priority 3	DCI.Customer Support.hardware.Desktop.configuration
pw reset for ARS	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Customer cannot logon to cd	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Question	Priority 3	DCI.Customer Support.Question
reset pw	Priority 3	DCI.Customer Support.Active Directory.Password reset
webvpn access issues	Priority 3	DCI.Customer Support.Software.VPN.Install
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
close ticket	Priority 3	DCI.Customer Support.service desk.Ticket Status
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Customer called for ticket sta	Priority 3	DCI.Customer Support.service desk.Ticket Status

check status of ac	Priority 3	MIT.S.OPS.security.firewall
Users does not have the per	Priority 3	DCI.SYSADMIN.office 365.Technical support
RPM - Decommission CAR	Priority 5	ROCS.All.Requests
Constant account disableing	Priority 3	MIT.S.OPS.security.firewall
status	Priority 3	DCI.Customer Support.service desk.Ticket Status
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
NSR for drive	Priority 3	DCI.Customer Support.Desktop Support
checking status 49626	Priority 3	DCI.Customer Support.service desk.Ticket Status
52230 status	Priority 3	DCI.Customer Support.Desktop Support
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Computer will not boot. Make	Priority 3	DCI.Customer Support.hardware.Laptop.hardware failure
PS ELM not taking password	Priority 3	APPS.Technical support.PSELM
Customer is locked out of Av	Priority 3	NCS.Telephone.digital phone.Voice Mail Password Reset
trying to set up email	Priority 3	DCI.Customer Support.Software.MS Outlook.Problem Not Found
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
disabled ac	Priority 3	DCI.Customer Support.Question
Bad HD at CTF	Priority 3	DCI.Customer Support.Break-Fix.Computer
support cancelled	Priority 3	DCI.Customer Support.Question
printer issue	Priority 3	DCI.Customer Support.Desktop Support
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
unlock a account	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
status update on maximo ac	Priority 3	DCI.Customer Support.service desk.Ticket Status
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
disabled ac	Priority 3	MIT.S.OPS.security.firewall
Computer Frozen	Priority 3	DCI.Customer Support.Question
browser update	Priority 3	DCI.Customer Support.Software.Internet Explorer
user cannot access network	Priority 3	DCI.Customer Support.Desktop Support
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
name change in email	Priority 3	DCI.SYSADMIN.office 365.Technical support
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
reset pw	Priority 3	DCI.Customer Support.Active Directory.Password reset
Status Update	Priority 3	DCI.Customer Support.service desk.Ticket Status
xerox support	Priority 3	DCI.Customer Support.Desktop Support
no logon servers laptop	Priority 3	DCI.Customer Support.Desktop Support
pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
equipmnt move	Priority 3	DCI.Customer Support.Equipment Move.Surplus removal
CTF System Check - Day - 7	Priority None	ROCS.All.Requests
password reset and ssp setu	Priority 3	DCI.Customer Support.Active Directory.Password reset
WMATA Email Name Chang	Priority 3	DCI.SYSADMIN.office 365.Technical support
update internet explorer	Priority 3	DCI.Customer Support.Software.Internet Explorer
<a href="http://hdwiki/pages/viewpage">http://hdwiki/pages/viewpage</a>	Priority 3	DCI.Customer Support.Desktop Support
pw reset request	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
error signing pdf	Priority 3	DCI.Customer Support.Desktop Support
group policy error failed logo	Priority 3	DCI.Customer Support.Desktop Support
User needs old block house	Priority 4	DCI.Customer Support.Equipment Move.Surplus removal
Disable Skype Auto-Start	Priority 3	DCI.Customer Support.Desktop Support
Bad HD at Landover Bus*	Priority 3	DCI.Customer Support.hardware.Desktop.break/fix

User Avaya phone comes on	Priority 2	NCS.Telephone.digital phone.Hardware
Avaya phone stopped working	Priority 3	NCS.Telephone.digital phone.No Dial Tone
Change Network Password	Priority 3	DCI.Customer Support.Active Directory.Password reset
NSR-smith	Priority 3	DCI.Customer Support.Active Directory.Drive Access
CASD Status Updates on Org	Priority 3	DCI.Customer Support.service desk.Ticket Status
VPN Issue	Priority 3	DCI.Customer Support.Software.VPN.Training
NSR-alford	Priority 3	DCI.Customer Support.Active Directory.Drive Access
ITSA PW reset	Priority 3	DCI.Customer Support.Desktop Support
No network connection, phone	Priority 3	DCI.Customer Support.Desktop Support
Disabled Network Account S	Priority 3	MIT.S.OPS.security.firewall
PW reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Computer Issue	Priority 3	DCI.Customer Support.Break-Fix.Computer
PC won't intermittently could	Priority 3	DCI.Customer Support.Break-Fix.Computer
User's email has not updated	Priority 3	DCI.Customer Support.Desktop Support
Cancelled call	Priority 3	DCI.Customer Support.Question
Status updated for ticket 515	Priority 3	DCI.Customer Support.service desk.Ticket Status
Reset ILMS	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
AD disabled due to ILMS nor	Priority 3	DCI.Customer Support.Question
Maximo reset	Priority 3	APPS.Access.Maximo
Status update for 51837 for	Priority 3	DCI.Customer Support.service desk.Ticket Status
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
Reset PS HCM	Priority 3	DCI.Customer Support.Active Directory.Password reset
Pelco PC Restarted Per Win	Priority None	ROCS - Hardware
Status update on ticket 5062	Priority 3	DCI.Customer Support.service desk.Ticket Status
User trying to get a user nam	Priority 3	DCI.Customer Support.Question
Call dropped - no user on p	Priority 3	DCI.Customer Support.Question
Reset PS HCM	Priority 3	DCI.Customer Support.Active Directory.Password reset
Walked through access to P	Priority 3	DCI.Customer Support.Desktop Support
User cannot access PIDS R	Priority 3	APPS.Technical support.PIDS
CTF System Check - Mids -	Priority None	Software
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
Walked user through changi	Priority 3	DCI.Customer Support.Active Directory.Password Self-Service A
RPM Service Request for res	Priority None	Applications
Maximo unblocked	Priority 3	APPS.Access.Maximo
Reset PS HCM	Priority 3	DCI.Customer Support.Active Directory.Password reset
no support needed	Priority 3	DCI.Customer Support.Question
no support needed	Priority 3	DCI.Customer Support.Question
no support needed	Priority 3	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
KIDS system out	Priority 3	DCI.Customer Support.Question
Kiosks mount broken- user c	Priority 3	DCI.Customer Support.Question
IT security awareness passw	Priority 3	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset

password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
IT Security Awareness Train	Priority 3	DCI.Customer Support.Question
vpn issues- no support need	Priority 3	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Customer states that the cor	Priority 3	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
internet access prohibited	Priority 3	DCI.Customer Support.Internet.Access prohibited
MS Access 2015 Request	Priority 3	DCI.Customer Support.Software.MS Access
Password reset - no support	Priority 3	DCI.Customer Support.Question
password reset-unseccuessf	Priority 3	DCI.Customer Support.Active Directory.Password reset
e service web site	Priority 3	DCI.Customer Support.Question
52060-status update	Priority 3	DCI.Customer Support.service desk.Ticket Status
Customer is not able to VPN	Priority 3	DCI.Customer Support.Software.VPN.Install
Please create a ticket for the	Priority 3	MIT.Apps Security.Access.PSCRM
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
sound issue	Priority 3	DCI.Customer Support.Desktop Support
Attached is a P/S Access Re	Priority 3	HR.PSHCM.Access
Account locked out	Priority 3	DCI.Customer Support.Active Directory.Password reset
NSR attached	Priority 3	DCI.Customer Support.Active Directory.Drive Access
NSR attached	Priority 3	DCI.Customer Support.Active Directory.Drive Access
What is being done to addre	Priority 1	DCI.Customer Support.Question
NSR attached	Priority 3	DCI.Customer Support.Active Directory.Drive Access
O365 provisioning attached	Priority 3	DCI.SYSADMIN.Server.Access
customer hung up	Priority 3	DCI.Customer Support.Question
Build windows 10 laptop for 2	Priority 3	DCI.Customer Support.Question
CTF System Check - Evenin	Priority None	Applications
call dropped	Priority 3	DCI.Customer Support.Question
RPM Service Request for ad	Priority None	Applications
HR Solutions	Priority 1	HR.PSHCM.Access
no support needed	Priority 3	DCI.Customer Support.Question
NSR-grant	Priority 3	DCI.Customer Support.Active Directory.Drive Access
Customer would like to open	Priority 3	DCI.Customer Support.Question
NSR-ubiera	Priority 3	DCI.Customer Support.Active Directory.Drive Access
install silverlight	Priority 3	DCI.Customer Support.Desktop Support
After updates, computer stud	Priority 3	DCI.Customer Support.hardware.Laptop.hardware failure
Termination	Priority 3	DCI.Customer Support.Question
EUP	Priority 3	DCI.Customer Support.Active Directory.Administrative Rights
NSR-green	Priority 3	DCI.Customer Support.Active Directory.Drive Access
status update 51801	Priority 3	DCI.Customer Support.service desk.Ticket Status
NSR for Gwendolyn Wheele	Priority 3	DCI.Customer Support.Active Directory.New Contractor
Server Access	Priority 3	DCI.SYSADMIN.Server.Access
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
It security awareness passw	Priority 3	DCI.Customer Support.Question
IE not working	Priority 3	DCI.Customer Support.Software.Internet Explorer
NSR-portillo	Priority 3	DCI.Customer Support.Active Directory.Drive Access

Customer no longer has acc	Priority 3	DCI.Customer Support.Desktop Support
NSR-graham	Priority 3	DCI.Customer Support.Active Directory.Drive Access
Customers network account	Priority 3	MIT.S.OPS.security.firewall
password reser	Priority 3	DCI.Customer Support.Active Directory.Password reset
Dell 7010 at Greenbelt*	Priority 3	DCI.Customer Support.hardware.Desktop.break/fix
email set up	Priority 3	DCI.Customer Support.Question
Ticket for MITS	Priority 3	MIT.S.OPS.security.firewall
IT Security Awareness Train	Priority 3	DCI.Customer Support.Question
Avaya phone ex. 81294- pas	Priority 3	NCS.Telephone.digital phone.Voice Mail Password Reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
HR Solutions	Priority 3	HR.PSHCM.Report
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Software Install	Priority 3	DCI.Customer Support.Question
no support needed	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset- call disconn	Priority 3	DCI.Customer Support.Question
Drive Access	Priority 3	DCI.Customer Support.Question
Rail Performance Managem	Priority 3	APPS.Technical support.ROCC
Users account is disabled ho	Priority 2	MIT.S.OPS.ILMS ITSA.registration
Status Update	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Loaner Request	Priority 3	DCI.Customer Support.Inventory.Loaner Desktop
Network Password reset req	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Printer Issue	Priority 3	DCI.Customer Support.printer.Desktop.Cycle Printer
Avaya Phones	Priority 3	NCS.Telephone.digital phone.No Dial Tone
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Account Unlocked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
cannot resolve hostname	Priority 3	DCI.Customer Support.Desktop Support
Computer Issue	Priority 3	DCI.Customer Support.Question
printer issue	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
User not able to access web	Priority 3	MIT.S.Engineering.VPN.Technical support
<a href="http://hdwiki/display/SOPs/D">http://hdwiki/display/SOPs/D</a>	Priority 3	APPS.Access.DOCUMENTUM
question about nsr	Priority 4	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Account Unlocked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
printer issue	Priority 1	DCI.Customer Support.Desktop Support
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
reset pw	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
update ie 11	Priority 3	DCI.Customer Support.Software.Internet Explorer

Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Network Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
computer not working	Priority 3	DCI.Customer Support.Desktop Support
status of 51780	Priority 3	DCI.Customer Support.Desktop Support
trapeze password reset	Priority 3	Apps.Access.Trapeze
Email Assistance	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
MetroGuest	Priority 3	DCI.Customer Support.Wifi.Configuration
user requires headset	Priority 3	NCS.Telephone.digital phone.Hardware
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Network Password unlock	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
outlook not loading	Priority 1	DCI.Customer Support.Software.MS Outlook.Repair
EPSON Color Printer (Label	Priority 3	DCI.Customer Support.printer.Desktop.Cycle Printer
emailed instructions for digit	Priority 3	DCI.Customer Support.Question
audio not playing	Priority 3	DCI.Customer Support.Desktop Support
unlock account	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Network Password reset too	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo Password Reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
badge keeps disabling C071	Priority 3	DCI.Customer Support.Desktop Support
ad unlock	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
status update	Priority 3	DCI.Customer Support.service desk.Ticket Status
Register for Self-Service Pas	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
status update	Priority 3	DCI.Customer Support.service desk.Ticket Status
How to get metroweb home	Priority 3	DCI.Customer Support.Question
reset sa password	Priority 3	DCI.Customer Support.Question
Access pay statement from c	Priority 3	DCI.Customer Support.Question
pc not booting up	Priority 3	DCI.Customer Support.Desktop Support
Computer Setup	Priority 3	DCI.Customer Support.Desktop Support
printer install	Priority 3	DCI.Customer Support.printer.Desktop.Install Printer Driver
NSR-tombs	Priority 3	DCI.Customer Support.Active Directory.Drive Access
Network cable reuest	Priority 3	DCI.Customer Support.Question
reset maximo pw	Priority 3	DCI.Customer Support.Maximo.Password Reset
Network password reset req	Priority 3	DCI.Customer Support.Active Directory.Password reset
Ticket for MITS	Priority 3	MIT.S.OPS.security.scan request
account unlocked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Silver Light Install	Priority 3	DCI.Customer Support.Desktop Support
<a href="http://hdwiki/display/SOPs/C">http://hdwiki/display/SOPs/C</a>	Priority 3	DCI.Customer Support.Question
reset ad pw	Priority 3	DCI.Customer Support.Active Directory.Password reset
IT Health Check	Priority 3	DCI.Customer Support.hardware.Desktop.configuration
Maximo Assistance	Priority 3	DCI.Customer Support.Maximo.Password Reset
cannot login to Documentum	Priority 3	APPS.Access.DOCUMENTUM
Software Install	Priority 3	DCI.Customer Support.Desktop Support
no dial tone	Priority 3	NCS.Telephone.digital phone.No Dial Tone
cannot login to peoplesoft fin	Priority 3	MIT.S.Apps Security.PSFIN.password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset

HP local printer install	Priority 3	DCI.Customer Support.printer.Desktop.Install Printer Driver
Ticket for MITS	Priority 3	MITS.OPS.security.scan request
skype for business	Priority 3	DCI.Customer Support.Desktop Support
status update	Priority 3	DCI.Customer Support.service desk.Ticket Status
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Skype for Business install	Priority 3	DCI.Customer Support.Desktop Support
Locked Acct	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
outlook issue	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
All network drives no longer	Priority 3	DCI.Customer Support.Desktop Support
User needs Printer installed	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
reset maximo pw	Priority 3	DCI.Customer Support.Maximo.Password Reset
CASD Status Updates on Og	Priority 3	MITS.OPS.security.firewall
Projector 9 Lamp is Out	Priority 3	ROCS - Hardware
printer install	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
Email not updating on Wmat	Priority 3	DCI.SYSADMIN.Mobile Device Management.Technical support.S
Change Network Password	Priority 3	DCI.Customer Support.Active Directory.Password reset
NSR for Robert Raymond Vi	Priority 3	DCI.SYSADMIN.Server.Access
Email Assistance Office 365	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
Change Network Password	Priority 3	DCI.Customer Support.Active Directory.Password reset
difficulty accessing network c	Priority 3	DCI.Customer Support.Question
iLMS password reset request	Priority 3	DCI.Customer Support.Question
pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
ACCOUNT unlock	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
NSR-commodore	Priority 3	DCI.Customer Support.Active Directory.Drive Access
reset pw	Priority 3	DCI.Customer Support.Active Directory.Password reset
Internet Explorer upgrade	Priority 3	DCI.SYSADMIN.Software.Technical support.Operating Systems
Status Update	Priority 3	DCI.Customer Support.service desk.Ticket Status
User was requesting OnBase	Priority 3	DCI.Customer Support.Question
ad pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo password reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
CASD Troubleshoot Virtual P	Priority 3	DCI.Customer Support.Software.VPN.Training
IT Awareness password reset	Priority 3	DCI.Customer Support.Question
Pwd Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Status Update	Priority 3	DCI.Customer Support.service desk.Ticket Status
iLMS password reset request	Priority 3	DCI.Customer Support.Question
Ticket for MITS	Priority 3	MITS.OPS.security.firewall
status update	Priority 3	DCI.Customer Support.service desk.Ticket Status
iLMS password reset request	Priority 3	DCI.Customer Support.Question
Reset IT Awareness passwo	Priority 3	DCI.Customer Support.Question
Maximo Assistance	Priority 3	DCI.Customer Support.Maximo.Password Reset
Mouse on 4G*	Priority 2	DCI.Customer Support.hardware.Mouse.break/fix
User need files recovered fro	Priority 3	DCI.Customer Support.Desktop Support
CASD Local Printer Troubles	Priority 3	DCI.Customer Support.printer.Desktop.Cycle Printer
Network Password reset req	Priority 3	DCI.Customer Support.Active Directory.Password reset
customer question	Priority 3	DCI.Customer Support.Question
Zebra printer install	Priority 3	DCI.Customer Support.Desktop Support
Change Network Password	Priority 3	DCI.Customer Support.Active Directory.Password reset



ad pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Update on ticket # 51837	Priority 3	DCI.Customer Support.service desk.Ticket Status
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
PW reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Status update on Maximo Ac	Priority 3	APPS.Access.Maximo
PW reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
NSR-loewenthal	Priority 3	DCI.SYSADMIN.Server.Access
Unable to login into the comp	Priority 3	DCI.Customer Support.Question
NSR	Priority 3	DCI.Customer Support.Question
equipment move	Priority 3	DCI.Customer Support.Equipment Move.Surplus removal
Sliver Light Install	Priority 3	DCI.Customer Support.Desktop Support
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
status of data backup	Priority 3	DCI.Customer Support.service desk.Ticket Status
Status update on an open tic	Priority 3	DCI.Customer Support.service desk.Ticket Status
Status Update	Priority 3	DCI.Customer Support.service desk.Ticket Status
Adobe install	Priority 3	DCI.Customer Support.Desktop Support
general question	Priority 3	DCI.Customer Support.Question
Maximo Assistance	Priority 3	DCI.Customer Support.Maximo.Password Reset
Maximo Password unlock	Priority 3	DCI.Customer Support.Maximo.Password Reset
iPhone Support	Priority 3	DCI.SYSADMIN.Mobile Device Management.Technical support.S
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
People Soft FIN	Priority 3	MIT.Apps Security.PSFIN.password reset
New Employee Login Inform	Priority 3	DCI.Customer Support.Question
CTF System Check - Day - 7	Priority None	ROCS.All.Requests
CASD IT Security Awareness	Priority 3	MIT.OPS.ILMS ITSA.registration
CA Service Desk Support	Priority 3	DCI.Customer Support.Question
Maximo Password Reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
User when trying to access N	Priority 3	DCI.Customer Support.Internet.Access prohibited
Metronet	Priority 3	DCI.Customer Support.Wifi.Configuration
Maximo Password Reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
maximo log in	Priority 3	DCI.Customer Support.Maximo.Password Reset
Maximo password	Priority 3	DCI.Customer Support.Maximo.Password Reset
Change Network Password	Priority 3	DCI.Customer Support.Active Directory.Password reset
Status Update	Priority 3	DCI.Customer Support.service desk.Ticket Status
User Profile Error	Priority 3	DCI.Customer Support.Desktop Support
Users Is not receiving netwo	Priority 3	NCS.Telephone.digital phone.No Dial Tone
Keyboard Not Functioning	Priority 3	DCI.Customer Support.hardware.Keyboard.break/fix
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Change Maximo Profile	Priority 3	DCI.Customer Support.Question
MS Visio and Project Install	Priority 3	DCI.SYSADMIN.Software.installation.MS Visio
The ID card printer is not wo	Priority 3	DCI.Customer Support.printer.Desktop.Cycle Printer
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Network Drive	Priority 3	DCI.Customer Support.Desktop Support
Maximo PW	Priority 3	DCI.Customer Support.Active Directory.Password reset

MAXimo account blocked an	Priority 3	APPS.Training.Maximo
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
MS Project Install	Priority 3	DCI.SYSADMIN.Software.installation.MS Project
Server Access	Priority 3	DCI.SYSADMIN.Server.Access
Maximo Password	Priority 3	DCI.Customer Support.Maximo.Password Reset
User is requesting a connect	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
Network Password	Priority 3	DCI.Customer Support.Active Directory.Password reset
Reset PS HCM	Priority 3	DCI.Customer Support.Active Directory.Password reset
Locked out	Priority 3	DCI.Customer Support.Active Directory.Password reset
Unable to logon to PC	Priority 3	DCI.Customer Support.Desktop Support
Reset PS HCM	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Locked Out	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Install Silverlight	Priority 3	DCI.Customer Support.Desktop Support
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
PIDS/ROCS Animated Displ	Priority 3	DCI.Customer Support.Desktop Support
Avaya phones and the intern	Priority 2	NCS.Telephone.digital phone.Other
The Bus Transportation sec	Priority 3	DCI.Customer Support.hardware.Desktop.hardware failure
Remove car incident from 72	Priority None	Software
Referred user to Tracy Lump	Priority 3	DCI.Customer Support.Question
Status updated on ticket 514	Priority 3	DCI.Customer Support.service desk.Ticket Status
Walked user through steps t	Priority 3	DCI.Customer Support.Active Directory.Password reset
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
Dell 9020 at Dist 2* Mr. And	Priority 2	DCI.Customer Support.hardware.Monitor.break/fix
Maximo deactivated due to in	Priority 3	DCI.Customer Support.Question
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
Assisted with access to PS H	Priority 3	DCI.Customer Support.Question
Reset PS HCM	Priority 3	DCI.Customer Support.Active Directory.Password reset
Assisted with access to ELM	Priority 3	DCI.Customer Support.Question
Call Dropped	Priority 3	DCI.Customer Support.Question
Cancelled call - Dropped wh	Priority 3	DCI.Customer Support.Question
Requested Internet access	Priority 3	DCI.Customer Support.Question
Reset AD for Mr. Murray - Hi	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo access is deactivat	Priority 3	APPS.Access.Maximo
Customer wants an HR Rep	Priority 3	HR.PSHCM.HR solutions support
CTF System Check - MID - C	Priority None	ROCS.All.Requests
Request to install MS Projec	Priority 3	DCI.Customer Support.Question
User automatically restarted	Priority 3	DCI.Customer Support.Desktop Support
Reset PS HCM	Priority 3	DCI.Customer Support.Active Directory.Password reset
Reset PS HCM	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
AD reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo Password Reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset

Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
CTF System Check - Evenin	Priority None	Applications
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Customer stated that she ha	Priority 3	DCI.Customer Support.Question
Bus Operations Manager 6/2	Priority 3	HR.PSHCM.HR solutions support
Department Tree Clean up	Priority 3	MIT.S.OPS.security.scan request
Security Access Part II	Priority 3	MIT.S.OPS.security.scan request
Payroll & PeopleSoft Access	Priority 3	MIT.S.OPS.security.scan request
Request to Move Unclaimed	Priority 3	DCI.Customer Support.Equipment Move.Surplus removal
Network password reset req	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo Help	Priority 3	APPS.Technical support.Maximo
CANON FAX MACHINE NO	Priority 3	NCS.Access point.Unreachable
VPN password reset	Priority 3	DCI.Customer Support.Question
support cancelled	Priority 3	DCI.Customer Support.Question
Email Search Issues	Priority 3	DCI.Customer Support.Desktop Support
Job application Status	Priority 3	DCI.Customer Support.Question
Request To Bring Up PET S	Priority None	ROCS - Hardware
Word Default Opening	Priority 3	DCI.Customer Support.Desktop Support
support cancelled	Priority 3	DCI.Customer Support.Question
support cancelled	Priority 3	DCI.Customer Support.Question
call disconnected	Priority 3	DCI.Customer Support.Question
Network password reset req	Priority 3	DCI.Customer Support.Active Directory.Password reset
Urgent - Xerox copier broker	Priority 3	DCI.Customer Support.printer.Xerox.technical support
Urgent - Xerox copier broker	Priority 3	DCI.Customer Support.printer.Xerox.technical support
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
ARS login support	Priority 3	BUS.ARS.Technical support.BTSS
ARS login support	Priority 3	BUS.ARS.Technical support.BTSS
O365 Provisioning spreadsh	Priority 3	DCI.SYSADMIN.Server.Access
Relocation	Priority 4	DCI.Customer Support.Equipment Move.Project
walkin NSR for C026841 Sha	Priority 3	DCI.Customer Support.Active Directory.New Contractor
Schedule Conference Room	Priority 3	DCI.Customer Support.Question
Email not updating on iPhone	Priority 3	DCI.SYSADMIN.Mobile Device Management.Password reset.Sm
Server Access	Priority 3	DCI.SYSADMIN.Server.Access
Password unlock request	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
PC smoking at Telegraph*	Priority 3	DCI.Customer Support.hardware.Monitor.break/fix
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Network password reset req	Priority 3	DCI.Customer Support.Active Directory.Password reset
install adobe pro	Priority 3	DCI.Customer Support.Desktop Support
Keyboard is inconsistent with	Priority 3	DCI.SYSADMIN.Mobile Device Management.Technical supportT
no network drives	Priority 3	DCI.Customer Support.Desktop Support
Validate new server's hardwa	Priority None	ROCS.Applications
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Network password reset req	Priority 3	DCI.Customer Support.Active Directory.Password reset
ARS login support	Priority 3	BUS.ARS.Technical support.BTSS
Adobe Pro Install	Priority 3	DCI.Customer Support.Desktop Support

Customer is having issues w	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
Pro-Watch Support	Priority 3	DCI.Customer Support.Desktop Support
Locked Out	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Account unlock	Priority 3	DCI.Customer Support.Active Directory.Password reset
Avaya Phone Support	Priority 3	NCS.Telephone.digital phone.End User Training
psfinancials locked	Priority 3	MIT.Apps Security.PSFIN.password reset
User Profile Service error...	Priority 3	DCI.Customer Support.Desktop Support
NSR	Priority 3	DCI.Customer Support.Active Directory.Drive Access
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
support cancelled	Priority 3	DCI.Customer Support.Question
office applications slow when	Priority 3	DCI.Customer Support.Desktop Support
color printer install	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
NSR	Priority 3	DCI.Customer Support.Active Directory.Drive Access
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
requesting to get a printer m	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
No Support	Priority 3	DCI.Customer Support.Question
status update 49854	Priority 3	DCI.Customer Support.service desk.Ticket Status
Status update on an open tic	Priority 3	DCI.Customer Support.service desk.Ticket Status
HR Solutions	Priority 3	HR.PSHCM.Report
Printer Install	Priority 3	DCI.Customer Support.service desk.Ticket Status
maximo account activation	Priority 3	DCI.Customer Support.Question
Software Upgrade	Priority 3	DCI.Customer Support.Desktop Support
HR Solutions-johnson	Priority 3	HR.PSHCM.Report
Dropped call (Fax machine is	Priority 3	DCI.Customer Support.Question
HR Solutions-jackson	Priority 3	HR.PSHCM.Report
No support needed	Priority 3	DCI.Customer Support.Question
HR Solutions-soesbee	Priority 3	HR.PSHCM.Report
unable to send email attachm	Priority 3	MIT.OPS.security.firewall
Maximo Password Reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Laptop Repairs	Priority 2	DCI.Customer Support.Break-Fix.Laptop
password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Customer would like Window	Priority 3	DCI.Customer Support.Question
NSR-lazo	Priority 3	DCI.Customer Support.Active Directory.New Employee
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Black cartridge error	Priority 3	DCI.Customer Support.Break-Fix.Printer
NSR - Network drive exit	Priority 3	DCI.Customer Support.Active Directory.Drive Access
NSR - Account creation	Priority 3	DCI.Customer Support.Active Directory.New Contractor
NSR-Fuentes	Priority 3	DCI.Customer Support.Active Directory.New Employee
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
requesting to have PC install	Priority 3	DCI.Customer Support.Equipment Move.Project
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Voicemail Pin Reset	Priority 3	NCS.Telephone.digital phone.Voice Mail Password Reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Install Office 365 (T2)	Priority 3	DCI.Customer Support.office 365.Technical support

Help Customer Get Into An	Priority 3	DCI.Customer Support.Question
called to speak with Daryl Ma	Priority 3	DCI.Customer Support.Question
Customer wants to update co	Priority 3	DCI.Customer Support.Question
support cancelled.	Priority 3	DCI.Customer Support.Question
Locked out	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Server Access	Priority 3	DCI.SYSADMIN.Server.Access
Status Update	Priority 3	DCI.Customer Support.service desk.Ticket Status
Loaner laptop provided for E	Priority 3	DCI.Customer Support.Inventory.Loaner Laptop
PeopleSoft Financials Applic	Priority 3	APPS.Technical support.PSFIN
CASD Improve Computer Sp	Priority 3	DCI.Customer Support.hardware.Laptop.configuration
NSR Inquiry	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Internet/Metroweb Access T	Priority 3	DCI.Customer Support.Desktop Support
laptop dropped off but can't l	Priority 3	DCI.Customer Support.Desktop Support
reset password	Priority 3	DCI.Customer Support.Active Directory.Password reset
Kirk requested to Configure a	Priority 3	ROCS.All.Requests
printer install	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
Unable to Print using People	Priority 3	DCI.Customer Support.Question
unable to print from HCM in	Priority 3	DCI.Customer Support.printer.Desktop.Cycle Printer
Network drive (N) no longer a	Priority 3	DCI.Customer Support.Desktop Support
NSR - Create Account	Priority 3	DCI.Customer Support.Question
xerox printer Xerox 7556	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
Printer Install	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
Software Install	Priority 3	DCI.Customer Support.Desktop Support
CASD Install Adobe Acrobat	Priority 3	DCI.Customer Support.Desktop Support
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
PowerPoint issue	Priority 3	DCI.Customer Support.Question
Request To Decommission C	Priority 3	ROCS.Applications.RPM.App
print install	Priority 3	DCI.Customer Support.printer.Desktop.Install Printer Driver
battery needs to be replaced	Priority 1	DCI.Customer Support.Break-Fix.Laptop
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
CASD Install Microsoft Silver	Priority 3	DCI.Customer Support.Desktop Support
reset password	Priority 3	DCI.Customer Support.Active Directory.Password reset
unable to print from HCM in	Priority 3	DCI.Customer Support.printer.Desktop.Cycle Printer
Applying to Job not working	Priority 3	HR.PSHCM.HR solutions support
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
CASD Change Network Pas	Priority 3	DCI.Customer Support.Active Directory.Password reset
ARS Install	Priority 3	BUS.ARS.Technical support.BTSS
recover deleted files	Priority 3	DCI.Customer Support.Desktop Support
Procore Access	Priority 3	DCI.Customer Support.Question
MS Outlook Issue	Priority 2	DCI.Customer Support.Software.MS Outlook.Repair
CASD Requests for Installing	Priority 3	DCI.Customer Support.Desktop Support
Support cancelled	Priority 3	DCI.Customer Support.Question
GP Client Failed	Priority 2	DCI.Customer Support.Desktop Support
Configure a ScanSnap Scan	Priority 3	DCI.Customer Support.Hardware.Scanner.Reconfigure
assistance filing out TSR	Priority 3	DCI.Customer Support.Telephone.Other
CASD Change Network Pas	Priority 3	DCI.Customer Support.Active Directory.Password reset

Status Update	Priority 3	DCI.Customer Support.service desk.Ticket Status
User is locked out of her FIN	Priority 3	MITS.Apps Security.PSFIN.Access
Password Reset for Intern	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
unlocked account	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Call Dropped	Priority 3	DCI.Customer Support.Question
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
User get Profile Error when t	Priority 3	DCI.Customer Support.Desktop Support
unlocked account	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
outlook missing items	Priority 3	DCI.Customer Support.Question
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
tablet needs updating	Priority 3	DCI.Customer Support.hardware.Desktop.configuration
CASD Citrix Receiver VDI E	Priority 3	DCI.Customer Support.Desktop Support
Ticket for MITS	Priority 3	MITS.OPS.security.firewall
see ticket 48261 user still ne	Priority 3	DCI.Customer Support.Desktop Support
Password Reset	Priority 3	DCI.Customer Support.Question
MITS.Apps Security.PSFIN.g	Priority 3	MITS.Apps Security.PSFIN.password reset
GPSVC Issue	Priority 3	DCI.Customer Support.Question
Java Upgrade on T-601189	Priority 3	DCI.Customer Support.Software.Java.upgrade
EUP-deng	Priority 3	DCI.Customer Support.Active Directory.Administrative Rights
CASD Change Network Pas	Priority 3	DCI.Customer Support.Active Directory.Password reset
Avaya Phone Issue	Priority 3	NCS.Telephone.digital phone.Other
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Surplus Equipment Inquiry	Priority 4	DCI.Customer Support.Equipment Move.Surplus removal
Bad keyboard on 4D*	Priority 3	DCI.Customer Support.hardware.Keyboard.break/fix
CASD Metro Webmail Frequ	Priority 3	DCI.Customer Support.office 365.Technical support
Reconfigure users Adobe to	Priority 3	DCI.Customer Support.Desktop Support
HR Solutions	Priority 3	HR.PSHCM.Report
red x next to drive she restar	Priority 3	DCI.Customer Support.Desktop Support
NSR-franklin	Priority 1	DCI.Customer Support.Active Directory.Drive Access
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
NSR-kpadeh	Priority 1	DCI.Customer Support.Active Directory.Drive Access
Users maximo account is loc	Priority 3	DCI.Customer Support.Maximo.Password Reset
Maximo	Priority 3	DCI.Customer Support.Maximo.Password Reset
NSR-carter	Priority 1	DCI.Customer Support.Active Directory.New Employee
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
NSR-gonzalez	Priority 1	DCI.Customer Support.Active Directory.Drive Access
Users fax machine keeps jar	Priority 3	DCI.Customer Support.printer.Xerox.technical support
CASD Install Microsoft Silver	Priority 3	DCI.Customer Support.Desktop Support
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Service Desk Support	Priority 3	DCI.Customer Support.Question
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Unlock users account	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
NSR-Phillips	Priority 3	DCI.Customer Support.Active Directory.New Contractor
status update 48860	Priority 3	DCI.Customer Support.service desk.Ticket Status

Password and Login Assista	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
NSR-Newman	Priority 3	DCI.Customer Support.Active Directory.New Contractor
unable to get desktop conne	Priority 3	DCI.Customer Support.Question
Internet Access	Priority 3	DCI.Customer Support.Desktop Support
NSR-Fuller	Priority 3	DCI.Customer Support.Active Directory.New Contractor
CTF System Check - Day - 7	Priority None	ROCS.All.Requests
CASD PDF Display Issues in	Priority 3	DCI.Customer Support.Desktop Support
adobe	Priority 3	DCI.Customer Support.Desktop Support
Unable to Remote In	Priority 3	DCI.Customer Support.Question
subscription expired messag	Priority 3	DCI.Customer Support.Software.MS Outlook.Migrated
User computer is Adobe hav	Priority 3	DCI.Customer Support.Question
unable to launch training	Priority 3	DCI.Customer Support.Desktop Support
Network password reset req	Priority 3	DCI.Customer Support.Active Directory.Password reset
User cannot get his pictures	Priority 3	DCI.SYSADMIN.Mobile Device Management.Technical support.S
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
E001524	Priority 3	DCI.Customer Support.Active Directory.Password reset
Status update 48229	Priority 3	DCI.Customer Support.service desk.Ticket Status
ITSAT pw reset	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
NSR-Jenkins	Priority 3	DCI.Customer Support.Active Directory.New Employee
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
CASD VDI Connection Issue	Priority 3	DCI.Customer Support.Desktop Support
upgrade IE	Priority 3	DCI.Customer Support.Software.Internet Explorer
PW reset	Priority 3	DCI.Customer Support.Desktop Support
Disabled Account Support	Priority 3	MIT.S.OPS.security.firewall
Printer Install	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
User has a possible virus on	Priority 3	MIT.S.OPS.security.scan request
NSR-Bruno	Priority 3	DCI.Customer Support.Active Directory.New Employee
Users Avaya phone is getting	Priority 3	NCS.Telephone.digital phone.Other
CASD Change Network Pas	Priority 3	DCI.Customer Support.Active Directory.Password reset
Locked out	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
User needed info about sign	Priority 3	DCI.Customer Support.Wifi.Configuration
Maximo Issue	Priority 3	DCI.Customer Support.Question
status update 51204	Priority 3	DCI.Customer Support.service desk.Ticket Status
HR Issues	Priority 3	HR.PSHCM.HR solutions support
No network connection to de	Priority 3	DCI.Customer Support.Desktop Support
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
NSR-Dixon	Priority 3	DCI.Customer Support.Active Directory.New Employee
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Closed Ticket	Priority 3	DCI.Customer Support.service desk.Ticket Status
Documentum access	Priority 3	APPS.Access.DOCUMENTUM
Status Update	Priority 3	DCI.Customer Support.service desk.Ticket Status
NSR	Priority 3	DCI.Customer Support.Question
User needs software drivers	Priority 3	DCI.Customer Support.Question
User had a question about c	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Call Dropped	Priority 3	DCI.Customer Support.Question
Iphone Issue	Priority 2	DCI.SYSADMIN.Mobile Device Management.Technical support.S
Network Drive No Longer Av	Priority 3	DCI.Customer Support.Desktop Support

Password Reset	Priority 3	DCI.Customer Support.Question
PW reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Call dropped	Priority 3	DCI.Customer Support.Question
Local Admin Password Reset	Priority 3	DCI.Customer Support.Desktop Support
HP 8710 pro printer	Priority 3	DCI.Customer Support.Break-Fix.Printer
CASD Configure a ScanSnap	Priority 3	DCI.Customer Support.Hardware.Scanner.Reconfigure
Maximo Access	Priority 3	DCI.Customer Support.Question
User stated that yesterday he	Priority 3	MIT.S.OPS.security.firewall
outlook issue	Priority 3	DCI.Customer Support.Desktop Support
SMS Access	Priority 3	APPS.Technical support.SMS
CASD Change Network Password	Priority 2	DCI.Customer Support.Active Directory.Password reset
Reset Maximo	Priority 3	APPS.Access.Maximo
Dropped Call	Priority 3	DCI.Customer Support.Question
CASD Status Updates on Open	Priority 3	DCI.Customer Support.service desk.Ticket Status
PW reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Outlook issues	Priority 3	DCI.Customer Support.Desktop Support
User requesting access to Active	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
PW reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
I drive Access	Priority 3	DCI.Customer Support.Question
PW reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Install Silverlight	Priority 3	DCI.Customer Support.Desktop Support
Update graphics files on ALL	Priority None	Software
User is getting " Your connecti	Priority 3	DCI.Customer Support.Question
Reset PE Windows Password	Priority None	Software
Reset PS HCM	Priority 3	DCI.Customer Support.Active Directory.Password reset
A01 is in effect for edge route	Priority None	ROCS - Hardware
User cannot access the internet	Priority 3	DCI.Customer Support.Desktop Support
CTF System Check - MID - C	Priority None	ROCS.All.Requests
Peoplesoft login issue	Priority 3	HR.PSHCM.Support
User locked out of Trapeze	Priority 3	DCI.Customer Support.Question
No Service Needed	Priority 3	DCI.Customer Support.Question
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
Dropped call	Priority 3	DCI.Customer Support.Question
Peoplesoft login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Users emails are not populated	Priority 2	DCI.SYSADMIN.Mobile Device Management.Technical support.S
Outlook login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Open Ticket Status	Priority 3	DCI.Customer Support.service desk.Ticket Status
Maximo login issue	Priority 3	DCI.Customer Support.Maximo.Password Reset
User is requesting Avaya phone	Priority 3	DCI.Customer Support.Question
Reset PS HCM	Priority 3	DCI.Customer Support.Active Directory.Password reset
Reset PS HCM	Priority 3	DCI.Customer Support.Active Directory.Password reset
Peoplesoft login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Terminal Session change	Priority 3	DCI.Customer Support.Desktop Support
IT Security Awareness training	Priority 3	DCI.Customer Support.Question
System boots into Bios	Priority 3	DCI.Customer Support.hardware.Desktop.break/fix
NSR form attached	Priority 3	DCI.SYSADMIN.Server.Access



NSR form attached	Priority 3	DCI.SYSADMIN.Server.Access
NSR form attached	Priority 3	DCI.SYSADMIN.Server.Access
Outlook login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
This is a status update for Ti	Priority 3	DCI.Customer Support.service desk.Ticket Status
Maximo reset	Priority 3	APPS.Access.Maximo
Peoplesoft login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Mr. Betts is getting subcriptio	Priority 3	DCI.Customer Support.Software.MS Outlook.Migrated
System login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Outlook login issue	Priority 3	DCI.Customer Support.Question
Call Dropped	Priority 3	DCI.Customer Support.Question
ARS Login issue	Priority 3	BUS.ARS.Technical support.BTSS
Call Dropped	Priority 3	DCI.Customer Support.Question
Termianl Session connection	Priority 3	DCI.Customer Support.Software.VPN.Training
Pictures transfer assistance	Priority 3	DCI.Customer Support.Telephone.Other
Network drive unaccessable	Priority 3	DCI.Customer Support.Desktop Support
CTF System Check - Evenin	Priority None	Applications
Peoplesoft login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Peoplesoft external website	Priority 3	DCI.Customer Support.Question
External Access to HCM	Priority 3	DCI.Customer Support.Question
IT Security Awareness Test	Priority 3	DCI.Customer Support.Question
IT Security Awareness Test	Priority 3	DCI.Customer Support.Question
New email access	Priority 3	DCI.Customer Support.Question
NSR for new Safety Officer M	Priority 3	DCI.Customer Support.Active Directory.Drive Access
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
General Questions - IT Secu	Priority 3	DCI.Customer Support.Question
IT Security Awareness - Acc	Priority 3	DCI.Customer Support.Question
support cancelled	Priority 3	DCI.Customer Support.Question
support cancelled	Priority 3	DCI.Customer Support.Question
support cancelled	Priority 3	DCI.Customer Support.Question
support cancelled	Priority 3	DCI.Customer Support.Question
support cancelled	Priority 3	DCI.Customer Support.Question
RE: Access Request due to	Priority 3	MIT.S.OPS.security.scan request
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
The user wanted to check th	Priority 3	APPS.Access.Maximo
pick password	Priority 3	DCI.Customer Support.Question
Drop Call	Priority 3	DCI.Customer Support.Question
user is unable to access N d	Priority 3	DCI.Customer Support.Question
Drop Call	Priority 3	DCI.Customer Support.Question
Drop Call	Priority 3	DCI.Customer Support.Question
Drop Call	Priority 3	DCI.Customer Support.Question
xerox printer install	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
Email Issue	Priority 3	DCI.Customer Support.Question
PC Will Not Power On (Hima	Priority 3	DCI.Customer Support.hardware.Desktop.break/fix
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset

upgrade le	Priority 3	DCI.Customer Support.Desktop Support
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Microsoft Software Request	Priority 3	DCI.SYSADMIN.Software.installation.MS Project
http://hdwiki/pages/viewpage	Priority 3	DCI.Customer Support.Desktop Support
unlocked account	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Status Update	Priority 3	DCI.Customer Support.service desk.Ticket Status
Email Assistance	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
PS Access request (revised)	Priority 3	HR.PSHCM.HR solutions support
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
pids display	Priority 3	DCI.Customer Support.Desktop Support
Delegation for Kirk Rawlings	Priority 3	HR.PSHCM.HR solutions support
Software Install	Priority 3	DCI.Customer Support.Desktop Support
Network Access Prohibited M	Priority 3	DCI.Customer Support.Desktop Support
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Job Code Missing Workers C	Priority 3	HR.PSHCM.HR solutions support
How to access email from hd	Priority 3	DCI.Customer Support.Question
NSR FW: Arnice Wilson Net	Priority 3	DCI.Customer Support.Active Directory.Drive Access
Status Update	Priority 3	DCI.Customer Support.service desk.Ticket Status
needed to have software ins	Priority 3	DCI.Customer Support.Desktop Support
CASD MS Outlook: Email Iss	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
CASD PIDS Support	Priority 3	APPS.Technical support.PIDS
email not loading	Priority 3	DCI.Customer Support.Desktop Support
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Skype Dial-in Conferencing I	Priority 3	DCI.SYSADMIN.office 365.Technical support
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Account Unlock	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Access request	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Question
Delegation Request	Priority 3	HR.PSHCM.HR solutions support
RE: Health and Welfare LLC	Priority 3	MITS.OPS.security.firewall
IT Security Awareness Train	Priority 3	DCI.Customer Support.Question
Software Upgrade	Priority 3	DCI.Customer Support.Software.Java.upgrade
RE: Please allow access to S	Priority 3	DCI.Customer Support.service desk.Ticket Status
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
PW Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
RE: Call In Number	Priority 3	DCI.Customer Support.service desk.Ticket Status
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
adobe pro install	Priority 3	DCI.Customer Support.Desktop Support
Data Replacement Cord	Priority 3	NCS.Telephone.digital phone.Hardware
NSR - Create Account	Priority 1	DCI.Customer Support.Active Directory.New Contractor
Network password reset req	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock

PW reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Cannot locate job title in PSH	Priority 3	HR.PSHCM.Support
General Questions or No Wi	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
question	Priority 3	DCI.Customer Support.Desktop Support
SSL CERT Request	Priority 3	MIT.S.OPS.security.firewall
Password and Login Assista	Priority 3	DCI.Customer Support.Desktop Support
Documentum Account Acces	Priority 3	APPS.Access.DOCUMENTUM
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo Password Reset or	Priority 3	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Status Update	Priority 3	DCI.Customer Support.service desk.Ticket Status
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
internet explorer upgrade req	Priority 3	DCI.Customer Support.Software.Internet Explorer
IMID Access - Biometric   Pr	Priority 3	DCI.SYSADMIN.Server.Access
password reset for maximo	Priority 3	DCI.Customer Support.Maximo.Password Reset
Rail Kiosk User Account Acc	Priority 3	DCI.Customer Support.SSK Kiosk
PRINTER ISSUE	Priority 3	DCI.Customer Support.printer.Desktop.Cycle Printer
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
PW reset	Priority 3	DCI.Customer Support.Desktop Support
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
PW reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Trapeze Issue	Priority 3	APPS.Technical Support.Trapeze
Please help customer sync t	Priority 3	DCI.SYSADMIN.Mobile Device Management.Password reset.Sm
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Assistant Sup. Jason Pridge	Priority None	ROCS.All.Requests
question	Priority 3	DCI.Customer Support.Desktop Support
Avaya Phone Issue	Priority 3	NCS.Telephone.digital phone.Hardware
Locked Acct	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Payroll Issue	Priority 3	DCI.Customer Support.Question
Status Update	Priority 3	DCI.Customer Support.service desk.Ticket Status
PW reset	Priority 3	DCI.Customer Support.Desktop Support
network password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
CASD Install or Upgrade Inte	Priority 3	DCI.Customer Support.Software.Internet Explorer
Monitor blank	Priority 3	DCI.Customer Support.hardware.Monitor.break/fix
Webmail	Priority 3	DCI.Customer Support.Desktop Support
JGB Weekly System Check	Priority None	ROCS.Appliications.AIM.App
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
access prohibited message	Priority 3	MIT.S.OPS.security.firewall
support cancelled	Priority 3	DCI.Customer Support.Question
support cancelled	Priority 3	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Java Update	Priority 3	DCI.Customer Support.Software.Java.upgrade
PC move	Priority 3	DCI.Customer Support.Equipment Move.Project
unable to login to laptop.	Priority 3	DCI.Customer Support.Question

password reset for ARS	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Drive Cam	Priority 3	DCI.Customer Support.Desktop Support
Password	Priority 3	DCI.Customer Support.Active Directory.Password reset
RPM Password Reset	Priority 3	APPS.Technical support.ROCC
Stephens Moriba ID#004205	Priority 3	HR.PSHCM.HR solutions support
password reset for training	Priority 3	DCI.Customer Support.Question
Gm. VPNs	Priority 3	MIT.Engineering.VPN.Technical support
IT Security Awareness	Priority 3	DCI.Customer Support.Desktop Support
red x next to speaker icon. s	Priority 3	DCI.Customer Support.Question
Avaya Phone Issue	Priority 3	NCS.Telephone.digital phone.Other
Ticket #50428	Priority 3	DCI.Customer Support.service desk.Ticket Status
IE upgrade	Priority 3	DCI.Customer Support.Desktop Support
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
CASD Logon Error: Trust Re	Priority 3	DCI.Customer Support.Network.Server
Surplus Equipment	Priority 3	DCI.Customer Support.Equipment Move.Surplus removal
Unbox and Label Servers	Priority 5	ROCS.All.Requests
call disconnected	Priority 3	DCI.Customer Support.Question
FW: PeopleSoft Access For	Priority 3	MIT.Apps Security.PSFIN.Access
call disconnected	Priority 3	DCI.Customer Support.Question
assistance accessing e servi	Priority 3	DCI.Customer Support.Question
IT Security Awareness Train	Priority 3	MIT.OPS.ILMS ITSA.registration
Status Update	Priority 3	DCI.Customer Support.service desk.Ticket Status
Access to CA Service Desk	Priority 3	DCI.Customer Support.Question
unable to access trip planner	Priority 3	DCI.SYSADMIN.Software.Technical support.Operating Systems
Password	Priority 3	MIT.OPS.ILMS ITSA.password reset
No Support	Priority 3	DCI.Customer Support.Question
RPM Troubleshooting Guide	Priority None	ROCS.All.Requests
Password	Priority 3	DCI.Customer Support.Active Directory.Password reset
VPN terminal session	Priority 3	DCI.Customer Support.Desktop Support
NSR attached	Priority 3	DCI.Customer Support.Active Directory.Drive Access
no network connection	Priority 1	NCS.Telephone.digital phone.No Dial Tone
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
IT Contractor Termination	Priority 3	DCI.Customer Support.Question
HR request	Priority 3	HR.PSHCM.Support
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
status update on ticket 5106	Priority 3	DCI.Customer Support.service desk.Ticket Status
PW reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
PS Access request	Priority 3	HR.PSHCM.Access
CASD MS Outlook: Email Iss	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
PS Access request	Priority 3	HR.PSHCM.Access
password reset for maximo	Priority 3	DCI.Customer Support.Maximo.Password Reset
reimage	Priority 3	DCI.Customer Support.hardware.Laptop.reimage
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Broken USb for Rodelle*	Priority 3	DCI.Customer Support.Break-Fix.Laptop
Delegation request	Priority 3	HR.PSHCM.Support
VPN Support	Priority 3	DCI.Customer Support.Software.VPN.Training

Status Update	Priority 3	DCI.Customer Support.service desk.Ticket Status
Microsoft Software Request	Priority 3	DCI.SYSADMIN.Software.installation.MS Visio
Question	Priority 3	DCI.Customer Support.Desktop Support
Monitor	Priority 3	DCI.Customer Support.Desktop Support
Printer Issue	Priority 3	DCI.Customer Support.printer.Desktop.Cycle Printer
Dual Monitor Setup	Priority 3	DCI.Customer Support.hardware.Monitor.configuration
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Metroweb Directory	Priority 3	DCI.Customer Support.Question
PeopleSoft Issue	Priority 3	HR.PSHCM.Support
Account Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
General Info	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Avaya Phone Issues	Priority 3	NCS.Telephone.digital phone.Voice Mail Password Reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Software Install	Priority 3	DCI.Customer Support.Desktop Support
CASD Change Network Pas	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Surplus Equipment Support	Priority 3	DCI.Customer Support.Equipment Move.Surplus removal
CASD Change Network Pas	Priority 3	DCI.Customer Support.Active Directory.Password reset
ITSA Troubleshooting	Priority 3	DCI.Customer Support.Desktop Support
Metro Net	Priority 3	DCI.Customer Support.Wifi.Configuration
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Status Update	Priority 3	DCI.Customer Support.service desk.Ticket Status
unable to access network dri	Priority 3	DCI.Customer Support.Desktop Support
Surplus Equipment	Priority 4	DCI.Customer Support.Equipment Move.Surplus removal
test ticket please ignore	Priority 3	Software
unable to open document cre	Priority 3	DCI.Customer Support.Question
Voicemail Access	Priority 3	DCI.Customer Support.Telephone.Other
Maximo pw reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
EUP	Priority 3	DCI.Customer Support.Active Directory.Administrative Rights
network pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
LMS PW	Priority 3	DCI.Customer Support.Active Directory.Password reset
wants to have adobe reader	Priority 3	DCI.Customer Support.Desktop Support
CASD MS Outlook: Email Iss	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
Status Update	Priority 3	DCI.Customer Support.service desk.Ticket Status
PW reset	Priority 3	DCI.Customer Support.Desktop Support
voicemail access	Priority 3	DCI.Customer Support.Telephone.Other
Avaya Phone Inquiry	Priority 3	NCS.Telephone.digital phone.Other
ELM changes	Priority 3	MIT.Apps Security.PSFIN.Access
PW reset	Priority 3	DCI.Customer Support.Desktop Support
Memory Upgrade 8B*	Priority 3	DCI.Customer Support.hardware.Desktop.break/fix
New EE Login Credentials	Priority 3	DCI.Customer Support.Question
customer needs computer up	Priority 3	DCI.Customer Support.Question
status update 50908	Priority 3	DCI.Customer Support.service desk.Ticket Status
CTF System Check - Day - 7	Priority None	ROCS.All.Requests

Badging Office Printer	Priority 3	DCI.Customer Support.printer.Desktop.Cycle Printer
wants to get guest account c	Priority 3	DCI.Customer Support.Question
VPN Troubleshooting	Priority 3	DCI.Customer Support.Software.VPN.Training
NSR-Hill	Priority 1	DCI.Customer Support.Active Directory.New Contractor
"no trust relationship"	Priority 3	DCI.Customer Support.Network.Server
Password	Priority 3	DCI.Customer Support.Active Directory.Password reset
Disabled Network Account S	Priority 3	DCI.Customer Support.Desktop Support
Unable to see timesheets	Priority 3	HR.PSHCM.Support
Status Update	Priority 3	DCI.Customer Support.service desk.Ticket Status
New EE Login Credentials	Priority 3	DCI.Customer Support.Question
Local Printer/Scanner Issue	Priority 3	DCI.Customer Support.printer.Desktop.Cycle Printer
Email	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
Password Requirement	Priority 1	DCI.Customer Support.Question
MS Office 365 Error	Priority 3	DCI.Customer Support.Software.MS Word.upgrade
Recover file	Priority 3	DCI.Customer Support.Desktop Support
Disabled Network Account S	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo Password Reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Maximo Assistance	Priority 3	DCI.Customer Support.Maximo.Password Reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Network Drives Are Not Avail	Priority 3	DCI.Customer Support.Desktop Support
PW Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
http://hdwiki/display/SOPs/M	Priority 3	DCI.Customer Support.Wifi.Configuration
Install Scanner	Priority 3	DCI.Customer Support.hardware.Scanner.install
Change Home Location in R	Priority None	ROCS.Applications.RPM.App
AIM PE WRKST GPO to Re	Priority 5	ROCS - Hardware
Maximo PW	Priority 3	DCI.Customer Support.Desktop Support
Network Drive	Priority 3	DCI.Customer Support.Desktop Support
Reset AD for Ms. Donna Wh	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo	Priority 3	DCI.Customer Support.Maximo.Password Reset
Drive Access	Priority 3	DCI.Customer Support.Desktop Support
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
account locked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Email	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
CASD IT Security Awarenes	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
NORTHERN-MAINT-DMP44	Priority 3	NCS.Switch.Unreachable
Maximo	Priority 3	DCI.Customer Support.Maximo.Password Reset
User does not have IE - can	Priority 3	DCI.Customer Support.Desktop Support
ART-FFX-RCSC-2911 unrea	Priority 3	NCS.Switch.Unreachable
Maximo error message	Priority 3	DCI.Customer Support.Question
Account Locked	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo	Priority 3	DCI.Customer Support.Maximo.Password Reset
Maximo password reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Reset ILMS	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
distribution list	Priority 3	DCI.Customer Support.Question
Maximo password	Priority 3	DCI.Customer Support.Maximo.Password Reset
Cancelled call	Priority 3	DCI.Customer Support.Question

PIDS	Priority 3	DCI.Customer Support.Desktop Support
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
c071236 unable to login	Priority 3	MIT.S.OPS.security.firewall
User is unable to login comp	Priority 3	DCI.Customer Support.Network.Server
Maximo reset	Priority 3	APPS.Access.Maximo
RC Paul W. Request VPN T	Priority None	Software
Reset PS HCM	Priority 3	DCI.Customer Support.Active Directory.Password reset
Question	Priority 3	DCI.Customer Support.Desktop Support
Reset ILMS	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
Local PW reset	Priority 3	DCI.Customer Support.Desktop Support
Remove Incident from Car P	Priority None	Software
Asked for RPM phone numb	Priority 3	APPS.Technical support.ROCC
Maximo Reset	Priority 3	APPS.Access.Maximo
System login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
JGB Weekly System Check	Priority 5	ROCS.All.Requests
CTEM REPORTS	Priority 3	DCI.Customer Support.Question
System login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Data Transfer Request	Priority 3	DCI.Customer Support.Desktop Support
Checking TSR status for TS	Priority 3	DCI.Customer Support.Maximo.TSR Status
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
Windows reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
PS HCM reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
http://hdwiki/display/SOPs/C	Priority 3	DCI.Customer Support.Desktop Support
Outlook webmail login issue	Priority 3	DCI.Customer Support.Desktop Support
http://hdwiki/display/SOPs/Is	Priority 3	NCS.Telephone.digital phone.Other
Outlook webmail log issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo Access question	Priority 3	APPS.Access.Maximo
CTF System Check - Mids -	Priority None	Software
Assisted user with access to	Priority 3	DCI.SYSADMIN.Mobile Device Management.Technical support.S
Password Reset	Priority 3	DCI.Customer Support.Question
maximo access request	Priority 3	DCI.Customer Support.Question
Peoplesoft login issue	Priority 3	DCI.Customer Support.Question
Call Dropped	Priority 3	DCI.Customer Support.Question
Call Dropped	Priority 3	DCI.Customer Support.Question
Explained the pswd reset pro	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo login issue	Priority 3	DCI.Customer Support.Maximo.Password Reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
log in assistance	Priority 3	DCI.Customer Support.Active Directory.Password reset
Peoplesoft login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
maximo password reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
no support needed	Priority 3	DCI.Customer Support.Question
no support needed	Priority 3	DCI.Customer Support.Question

Request for avaya phone co	Priority 2	NCS.Telephone.digital phone.Hardware
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
change a password	Priority 3	DCI.Customer Support.Active Directory.Password reset
wifi password	Priority 3	DCI.Customer Support.Wifi.Configuration
e service website	Priority 3	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
I have access to the Internet	Priority 3	DCI.SYSADMIN.Mobile Device Management.Password resetTab
Support cancelled	Priority 3	DCI.Customer Support.Question
unable to access trapeze.	Priority 3	APPS.Technical Support.Trapeze
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
TRAPEZE Issue	Priority 3	APPS.Technical Support.Trapeze
staus update on ticket 49480	Priority 3	DCI.Customer Support.service desk.Ticket Status
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
prowatch install	Priority 3	DCI.Customer Support.Active Directory.Drive Access
maximo activation	Priority 3	DCI.Customer Support.Maximo.Password Reset
c026314 Nwafor, Uzodinma	Priority 3	DCI.Customer Support.Desktop Support
IT Security Awareness Test	Priority 3	DCI.Customer Support.Question
IT Security Awareness Test	Priority 3	DCI.Customer Support.Question
Trapeze Pwd Reset	Priority 3	DCI.Customer Support.Question
NSR for Varanasi	Priority 3	DCI.Customer Support.Active Directory.Drive Access
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Status Update	Priority 3	DCI.Customer Support.service desk.Ticket Status
unable to bring up pids displa	Priority 3	DCI.Customer Support.Desktop Support
Adobe Pro Install	Priority 3	DCI.Customer Support.Desktop Support
CTF System Check - Evenin	Priority None	Applications
Customer said request has r	Priority 3	DCI.SYSADMIN.Server.Access
One Badge Inquiry	Priority 3	DCI.Customer Support.Question
Please see attached forms fo	Priority 3	HR.PSHCM.Access
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Microsoft Office 365 Support	Priority 3	DCI.Customer Support.Question
Receive NSR	Priority 3	DCI.SYSADMIN.Server.Access
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
unable to access PAR deleg	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Application install. Software	Priority 3	DCI.Customer Support.Desktop Support
IE upgrade	Priority 3	DCI.Customer Support.Software.Internet Explorer
Dropped Call	Priority 3	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Request to clear orphan repd	Priority 3	MITS.OPS.security.firewall
NSR attached Raymond Gor	Priority 3	DCI.Customer Support.Active Directory.Drive Access
KB & Mouse at Alexandria	Priority 3	DCI.Customer Support.hardware.Keyboard.break/fix
Disabled Account Support	Priority 3	DCI.Customer Support.Question
possible SPAM	Priority 3	MITS.OPS.security.firewall



Mandatory Project Job Num	Priority 3	HR.PSHCM.Support
adobe pro install request	Priority 3	DCI.Customer Support.Desktop Support
MS office subscription expire	Priority 3	DCI.Customer Support.Desktop Support
support cancelled	Priority 3	DCI.Customer Support.Question
Log in assistance	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Run CA Report On Open Ind	Priority None	ROCS.All.Requests
email pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
call disconnected	Priority 3	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Chrome install	Priority 3	DCI.Customer Support.Desktop Support
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
call disconnected	Priority 3	DCI.Customer Support.Question
call disconnected	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
unable to hear caller	Priority 3	DCI.Customer Support.Question
Status of Assigned Role	Priority 3	DCI.Customer Support.Question
Locked Out	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
unable to access links on the	Priority 3	DCI.Customer Support.Software.Internet Explorer
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
unable to sync one drive afte	Priority 3	DCI.Customer Support.office 365.Technical support
support cancelled	Priority 3	DCI.Customer Support.Question
Receive NSR	Priority 3	DCI.Customer Support.Active Directory.New Contractor
unable to open Outlook	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Secure Print	Priority 3	DCI.Customer Support.Question
pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
PW reset	Priority 3	DCI.Customer Support.Desktop Support
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
NSR-Delucia	Priority 3	DCI.Customer Support.Active Directory.Drive Access
user does not have an accou	Priority 3	MIT.S.OPS.ILMS ITSA.registration
OneDrive Assistance	Priority 3	DCI.Customer Support.Question
Access Request	Priority 3	MIT.S.OPS.security.firewall
WebVPN	Priority 3	DCI.Customer Support.Software.VPN.Training
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
PC move	Priority 3	DCI.Customer Support.Equipment Move.Project
PW reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
status	Priority 3	DCI.Customer Support.service desk.Ticket Status
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
No Support Needed	Priority 3	DCI.Customer Support.Question
User Profile Service Failure	Priority 3	DCI.Customer Support.Desktop Support
Ticket for MITS	Priority 3	MIT.S.OPS.security.firewall
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
NSR attached	Priority 3	DCI.Customer Support.Active Directory.New Employee
NSR attached Coloma	Priority 3	DCI.Customer Support.Active Directory.New Employee
NSR - Rozelle, Michael	Priority 3	DCI.Customer Support.Active Directory.New Contractor
Hard Drive Failure	Priority 3	DCI.Customer Support.Desktop Support

RC Request For VPN Token	Priority None	ROCS.All.Requests
NSR - Brian Anderson	Priority 3	DCI.Customer Support.Active Directory.Drive Access
question	Priority 3	DCI.Customer Support.Desktop Support
Maximo pw reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
customer got kicked out of IT	Priority 3	DCI.Customer Support.Desktop Support
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Audacity software install	Priority 3	DCI.Customer Support.Desktop Support
Monitor Issue	Priority 3	DCI.Customer Support.hardware.Monitor.break/fix
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Virtual Private Network (VPN)	Priority 2	DCI.Customer Support.Software.VPN.Install
account disabled due non co	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
status 43743	Priority 3	DCI.Customer Support.service desk.Ticket Status
unable to send emails	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
Status Update	Priority 3	DCI.Customer Support.service desk.Ticket Status
maximo account activation	Priority 3	DCI.Customer Support.Question
office 2013 install	Priority 3	DCI.Customer Support.Software.MS Outlook.Install
Support cancelled	Priority 3	DCI.Customer Support.Question
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Requirment	Priority 3	DCI.Customer Support.Question
requested to have a test ema	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
Needs ITSAT account create	Priority 2	MIT.S.OPS.I.LMS ITSA.registration
Request to Add 7K Cars in to	Priority 3	ROCS.Applications.RPM.App
unable to print properly from	Priority 3	HR.PSHCM.Support
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo Assistance	Priority 3	APPS.Technical support.Maximo
internet access issue	Priority 3	DCI.Customer Support.Internet.Access prohibited
Network Drives No Longer A	Priority 3	DCI.Customer Support.Desktop Support
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
PIDS Issue	Priority 3	APPS.Technical support.PIDS
ITSA Training	Priority 3	DCI.Customer Support.Question
"there are currently logon se	Priority 3	DCI.Customer Support.Network.Server
PC Error Message	Priority 3	DCI.Customer Support.Question
People Soft FIN	Priority 3	DCI.Customer Support.Desktop Support
network drive issue	Priority 3	DCI.Customer Support.Desktop Support
password reset for training	Priority 3	DCI.Customer Support.Question
Maximo Assistance	Priority 3	DCI.Customer Support.Maximo.Password Reset
unlocked account	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
support cancelled	Priority 3	DCI.Customer Support.Question
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
unable to login to PS PAR	Priority 3	MIT.S.Apps Security.PSFIN.Access
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
outlook issue	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
wants to free up space on he	Priority 3	DCI.Customer Support.Desktop Support
Maximo pw reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Performance Evaluation	Priority 3	DCI.Customer Support.Question

computer move	Priority 3	DCI.Customer Support.Equipment Move.Project
printer install	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
Locked acct	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo pw reset	Priority 3	DCI.Customer Support.Question
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Cancelled	Priority 3	DCI.Customer Support.Question
google chrome install	Priority 3	DCI.Customer Support.Desktop Support
PeopleSoft Financials Account	Priority 3	MIT.Apps Security.PSFIN.password reset
user is unable get outlook calendar	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
status update 50877	Priority 3	DCI.Customer Support.service desk.Ticket Status
Printer Install	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
printers are giving error messages	Priority 3	DCI.Customer Support.Question
password reset for maximo	Priority 3	DCI.Customer Support.Maximo.Password Reset
question about one badge de	Priority 3	DCI.Customer Support.Question
ITSA Testing Inquiry	Priority 3	DCI.Customer Support.Question
user is trying to take vendor	Priority 3	DCI.Customer Support.Software.Java.Install
badging office card printer is	Priority 3	DCI.Customer Support.Desktop Support
Account Unlocked/ Password	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo pw reset	Priority 3	DCI.Customer Support.Question
NSR attached	Priority 3	DCI.Customer Support.Active Directory.New Employee
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Isaac Moses is requesting P	Priority None	ROCS.Applications
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Account Unlocked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Software Install	Priority 3	DCI.Customer Support.Software.Java.upgrade
no internet access at the kios	Priority 3	DCI.SYSADMIN.Software.Technical support.Operating Systems
TSR Status Update	Priority 3	DCI.Customer Support.Maximo.TSR Status
status 50382	Priority 3	DCI.Customer Support.service desk.Ticket Status
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
MS Project Install	Priority 3	DCI.SYSADMIN.Software.installation.MS Project
Status update on an open tic	Priority 3	DCI.Customer Support.service desk.Ticket Status
Computer Question	Priority 3	DCI.Customer Support.Desktop Support
password reset for maximo	Priority 3	DCI.Customer Support.Maximo.Password Reset
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
PC not booting at Telegraph	Priority 2	DCI.Customer Support.hardware.Desktop.break/fix
network drives are unavailab	Priority 3	DCI.Customer Support.Desktop Support
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
Peoplesoft issues	Priority 3	HR.PSHCM.Support
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
status update 48516	Priority 3	DCI.Customer Support.service desk.Ticket Status
Unable to have access to Int	Priority 3	DCI.SYSADMIN.Mobile Device Management.Technical support.S
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
modify Pal Alto role for host	Priority 3	MIT.OPS.security.firewall

NSR attached	Priority 3	DCI.Customer Support.Active Directory.New Employee
Network drives no longer acc	Priority 3	DCI.Customer Support.Desktop Support
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
requesting have HP printer n	Priority 3	DCI.Customer Support.printer.Desktop.Cycle Printer
Access to LapTop	Priority 3	DCI.Customer Support.Question
Email Assistance	Priority 3	DCI.Customer Support.Software.MS Outlook.Problem Not Found
PeopleSoft Access	Priority 3	MITS.Apps Security.PSFIN.Access
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset for training.	Priority 3	DCI.Customer Support.Question
JGB-B1NOC-WIP2 Unreach	Priority 3	NCS.Switch.Unreachable
Status Update	Priority 3	DCI.Customer Support.service desk.Ticket Status
inquiry	Priority 3	DCI.Customer Support.service desk.Ticket Status
Assisted with AD pswd reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
unlocked account	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Outlook issue	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
user called to resolve issue	Priority 3	DCI.Customer Support.Question
hp printer install	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
Disabled Account Support	Priority 3	MITS.OPS.security.firewall
called regarding her disabled	Priority 3	DCI.Customer Support.service desk.Ticket Status
network account locked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
User clicks to view job openi	Priority 3	DCI.Customer Support.printer.Desktop.Install Printer Driver
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
network pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
PW reset	Priority 3	DCI.Customer Support.Desktop Support
CASD loading very slowly; IE	Priority 3	DCI.Customer Support.Question
CTF System Check 7/10/17	Priority None	ROCS - Hardware
unable to access internet an	Priority 3	DCI.Customer Support.Question
User stated port is not hot -	Priority 3	NCS.Access point.Unreachable
maximo	Priority 3	DCI.Customer Support.Desktop Support
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
Question	Priority 3	DCI.Customer Support.Active Directory.Password reset
status of ticket	Priority 3	DCI.Customer Support.Desktop Support
Printer install	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
network drive access reques	Priority 3	DCI.Customer Support.Desktop Support
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
close	Priority 3	DCI.Customer Support.Desktop Support
Assisted with access email	Priority 3	DCI.Customer Support.office 365.Technical support
Maximo Assistance	Priority 3	DCI.Customer Support.Maximo.Password Reset
Disabled Employee Account	Priority 3	MITS.OPS.security.firewall
Drive connection	Priority 3	DCI.Customer Support.Desktop Support
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
Trying to Connect	Priority 3	MITS.OPS.security.firewall
Outlook issues	Priority 3	DCI.Customer Support.Desktop Support
New user called to see if his	Priority 3	DCI.Customer Support.Question

OneDrive Assistance	Priority 3	DCI.Customer Support.Question
RPM access change request	Priority 3	ROCS.All.Requests
Remote desktop connection	Priority 3	DCI.Customer Support.Desktop Support
Request to reset AD for Gen	Priority 3	DCI.Customer Support.Active Directory.Password reset
customer being prompted fo	Priority 3	DCI.Customer Support.Active Directory.Password reset
FFX-LOR-RCSC-2911 unrea	Priority 3	NCS.Switch.Unreachable
Customer disconnected	Priority 3	DCI.Customer Support.Question
D99-olddsi-ap-3502e unrecha	Priority 3	NCS.Switch.Unreachable
S Drive is missing	Priority 3	DCI.Customer Support.Desktop Support
CTF-C244MAINT-DMP4400	Priority 3	NCS.Switch.Unreachable
Network Service Request	Priority 3	DCI.Customer Support.Active Directory.Drive Access
I Drive Access	Priority 3	DCI.Customer Support.Desktop Support
SMS Access	Priority 3	APPS.Technical support.SMS
Request To Create RPM Us	Priority 3	ROCS.Applications.RPM.App
Account locked	Priority 3	DCI.Customer Support.Active Directory.Password reset
PW reset	Priority 3	DCI.Customer Support.Desktop Support
Install Java 8 BC : 514086	Priority 3	DCI.Customer Support.Software.Java.Install
When user creates a TSR, w	Priority 3	APPS.Access.Maximo
Account locked	Priority 3	DCI.Customer Support.Active Directory.Password reset
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
PW reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Call disconnected	Priority 3	DCI.Customer Support.Question
network pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
"Modify Members" is grayed	Priority 3	DCI.Customer Support.Question
java update	Priority 3	DCI.Customer Support.Desktop Support
computer locks too quickly	Priority 3	DCI.Customer Support.Desktop Support
Password	Priority 3	DCI.Customer Support.Active Directory.Password reset
PW reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
ELM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Account locked	Priority 3	DCI.Customer Support.Active Directory.Password reset
PW reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo reset	Priority 3	APPS.Access.Maximo
Account disabled	Priority 3	DCI.Customer Support.Question
pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
User sees a yellow triangle v	Priority 3	DCI.Customer Support.Desktop Support
Maximo	Priority 3	DCI.Customer Support.Maximo.Password Reset
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
Xerox printer	Priority 4	DCI.Customer Support.Desktop Support
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
PW reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
PW reset	Priority 3	DCI.Customer Support.Desktop Support
Maximo deactivated due to in	Priority 3	APPS.Access.Maximo
Reset AD - Walked user thr	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset

Reset PS HCM	Priority 3	DCI.Customer Support.Active Directory.Password reset
Disable skype	Priority 3	DCI.Customer Support.Desktop Support
Outlook login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
W-525948 User is missing	Priority 3	DCI.Customer Support.Desktop Support
Outlook webmail login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Network drive access issue	Priority 3	DCI.Customer Support.Desktop Support
Reset Maximo	Priority 3	APPS.Access.Maximo
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
System login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Desktop system from	Priority 3	DCI.Customer Support.hardware.Desktop.break/fix
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo login issue	Priority 3	DCI.Customer Support.Maximo.Password Reset
System login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Assisted user with access to	Priority 3	DCI.Customer Support.office 365.Technical support
The User Profile Service ser	Priority 3	DCI.Customer Support.Desktop Support
Network drive access issue	Priority 3	DCI.Customer Support.Desktop Support
CTF System Check - MID - C	Priority None	ROCS.All.Requests
Maximo deactivated due to in	Priority 3	DCI.Customer Support.Question
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
Reset Maximo	Priority 3	DCI.Customer Support.Maximo.Password Reset
Trapeze startup issue	Priority 3	DCI.Customer Support.Desktop Support
Reset self service pswd	Priority 3	DCI.Customer Support.Active Directory.Password reset
Peoplesoft login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
IT Security Awareness Train	Priority None	DCI.Customer Support.Question
Status Update on ticket 4954	Priority 3	DCI.Customer Support.service desk.Ticket Status
Outlook webmail access issu	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
maximo password reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Request for email access	Priority 3	DCI.Customer Support.office 365.Technical support
Reset PS HCM	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo login issue	Priority 3	DCI.Customer Support.Maximo.Password Reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
log in assistance	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Ticket number # 50721	Priority 3	DCI.Customer Support.Desktop Support
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
it security awareness passwo	Priority 3	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Hr questions	Priority 3	DCI.Customer Support.Question
no support needed	Priority 3	DCI.Customer Support.Question
vpn website	Priority 3	DCI.Customer Support.Software.VPN.Training
VPN Issues	Priority 2	DCI.Customer Support.Desktop Support
mezz 74 Ust cardozo	Priority 3	DCI.Customer Support.Desktop Support
install a printer	Priority 3	DCI.Customer Support.printer.Desktop.Install Printer Driver
IT Security Awareness Test	Priority 3	DCI.Customer Support.Question
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
support cancelled	Priority 3	DCI.Customer Support.Question

support cancelled	Priority 3	DCI.Customer Support.Question
support cancelled	Priority 3	DCI.Customer Support.Question
Maximo Password Reset	Priority 3	DCI.Customer Support.Question
CTF System Check - Evenin	Priority None	Applications
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
call dropped	Priority 3	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
HP Printer Install	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
unlocked account	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
user completed the training a	Priority 3	MIT.S.OPS.ILMS ITSA.disabled account
Maximo password reset	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Metroweb Homepage	Priority 3	DCI.Customer Support.Question
status update on ticket	Priority 3	DCI.Customer Support.service desk.Ticket Status
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Dell 7010 not powering up at	Priority 2	DCI.Customer Support.hardware.Monitor.break/fix
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
account locked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Call dropped	Priority 3	DCI.Customer Support.Question
Call dropped	Priority 3	DCI.Customer Support.Question
The user is unable to access	Priority 3	DCI.SYSADMIN.Software.Technical support.Operating Systems
password reset for peopleso	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset for training	Priority 3	DCI.Customer Support.Question
nable to print HP Laser Jet 4	Priority 3	DCI.Customer Support.Question
External Access to Email	Priority 3	DCI.Customer Support.office 365.Technical support
CTF System Checks 7/9/17	Priority None	ROCS - Hardware
Rail Car Decommission 4088	Priority None	ROCS.All.Requests
Rail Car Decommission 1056	Priority None	ROCS.All.Requests
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Kiosk is not Powering on	Priority 2	DCI.Customer Support.SSK Kiosk
maximo password reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
account locked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
HR Solutions	Priority 3	HR.PSHCM.HR solutions support
password reset for peopleso	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset for Peopleso	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
password reset peoplesoft	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
account locked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset for peoples	Priority 3	DCI.Customer Support.Active Directory.Password reset

Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Avaya Phone Issue	Priority 3	NCS.Telephone.digital phone.Other
IT Security Awareness Train	Priority 3	DCI.Customer Support.Question
Peoplesoft login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
System login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Network drive accss issue	Priority 3	DCI.Customer Support.Desktop Support
CTF System Check - MID - C	Priority None	ROCS.All.Requests
Peoplesoft ELM login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Driver installation	Priority 3	DCI.Customer Support.Question
Network drives unavailable-p	Priority 3	DCI.Customer Support.Desktop Support
Open ticket status check	Priority 3	DCI.Customer Support.service desk.Ticket Status
Peoplesoft login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Account still disabled	Priority 2	MIT.S.OPS.ILMS ITSA.disabled account
Network drive access (u driv	Priority 3	DCI.Customer Support.Active Directory.Drive Access
Maximo login issue	Priority 3	DCI.Customer Support.Maximo.Password Reset
CTF System Check - Evenin	Priority None	Applications
it security awareness training	Priority 3	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
email not updating- bar code	Priority 3	DCI.Customer Support.Software.MS Outlook.Problem Not Found
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Customer thought account lo	Priority 3	DCI.Customer Support.Question
PIDS Issues- no display	Priority 3	APPS.Technical support.PIDS
no support needed	Priority 3	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
v	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Can't access Advance Badg	Priority 3	DCI.Customer Support.Question
ssk026-Kiosks says no input	Priority 3	DCI.Customer Support.SSK Kiosk
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
IT Security Awareness Test	Priority 3	DCI.Customer Support.Question
no support needed	Priority 3	DCI.Customer Support.Question
IT Security Awareness Test	Priority 3	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Caller was trying to take me	Priority 3	DCI.Customer Support.Question
Caller never answered	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset for peopleso	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
unable to access K drive. W	Priority 3	DCI.Customer Support.Desktop Support



password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
http://hdwiki/display/SOPs/Pa	Priority 3	DCI.Customer Support.Active Directory.Password reset
unlocked account.	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
password reset for Peopleso	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset for maximo	Priority 3	DCI.Customer Support.Maximo.Password Reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Call dropped	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo Password	Priority 3	DCI.Customer Support.Question
peoplesoft password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Call Dropped	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
IE Browser Upgrade	Priority 3	DCI.SYSADMIN.Software.installation.Operating Systems
NSR	Priority 3	DCI.Customer Support.Question
Restart Predictor /Reset TW	Priority None	APPS.Access.PIDS
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
IE Upgrade Request	Priority 3	DCI.Customer Support.Software.Internet Explorer
Password reset for maximo	Priority 3	DCI.Customer Support.Maximo.Password Reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Peoplesoft HCM Access	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Disabled account	Priority 3	MIT.S.OPS.security.firewall
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
unable to access trip planner	Priority 3	DCI.SYSADMIN.Software.Technical support.Operating Systems
PIDS Issue	Priority 3	APPS.Technical support.PIDS
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Trapeze Support	Priority 3	Apps.Access.Trapeze
VPN Issue	Priority 3	DCI.Customer Support.Software.VPN.Install
Kiosk is boating into power s	Priority 3	DCI.Customer Support.SSK Kiosk
CTF System Check 7/8/17 D	Priority None	ROCS - Hardware
System Error message	Priority 3	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
it security awareness	Priority 3	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Customer would loike to rem	Priority 3	DCI.Customer Support.Question
System login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Maximo login issue	Priority 3	DCI.Customer Support.Maximo.Password Reset
System login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Trapeze launch issue	Priority 3	Apps.Access.Trapeze
Trapeze login issue	Priority 3	Apps.Access.Trapeze
PICK login issue	Priority 3	DCI.Customer Support.Question
Peoplesoft login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock

CTF System Check Mids 7/8	Priority None	ROCS - Hardware
ID Badge reader is being cha	Priority None	ROCS - Hardware
Peoplesoft login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Peoplesoft login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password for numeric keypa	Priority 3	DCI.Customer Support.Question
Peoplesoft login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Peoplesoft login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Account locked issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
ROCS view issue	Priority 3	APPS.Technical support.PIDS
Outlook login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
System login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
IT security Awareness login i	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
System login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Flash Driver checked	Priority 3	DCI.Customer Support.Desktop Support
Peoplesoft login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Call dropped	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
IT Security Awareness issue	Priority 3	DCI.Customer Support.Question
Dropped Call	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Customer needs asistance	Priority 3	DCI.Customer Support.Question
ARS login system	Priority 3	BUS.ARS.Technical support.BTSS
GOTRS login	Priority 3	APPS.Technical support.GOTRS
Cannot Access HCM	Priority 3	DCI.Customer Support.Active Directory.Password reset
Outlook webmail question	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
PIDS Special Schedule Upda	Priority None	Applications
Playback Request for K05-K	Priority None	Applications
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Oracle Report request Nbr: F	Priority None	ROCS.All.Requests
PIDS/ROCS Animated Maps	Priority 3	APPS.Technical support.PIDS
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Department Tree effective 6-	Priority 3	MIT.S.OPS.security.scan request
User requested password re	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
User requested password re	Priority 3	MIT.S.OPS.ILMS ITSA.registration
Advertise system	Priority 3	BUS.ARS.Technical support.BTSS
laptop login issue from home	Priority 3	DCI.Customer Support.Question
Can't Log In to Account	Priority 3	DCI.Customer Support.Desktop Support
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
PIDS has blank screen	Priority 3	APPS.Technical support.PIDS
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset

password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
User requested password re	Priority 3	DCI.Customer Support.Active Directory.Password reset
Email - E4 license provision	Priority 3	DCI.Customer Support.Question
It security awareness passw	Priority 3	DCI.Customer Support.Question
User requested network acc	Priority 3	DCI.Customer Support.Maximo.Password Reset
User requested network acc	Priority 3	DCI.Customer Support.Active Directory.Password reset
engineering drawings on me	Priority 3	DCI.Customer Support.Question
maximo password reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Needs help adding a printer-	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
User requested password re	Priority 3	DCI.Customer Support.Maximo.Password Reset
Maximo Password Reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
ticket status update	Priority 3	DCI.Customer Support.service desk.Ticket Status
NSR for Robert W Brewer	Priority 3	DCI.Customer Support.Active Directory.Drive Access
RE: Ralph Bonuccelli #0030	Priority 3	HR.PSHCM.HR solutions support
CTF System Check - Evenin	Priority None	Applications
maximo password reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Customer was reached out t	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
need ps/2 adapter	Priority 3	DCI.Customer Support.Break-Fix.Computer
Bar code-511246	Priority 3	DCI.Customer Support.Desktop Support
trapeze password reset	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
no support needed	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
NSR	Priority 3	DCI.Customer Support.Active Directory.Drive Access
User requested network acc	Priority 3	DCI.Customer Support.Active Directory.Password reset
Move Services on AUX Serv	Priority 3	ROCS.All.Requests
Trying to Print from visio- pri	Priority 1	DCI.Customer Support.Question
NSR - Create Account	Priority 3	DCI.Customer Support.Active Directory.Drive Access
PC need to be Updated. Bar	Priority 3	DCI.Customer Support.Software.Internet Explorer
Please allow access to Serve	Priority 3	DCI.SYSADMIN.Server.Access
OUTlook Issue	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
User requested network acc	Priority 3	DCI.Customer Support.Active Directory.Password reset
FW: Apply for a VPN Token	Priority 3	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Broken tablet for Ron Anders	Priority 3	DCI.Customer Support.Break-Fix.Tablet
Dropped Call	Priority 3	DCI.Customer Support.Question
Email Retention	Priority 3	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
won't boot	Priority 3	DCI.Customer Support.Break-Fix.Computer
User OPS - Web trapeze log	Priority 3	APPS.Technical Support.Trapeze
Internet Explorer Browser Up	Priority 3	DCI.Customer Support.Software.Internet Explorer
Customer unable to send ou	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
Shared Mailbox Not Updatin	Priority 3	DCI.Customer Support.office 365.Technical support
Dropped Call	Priority 3	DCI.Customer Support.Question
PIDS Issue	Priority 3	APPS.Technical support.PIDS

Metro WiFi	Priority 3	DCI.Customer Support.Wifi.Configuration
unable to change pw	Priority 3	DCI.Customer Support.Active Directory.Password reset
Call Dropped	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Position Management Report	Priority 3	HR.PSHCM.Report
Update Global address List	Priority 3	DCI.Customer Support.Question
network pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
needs assistance accessing	Priority 3	DCI.Customer Support.Desktop Support
FW: Timesheet Hours Disap	Priority 3	HR.PSHCM.Support
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
PeopleSoft Access Requests	Priority 3	HR.PSHCM.Access
Voicemail Password	Priority 3	NCS.Telephone.digital phone.Voice Mail Password Reset
PeopleSoft Access Requests	Priority 3	HR.PSHCM.Access
questions about password re	Priority 3	DCI.Customer Support.Question
Access Prohibited Issue	Priority 3	DCI.Customer Support.Internet.Access prohibited
network acct locked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
password reset for peopleso	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
questions about IE	Priority 3	DCI.Customer Support.Software.Internet Explorer
maximo password reste	Priority 3	DCI.Customer Support.Maximo.Password Reset
email access	Priority 3	DCI.Customer Support.Desktop Support
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
personal email	Priority 3	DCI.Customer Support.Question
Maximo Issue	Priority 3	DCI.Customer Support.Maximo.Password Reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
status of 50106	Priority 3	DCI.Customer Support.service desk.Ticket Status
ProCore support	Priority 3	DCI.Customer Support.Desktop Support
possible spoofing issue **see	Priority 3	MIT.S.OPS.security.firewall
hcm pw reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
c023138 network pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Hard Drive Failure	Priority 3	DCI.Customer Support.hardware.Desktop.hardware failure
Spam Email Issue	Priority 3	MIT.S.OPS.security.firewall
PIDS/ROCS Animated Map	Priority 3	DCI.Customer Support.Desktop Support
c022787 network pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
pw for Hcm	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Thomas Opick requesting 73	Priority None	ROCS.Applications
password reset fpr peopleso	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Project install form attached	Priority 3	DCI.SYSADMIN.Server.Access
status of previous request	Priority 3	DCI.Customer Support.service desk.Ticket Status
Avaya Phone Issue	Priority 3	NCS.Telephone.digital phone.Other
Payroll SUpport Issue	Priority 3	DCI.Customer Support.Question
MagicDisk 27.106 install	Priority 3	DCI.Customer Support.Desktop Support
Pw reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
nsr received	Priority 3	DCI.Customer Support.Active Directory.New Employee
Customer has question rega	Priority 3	DCI.Customer Support.Question
Broken USB for Rodelle*	Priority 3	DCI.Customer Support.Break-Fix.Laptop
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset

HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
IT Security Awareness Train	Priority 3	MIT.S.OPS.ILMS ITSA.registration
Procore Support	Priority 3	DCI.Customer Support.Question
Maximo Password Reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Request to update dept tree	Priority 3	MIT.S.OPS.security.firewall
Dropped Call	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo Printing Issue	Priority 3	DCI.Customer Support.Desktop Support
HR request	Priority 3	MIT.Apps Security.PSFIN.Access
map network drive	Priority 3	DCI.Customer Support.Desktop Support
password reset for Peopleso	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Citrix Download	Priority 3	DCI.SYSADMIN.Mobile Device Management.Technical support.S
Computer reimaging request	Priority 3	DCI.Customer Support.hardware.Laptop.reimage
Maximo Password Reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
local printer install	Priority 3	DCI.Customer Support.printer.Desktop.Cycle Printer
printer not working	Priority 3	DCI.Customer Support.Desktop Support
Outlook Issue	Priority 3	DCI.Customer Support.Software.MS Outlook.Problem Not Found
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
unable to login to HCM	Priority 3	DCI.Customer Support.Question
Best Number 45101	Priority 3	APPS.Access.DOCUMENTUM
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
cloud account disabled	Priority 3	DCI.Customer Support.Question
hcm pw reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
password reset for Peopleso	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Customer had question rega	Priority 3	NCS.Telephone.digital phone.Other
NSR Request	Priority 3	DCI.Customer Support.Question
network pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
network printer troubleshoot	Priority 3	DCI.Customer Support.Desktop Support
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Peoplesoft Issue	Priority 3	DCI.Customer Support.Question
password reset peoplesoft	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
pw reset for computer	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Maximo Password Reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Unable to Access Web VPN	Priority None	ROCS.All.Requests
network pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo pw reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
installed video playback	Priority 3	DCI.Customer Support.Desktop Support
Avaya phone Issue	Priority 3	NCS.Telephone.digital phone.Other
TripPlanner	Priority 3	DCI.Customer Support.Desktop Support
Connect laptop to network	Priority 3	DCI.Customer Support.Desktop Support
IE upgrade	Priority 3	DCI.Customer Support.Desktop Support
CA PPM maintenance	Priority 3	DCI.Customer Support.Question
Cognos maintenance	Priority 3	DCI.Customer Support.Question
CTF System Check - Day - 7	Priority None	ROCS.All.Requests
printer mapping	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver

SMS Issue	Priority 3	APPS.Technical support.SMS
network account locked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
vpn/remote connection	Priority 3	DCI.Customer Support.Desktop Support
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
NSR attached	Priority 3	DCI.Customer Support.Active Directory.Drive Access
Status Update	Priority 3	DCI.Customer Support.service desk.Ticket Status
pw reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
CSCM Requested Reports	Priority 3	HR.PSHCM.Support
scanner	Priority 3	DCI.Customer Support.hardware.Scanner.install
Internet explorer upgrade	Priority 3	DCI.Customer Support.Desktop Support
Password Requirement	Priority 3	DCI.Customer Support.Question
Trapeze Issue	Priority 3	Apps.Access.Trapeze
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Java Update	Priority 3	DCI.Customer Support.Software.Java.upgrade
account disabled	Priority 3	MIT.S.OPS.security.firewall
Account Unlocked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
CA Service Desk	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
Maximo pw reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
oassword reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Java Errors in Documentum	Priority 3	DCI.Customer Support.Desktop Support
maximo access issue	Priority 3	DCI.Customer Support.Maximo.Password Reset
password reset for peopleso	Priority 3	DCI.Customer Support.Active Directory.Password reset
Procore Access	Priority 3	DCI.Customer Support.Question
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Users disabled per badging c	Priority 3	MIT.S.OPS.security.firewall
Maximo	Priority 3	DCI.Customer Support.Maximo.Password Reset
Adobe Acrobat Pro	Priority 3	DCI.Customer Support.Desktop Support
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
Email	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
Calling to follow up on reque	Priority 3	DCI.Customer Support.service desk.Ticket Status
Maximo reset	Priority 3	APPS.Access.Maximo
Maximo account not active. U	Priority 3	APPS.Access.Maximo
User is unable to access em	Priority 3	DCI.SYSADMIN.Mobile Device Management.Password reset.Sm
Reset PS HCM	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo reset	Priority 3	APPS.Access.Maximo
Reset PS HCM	Priority 3	DCI.Customer Support.Active Directory.Password reset
Assisted with access to ema	Priority 3	DCI.Customer Support.office 365.Technical support
Resolved the issue of finding	Priority 3	DCI.Customer Support.Active Directory.Password Self-Service A:
Reset PS HCM	Priority 3	DCI.Customer Support.Active Directory.Password reset
Reset PS HCM	Priority 3	DCI.Customer Support.Active Directory.Password reset
In RPM Ms. Bell attempts to	Priority 3	APPS.Technical support.ROCC
CTF System Check - Mids -	Priority None	Software
Maximo reset	Priority 3	APPS.Access.Maximo
Call dropped	Priority 3	DCI.Customer Support.Question
Call Dropped	Priority 3	DCI.Customer Support.Question
Troubleshooting ILMS - Dat	Priority 3	DCI.Customer Support.Desktop Support

Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Call Dropped	Priority 3	DCI.Customer Support.Question
Upgrade Outlook Request	Priority 3	DCI.Customer Support.Desktop Support
Cancelled call	Priority 3	DCI.Customer Support.Question
Maximo reset	Priority 3	APPS.Access.Maximo
Reset ILMS	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
canceled call	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
internet access prohibited- e	Priority 3	DCI.Customer Support.Internet.Access prohibited
maximo password reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Call dropped	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Question
no support needed	Priority 3	DCI.Customer Support.Question
Account Issues	Priority 3	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
IT Security Awareness Test	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
IT Security Awareness Test	Priority 3	DCI.Customer Support.Question
IT Security Awareness Test	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
CTF System Check - Evenin	Priority None	Applications
Smithsonian PIDS MEZ Blan	Priority None	ROCS - Hardware
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo Password Reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Account Unlock	Priority 3	DCI.Customer Support.Active Directory.Password reset
Adobe pro re-install	Priority 3	DCI.Customer Support.Desktop Support
NSR Request	Priority 3	DCI.Customer Support.Active Directory.New Employee
NSR Request	Priority 3	DCI.Customer Support.Active Directory.New Employee
NSR Request	Priority 3	DCI.Customer Support.Active Directory.New Employee
NSR Request	Priority 3	DCI.Customer Support.Active Directory.New Employee
maximo password reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Account continuously locks c	Priority 3	DCI.SYSADMIN.Asset Management
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
When people click on my na	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
password reset	Priority 3	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Adobe Acrobat Pro, which ha	Priority 3	DCI.Customer Support.Desktop Support
HP Plotter mapping on user	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
adobe pro diappeared- bar c	Priority 3	DCI.Customer Support.Desktop Support
Email - E4 license provision	Priority 3	DCI.Customer Support.Question
NSR for access to mailbox	Priority 3	DCI.SYSADMIN.Server.Access
MDM Support	Priority 3	NCS.Telephone.mobile phone.Other
payroll support	Priority 3	DCI.Customer Support.Question
My Outlook contact does not	Priority 3	DCI.Customer Support.Question
Server Access	Priority 3	DCI.SYSADMIN.Server.Access

Voicemail Password Reset	Priority 3	NCS.Telephone.digital phone.Voice Mail Password Reset
nsr	Priority 3	DCI.SYSADMIN.Server.Access
I am checking on the statist	Priority 3	DCI.Customer Support.Active Directory.New Employee
Please provide a contact nar	Priority 3	DCI.Customer Support.printer.Xerox.technical support
Maximo Password Reset	Priority 3	DCI.Customer Support.Question
Hello –	Priority 3	DCI.Customer Support.Active Directory.Administrative Rights
vpn support 1st time setup	Priority 3	DCI.Customer Support.Desktop Support
Monitor Issue in Sterling*	Priority 3	DCI.Customer Support.Break-Fix.Computer
Attached you will find a Micro	Priority 3	DCI.SYSADMIN.Software.installation.MS Visio
Foxit Install Requested	Priority 3	DCI.Customer Support.Desktop Support
install silverlight	Priority 3	DCI.Customer Support.Desktop Support
vpn issues	Priority 3	DCI.Customer Support.Software.VPN.Training
DCI.Customer Support.Activ	Priority 3	DCI.Customer Support.Active Directory.Drive Access
Avaya phones issues- new w	Priority 3	NCS.Telephone.digital phone.Other
avaya phone issues- speake	Priority 3	NCS.Telephone.digital phone.Hardware
maximo password reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Server Access	Priority 3	MIT.S.OPS.security.firewall
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
EUP for Huang	Priority 3	DCI.Customer Support.Active Directory.Administrative Rights
Scanner Install	Priority 3	DCI.Customer Support.Desktop Support
EUP attached	Priority 3	DCI.Customer Support.Active Directory.Administrative Rights
NSR-Price	Priority 3	DCI.Customer Support.Active Directory.New Contractor
NSR-Joyce	Priority 3	DCI.Customer Support.Active Directory.Drive Access
PS Nvision needs to be insta	Priority 3	DCI.Customer Support.Question
Monitor Support Issue	Priority 3	DCI.Customer Support.hardware.Monitor.hardware failure
no support needed	Priority 3	DCI.Customer Support.Question
status 49943	Priority 3	DCI.Customer Support.service desk.Ticket Status
Data Transfer	Priority 3	DCI.Customer Support.Desktop Support
HR Solutions	Priority 3	HR.PSHCM.Support
Request New or Changed Te	Priority 3	DCI.Customer Support.Question
Port Activation	Priority 3	MIT.S.OPS.security.firewall
Status Update	Priority 3	DCI.Customer Support.service desk.Ticket Status
physically locate printer	Priority 3	DCI.Customer Support.Desktop Support
network pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Status Update	Priority 3	DCI.Customer Support.service desk.Ticket Status
RE: Printer Mapping	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
HCM PW RESET	Priority 3	DCI.Customer Support.Active Directory.Password reset
customer has question abou	Priority 3	DCI.Customer Support.Question
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Locked Acct	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
ITSAT pw reset	Priority 3	MIT.S.OPS.ILMS ITSA.registration
Clean Up Computer Room #	Priority None	ROCS.All.Requests
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
status 49847	Priority 3	DCI.Customer Support.Question
Ticket for MITS	Priority 3	MIT.S.Engineering.VPN.Technical support
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Maximo Password Reset	Priority 3	DCI.Customer Support.Question



voicemail pw reset	Priority 3	NCS.Telephone.digital phone.Voice Mail Password Reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo pw reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Login Credentials	Priority 3	DCI.Customer Support.Question
NSR-O'Keefe	Priority 3	DCI.Customer Support.Active Directory.New Contractor
Disabled Account Support	Priority 3	MIT.S.OPS.ILMS ITSA.disabled account
Password unlock request	Priority 3	DCI.Customer Support.Active Directory.Password reset
network pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
One Badge One/Prowatch co	Priority 3	DCI.Customer Support.Desktop Support
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
NSR-Tyler	Priority 3	DCI.Customer Support.Active Directory.Drive Access
Unable to print on HP LJ 555	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
network pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
status 48267	Priority 3	DCI.Customer Support.service desk.Ticket Status
network acct locked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
network pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
ITSAT pw reset	Priority 3	MIT.S.OPS.ILMS ITSA.registration
status 49606	Priority 3	DCI.Customer Support.service desk.Ticket Status
Prowatch install NSR attache	Priority 3	DCI.Customer Support.Active Directory.Drive Access
IT Security Awareness Train	Priority 3	DCI.Customer Support.Desktop Support
MS Office Issue	Priority 2	DCI.Customer Support.Software.MS Word.upgrade
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
NSR form attached, ESSO fo	Priority 3	DCI.Customer Support.Active Directory.Drive Access
third party software install	Priority 3	DCI.Customer Support.Desktop Support
Login for Terminal Session	Priority 1	DCI.Customer Support.Software.VPN.Training
Memory Increase at Profess	Priority 3	DCI.Customer Support.Break-Fix.Computer
Update on open ticket	Priority 3	DCI.Customer Support.service desk.Ticket Status
question about purchasing it	Priority 3	DCI.Customer Support.Equipment Move.Surplus removal
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
IT Security Awareness Train	Priority 3	MIT.S.OPS.ILMS ITSA.registration
Maximo password change	Priority 3	APPS.Training.Maximo
IT Security Awareness Train	Priority 3	MIT.S.OPS.ILMS ITSA.registration
ITSA Training Inquiry	Priority 3	DCI.Customer Support.Question
MS Office issue	Priority 3	DCI.Customer Support.Software.MS Word.upgrade
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Ticket update	Priority 3	DCI.Customer Support.service desk.Ticket Status
status ticket on ticket 49480	Priority 3	DCI.Customer Support.service desk.Ticket Status
Locked acct	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
unable to print	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
Tablet re-image request	Priority 3	DCI.Customer Support.hardware.Tablet.reimage
network pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
status ticket PS FIN locked:	Priority 3	DCI.Customer Support.service desk.Ticket Status
Ms Project install request	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo Password Reset	Priority 3	DCI.Customer Support.Maximo.Password Reset

scanner not working Epson	Priority 3	DCI.Customer Support.hardware.Scanner.install
CASD assigning 40 tickets to	Priority 3	DCI.Customer Support.Question
Network password reset req	Priority 3	DCI.Customer Support.Active Directory.Password reset
how to order equipment with	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
ITSAT pw reset	Priority 3	MIT.OPS.ILMS ITSA.registration
Password unlock request	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
CTF System Check - Day - 7	Priority None	ROCS.All.Requests
hcm pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Disabled Account Support	Priority 2	DCI.Customer Support.Question
set home page to metroweb	Priority 3	DCI.Customer Support.Software.Internet Explorer
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
software install	Priority 3	DCI.Customer Support.Question
Status Update	Priority 3	DCI.Customer Support.service desk.Ticket Status
reserve conference room	Priority 3	DCI.Customer Support.Question
Printer Install	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
status	Priority 3	DCI.Customer Support.service desk.Ticket Status
Documentum Pwd Reset	Priority 3	APPS.Access.DOCUMENTUM
printer install	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
I Drive Issue	Priority 3	DCI.Customer Support.Desktop Support
Outlook issue	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
multiple network account dis	Priority 3	MIT.OPS.security.firewall
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Printer/Plotter HP Designjet	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
Mouse not working	Priority 3	DCI.Customer Support.hardware.Mouse.break/fix
Update on an open ticket # 4	Priority 3	DCI.Customer Support.service desk.Ticket Status
PeopleSoft Access Request	Priority 3	HR.PSHCM.Support
Tabula	Priority 3	DCI.Customer Support.Desktop Support
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
NCS.Telephone.digital phone	Priority 3	NCS.Telephone.digital phone.Hardware
Maximo pw reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Account disabled per Badgin	Priority 3	MIT.OPS.security.firewall
Disabled Account Support	Priority 3	MIT.OPS.security.firewall
network account disabled	Priority 3	MIT.OPS.security.firewall
Password unlock	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
VPN remote connection	Priority 3	DCI.Customer Support.Question
Printer Install	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
account disabled in ars per b	Priority 3	MIT.OPS.security.firewall
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Status update status on open	Priority 3	DCI.Customer Support.service desk.Ticket Status
all jgb email	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
FIN account locked	Priority 3	MIT.Apps Security.PSFIN.password reset
status 49962	Priority 3	DCI.Customer Support.service desk.Ticket Status
add to email groups; ARS	Priority 3	DCI.Customer Support.Question
it awareness training issue	Priority 3	MIT.OPS.ILMS ITSA.post training escalation

Network printer install	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
IT Security Awareness Train	Priority 3	MIT.S.OPS.ILMS ITSA.registration
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
NSR for Arnice Wilson	Priority 3	DCI.Customer Support.Active Directory.Drive Access
Maximo Assistance	Priority 3	DCI.Customer Support.Maximo.Password Reset
status	Priority 3	DCI.Customer Support.service desk.Ticket Status
Account Disabled	Priority 3	MIT.S.OPS.security.firewall
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	MIT.S.OPS.security.firewall
Email Setup	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
account disabled by badging	Priority 3	MIT.S.OPS.security.firewall
Account Disabled	Priority 3	MIT.S.OPS.security.firewall
update name on phone	Priority 3	DCI.Customer Support.Question
NSR Request	Priority 3	DCI.Customer Support.Active Directory.New Employee
Status Update	Priority 3	DCI.Customer Support.service desk.Ticket Status
ITSAT issues	Priority 3	DCI.Customer Support.Desktop Support
Password Reset	Priority 3	MIT.S.OPS.security.firewall
Tabula	Priority 3	DCI.Customer Support.Desktop Support
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
MS Outlook	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
Network Password	Priority 3	DCI.Customer Support.Active Directory.Password reset
needs assistance updating p	Priority 3	DCI.Customer Support.Question
Maximo Assistance	Priority 3	DCI.Customer Support.Maximo.Password Reset
Adobe pro install	Priority 3	DCI.Customer Support.Desktop Support
PAssword reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Status Update	Priority 3	DCI.Customer Support.service desk.Ticket Status
ITSAT pw reset	Priority 3	MIT.S.OPS.ILMS ITSA.registration
General Question	Priority 3	DCI.Customer Support.Desktop Support
PAssword reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
mouse not working	Priority 2	DCI.Customer Support.hardware.Mouse.break/fix
Maxmo PW reset	Priority 3	DCI.Customer Support.Desktop Support
Disabled Badge	Priority 3	MIT.S.OPS.security.firewall
local printer install	Priority 3	DCI.Customer Support.printer.Desktop.Install Printer Driver
Printer Install	Priority 3	DCI.Customer Support.Desktop Support
Install Adobe Acrobat XI Pro	Priority 3	DCI.Customer Support.Desktop Support
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Install Office 2013	Priority 3	DCI.Customer Support.Desktop Support
IT Security Password	Priority 3	DCI.Customer Support.Question
Name Change	Priority 3	HR.PSHCM.Support
customer needs badging offi	Priority 3	MIT.S.OPS.security.firewall
network pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Connect a Projector	Priority 3	DCI.Customer Support.Question
The Internet Access Icon loc	Priority 3	DCI.Customer Support.Desktop Support
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
PW reset	Priority 3	DCI.Customer Support.Desktop Support
customer continuously locke	Priority 3	DCI.Customer Support.Active Directory.Password Unlock

Internet acces	Priority 3	DCI.Customer Support.Desktop Support
Opening a Shared Calendar	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 2	DCI.Customer Support.Active Directory.Password reset
Metroweb Assistance	Priority 3	DCI.Customer Support.Question
Disabled Contractor Account	Priority 2	DCI.Customer Support.Desktop Support
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Restore data	Priority 3	DCI.Customer Support.Desktop Support
Reset PS HCM	Priority 3	DCI.Customer Support.Active Directory.Password reset
Dropped Call	Priority 3	DCI.Customer Support.Question
verint software is not allowing	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
User gets a new Maximo pas	Priority 3	APPS.Technical support.Maximo
monitor is black	Priority 3	DCI.Customer Support.hardware.Monitor.break/fix
Maximo reset	Priority 3	APPS.Access.Maximo
JGB Weekly(LE) System Ch	Priority None	ROCS.All.Requests
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
User is requesting access to	Priority 3	DCI.Customer Support.Question
Status update on ticket 4913	Priority 3	DCI.Customer Support.service desk.Ticket Status
Request to connect to Xerox	Priority 3	DCI.Customer Support.Desktop Support
User gets the following error	Priority 3	DCI.Customer Support.Software.MS Outlook.Migrated
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
Install Internet Explorer 11 o	Priority 3	DCI.Customer Support.Software.Internet Explorer
User stated he completed th	Priority 3	DCI.Customer Support.Desktop Support
User's workstation powered	Priority 3	DCI.Customer Support.hardware.Monitor.break/fix
User was able to access lap	Priority 3	DCI.Customer Support.Desktop Support
Reset Windows	Priority 3	DCI.Customer Support.Active Directory.Password reset
CTF System Check - Mids -	Priority None	Software
Status update on ticket 4967	Priority 3	DCI.Customer Support.service desk.Ticket Status
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
Assisted user with access to	Priority 3	DCI.Customer Support.Desktop Support
Reset PS HCM	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo deactivated due to in	Priority 3	DCI.Customer Support.Question
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
When Mr. Hays send email "	Priority 3	DCI.Customer Support.Software.MS Outlook.Problem Not Found
Status update for ticket 4901	Priority 3	DCI.Customer Support.service desk.Ticket Status
User has completed the IT S	Priority 3	MIT.S.OPS.ILMS ITSA.disabled account
Maximo Password Reset	Priority 3	DCI.Customer Support.Question
Reset ILMS	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
Federal Triangle Kiosk*	Priority 3	DCI.Customer Support.hardware.Monitor.break/fix
Password reset	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Caller did not need support	Priority 3	DCI.Customer Support.Question
Assisted with access to ema	Priority 3	DCI.Customer Support.office 365.Technical support
Account Disabled due to IT S	Priority 3	DCI.Customer Support.Question
Access to Metroweb	Priority 3	DCI.Customer Support.Question
IT Security Awareness Test	Priority 3	DCI.Customer Support.Question
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset

IT Security Awareness Test	Priority 3	DCI.Customer Support.Question
Black Screen - Previous tick	Priority 3	DCI.Customer Support.Desktop Support
Access to Metroweb	Priority 3	DCI.Customer Support.Question
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
Assisted with access to ema	Priority 3	DCI.Customer Support.office 365.Technical support
Various Issues with PC	Priority 3	DCI.Customer Support.Desktop Support
Maximo Password Reset Re	Priority 3	DCI.Customer Support.Question
Maximo password	Priority 3	DCI.Customer Support.Question
CTF System Check - Evenin	Priority None	Applications
No Internet Connection	Priority 3	DCI.Customer Support.Question
Share file in Excel locked by	Priority 3	DCI.Customer Support.Question
Adobe Reader install	Priority 3	DCI.Customer Support.Desktop Support
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Network password reset req	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo Assistance	Priority 3	DCI.Customer Support.Question
Maximo password reset	Priority 3	DCI.Customer Support.Question
Customer wants to know how	Priority 3	DCI.Customer Support.Question
support cancelled	Priority 3	DCI.Customer Support.Question
Maximo password reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
support cancelled	Priority 3	DCI.Customer Support.Question
support cancelled	Priority 3	DCI.Customer Support.Question
is requesting to have her nar	Priority 3	DCI.Customer Support.Question
FW: IT Escalated User Privil	Priority 3	DCI.Customer Support.Active Directory.Administrative Rights
Status Update	Priority 3	DCI.Customer Support.service desk.Ticket Status
password reset for maximo	Priority 3	DCI.Customer Support.Question
PROWATCH 4.2 Installation	Priority 3	DCI.Customer Support.Active Directory.Drive Access
User Desktop sound issue	Priority 3	DCI.Customer Support.Desktop Support
Absentee Hotline	Priority 3	DCI.Customer Support.Question
Status update 49916	Priority 3	DCI.Customer Support.service desk.Ticket Status
Password Reset	Priority 3	DCI.Customer Support.Question
Update Java	Priority 3	DCI.Customer Support.Desktop Support
Unable to open Outlook	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
Software Install	Priority 3	DCI.Customer Support.Desktop Support
Password reset for maximo	Priority 3	DCI.Customer Support.Maximo.Password Reset
Outlook issue: no old emails	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
Maximo pw reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
ITSA Training Troubleshooti	Priority 3	DCI.Customer Support.Desktop Support
User needs MS.NetFramew	Priority 4	DCI.Customer Support.Desktop Support
submitted by Alan Levy	Priority 3	DCI.SYSADMIN.Server.Access
Password unlock request	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
IT Security Awareness Test	Priority 3	DCI.Customer Support.Question
Reinstall Acrobat pro 512 91	Priority 3	DCI.Customer Support.Desktop Support
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
NSR - Create Account	Priority 3	DCI.Customer Support.Active Directory.New Employee
pw reset to log in to compute	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Request to update dept tree	Priority 3	MIT.S.OPS.security.firewall
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset

PeopleSoft Fin Access request	Priority 3	MITS.Apps Security.PSFIN.Access
PeopleSoft FIN Access Request	Priority 3	MITS.Apps Security.PSFIN.Access
ITSAT questions	Priority 3	DCI.Customer Support.Desktop Support
Password reset for the training	Priority 3	DCI.Customer Support.Question
pw reset for Hcm	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
asking a question regarding	Priority 3	DCI.Customer Support.Question
Upgrade to IE 11	Priority 3	DCI.Customer Support.Software.Internet Explorer
APPLICATION ISSUE	Priority 3	HR.PSHCM.ESS technical support
Call In Number	Priority 3	DCI.Customer Support.Question
Server OS Access Request	Priority 3	DCI.SYSADMIN.Server.Access
2D-04 Computer Barcode 51	Priority 3	DCI.Customer Support.Question
Xerox Network Printer Install	Priority 3	DCI.Customer Support.Question
post ITSec test account still disabled	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Corrupt OS	Priority 3	DCI.Customer Support.Desktop Support
Error Message	Priority 3	DCI.Customer Support.Software.MS Outlook.Migrated
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Account Inquiry	Priority 3	DCI.Customer Support.Question
Local printer	Priority 3	DCI.Customer Support.Desktop Support
password reset for training	Priority 3	DCI.Customer Support.Question
Trapeze not working	Priority 3	Apps.Access.Trapeze
NSR - Create Account, Sure	Priority 3	DCI.SYSADMIN.Server.Access
Peoplesoft FIN Account is locked	Priority 3	MITS.Apps Security.PSFIN.password reset
status of 48900 printer	Priority 3	DCI.Customer Support.service desk.Ticket Status
Outlook Inquiry	Priority 3	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Network password reset request	Priority 3	DCI.Customer Support.Active Directory.Password reset
account still disabled after training	Priority 2	MITS.OPS.ILMS ITSA.disabled account
unable to get email sent	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Windows is running a constant	Priority 3	DCI.Customer Support.Break-Fix.Computer
voicemail pw reset	Priority 3	NCS.Telephone.digital phone.Voice Mail Password Reset
customer returning call to tie	Priority 3	DCI.Customer Support.service desk.Ticket Status
Needs more ink for the follow	Priority 3	DCI.Customer Support.Break-Fix.Printer
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
VPN questions	Priority 3	DCI.Customer Support.Question
VLC media player install	Priority 3	DCI.Customer Support.Desktop Support
support cancelled	Priority 3	DCI.Customer Support.Question
wanted to have Adobe reader	Priority 3	DCI.Customer Support.Question
No Logon Server Error Message	Priority 3	DCI.Customer Support.Network.Server
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
needs voicemail	Priority 3	DCI.Customer Support.Question
unable to view pay statement	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
avaya phone issue	Priority 3	NCS.Telephone.digital phone.Other
network pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset

Software Downgrade	Priority 3	DCI.Customer Support.Question
ATIS is not working	Priority 3	DCI.Customer Support.Desktop Support
Disabled Account Support	Priority 3	MIT.S.OPS.security.firewall
network account locked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
printer issue	Priority 3	DCI.Customer Support.printer.Desktop.Cycle Printer
Maximo Assistance	Priority 3	DCI.Customer Support.Maximo.Password Reset
Software Update	Priority 3	DCI.Customer Support.Desktop Support
Office subscription error	Priority 3	DCI.SYSADMIN.Server.Access
status 48267	Priority 3	DCI.Customer Support.service desk.Ticket Status
IE upgrade	Priority 3	DCI.Customer Support.Software.Internet Explorer
Office subscription error; car	Priority 3	DCI.SYSADMIN.Server.Access
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
NSR Michael Ross	Priority 3	DCI.Customer Support.Active Directory.New Contractor
Password unlock request	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
NSR attached	Priority 3	DCI.Customer Support.Active Directory.New Employee
ITSA Training Inquiry	Priority 3	DCI.Customer Support.Desktop Support
printer install - 4F cubicle-07	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
Adobe Pro install	Priority 3	DCI.Customer Support.Desktop Support
needed IE upgraded to 11	Priority 3	DCI.Customer Support.Software.Internet Explorer
Maximo Assistance	Priority 3	DCI.Customer Support.Maximo.Password Reset
received walkin NSR	Priority 3	DCI.Customer Support.Active Directory.New Contractor
ITSAT pw reset	Priority 3	MIT.S.OPS.ILMS ITSA.registration
Peoplesoft Fin Account is loc	Priority 3	MIT.S.Apps Security.PSFIN.password reset
NSR attached	Priority 3	DCI.Customer Support.Active Directory.New Employee
NSR attached	Priority 3	DCI.Customer Support.Active Directory.New Employee
Logon Error	Priority 3	DCI.Customer Support.Network.Server
Software Upgrade	Priority 3	DCI.Customer Support.Software.Internet Explorer
unlocked account	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
FIN pw reset	Priority 3	MIT.S.Apps Security.PSFIN.password reset
Password Reset	Priority 3	DCI.Customer Support.Desktop Support
Attached Resume to Wrong	Priority 3	DCI.Customer Support.Question
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
NSR attached	Priority 3	DCI.Customer Support.Active Directory.Drive Access
not receiving voicemails to e	Priority 3	NCS.Telephone.digital phone.Other
calendar issue	Priority 3	DCI.Customer Support.Question
printer mapping	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
computer setup	Priority 3	DCI.Customer Support.Question
adobe issue	Priority 3	DCI.Customer Support.Desktop Support
Problem opening Office docu	Priority 3	DCI.Customer Support.Software.MS Outlook.Install
SmartYard issue	Priority 3	DCI.Customer Support.Question
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Email Assistance	Priority 3	DCI.Customer Support.Question
User requested network acco	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Email Assistance	Priority 3	DCI.SYSADMIN.Mobile Device Management.Technical support.S

Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
needed password reset.	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
needs Trapeze password reset	Priority 3	Apps.Access.Trapeze
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset.	Priority 3	DCI.Customer Support.Active Directory.Password reset
she is unable to get PC turned	Priority 3	DCI.Customer Support.hardware.Monitor.break/fix
unlocked account	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
unable to copy and paste print	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
IE upgrade	Priority 3	DCI.Customer Support.Software.Internet Explorer
pw reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Status Update	Priority 3	DCI.Customer Support.Maximo.TSR Status
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
unable to access Trip Planner	Priority 3	DCI.Customer Support.Desktop Support
Status Update	Priority 3	DCI.Customer Support.service desk.Ticket Status
support cancelled.	Priority 3	DCI.Customer Support.Question
support cancelled.	Priority 3	DCI.Customer Support.Question
User thought that he could not	Priority 3	DCI.Customer Support.Software.VPN.Install
password reset for maximo	Priority 3	DCI.Customer Support.Maximo.Password Reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
no network connection.	Priority 3	DCI.Customer Support.Question
unable to access ITSAT	Priority 3	DCI.Customer Support.Desktop Support
questions about metro notification	Priority 3	DCI.Customer Support.Question
Account Unlocked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Maximo Access	Priority 3	DCI.Customer Support.Question
Configure Email Account on	Priority 3	DCI.SYSADMIN.Mobile Device Management.Technical support.S
"subscription expired" is the	Priority 3	DCI.Customer Support.Software.MS Word.upgrade
java	Priority 3	DCI.Customer Support.Software.Java.Install
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
ITSAT email issue	Priority 3	DCI.Customer Support.Question
Printer Driver Install	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
VIP No network connectivity	Priority 1	NCS.Telephone.digital phone.No Dial Tone
Dropped Call	Priority 3	DCI.Customer Support.Question
Status Update	Priority 3	DCI.Customer Support.service desk.Ticket Status
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
peoplesoft FIN account is locked	Priority 3	MITS.Apps Security.PSFIN.password reset
pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
network pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
JGB Weekly System Check	Priority 5	ROCS.All.Requests
CRM pw reset	Priority 3	DCI.Customer Support.Desktop Support
CTF System Check - Day - 7	Priority None	ROCS.All.Requests
network pw reset (c014136)	Priority 3	DCI.Customer Support.Active Directory.Password reset
HP Printer install on W-5148	Priority 3	DCI.Customer Support.printer.Desktop.Install Printer Driver
Account Unlocked	Priority 1	DCI.Customer Support.Active Directory.Password Unlock



password reset network	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Maxmio pw reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Memory Upgrade on 6E*	Priority 3	DCI.Customer Support.Break-Fix.Computer
User is having multiple issues	Priority 3	DCI.Customer Support.Desktop Support
Payroll Question	Priority 3	DCI.Customer Support.Question
Users Laptop needs to be checked	Priority 3	DCI.Customer Support.Desktop Support
Account Unlocked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password Account unlock	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
PW reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
network printer nor printing	Priority 3	DCI.Customer Support.Desktop Support
IT Security Awareness Training	Priority 3	MTS.OPS.I.LMS ITSA.registration
Account Unlocked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
USBnot working	Priority 3	DCI.Customer Support.Desktop Support
PW reset	Priority 3	DCI.Customer Support.Desktop Support
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
People Soft Issues	Priority 3	HR.PSHCM.Support
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Unable to Open Adobe PDF	Priority 3	DCI.Customer Support.Desktop Support
office subscription has expired	Priority 3	DCI.Customer Support.Software.MS Outlook.Migrated
User needs his Network Drive	Priority 3	DCI.Customer Support.Question
phone not connected	Priority 3	NCS.Telephone.digital phone.No Dial Tone
Maximo pw reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
avaya phone PIN setting	Priority 3	NCS.Telephone.digital phone.Voice Mail Password Reset
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
User needs HP MFP M521d	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
pw RESET	Priority 3	DCI.Customer Support.Active Directory.Password reset
SOC QUESTION	Priority 3	DCI.Customer Support.Desktop Support
Adobe Pro install	Priority 3	DCI.Customer Support.Desktop Support
User reports that his system	Priority 3	DCI.Customer Support.hardware.Desktop.configuration
D08-TPSS-Cell819 unreachable	Priority 3	NCS.Switch.Unreachable
CTf-B330 unreachable	Priority 3	NCS.Switch.Unreachable
K01 devices unreachable	Priority 3	NCS.Switch.Unreachable
User emails are not updating	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
network drive map	Priority 3	DCI.Customer Support.Desktop Support
HDMI cable is broken	Priority 3	DCI.Customer Support.hardware.Monitor.hardware failure
Trapeze ops web	Priority 3	DCI.Customer Support.Desktop Support
network pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
unable to hear caller	Priority 3	DCI.Customer Support.Question
network pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
PW reset	Priority 3	DCI.Customer Support.Desktop Support
Maximo pw reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo login issue	Priority 3	DCI.Customer Support.Maximo.Password Reset
System login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Data Transfer Request	Priority 3	DCI.Customer Support.Desktop Support

Black Screen at CTF*	Priority 3	DCI.Customer Support.Desktop Support
No Hard drive space	Priority 3	DCI.Customer Support.Question
Outlook access issue	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
Add Customer to Self Service	Priority 3	DCI.Customer Support.Active Directory.Password Self-Service A:
SSPW Question and Answer	Priority 3	DCI.Customer Support.Active Directory.Password Self-Service A:
Outlook profile setup issue	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
System login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
NSR Form Submittal Question	Priority 3	DCI.Customer Support.Question
Maximo Login issue	Priority 3	DCI.Customer Support.Maximo.Password Reset
Media Player issue	Priority 3	DCI.Customer Support.Question
System login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Virtual EOC login issue	Priority 3	DCI.Customer Support.Question
CTF System Check - Mids -	Priority None	Software
Laptop Inquiry	Priority 3	DCI.Customer Support.Question
Metroweb Assistance	Priority 3	DCI.Customer Support.Question
Account Question	Priority 3	DCI.Customer Support.Question
Account Question	Priority 3	DCI.Customer Support.Question
Call Dropped	Priority 3	DCI.Customer Support.Question
Call Dropped	Priority 3	DCI.Customer Support.Question
Trapeze access issue	Priority 3	Apps.Access.Trapeze
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Question
Call Dropped	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Power Superintendent request	Priority None	Applications
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Status Update	Priority 3	DCI.Customer Support.service desk.Ticket Status
ITSA Training Inquiry	Priority 3	DCI.Customer Support.Question
Lock Out	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
call cancelled ARS and pick	Priority 3	BUS.ARS.Technical support.BTSS
Software Install	Priority 3	DCI.Customer Support.Desktop Support
install network printer	Priority 3	DCI.Customer Support.Desktop Support
local printer won't print	Priority 3	DCI.Customer Support.Desktop Support
Email Assistance	Priority 3	DCI.Customer Support.Question
Locked Acct	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
CTF System Check - Evenin	Priority None	Applications
Network password reset requ	Priority 3	DCI.Customer Support.Active Directory.Password reset
VPN Issue	Priority 3	DCI.Customer Support.Desktop Support
No Icons on desktop	Priority 3	DCI.Customer Support.Desktop Support
Request a mouse	Priority 3	DCI.Customer Support.hardware.Mouse.break/fix
IE upgrade	Priority 3	DCI.Customer Support.Software.Internet Explorer
CTF BOCC phone went blank	Priority 1	NCS.Telephone.digital phone.No Dial Tone
Internet access trip planner	Priority 3	DCI.Customer Support.Desktop Support
password reset for peopleso	Priority 3	DCI.Customer Support.Active Directory.Password reset
CTF System Check - Day - 7	Priority None	ROCS.All.Requests

Network password reset req	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
user unable to login to PC wi	Priority 3	DCI.Customer Support.Question
Network password reset req	Priority 3	DCI.Customer Support.Active Directory.Password reset
User requested network acco	Priority 3	DCI.Customer Support.Active Directory.Password reset
NSR Request	Priority 3	DCI.Customer Support.Active Directory.New Employee
NSR Request	Priority 3	DCI.Customer Support.Active Directory.New Employee
NSR Request	Priority 3	DCI.Customer Support.Active Directory.New Employee
NSR Request	Priority 3	DCI.Customer Support.Active Directory.New Employee
User requested password re	Priority 3	DCI.Customer Support.Maximo.Password Reset
NSR Request	Priority 3	DCI.Customer Support.Active Directory.New Employee
local w-515942 local printer t	Priority 3	DCI.Customer Support.Desktop Support
User requested password re	Priority 3	DCI.Customer Support.Active Directory.Password reset
Customer needs assistance	Priority 3	MIT.S.OPS.ILMS ITSA.registration
Network password reset req	Priority 3	DCI.Customer Support.Active Directory.Password reset
unable to open outlook	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
Trapeze not working	Priority 3	APPS.Technical Support.Trapeze
Outlook issue	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
account locked	Priority 3	DCI.Customer Support.Active Directory.Password reset
general question	Priority 3	DCI.Customer Support.Question
customer wants to know how	Priority 3	DCI.Customer Support.Question
IT Security Awareness scree	Priority 3	DCI.Customer Support.Question
assisted with self serv passw	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
User requested password re	Priority 3	DCI.Customer Support.Active Directory.Password reset
It security awareness issue	Priority 3	DCI.Customer Support.Desktop Support
Unable to open a link on Met	Priority 3	DCI.Customer Support.Desktop Support
Customer needs nsr request	Priority 3	DCI.Customer Support.Question
outlook freezes	Priority 3	DCI.Customer Support.Desktop Support
W-514328	Priority 3	DCI.Customer Support.Desktop Support
maximo password reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
maximo password reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Update Internet Explorer	Priority 3	DCI.Customer Support.Software.Internet Explorer
Network password reset req	Priority 3	DCI.Customer Support.Active Directory.Password reset
it security password reset	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
Maximo password reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
The training window not laun	Priority 3	DCI.Customer Support.Question
it security question	Priority 3	DCI.Customer Support.Desktop Support
IT Awareness training	Priority 3	DCI.Customer Support.Question
RPM - Decommission from F	Priority None	ROCS.All.Requests
maximo access request que	Priority 3	DCI.Customer Support.Maximo.Password Reset
Network password reset req	Priority 3	DCI.Customer Support.Active Directory.Password reset
Question regarding EUP	Priority 3	DCI.Customer Support.Question
monitor upside down	Priority 3	DCI.Customer Support.Question
Kiosk will not respond	Priority 3	DCI.Customer Support.SSK Kiosk
3rd party software install	Priority 3	DCI.Customer Support.Desktop Support
Customer unable to login to	Priority 3	MIT.S.OPS.ILMS ITSA.registration

Trip Planner Issue	Priority 3	DCI.SYSADMIN.Software.Technical support.Operating Systems
Laptop login issue - no logon password reset	Priority 3	DCI.Customer Support.Network.Server
User requested password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
IT Security Awareness	Priority 3	DCI.Customer Support.Question
Customer is not able to locate printer	Priority 3	DCI.Customer Support.printer.Desktop.Cycle Printer
Customer wants computer to be configured	Priority 3	DCI.Customer Support.hardware.Desktop.configuration
User requested password reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
User requested network access	Priority 3	DCI.Customer Support.Active Directory.Password reset
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
User requested his maximo password reset	Priority 3	DCI.Customer Support.Question
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
User not able to access internet	Priority 3	DCI.Customer Support.Internet.Access prohibited
Java Update	Priority 3	DCI.Customer Support.Software.Java.upgrade
Reset ILMS	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
Peoplesoft login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Pictures folder missing	Priority 3	DCI.Customer Support.Desktop Support
Maximo account status	Priority 3	DCI.Customer Support.Question
Reset ILMS	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
AD disabled due to ILMS non-compliance	Priority 3	DCI.Customer Support.Question
Maximo login issue	Priority 3	DCI.Customer Support.Maximo.Password Reset
Reset Maximo	Priority 3	APPS.Access.Maximo
Network connection issue	Priority 3	DCI.Customer Support.Question
Print to PDF issue	Priority 3	DCI.Customer Support.Desktop Support
Maximo reset	Priority 3	APPS.Access.Maximo
Call cancelled	Priority 3	DCI.Customer Support.Question
User needs to be remapped	Priority 3	DCI.Customer Support.Question
Reset PS HCM	Priority 3	DCI.Customer Support.Active Directory.Password reset
External speaker issue	Priority 3	DCI.Customer Support.Desktop Support
User would like internal speaker	Priority 3	DCI.Customer Support.Desktop Support
GOTRS Login issue	Priority 3	APPS.Technical support.GOTRS
Informed user his AD account is disabled	Priority 3	DCI.Customer Support.Desktop Support
RPM Service Request for Ajay	Priority None	ROCS.Applications
CTF System Check - Mids -	Priority None	Software
Peoplesoft login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Register for password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Outlook login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Maximo Access Disabled	Priority 3	DCI.Customer Support.Maximo.Password Reset
Customer asked that an open account be created	Priority 3	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Customer had Question about password reset	Priority 3	DCI.Customer Support.Question
Peoplesoft login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Question for IT Customer Support	Priority 3	DCI.Customer Support.Question
Question about the IT Security Awareness Test	Priority 3	DCI.Customer Support.Question
IT Security Awareness Test	Priority 3	DCI.Customer Support.Question
Call Dropped	Priority 3	DCI.Customer Support.Question

Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Account Disabled - Non-Con	Priority 3	DCI.Customer Support.Question
no support needed	Priority 3	DCI.Customer Support.Question
PC Re-Image Request	Priority 3	DCI.Customer Support.Desktop Support
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Unable to access email. wma	Priority 3	DCI.Customer Support.Software.MS Outlook.Problem Not Found
VPN logged in. Cant acces	Priority 3	DCI.Customer Support.Software.MS Excel.Install
Setup PC And Monitors To V	Priority None	ROCS - Hardware
CTF System Check - Evenin	Priority None	Applications
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Roadway graphics change in	Priority None	ROCS.Applications.AIM.App
PIDS Issue	Priority 3	APPS.Technical support.PIDS
Access email from web/hom	Priority 3	DCI.Customer Support.Question
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Internet access prohibited- b	Priority 3	DCI.Customer Support.Internet.Access prohibited
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
passowrd reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Playback Request for K06	Priority None	ROCS.All.Requests
Email issues- cant configure	Priority 3	DCI.Customer Support.Software.MS Outlook.Problem Not Found
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
support cancelled	Priority 3	DCI.Customer Support.Question
support cancelled	Priority 3	DCI.Customer Support.Question
support cancelled	Priority 3	DCI.Customer Support.Question
Maximo password reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Maximo password reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
user needs correct java vers	Priority 3	DCI.Customer Support.Desktop Support
Customer unable to connect	Priority None	ROCS.All.Requests
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
General Question	Priority 3	DCI.Customer Support.Question
No Wifi Access	Priority 3	DCI.Customer Support.Question
Status update 49071	Priority 3	DCI.Customer Support.service desk.Ticket Status
IT Security Awareness Train	Priority 1	DCI.Customer Support.Question
needs to submit a maximo a	Priority 3	DCI.Customer Support.Maximo.Password Reset
IT Security Awareness Train	Priority 1	DCI.Customer Support.Question
bar code 513575	Priority 2	DCI.Customer Support.Desktop Support
MS outlook license issue	Priority 3	DCI.Customer Support.Software.MS Outlook.Migrated
PIDS/ROCS Animated Maps	Priority 3	DCI.Customer Support.Desktop Support
unable to launch IT sec awa	Priority 3	DCI.Customer Support.Desktop Support
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Setup PC and monitors to vic	Priority None	ROCS - Hardware
unable to open outlook	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset

Account Unlocked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Request for speakers - (Mall	Priority None	ROCS - Hardware
password reset	Priority 3	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
email not updating	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo Assistance	Priority 3	DCI.Customer Support.Maximo.Password Reset
network pw reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Ticket Update	Priority 3	DCI.Customer Support.service desk.Ticket Status
http://hdwiki/display/SOPs/C	Priority 3	DCI.Customer Support.Desktop Support
network account locked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
IT Security Awareness Train	Priority 3	MIT.S.OPS.ILMS ITSA.registration
she is requesting to get the M	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Email Assistance	Priority 3	DCI.Customer Support.Desktop Support
Word document does not pri	Priority 3	DCI.Customer Support.printer.Desktop.Cycle Printer
Password reset	Priority 2	DCI.Customer Support.Active Directory.Password reset
Password Reset Inquiry	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
User network account login i	Priority 3	MIT.S.OPS.security.firewall
Locked Acct	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
status update	Priority 3	DCI.Customer Support.service desk.Ticket Status
unable to access ITSAT	Priority 3	MIT.S.OPS.ILMS ITSA.registration
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
HR SOLutions	Priority 3	HR.PSHCM.HR solutions support
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Dropped Call	Priority 3	DCI.Customer Support.Question
Phone Set up	Priority 1	DCI.Customer Support.Question
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Roadway Crossings Graphic	Priority 2	ROCS-OCC
status 49368	Priority 3	DCI.Customer Support.service desk.Ticket Status
The user is unable to change	Priority 3	HR.PSHCM.Support
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
unable to access terminal se	Priority 3	DCI.Customer Support.Desktop Support
Account still disabled after tr	Priority 2	MIT.S.OPS.ILMS ITSA.disabled account
NSR Request	Priority 3	DCI.Customer Support.Active Directory.New Employee
Unable to access the Interne	Priority 3	DCI.Customer Support.service desk.Ticket Status
MS Outlook	Priority 2	DCI.Customer Support.Software.MS Outlook.Repair
No one was on the call	Priority 3	DCI.Customer Support.Question
NSR Request	Priority 3	DCI.Customer Support.Active Directory.New Employee
Customer is not able to subn	Priority 3	APPS.Technical support.SMS
Avaya Phone Issue	Priority 3	NCS.Telephone.digital phone.Hardware

Account locked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
customer needs assistance c	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password Reset Issues	Priority 3	DCI.Customer Support.Active Directory.Password reset
vpn/remote desktop ; user co	Priority 3	DCI.Customer Support.Software.VPN.Training
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
3rd party software Request	Priority 3	DCI.Customer Support.Desktop Support
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
questions about ITSAT	Priority 3	DCI.Customer Support.Question
voicemail pw reset	Priority 3	NCS.Telephone.digital phone.Voice Mail Password Reset
reset HCM pw	Priority 3	DCI.Customer Support.Active Directory.Password reset
PC setup	Priority 3	DCI.Customer Support.Desktop Support
Hard drive failure	Priority 3	DCI.Customer Support.Desktop Support
HR SOLutions	Priority 3	HR.PSHCM.HR solutions support
support cancelled	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
http://hdwiki/display/SOPs/C	Priority 3	DCI.Customer Support.Question
password reset for training	Priority 3	DCI.Customer Support.Question
Unlock user account	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Server Access	Priority 3	DCI.SYSADMIN.Server.Access
Maximo pw reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Server Access	Priority 3	DCI.SYSADMIN.Server.Access
ADF paper jam at Greenbelt	Priority 3	DCI.Customer Support.Break-Fix.Printer
MAximo Password Reset.	Priority 3	APPS.Training.Maximo
password reset for training	Priority 3	DCI.Customer Support.Question
Tablet Reimage request	Priority 3	DCI.Customer Support.hardware.Tablet.reimage
Server Access	Priority 3	DCI.SYSADMIN.Server.Access
documentum account request	Priority 3	APPS.Access.DOCUMENTUM
User phone is getting a serve	Priority 3	NCS.Telephone.digital phone.Other
Computer setup	Priority 3	DCI.Customer Support.Desktop Support
needs MS.NetFramework in	Priority 4	DCI.Customer Support.Desktop Support
Internet Access/Trip Planner	Priority 3	DCI.Customer Support.Question
User requested network acco	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
IT Security Awareness Train	Priority 3	MIT.S.OPS.ILMS ITSA.registration
Maximo Assistance	Priority 3	DCI.Customer Support.Maximo.Password Reset
Unable to access their netwo	Priority 3	DCI.Customer Support.Desktop Support
User requested network acco	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo pw reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Users local printer is not prin	Priority 3	DCI.Customer Support.printer.Desktop.Cycle Printer
NSr Requests	Priority 3	HR.PSHCM.HR solutions support
ITSA Training Inquiry	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
disabled account	Priority 3	MIT.S.OPS.security.firewall
IT Security Awareness Train	Priority 3	MIT.S.OPS.ILMS ITSA.registration

C026844 needed her passw	Priority 3	DCI.Customer Support.Active Directory.Password reset
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Install Adobe Acrobat XI Pro	Priority 3	DCI.Customer Support.Desktop Support
NSR Request	Priority 3	DCI.Customer Support.Active Directory.New Employee
Email Assistance	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
Audio not playing	Priority 3	DCI.Customer Support.Desktop Support
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Internet Access Issue	Priority 3	DCI.Customer Support.Internet.Access prohibited
The user stated that he com	Priority 3	MIT.S.OPS.ILMS ITSA.post training escalation
Payroll Support	Priority 3	DCI.Customer Support.Question
customer not receiving scans	Priority 3	DCI.Customer Support.Desktop Support
Disabled Account Support	Priority 2	MIT.S.OPS.ILMS ITSA.disabled account
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
adobe flash install request n	Priority 3	DCI.Customer Support.Desktop Support
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
User deleted files and replac	Priority 3	DCI.Customer Support.Desktop Support
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
When she tries to access he	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
unable to print from hcm	Priority 3	HR.PSHCM.Support
network account disabled	Priority 3	MIT.S.OPS.security.firewall
Microsoft Access	Priority 3	DCI.Customer Support.Software.MS Access
W-347701	Priority 3	DCI.Customer Support.Desktop Support
new computer needs to be s	Priority 3	DCI.Customer Support.Desktop Support
login assistance	Priority 3	DCI.Customer Support.Active Directory.Password reset
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
SSL Requests	Priority 3	MIT.S.OPS.security.firewall
Maximo Assistance	Priority 3	DCI.Customer Support.Maximo.Password Reset
No Support Needed	Priority 3	DCI.Customer Support.Question
'Internet Access' icon is not v	Priority 3	DCI.Customer Support.Desktop Support
Password reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Email Assistance	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
User Profile issue	Priority 3	DCI.Customer Support.Question
User Outlook keep asking fo	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
Name Change	Priority 3	DCI.SYSADMIN.office 365.Technical support
Request To Provide PlayBac	Priority 3	ROCS.Applications.AIM.App
NSR Request	Priority 3	DCI.Customer Support.Active Directory.New Employee
Payroll Issue	Priority 3	DCI.Customer Support.Question
Static IP Address	Priority 3	NCS.Telephone.digital phone.Other
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
PC at Federal Triangle*	Priority 3	DCI.Customer Support.Break-Fix.Computer
PW reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
ITSAT pw reset	Priority 3	MIT.S.OPS.ILMS ITSA.registration
NSR question	Priority 3	DCI.Customer Support.Desktop Support
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	MIT.S.OPS.ILMS ITSA.password reset



ITSAT shows not complete	Priority 3	DCI.Customer Support.Question
Closed Tickett	Priority 3	DCI.Customer Support.service desk.Ticket Status
PW reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Status Update	Priority 3	DCI.Customer Support.service desk.Ticket Status
email is missing folder	Priority 3	DCI.Customer Support.office 365.Technical support
MetroGuest Error Message	Priority 3	DCI.Customer Support.Question
network pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo request	Priority 3	DCI.Customer Support.Desktop Support
email not updating	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
ITSAT pw reset	Priority 3	MIT.S.OPS.ILMS ITSA.registration
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
CTF System Checks - Days	Priority None	ROCS.All.Requests
Transferred call to Omar.	Priority 3	DCI.Customer Support.Question
NSR	Priority 3	DCI.Customer Support.Active Directory.New Employee
Software Install	Priority 3	DCI.Customer Support.Software.Java.Install
Phone Cord Replacement	Priority 3	NCS.Telephone.digital phone.Hardware
password reset for peopleso	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
ELM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
It security awareness	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Unable to print	Priority 3	DCI.Customer Support.Desktop Support
ITSAT pw reset	Priority 3	MIT.S.OPS.ILMS ITSA.registration
Unale to print	Priority 3	DCI.Customer Support.Desktop Support
unlock account	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Xerox Printer install	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
not connected to network an	Priority 2	NCS.Telephone.digital phone.Other
User tries to access Procore	Priority 3	DCI.Customer Support.Question
network pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
customer unable to access I	Priority 3	DCI.Customer Support.Desktop Support
User reset and unlocked in A	Priority 3	DCI.Customer Support.Question
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
customer needs access to s	Priority 3	DCI.Customer Support.Question
Unable to print	Priority 3	DCI.Customer Support.Desktop Support
Kiosk machine at King St Me	Priority 3	DCI.Customer Support.Desktop Support
NSR request	Priority 3	DCI.Customer Support.Desktop Support
PW eset	Priority 3	DCI.Customer Support.Active Directory.Password reset
PW reset	Priority 3	DCI.Customer Support.Desktop Support
User having issues with Ado	Priority 3	DCI.Customer Support.Desktop Support
Reset ILMS	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
User stuck in Windows upda	Priority 3	DCI.Customer Support.Desktop Support
Unlocked AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
Status updated for ticket 491	Priority 3	DCI.Customer Support.service desk.Ticket Status
System login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
HP Printer issue	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
User error in ARS is "bad cre	Priority 3	BUS.ARS.Technical support.BTSS
Printer install	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver

User attempted to recall a m	Priority 3	DCI.Customer Support.Question
Peoplesoft login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
System login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Reset PS HCM	Priority 3	DCI.Customer Support.Active Directory.Password reset
See attached NSR request fo	Priority 3	DCI.Customer Support.Active Directory.Drive Access
Please see attached PS HCM	Priority 3	HR.PSHCM.Access
Status on open ticket	Priority 3	DCI.Customer Support.service desk.Ticket Status
User unable to access GOTR	Priority 3	DCI.Customer Support.Desktop Support
User was unable to access P	Priority 3	DCI.Customer Support.Desktop Support
Troubleshooting required for	Priority 3	DCI.Customer Support.Desktop Support
Reset ILMS	Priority 3	MIT.OPS.ILMS ITSA.password reset
HP Printer issue	Priority 3	NCS.Telephone.digital phone.Hardware
Shared drive access issue	Priority 3	DCI.Customer Support.Question
Peoplesoft login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
User tries to access Maximo	Priority 3	APPS.Technical support.Maximo
Outlook email update issue	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
It security awareness comple	Priority 3	DCI.Customer Support.Question
Reset Maximo	Priority 3	APPS.Access.Maximo
TWC Data Setting /Restart P	Priority None	APPS.Access.PIDS
CTF System Check - MID 07	Priority None	ROCS.All.Requests
it security awareness- course	Priority 3	DCI.Customer Support.Question
Unlocked AD account for use	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
test ticket to check attachme	Priority 3	Software
Printer issue	Priority 3	DCI.Customer Support.printer.Xerox.technical support
Maximo deactivated due to in	Priority 3	DCI.Customer Support.Question
Reset Windows pswd	Priority 3	DCI.Customer Support.Active Directory.Password reset
Status update for 49008	Priority 3	APPS.Technical support.GOTRS
GOTRS login issue	Priority 3	APPS.Technical support.GOTRS
KXP-User login issue	Priority 3	DCI.Customer Support.SSK Kiosk
maximo password reset	Priority 3	DCI.Customer Support.Question
it security awareness accour	Priority 3	DCI.Customer Support.Question
Maximo login issue	Priority 3	DCI.Customer Support.Maximo.Password Reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Upgrade adobe Flash so use	Priority 3	DCI.Customer Support.Desktop Support
maximo password reset uns	Priority 3	DCI.Customer Support.Maximo.Password Reset
Drive access	Priority 3	DCI.Customer Support.Desktop Support
Application needs to be insta	Priority 3	DCI.Customer Support.Desktop Support
support cancelled.	Priority 3	DCI.Customer Support.Question
Pids support- not comimng u	Priority 3	APPS.Technical support.PIDS
support cancelled.	Priority 3	DCI.Customer Support.Desktop Support
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Support cancelled	Priority 3	DCI.Customer Support.Question
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Prinrter issues- printer not fu	Priority 3	DCI.Customer Support.printer.Desktop.Cycle Printer
Avaya Phone Issue	Priority 3	NCS.Telephone.digital phone.No Dial Tone
Support cancelled.	Priority 3	DCI.Customer Support.Question
Support cancelled.	Priority 3	DCI.Customer Support.Question

Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
CTF System Check - Evenin	Priority None	Applications
Trip Planner Issue	Priority 3	DCI.SYSADMIN.Software.Technical support.Operating Systems
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Webmail access	Priority 3	DCI.Customer Support.Question
AIM: ctwksob-commpp was s	Priority 5	ROCS - Hardware
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Silverlight Install	Priority 3	DCI.Customer Support.Desktop Support
Work stoppage	Priority 3	DCI.Customer Support.Desktop Support
Voicemail Password reset R	Priority 3	NCS.Telephone.digital phone.Voice Mail Password Reset
HR Issue	Priority 3	HR.PSHCM.HR solutions support
Customer states that there is	Priority 2	DCI.Customer Support.Internet.Access prohibited
password reset for peopleso	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Move Request	Priority 3	DCI.Customer Support.Desktop Support
unable to open course	Priority 3	MIT.S.OPS.ILMS ITSA.post training escalation
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
External Peoplesoft Access	Priority 3	DCI.Customer Support.Question
question regarding health ch	Priority 3	DCI.Customer Support.Question
NSR Request	Priority 3	DCI.Customer Support.Active Directory.New Employee
Random Shutting Down of P	Priority 3	DCI.Customer Support.Desktop Support
unable to move forward in tra	Priority 3	DCI.Customer Support.Desktop Support
Mouse Issue at Largo	Priority 2	DCI.Customer Support.hardware.Mouse.break/fix
unable to open training	Priority 3	DCI.Customer Support.Desktop Support
unable to print from adobe	Priority 3	DCI.Customer Support.printer.Xerox.technical support
Password reset for training	Priority 3	DCI.Customer Support.Question
Create Work Instruction For	Priority None	ROCS.All.Requests
Customer is not able to appr	Priority 3	HR.PSHCM.Support
IT security question	Priority 3	DCI.Customer Support.Question
Customer states that he wan	Priority 3	DCI.Customer Support.Question
Customer is getting message	Priority 3	DCI.Customer Support.Question
CTF System Check 7/2/17 -	Priority None	ROCS.All.Requests
RPM Issue	Priority 3	APPS.Technical support.ROCC
Password change assistance	Priority 3	DCI.Customer Support.Question
System login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Computer Setup request	Priority 3	DCI.Customer Support.Question
Peoplesoft login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Monitor not displaying	Priority 3	DCI.Customer Support.hardware.Monitor.hardware failure
IT Security Awareness Passw	Priority 3	MIT.S.OPS.ILMS ITSA.registration
IT Security Awareness URL	Priority 3	DCI.Customer Support.Question
SSPW reset Q&A assistance	Priority 3	DCI.Customer Support.Active Directory.Password Self-Service A
Peoplesoft login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Trapeze Password issue	Priority 3	Apps.Access.Trapeze
Voicemail password setup	Priority 3	NCS.Telephone.digital phone.Voice Mail Password Reset
TSR Status Update	Priority 3	DCI.Customer Support.Maximo.TSR Status
System issue	Priority 3	DCI.Customer Support.Question
System login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
RE: OEMPROD.wmata.com	Priority 3	DCI.Customer Support.Question

CTF System Check - MID 07	Priority None	ROCS.All.Requests
Maximo Account Passsword	Priority 3	APPS.Training.Maximo
no support needed	Priority 3	DCI.Customer Support.Question
IT security Awareness reset	Priority 3	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
IT security awareness passw	Priority 3	DCI.Customer Support.Question
no support needed	Priority 3	DCI.Customer Support.Question
Error message when logging	Priority 3	DCI.Customer Support.Network.Server
User was locked out of the k	Priority 3	DCI.Customer Support.SSK Kiosk
User computer is moving ext	Priority 3	DCI.Customer Support.hardware.Desktop.configuration
It security awareness trainir	Priority 3	DCI.Customer Support.Question
IT security Awareness Passv	Priority 3	DCI.Customer Support.Question
payroll support	Priority 3	DCI.Customer Support.Question
unable to get emails updated	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
Error message when attempt	Priority 3	DCI.Customer Support.Desktop Support
Password reset	Priority 3	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
unable to print from local pri	Priority 3	DCI.Customer Support.printer.Desktop.Cycle Printer
I was unable to find the follow	Priority 3	DCI.Customer Support.SSK Kiosk
no support needed	Priority 3	DCI.Customer Support.Question
CTF System Check - Evenin	Priority None	Applications
It Security password reset	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
Maximo password reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
ROCS Support	Priority 3	APPS.Technical support.PIDS
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo password reset	Priority 2	DCI.Customer Support.Maximo.Password Reset
needed assistance printing a	Priority 3	DCI.Customer Support.Software.MS Outlook.Calender Assistanc
Map to Drive	Priority 3	DCI.Customer Support.Desktop Support
HCM Access	Priority 3	DCI.Customer Support.Question
CTF System Check - Day - 7	Priority None	ROCS.All.Requests
Customer thought account w	Priority 3	DCI.Customer Support.Question
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Question
Call dropped	Priority 3	DCI.Customer Support.Question
Call dropped	Priority 3	DCI.Customer Support.Question
assistance logging in	Priority 3	DCI.Customer Support.Active Directory.Password reset
It Account still disabled	Priority 2	MIT.S.OPS.ILMS ITSA.disabled account
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Needs Scanner Installed	Priority 3	DCI.Customer Support.hardware.Scanner.install
SSK-511505	Priority 3	DCI.Customer Support.Internet.Access prohibited
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset for training	Priority 3	DCI.Customer Support.Question
IT Security Awareness Test	Priority 3	DCI.Customer Support.Question
IT Security Awareness Test	Priority 3	DCI.Customer Support.Question
Support cancelled	Priority 3	DCI.Customer Support.Question
unable to access IT sec train	Priority 3	DCI.Customer Support.Desktop Support
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset

unlocked account	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
It Security Awareness	Priority 3	DCI.Customer Support.Desktop Support
password reset for IT sec tra	Priority 3	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Status Update on ticket	Priority 3	DCI.Customer Support.service desk.Ticket Status
Speaker Request	Priority 3	DCI.Customer Support.Question
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Internet Access Prohibited	Priority 3	DCI.SYSADMIN.Software.Technical support.Operating Systems
Email Issues	Priority 3	DCI.Customer Support.Question
It Security Awareness Troub	Priority 3	DCI.Customer Support.Desktop Support
It Security	Priority 3	DCI.Customer Support.Question
IT Security Awareness Test	Priority 3	DCI.Customer Support.Question
Maximo password reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Customer thought account w	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Terminal Supervisor Request	Priority 5	ROCS.Applications.RPM.App
CTF System Check - MID - 7	Priority None	ROCS.All.Requests
IT Security Awareness login	Priority 3	MIT.SOPS.ILMS ITSA.registration
Maximo login issue	Priority 3	DCI.Customer Support.Maximo.Password Reset
Hard drive error	Priority 3	DCI.Customer Support.hardware.Desktop.hardware failure
System login issue	Priority 3	DCI.Customer Support.Question
Login access issue	Priority 3	DCI.Customer Support.Question
User gets a blank white scre	Priority 3	DCI.Customer Support.Question
Network connectivity issues	Priority 3	DCI.Customer Support.Desktop Support
User gets a blank white scre	Priority 3	DCI.Customer Support.Question
Call dropped	Priority 3	DCI.Customer Support.Question
IE Not Displaying Properly	Priority None	ROCS.All.Requests
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
password reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Maximo Password Reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
surplus equipment pc pickup	Priority 3	DCI.Customer Support.Equipment Move.Surplus removal
install printer	Priority 3	DCI.Customer Support.printer.Desktop.Install Printer Driver
CTF System Check - Evenin	Priority None	Applications
Wifi Connection	Priority 3	DCI.Customer Support.Wifi.Configuration
PC upgrade response	Priority 3	DCI.Customer Support.PC Replacement.Question
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
java update	Priority 3	DCI.Customer Support.Software.Java.Install
User requested password re	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset for maximo a	Priority 3	DCI.Customer Support.Active Directory.Password reset
CTF System Check - Evenin	Priority None	ROCS.All.Requests
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo	Priority 3	DCI.Customer Support.Question

Subject: HR Department Tre	Priority 3	MIT.S.OPS.security.firewall
Peoplesoft login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Change home Address	Priority 3	HR.PSHCM.Support
requesting onsite assistance	Priority 3	DCI.Customer Support.hardware.Desktop.reimage
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
HP Scanner at CTF - lines o	Priority 4	DCI.Customer Support.Break-Fix.Printer
spam email attached	Priority 3	MIT.S.OPS.security.firewall
account disabled for non co	Priority 3	DCI.Customer Support.Question
NSR attached- mailbox crea	Priority 3	DCI.SYSADMIN.Server.Access
System login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Customer having phone stay	Priority 3	NCS.Telephone.digital phone.Other
Worsk Stoppage	Priority 3	DCI.Customer Support.Desktop Support
NSR	Priority 3	DCI.Customer Support.Active Directory.Drive Access
Add rail car pair 7412-7413 t	Priority None	ROCS.Appliications.RPM.App
Xerox Scanner is not working	Priority 3	DCI.Customer Support.printer.Xerox.technical support
Peoplesoft login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
NSR request	Priority 3	DCI.Customer Support.Active Directory.Drive Access
Non Compliance	Priority 3	DCI.Customer Support.Question
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
NSR-garcia	Priority 3	DCI.Customer Support.Active Directory.Drive Access
NSR-harper	Priority 3	DCI.Customer Support.Active Directory.Drive Access
User cannot log on to vpn wi	Priority 3	MIT.S.Engineering.VPN.Technical support
NSR-haas	Priority 3	DCI.Customer Support.Active Directory.Drive Access
EUP	Priority 3	DCI.Customer Support.management.Delegation Request.Escalat
User needs to be transferred	Priority 3	DCI.Customer Support.service desk.Ticket Status
Login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
wanted to set up a wmata en	Priority 3	DCI.Customer Support.Question
Server Access	Priority 3	DCI.SYSADMIN.Server.Access
Password Reset	Priority 4	DCI.Customer Support.Active Directory.Password reset
employee back after 1yr nee	Priority 3	MIT.S.OPS.security.firewall
Update of Chrome, IE and O	Priority 3	DCI.Customer Support.Desktop Support
Mailing list issue	Priority 3	DCI.Customer Support.Question
Admin privilege on user table	Priority 3	DCI.Customer Support.management.Delegation Request.Escalat
Install Peoplesofts UPK deve	Priority 3	DCI.Customer Support.Desktop Support
UUser stated that his excel v	Priority 3	DCI.Customer Support.Software.MS Excel.Install
Memory Upgrade*	Priority 3	DCI.Customer Support.Inventory.Upgrade Case
Encryption Issue	Priority 3	DCI.Customer Support.Question
Memory Upgrade*	Priority 3	DCI.Customer Support.Inventory.Upgrade Case
The user needed assistance	Priority 3	DCI.Customer Support.Question
Printer issues	Priority 3	DCI.Customer Support.Question
Mouse somewhere on 2nd fl	Priority 3	DCI.Customer Support.hardware.Mouse.break/fix
User needs maximo passwo	Priority 3	DCI.Customer Support.Maximo.Password Reset
Would like to print pay stater	Priority 3	DCI.Customer Support.Question
Memory Upgrade*	Priority 3	DCI.Customer Support.Inventory.Upgrade Case
Ticket for Sulejman	Priority 3	MIT.S.OPS.security.firewall
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Peoplesoft login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock

VPN Issue	Priority 2	DCI.Customer Support.Software.VPN.Install
User unable to login	Priority 3	DCI.Customer Support.Active Directory.Password reset
NSR-randolph	Priority 3	DCI.Customer Support.Active Directory.Drive Access
Open Ticket Status	Priority 3	DCI.Customer Support.service desk.Ticket Status
Status update 64674	Priority 3	DCI.Customer Support.service desk.Ticket Status
Temporary Disable ROCC A	Priority 3	ROCS.All.Requests
network pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
unlocked account	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
unlocked account	Priority 2	DCI.Customer Support.Active Directory.Password Unlock
polycom no longer working	Priority 3	NCS.Telephone.digital phone.Other
HR Solutions	Priority 3	DCI.Customer Support.Question
Password reset for maximo	Priority 3	DCI.Customer Support.Maximo.Password Reset
Ticket for MITS	Priority 3	MIT.S.OPS.security.firewall
User needs a password rese	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset - Locked ou	Priority 3	DCI.Customer Support.Active Directory.Password reset
unlocked account	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
User needs to speak with Ou	Priority 3	DCI.Customer Support.service desk.Ticket Status
C027289 reset pw	Priority 3	DCI.Customer Support.Active Directory.Password reset
Server room light issue	Priority 3	DCI.Customer Support.Question
NSR-siler	Priority 1	DCI.Customer Support.Active Directory.New Employee
User needs to be transferred	Priority 3	DCI.Customer Support.service desk.Ticket Status
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
network pw reset	Priority 3	DCI.Customer Support.Question
Ticket Suresh	Priority 3	DCI.SYSADMIN.Server.Access
ELM support needed	Priority 2	APPS.Technical support.PSELM
NSR-thorne	Priority 3	DCI.Customer Support.Active Directory.New Employee
013822 Wayne Thorne add u	Priority None	ROCS.All.Requests
checking status account afte	Priority 3	MIT.S.OPS.ILMS ITSA.disabled account
System login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
User needs a password rese	Priority 3	DCI.Customer Support.Active Directory.Password reset
ADmin account pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo login issue	Priority 3	DCI.Customer Support.Maximo.Password Reset
W-347488	Priority 3	DCI.Customer Support.Desktop Support
Oracle BI Discoverer	Priority 3	DCI.Customer Support.Question
IT Security Awareness Train	Priority 3	MIT.S.OPS.ILMS ITSA.registration
VPN Access Token - Paul	Priority None	ROCS.All.Requests
User needs a maximo passv	Priority 3	DCI.Customer Support.Maximo.Password Reset
NSR attached	Priority 3	DCI.Customer Support.Active Directory.Drive Access
HR Solutions	Priority 3	HR.PSHCM.Report
cb701a06	Priority 3	DCI.SYSADMIN.Server.UNIX Support
VPN login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
NSR-weeks	Priority 3	DCI.Customer Support.Active Directory.Drive Access
local printer issue	Priority 3	DCI.Customer Support.Break-Fix.Printer
User Login on AIX Server P5	Priority 3	DCI.SYSADMIN.Server.UNIX Support
NSR-doherty	Priority 3	DCI.Customer Support.Active Directory.Drive Access
ITSA training login issue	Priority 3	MIT.S.OPS.ILMS ITSA.password reset

Drop Call	Priority 3	DCI.Customer Support.Question
HR Solutions	Priority 3	HR.PSHCM.Report
User needs a password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
HR Solutions	Priority 3	HR.PSHCM.Report
NSR - Paulk, Diamond	Priority 3	DCI.Customer Support.Active Directory.New Contractor
NSR - Davis, Octavia	Priority 3	DCI.Customer Support.Active Directory.New Contractor
NSR - Manns, Nyme	Priority 3	DCI.Customer Support.Active Directory.New Contractor
IT Security Awareness Training	Priority 3	MIT.S.OPS.ILMS ITSA.registration
Status Update	Priority 3	DCI.Customer Support.service desk.Ticket Status
Peoplesoft login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password Reset for Self Service	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
request for cb701a02,3,6	Priority 3	DCI.SYSADMIN.Server.UNIX Support
Voicemail Pin reset	Priority 3	NCS.Telephone.digital phone.Other
Account login issue	Priority 3	MIT.S.OPS.security.firewall
Sickline Password Reset	Priority 3	NCS.Telephone.digital phone.Voice Mail Password Reset
Chrome install/update	Priority 3	DCI.Customer Support.Desktop Support
NSR attached	Priority 3	DCI.Customer Support.Active Directory.Drive Access
<a href="http://hdwiki/pages/viewpage">http://hdwiki/pages/viewpage</a>	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
Kiosk - Advertising Run	Priority 3	DCI.Customer Support.Question
Increase space allocation	Priority 3	DCI.SYSADMIN.network driveClean Disk Space
Could not verify Information	Priority 3	DCI.Customer Support.Active Directory.Password reset
CPU and Monitor move	Priority 3	DCI.Customer Support.Equipment Move.Project
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
User needs access to network	Priority 3	DCI.Customer Support.Question
User needs a maximo password	Priority 3	DCI.Customer Support.Maximo.Password Reset
Webmail login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
User needs to be added to Group	Priority 3	DCI.Customer Support.Question
Is WMATA Badge is Ready for	Priority 3	DCI.Customer Support.Question
Status Update	Priority 3	DCI.Customer Support.service desk.Ticket Status
third party software install	Priority 3	DCI.Customer Support.Desktop Support
Peoplesoft login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Third Party Software Install	Priority 3	DCI.Customer Support.Desktop Support
User needs a password reset	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
HP LJ 5035 on 5D*	Priority 3	DCI.Customer Support.Question
Office 2013 Reinstallation	Priority 3	DCI.Customer Support.Question
Request to re-locate Virtual I	Priority 3	NCS.Switch.Unreachable
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
User Profile Service Failure	Priority 3	DCI.Customer Support.Desktop Support
Printer Issue	Priority 3	DCI.Customer Support.printer.Desktop.Cycle Printer
Unable to submit for posting	Priority 3	HR.PSHCM.Support
System login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Avaya Phone Issue	Priority 3	NCS.Telephone.digital phone.No Dial Tone
Unlock Account	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Drop Call	Priority 3	DCI.Customer Support.Question
Active X issue	Priority 3	DCI.Customer Support.Question
Printer Install	Priority 3	DCI.Customer Support.printer.Xerox.technical support



User needs a password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
View paystub	Priority 3	HR.PSHCM.Support
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Digital Signature issue	Priority 3	DCI.Customer Support.Question
Employee Steve Firko, E001	Priority 3	HR.PSHCM.TAM support (talent acquisition management)
System Password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Record VPN Test Results	Priority None	ROCS.All.Requests
User needs a password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Years of Service	Priority 3	HR.PSHCM.Report
NSR attached	Priority 3	DCI.Customer Support.Active Directory.Drive Access
Upload Resume	Priority 3	DCI.Customer Support.Question
User needs to add a network	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
Windows Security Pop Up	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
password reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Excel files won't open with d	Priority 3	DCI.Customer Support.Software.MS Excel.Install
Status Update	Priority 3	DCI.Customer Support.service desk.Ticket Status
NSR - Nichalos Gardner	Priority 3	DCI.Customer Support.Active Directory.Drive Access
account move	Priority 3	DCI.SYSADMIN.Server.Access
question about NSR	Priority 3	DCI.Customer Support.Question
User stated that he needs to	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
PE AIM Monthly Maintenance	Priority None	ROCS.All.Requests
User monitor resolution char	Priority 3	DCI.Customer Support.Desktop Support
network pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Question about getting interr	Priority 3	DCI.Customer Support.Question
User stated that she is havin	Priority 3	DCI.Customer Support.Software.MS Outlook.Problem Not Found
IT Health Check	Priority 3	DCI.Customer Support.hardware.Desktop.configuration
network account locked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
This request is NOT for Pete	Priority 3	DCI.Customer Support.Desktop Support
status 64882	Priority 3	DCI.Customer Support.service desk.Ticket Status
Maximo Password Reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
This request is NOT for Pete	Priority 3	DCI.Customer Support.Desktop Support
User needs a password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo Issue	Priority 3	DCI.Customer Support.Maximo.Password Reset
Recall Message	Priority 3	DCI.Customer Support.Question
Question: Order through CAF	Priority 3	DCI.Customer Support.Question
Reset PS ELMS	Priority 3	DCI.Customer Support.Active Directory.Password reset
CTF System Check - Day - 8	Priority None	ROCS.All.Requests
Unable to Access MetroWeb	Priority 3	DCI.Customer Support.Desktop Support
E027344 unable to login	Priority 3	DCI.SYSADMIN.Server.Access
Status Update on 64908	Priority 3	DCI.Customer Support.Desktop Support
unlock network account E02	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Call dropped for userKeys, L	Priority 3	DCI.Customer Support.Question
User has a questions on how	Priority 3	DCI.Customer Support.Question
PW Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
HCM pw reset E027305	Priority 3	DCI.Customer Support.Active Directory.Password reset
PW reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock

Dropped call	Priority 3	DCI.Customer Support.Question
VPN Issue	Priority 2	DCI.Customer Support.Software.VPN.Install
HCM pw reset E027344	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
E027214 Reset AD Terry G.	Priority 3	DCI.Customer Support.Active Directory.Password reset
PW Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
HCM pw reset e027284	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset for Peopleso	Priority 3	DCI.Customer Support.Active Directory.Password reset
HCM pw reset e027233	Priority 3	DCI.Customer Support.Active Directory.Password reset
E027276 AD reset for Deme	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset peoplesoft	Priority 3	DCI.Customer Support.Active Directory.Password reset
network pw reset E027358	Priority 3	DCI.Customer Support.Question
Unlocked and Reset AD Rov	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset for peopleso	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset for Peopleso	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password reset for Peopleso	Priority 3	DCI.Customer Support.Active Directory.Password reset
E027278 network pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Scan file to avoid virus	Priority 3	MIT.S.OPS.security.scan request
Mr. Christopher A. Cooper E	Priority 3	MIT.S.OPS.security.firewall
Call Dropped	Priority 3	DCI.Customer Support.Question
Call Dropped	Priority 3	DCI.Customer Support.Question
Reset Maximo	Priority 3	APPS.Access.Maximo
Maximo password reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Assisted with access to Med	Priority 3	DCI.Customer Support.Question
Upgrade IE11	Priority 3	DCI.Customer Support.Software.Internet Explorer
Call cancelled, as user was a	Priority 3	DCI.Customer Support.Question
E05-1 - E05-2 DEVICE HAS	Priority None	ROCS.All.Requests
GOTRS not working in IE - t	Priority 3	DCI.Customer Support.Question
Cannot submit his timesheet	Priority 3	DCI.Customer Support.Question
Update status	Priority 3	DCI.Customer Support.service desk.Ticket Status
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
View paystub	Priority 3	DCI.Customer Support.Question
When user types in web add	Priority 3	Payroll.PeopleSoft.Upgrade.Inquiry
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
User unable to access eserv	Priority 3	Payroll.PeopleSoft.Upgrade.Inquiry
Maximo password reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Unlocked AD	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
CTF System Check - MID - C	Priority None	ROCS.All.Requests
User E005095 Password - A	Priority 3	DCI.Customer Support.Active Directory.Password reset
Assisted user with NSR for s	Priority 3	DCI.Customer Support.Question
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
User E006040 logged into A	Priority 3	BUS.ARS.Technical support.BTSS

PS HCM Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
User E002672 password res	Priority 3	DCI.Customer Support.Maximo.Password Reset
Accessing GOTRS	Priority 3	APPS.Technical support.GOTRS
Mouse problems	Priority 2	DCI.Customer Support.hardware.Mouse.break/fix
RPM request	Priority 3	APPS.Technical support.ROCC
User E007710 password res	Priority 3	DCI.Customer Support.Active Directory.Password reset
HP Laserjet 200 CP M251NV	Priority 3	DCI.Customer Support.Break-Fix.Printer
User E009634 password res	Priority 3	DCI.Customer Support.Active Directory.Password reset
delegate request	Priority 3	HR.PSHCM.Access
support cancelled	Priority 3	DCI.Customer Support.Active Directory.Password reset
PIDS Special Schedule Upda	Priority None	Applications
User E012585 needs passw	Priority 3	DCI.Customer Support.Active Directory.Password reset
RE: Edited: Joseph Green's	Priority 3	HR.PSHCM.TAM support (talent aquisition management)
NSR attached	Priority 3	DCI.Customer Support.Active Directory.Drive Access
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Create Digital Signature in A	Priority 3	DCI.Customer Support.Question
User E002158 password res	Priority 3	DCI.Customer Support.Active Directory.Password reset
wanted to pull pay info but ad	Priority 3	MIT.S.OPS.security.firewall
outlook issue	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
support cancelled	Priority 3	DCI.Customer Support.Question
status update 64616	Priority 3	DCI.Customer Support.service desk.Ticket Status
server access	Priority 3	DCI.SYSADMIN.Server.Access
RE: CHECK IS WRONG AG	Priority 3	HR.PSHCM.HR solutions support
maximo password reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
account still disabled after tra	Priority 3	MIT.S.OPS.ILMS ITSA.disabled account
status update	Priority 3	DCI.Customer Support.service desk.Ticket Status
NSR attached	Priority 3	DCI.Customer Support.Active Directory.Drive Access
Unable to Access Nice Appli	Priority 3	DCI.Customer Support.Question
User called for ticket status	Priority 3	DCI.Customer Support.service desk.Ticket Status
User needs access to SMS	Priority 3	APPS.Technical support.SMS
AIM User Access Service Re	Priority 3	Applications
User C026061 - Not able to c	Priority 3	DCI.Customer Support.Desktop Support
User needs access to the SM	Priority 3	APPS.Technical support.SMS
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset for Peoplesc	Priority 3	DCI.Customer Support.Active Directory.Password reset
NSR-deffenbaugh	Priority 3	DCI.Customer Support.Active Directory.Drive Access
password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
User E554642 password res	Priority 3	DCI.Customer Support.Active Directory.Password reset
PeopleSoft UPK Training	Priority 1	DCI.Customer Support.Question
User wants GAL phone num	Priority 3	DCI.Customer Support.Question
CTF System Check - Evenin	Priority None	Applications
Adding New Conference Rod	Priority 3	DCI.SYSADMIN.Software.Technical support.MS Office
Update Chrome	Priority 3	DCI.Customer Support.Desktop Support
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
MS Visio	Priority 3	DCI.SYSADMIN.Software.installation.MS Visio
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset

user wanted to know if could	Priority 3	DCI.Customer Support.Question
Third Party Software Install	Priority 1	DCI.Customer Support.Desktop Support
User requested password re	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
User E003374	Priority 3	MIT.S.Apps Security.PSFIN.password reset
Ticket for MITS	Priority 3	MIT.S.OPS.security.firewall
VPN Issue	Priority 2	DCI.Customer Support.Software.VPN.Training
Safety Measurement System	Priority 3	APPS.Technical support.SMS
User locked his account out	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
cancel approved leave reque	Priority 3	DCI.Customer Support.Question
Adobe Pro Install	Priority 1	DCI.Customer Support.Desktop Support
Sound Issue	Priority 3	DCI.Customer Support.Question
webvpn access	Priority 3	DCI.Customer Support.Software.VPN.Training
NSR-djampa	Priority 3	DCI.Customer Support.Active Directory.Drive Access
User wants to know if Prima	Priority 1	DCI.Customer Support.Desktop Support
Job Status	Priority 3	DCI.Customer Support.Question
User Requests Network Swit	Priority 3	NCS.Telephone.digital phone.Other
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
EUP Request	Priority 3	DCI.Customer Support.Active Directory.Administrative Rights
Xerox printer install on user c	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
User is requesting a loaner la	Priority 3	DCI.Customer Support.Inventory.Loaner Laptop
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
needs SVG viewer installed	Priority 3	APPS.Technical support.PIDS
Crm password reset request	Priority 3	DCI.Customer Support.Desktop Support
metroweb access	Priority 3	DCI.Customer Support.Desktop Support
General Question- Wireless	Priority 3	DCI.Customer Support.Question
unlocked account	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
HCM Access Issue	Priority 3	DCI.SYSADMIN.Mobile Device Management.Technical supportT
NSR-davenport	Priority 3	DCI.Customer Support.Active Directory.Drive Access
User was locked out of his a	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
NSR Status Update	Priority 3	DCI.Customer Support.service desk.Ticket Status
unable to access email	Priority 3	DCI.Customer Support.Active Directory.Password reset
courtney hunt from motorola	Priority 3	DCI.Customer Support.Question
MS Project	Priority 3	DCI.SYSADMIN.Software.installation.MS Project
User disconnected the call b	Priority 3	DCI.Customer Support.Question
Installation Request	Priority 3	DCI.Customer Support.service desk.Ticket Status
Install CMS	Priority 3	DCI.Customer Support.Desktop Support
MS Visio	Priority 3	DCI.SYSADMIN.Software.installation.MS Visio
network pw reset	Priority 3	DCI.Customer Support.Question
User needs maximo passwo	Priority 3	DCI.Customer Support.Maximo.Password Reset
NICE Codecs	Priority 3	DCI.Customer Support.Desktop Support
Sync computer to Scanner	Priority 3	DCI.Customer Support.printer.Desktop.Install Printer Driver
question regarding Ticket	Priority 3	DCI.Customer Support.Question
Maximo Access	Priority 3	DCI.Customer Support.Question

Maximo locked out	Priority 3	DCI.Customer Support.Maximo.Password Reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Projection display issue	Priority 3	DCI.Customer Support.Question
unable to connect to desktop	Priority 3	DCI.Customer Support.Software.VPN.Install
HCM pw reset	Priority 3	DCI.Customer Support.Question
NSR- to create AD account f	Priority 3	DCI.Customer Support.Active Directory.Drive Access
support cancelled	Priority 3	DCI.Customer Support.Question
Account is locked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
HR Solutions	Priority 3	HR.PSHCM.HR solutions support
dropped call	Priority 3	DCI.Customer Support.Desktop Support
Call dropped	Priority 3	DCI.Customer Support.Question
PS Finance support needed	Priority 3	APPS.Technical support.PSFIN
NSR Request	Priority 3	DCI.Customer Support.Active Directory.New Employee
NSR Request	Priority 3	DCI.Customer Support.Active Directory.New Employee
Reset password	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
User needs a password rese	Priority 3	DCI.Customer Support.Active Directory.Password reset
PW reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
User needs a printer installed	Priority 3	DCI.Customer Support.printer.Desktop.Install Printer Driver
DNS Entry	Priority 3	DCI.Customer Support.Question
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Network Account Support	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password reset for ELM	Priority 3	DCI.Customer Support.Question
ENSCO modem activation	Priority 3	MIT.S.OPS.security.firewall
User needs a password rese	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Check is account is locked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
ROCs Application User unab	Priority 3	DCI.Customer Support.Desktop Support
Eservice access	Priority 3	Payroll.PeopleSoft.Upgrade.Inquiry
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
status update	Priority 3	DCI.Customer Support.Question
Laptop Breakfix (Barcode 51	Priority 2	DCI.Customer Support.Break-Fix.Laptop
Documentum Access Neede	Priority 3	APPS.Access.DOCUMENTUM
NSR submitted? re 61233	Priority 3	DCI.Customer Support.Question
Needs Camera Setting Supp	Priority 2	DCI.SYSADMIN.Mobile Device Management.Technical support.S
HR Solutions	Priority 3	HR.PSHCM.HR solutions support
Open ticket 64561	Priority 3	DCI.Customer Support.service desk.Ticket Status
Assigned to MITS as request	Priority 3	MIT.S.OPS.security.firewall
User stated that he wants to	Priority 3	NCS.Telephone.digital phone.Other
HR SOLUTIONS	Priority 3	DCI.Customer Support.Question
Remote Desktop Connector	Priority 3	DCI.Customer Support.Desktop Support
Unable to access Trapeze (C	Priority 3	APPS.Technical Support.Trapeze
IT Security Awareness Train	Priority 3	DCI.Customer Support.Question
TSR submission process	Priority 3	DCI.Customer Support.Question
Third Party Software	Priority 3	DCI.Customer Support.Desktop Support
VPN disconnects	Priority 3	DCI.Customer Support.Desktop Support
User needs a password rese	Priority 3	MIT.S.Apps Security.PSFIN.password reset
HR Solutions	Priority 3	HR.PSHCM.TAM support (talent aquisition management)

Call Dropped	Priority 3	DCI.Customer Support.Question
Printer always prints an extra	Priority 1	DCI.Customer Support.printer.Desktop.Cycle Printer
how to submit NSR to us	Priority 3	DCI.Customer Support.Question
Fleetwatch update on ticket	Priority 3	DCI.Customer Support.Question
Maximo Access Issue	Priority 3	DCI.Customer Support.Maximo.Password Reset
MetroGuest WiFi Service	Priority 3	DCI.Customer Support.Desktop Support
Needs voicemail box transfer	Priority 3	NCS.Telephone.digital phone.Other
password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
User profile failed to logon	Priority 3	DCI.Customer Support.Desktop Support
Voicemail Setup and Access	Priority 3	DCI.Customer Support.Telephone.Other
NSR Request	Priority 3	DCI.Customer Support.Active Directory.New Employee
Used needs a password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo access	Priority 3	DCI.Customer Support.Question
HR Solutions	Priority 3	HR.PSHCM.Report
PW reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Adobe issues	Priority 3	DCI.Customer Support.Desktop Support
NSR Request	Priority 3	MIT.S.OPS.security.firewall
User is locked out of her acc	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Ticket verification	Priority 3	DCI.Customer Support.service desk.Ticket Status
Third Part SOftware	Priority 3	DCI.Customer Support.Desktop Support
HR Solutions	Priority 3	HR.PSHCM.HR solutions support
Server Access	Priority 3	DCI.SYSADMIN.Server.Access
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
User needs assistance with p	Priority 3	DCI.Customer Support.printer.Xerox.technical support
SharePoint Access and Site	Priority 3	DCI.Customer Support.Question
Email cannot login	Priority 3	DCI.Customer Support.Question
HR Solutions	Priority 3	HR.PSHCM.HR solutions support
NSR Request	Priority 3	DCI.Customer Support.Active Directory.New Employee
User needs a password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
NSR Request	Priority 3	DCI.Customer Support.Active Directory.New Employee
Maximo Password	Priority 3	DCI.Customer Support.Maximo.Password Reset
Surplus Equipment	Priority 4	DCI.Customer Support.Equipment Move.Surplus removal
Update resume online	Priority 3	DCI.Customer Support.Question
NSR Request	Priority 3	DCI.Customer Support.Active Directory.New Employee
Request New or Changed Te	Priority 3	DCI.Customer Support.Question
Documentum password rese	Priority 3	APPS.Access.DOCUMENTUM
User wants to have an old pr	Priority 3	DCI.Customer Support.Question
PW reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Computer Boots In Repair M	Priority 2	DCI.Customer Support.Desktop Support
need help to enroll soft toker	Priority 3	MIT.S.Engineering.VPN.Technical support
User needs a password rese	Priority 3	DCI.Customer Support.Active Directory.Password reset
E-service Issue	Priority 3	Payroll.PeopleSoft.Upgrade.Inquiry
Dropped Call	Priority 3	DCI.Customer Support.Question
memory Issue	Priority 3	DCI.Customer Support.Question
Password reset	Priority 3	DCI.Customer Support.Question
memory failure on printer Ro	Priority 3	DCI.Customer Support.Break-Fix.Computer
battery replacement for Rode	Priority 2	DCI.Customer Support.Break-Fix.Laptop

Receive NSR	Priority 3	DCI.Customer Support.Active Directory.Drive Access
User needs his voicemail pa	Priority 3	NCS.Telephone.digital phone.Voice Mail Password Reset
DCI.Customer Support.Ques	Priority 3	DCI.Customer Support.Question
Share Calendar Issue	Priority 3	DCI.SYSADMIN.Software.Technical support.MS Office
NSR attached	Priority 3	DCI.Customer Support.Active Directory.Drive Access
Maximo access for Pepper, I	Priority 3	DCI.Customer Support.Question
Faregate Issue	Priority 3	DCI.Customer Support.Question
Energy Safe Mode	Priority 3	DCI.Customer Support.Question
black monitor at PG*	Priority 3	DCI.Customer Support.hardware.Monitor.break/fix
Bad monitor at PG*	Priority 3	DCI.Customer Support.hardware.Monitor.break/fix
FX 170 at PG*	Priority 2	DCI.Customer Support.Break-Fix.Computer
Box at PG Plaza	Priority 3	DCI.Customer Support.Break-Fix.Computer
Dummy box at PG Plaza 1*	Priority 2	DCI.Customer Support.Break-Fix.Computer
Excel Issue	Priority 3	DCI.Customer Support.Question
disk drive clean up	Priority 3	DCI.Customer Support.Desktop Support
avaya phone	Priority 3	NCS.Telephone.digital phone.Hardware
avaya phone	Priority 3	NCS.Telephone.digital phone.Hardware
avaya phone	Priority 3	NCS.Telephone.digital phone.Hardware
Add rail car pair 7410-7411	Priority None	ROCS.Applications.RPM.App
avaya phone	Priority 3	NCS.Telephone.digital phone.Hardware
Oracle Service Cloud login II	Priority 3	MIT.S.OPS.security.firewall
Windows Update\ Hard Drive	Priority 3	DCI.Customer Support.Question
Cannot start Microsoft Outlo	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
Install 3rd party software	Priority 3	DCI.Customer Support.Desktop Support
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset for kiosk	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
ticket status update	Priority 3	DCI.Customer Support.service desk.Ticket Status
VPN terminal session	Priority 3	DCI.Customer Support.Desktop Support
User gets msg :reporting err	Priority 3	Email
Password reset	Priority 3	DCI.Customer Support.Question
Computer will not boot	Priority 2	DCI.Customer Support.hardware.Desktop.break/fix
PW reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Install Local Printer	Priority 3	DCI.Customer Support.printer.Desktop.Install Printer Driver
Call disconnected	Priority 3	DCI.Customer Support.Question
ELM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
PW reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
CTF System Check - Day - 8	Priority None	ROCS.All.Requests
Reset Maximo	Priority 3	APPS.Access.Maximo
Account is locked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
User needs JavaScript upda	Priority 3	DCI.Customer Support.Question
"The page cannot be display	Priority 3	DCI.Customer Support.Software.Internet Explorer
When user attempts to acce	Priority 3	APPS.Access.DOCUMENTUM
See attached NSR signed by	Priority 3	DCI.Customer Support.Active Directory.Drive Access
Update on ticket/Call discon	Priority 3	DCI.Customer Support.Question
Needs Windows Movie Make	Priority 3	DCI.Customer Support.Question
PeopleSoft password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset

Question concerning ticket	Priority 3	DCI.Customer Support.Desktop Support
Maximo access	Priority 3	DCI.Customer Support.Maximo.Password Reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Reset PS HCM	Priority 3	DCI.Customer Support.Active Directory.Password reset
Account Locked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Reset Windows	Priority 3	DCI.Customer Support.Active Directory.Password reset
User needed assistance with	Priority 3	DCI.Customer Support.Question
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
Wifi Access	Priority 3	DCI.Customer Support.Wifi.Configuration
Unable to System Voicemail	Priority 2	NCS.Telephone.mobile phone.Other
AIM SCREENShots	Priority None	ROCS.Appliications.AIM.App
AIM Playback (A05) 8/29/17	Priority None	ROCS.Appliications.AIM.App
Ms. Simon unable to access	Priority 3	Apps.Access.Trapeze
Synchronize Email Password	Priority 3	DCI.SYSADMIN.Mobile Device Management.Password reset.Sm
Mr. Freeman is unable to ac	Priority 3	HR.PSHCM.Support
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Mr.Orrell tries to open and se	Priority 3	DCI.Customer Support.Question
Unable Access Eservice	Priority 3	Payroll.PeopleSoft.Upgrade.Inquiry
Forms request	Priority 3	DCI.Customer Support.Question
CTF System Check - MID - C	Priority None	ROCS.All.Requests
See attached and Descriptio	Priority 4	DCI.Customer Support.PC Replacement.Question
User unable to access web \	Priority 3	DCI.Customer Support.Software.VPN.Training
MS Windows Issue: User Pr	Priority 3	DCI.Customer Support.Desktop Support
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
User E647594 had to enter p	Priority 3	DCI.Customer Support.Question
Ticket Assigned	Priority 3	DCI.Customer Support.Network.Server
User E015867 password res	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
CTF System Check - Evenin	Priority None	Applications
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
User E014663 Maximo pass	Priority 3	DCI.Customer Support.Maximo.Password Reset
User E004264 said printer is	Priority 3	DCI.Customer Support.Question
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
unable to access e service	Priority 3	Payroll.PeopleSoft.Upgrade.Inquiry
PIDS Support on kiosk mach	Priority None	ROCS.Applications
Request a Virtual Private Ne	Priority 3	DCI.Customer Support.Question
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
When she goes to the caree	Priority 3	HR.PSHCM.Support
PIDS Support on kiosk mach	Priority 3	DCI.Customer Support.Question
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
NSR	Priority 3	DCI.Customer Support.Active Directory.Drive Access
VPN issue	Priority 3	DCI.Customer Support.Desktop Support
Status Updates for External	Priority 3	DCI.Customer Support.Question
see attached	Priority 3	HR.PSHCM.HR solutions support
User E009190 password res	Priority 3	DCI.Customer Support.Active Directory.Password reset
NSR form attached, ESSO f	Priority 3	DCI.Customer Support.Active Directory.Drive Access



Subject: Access Request	Priority 3	MIT.S.OPS.security.scan request
MS Office 2013 Product Dea	Priority 3	DCI.Customer Support.Software.MS Word.upgrade
NSR attached	Priority 3	DCI.Customer Support.Active Directory.Drive Access
RPM Service Request for up	Priority 3	Applications
NSR form attached, ESSO f	Priority 3	DCI.SYSADMIN.Server.Access
User requested network acco	Priority 3	DCI.Customer Support.Active Directory.Password reset
Documentum Password rese	Priority 3	APPS.Access.DOCUMENTUM
Subject: Computer problems	Priority 3	DCI.Customer Support.hardware.Desktop.configuration
see attached	Priority 3	HR.PSHCM.HR solutions support
No logon servers are availab	Priority 3	DCI.Customer Support.Network.Server Failure
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Customer checking to see if	Priority 3	DCI.Customer Support.Question
User E019969 password res	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo Password Reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
User stated that he needs a	Priority 3	DCI.Customer Support.service desk.Ticket Status
Email - E4 license provision	Priority 3	DCI.Customer Support.Question
server access request	Priority 3	DCI.SYSADMIN.Server.UNIX Support
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
PC Replacement.Question	Priority 3	DCI.Customer Support.PC Replacement.Question
see email attached	Priority 3	DCI.Customer Support.Question
Subject: Server setup for Ora	Priority 3	DCI.Customer Support.Question
Pro watch advanced install re	Priority 3	DCI.Customer Support.Desktop Support
peoplesoft access request a	Priority 3	MIT.S.Apps Security.PSFIN.Access
User E005207 password res	Priority 3	DCI.Customer Support.Active Directory.Password reset
Peoplsoft request form	Priority 3	HR.PSHCM.Access
User needs a password rese	Priority 3	DCI.Customer Support.Active Directory.Password reset
User E025773	Priority 3	DCI.Customer Support.hardware.Laptop.hardware upgrade
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
close ticket request	Priority 3	DCI.Customer Support.service desk.Ticket Status
Customer needs assistance	Priority 3	DCI.Customer Support.Desktop Support
Call Dropped	Priority 3	DCI.Customer Support.Question
network pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Gotrs Issue	Priority 3	APPS.Technical support.GOTRS
User needs her network acco	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Customer thought account w	Priority 3	DCI.Customer Support.Question
hcm pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Call Dropped	Priority 3	DCI.Customer Support.Question
Maximo password reset	Priority 3	DCI.Customer Support.Question
Unlock Account	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
HCM issue	Priority 3	HR.PSHCM.Support
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
User needs a password rese	Priority 3	DCI.Customer Support.Active Directory.Password reset
Updated fatigue codes attac	Priority 3	HR.PSHCM.HR solutions support
User is calling for status of T	Priority 3	DCI.Customer Support.service desk.Ticket Status
WMATA issues iPhone sayin	Priority 2	NCS.Telephone.mobile phone.No Service

Drop Call	Priority 3	DCI.Customer Support.Question
Customer not able to receive	Priority 3	DCI.Customer Support.Question
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
NSR attached	Priority 3	DCI.Customer Support.Active Directory.Drive Access
IE support issue w-347117	Priority 3	DCI.Customer Support.Question
email to another wmata pers	Priority 3	DCI.Customer Support.Question
email not showing/updating	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Customer calling on status u	Priority 3	DCI.Customer Support.service desk.Ticket Status
Drop Call	Priority 3	DCI.Customer Support.Question
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Drop Call	Priority 3	DCI.Customer Support.Question
delegation request	Priority 3	HR.PSHCM.HR solutions support
application status request	Priority 3	DCI.Customer Support.Question
User cannot sign performanc	Priority 3	DCI.Customer Support.Desktop Support
server access request	Priority 3	DCI.SYSADMIN.Server.Access
customer's having issue with	Priority 3	DCI.Customer Support.Question
server access request	Priority 3	DCI.SYSADMIN.Server.Access
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset for Oracle C	Priority 3	DCI.Customer Support.Desktop Support
server access request	Priority 3	DCI.SYSADMIN.Server.Access
NSR Attached	Priority 3	DCI.Customer Support.Active Directory.Drive Access
Printer Setup Install	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
The user is requesting to hav	Priority 3	Payroll.PeopleSoft.Upgrade.Inquiry
paper is not being picked up	Priority 3	DCI.Customer Support.Break-Fix.Printer
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Open 63005	Priority 3	DCI.Customer Support.service desk.Ticket Status
computer setup	Priority 3	DCI.Customer Support.Desktop Support
Customer having issues with	Priority 3	DCI.Customer Support.Question
Third Party Software	Priority 3	DCI.Customer Support.Desktop Support
Maximo pw reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
IT Security Awareness Train	Priority 3	DCI.Customer Support.Question
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Create Adobe Signature	Priority 3	DCI.Customer Support.Question
Excel Power Query Upgrade	Priority 3	DCI.Customer Support.Desktop Support
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Account is locked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
BUS.ARS.Technical support	Priority 3	BUS.ARS.Technical support.BTSS
Prowatch PSPHOTOS drive ac	Priority 3	DCI.Customer Support.Desktop Support
Avaya Issues	Priority 3	NCS.Telephone.digital phone.Other
Maximo Password Reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
PeopleSoft issue	Priority 3	DCI.Customer Support.Question
User needs help with people	Priority 3	HR.PSHCM.Support
Customer said account was	Priority 3	DCI.Customer Support.Question
Outlook not accepting netwo	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset

Active Directory.Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
network pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo pw reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
User needs a password reset	Priority 3	APPS.Training.Maximo
Customer requesting for HP printer	Priority 3	DCI.Customer Support.printer.Desktop.Install Printer Driver
Access email and password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
eservice	Priority 3	Payroll.PeopleSoft.Upgrade.Inquiry
User needs a printer	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
account disabled for non com	Priority 3	DCI.Customer Support.Question
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Laptop fan noise	Priority 3	DCI.Customer Support.Break-Fix.Laptop
Metro Phone Directory	Priority 3	DCI.Customer Support.Question
https://portal.wmata.local/site	Priority 3	APPS.Technical support.SMS
Unable to see Network Drive	Priority 3	DCI.Customer Support.service desk.Ticket Status
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
SSL certificate for CTAPPER	Priority 3	MIT.S.OPS.security.firewall
User needs a password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
HCM - Cannot access people	Priority 1	HR.PSHCM.Support
network pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Equipment	Priority 3	NCS.Telephone.digital phone.Hardware
Reimage	Priority 3	DCI.Customer Support.hardware.Desktop.reimage
Access to T Drive	Priority 3	DCI.Customer Support.Question
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo login issue	Priority 3	DCI.Customer Support.Maximo.Password Reset
Status Update	Priority 3	DCI.Customer Support.service desk.Ticket Status
Customer wants to know wh	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
bad hard drive	Priority 3	DCI.Customer Support.Break-Fix.Laptop
Drive Access	Priority 3	DCI.Customer Support.Desktop Support
maintenance kit	Priority 3	DCI.Customer Support.Break-Fix.Laptop
Customer not able to login to	Priority 3	DCI.Customer Support.Desktop Support
IT Health Check	Priority 3	DCI.Customer Support.hardware.Desktop.configuration
Change+Maximo+Password	Priority 3	APPS.Training.Maximo
email access issues	Priority 3	DCI.Customer Support.Desktop Support
Remote desktop connectivity	Priority 3	DCI.Customer Support.Question
Unlock Account	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Unable to Access Bus Store	Priority 3	DCI.Customer Support.Question
GAL update	Priority 3	DCI.Customer Support.Question
Change+Maximo+Password	Priority 3	APPS.Training.Maximo
NSR attached	Priority 3	DCI.Customer Support.Active Directory.New Employee
Unable to Login and connect	Priority 3	DCI.Customer Support.Desktop Support
Set default programs for surf	Priority 3	DCI.Customer Support.Desktop Support
Install desktop integration to	Priority 3	DCI.Customer Support.Desktop Support
please unlock peoplesoft	Priority 3	MIT.S.Apps Security.PSFIN.password reset
NSR Request	Priority 3	DCI.Customer Support.Active Directory.New Employee

Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Webmail access	Priority 3	DCI.Customer Support.Question
firewall request	Priority 3	MIT.OPS.security.firewall
request exterminator	Priority 3	DCI.Customer Support.Question
Avaya Phone issue	Priority 3	NCS.Telephone.digital phone.No Dial Tone
Active Directory.Password re	Priority 3	DCI.Customer Support.Active Directory.Password reset
Drop Call	Priority 3	DCI.Customer Support.Question
Peoplesoft ELM training issu	Priority 3	DCI.Customer Support.Question
People Soft FIN- Lock Out	Priority 3	MIT.Apps Security.PSFIN.password reset
Open ticket follow-up	Priority 4	DCI.Customer Support.service desk.Ticket Status
Customer has lost connectio	Priority 3	DCI.Customer Support.Desktop Support
User is requesting to have co	Priority 3	DCI.Customer Support.hardware.Desktop.reimage
Unlock Account	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Silverlight update	Priority 3	DCI.Customer Support.Desktop Support
Peoplesoft login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Job application issue	Priority 3	HR.PSHCM.Support
Create vcenterpscprod.wma	Priority 3	MIT.OPS.security.firewall
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Unable to see Network Drive	Priority 3	DCI.Customer Support.service desk.Ticket Status
Request to remove Linux ac	Priority 3	DCI.SYSADMIN.Server.UNIX Support
Peoplesoft login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Status Update	Priority 3	DCI.Customer Support.service desk.Ticket Status
Guest WiFi Password	Priority 3	DCI.Customer Support.Wifi.Configuration
HR request	Priority 3	HR.PSHCM.Support
JGB Weekly PE System Che	Priority None	ROCS.All.Requests
NSR attached	Priority 4	DCI.Customer Support.Active Directory.New Employee
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
PCN 140281	Priority 3	HR.PSHCM.Support
needs payroll number	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
subscription expired	Priority 3	DCI.Customer Support.Software.MS Outlook.Migrated
Peoplesoft password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
HCM timesheet issues	Priority 3	DCI.Customer Support.Desktop Support
Phone Issue-No Dail Tone	Priority 3	NCS.Telephone.digital phone.No Dial Tone
no logon servers available	Priority 3	DCI.Customer Support.Network.Server
Status Update	Priority 3	DCI.Customer Support.service desk.Ticket Status
adobe professional	Priority 3	DCI.Customer Support.Desktop Support
FIN account locked	Priority 3	MIT.Apps Security.PSFIN.password reset
Security Pop-up	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
Logon Error: Trust Relations	Priority 3	DCI.Customer Support.Network.Server
account locked out	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Network connection issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password reset	Priority 3	DCI.Customer Support.Question
ITSAT pw reset	Priority 3	DCI.Customer Support.Question
Procore - Blank Screen	Priority 3	DCI.Customer Support.Question
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset

clicking elm link and unable	Priority 3	APPS.Technical support.PSELM
User needs a password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Memory Upgrade	Priority 3	DCI.Customer Support.hardware.Desktop.hardware upgrade
Drop Call	Priority 3	DCI.Customer Support.Question
Printer issue Service error 49	Priority 3	DCI.Customer Support.Break-Fix.Printer
Request To Creat RPM User	Priority None	ROCS.Applications.RPM.App
maximo Password Reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Maximo password reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Wants to install Insignia	Priority 3	DCI.Customer Support.Desktop Support
Question	Priority 3	DCI.Customer Support.Desktop Support
User account keeps locking	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Message displayed on my C	Priority 3	DCI.Customer Support.Question
ProWatch unexpected reboot	Priority 3	DCI.Customer Support.Desktop Support
C027365- Hana Getachew -	Priority 3	DCI.Customer Support.Active Directory.Password reset
Documentum Password Rese	Priority 3	APPS.Access.DOCUMENTUM
Maximo pw reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
ProWatch unexpected reboot	Priority 3	DCI.Customer Support.Desktop Support
Status on 64177	Priority 3	DCI.Customer Support.service desk.Ticket Status
User needed assistance with	Priority 3	DCI.Customer Support.Question
Maximo password reset	Priority 3	DCI.Customer Support.Question
Locked out of RPM	Priority 3	ROCS.All.Requests
CTF System Check - Days -	Priority None	ROCS.All.Requests
Maximo deactivated due to in	Priority 3	APPS.Access.Maximo
Avaya voicemail PW reset	Priority 3	NCS.Telephone.digital phone.Voice Mail Password Reset
Reset PS HCM	Priority 3	DCI.Customer Support.Active Directory.Password reset
Account still disabled	Priority 2	MIT.OPS.ILMS ITSA.disabled account
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
PW reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Request Mouse Support	Priority 2	DCI.Customer Support.hardware.Mouse.break/fix
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
At the end of the Silver Sprin	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Reset ILMS	Priority 3	MIT.OPS.ILMS ITSA.password reset
Reset Windows	Priority 3	DCI.Customer Support.Active Directory.Password reset
Walked user through access	Priority 3	DCI.Customer Support.office 365.Technical support
Maximo Password Reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Reset Maximo	Priority 3	APPS.Access.Maximo
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Assisted with viewing pay sta	Priority 3	DCI.Customer Support.Question
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
Account Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
User wants to connect to net	Priority 3	DCI.Customer Support.printer.Desktop.Install Printer Driver
Customer Request to Close	Priority 3	DCI.Customer Support.service desk.Ticket Status
Applying for Jobs	Priority 3	HR.PSHCM.Support
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
User stated ILMS test compl	Priority 3	DCI.Customer Support.Desktop Support

Status update for ticket num	Priority 3	DCI.Customer Support.service desk.Ticket Status
User has moved locations ar	Priority 3	NCS.Telephone.digital phone.Other
User is requesting existing c	Priority 3	DCI.Customer Support.Question
Reset PS HCM	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo Password Reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Reset ILMS	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
AD disabled due to ILMS nor	Priority 3	DCI.Customer Support.Question
When Supervisor Prince Tim	Priority 3	HR.PSHCM.Support
Please provide access to Ma	Priority 3	DCI.Customer Support.Question
User E004400 was able to lo	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo access request [Tes	Priority 3	DCI.Customer Support.Question
CTF System Check - MID - C	Priority None	ROCS.All.Requests
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Call Dropped	Priority 3	DCI.Customer Support.Question
Password to Access IT Secu	Priority 3	DCI.Customer Support.Question
User E000652 needs passwo	Priority 3	DCI.Customer Support.Active Directory.Password reset
Install Local Printer	Priority 3	DCI.Customer Support.printer.Desktop.Install Printer Driver
Outlook365	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset for maximo	Priority 3	DCI.Customer Support.Maximo.Password Reset
Ticket Assigned Ticket num	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
RE: Timesheets - Diane and	Priority 3	HR.PSHCM.Access
Request to change car statu	Priority None	ROCS.Applications.RPM.App
User E023826 call dropped/c	Priority 3	DCI.Customer Support.Question
User requested network acco	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
user need interne	Priority 3	DCI.Customer Support.Software.Internet Explorer
User E003279 password res	Priority 3	DCI.Customer Support.Active Directory.Password reset
NSR Request	Priority 3	DCI.Customer Support.Active Directory.New Employee
User E002158 password res	Priority 3	DCI.Customer Support.Active Directory.Password reset
employee termination	Priority 3	DCI.Customer Support.Question
Password reset for maximo	Priority 3	DCI.Customer Support.Maximo.Password Reset
Password reset for maximo	Priority 3	DCI.Customer Support.Maximo.Password Reset
Internet Access Icon issue o	Priority 3	DCI.Customer Support.Desktop Support
Dropped call	Priority 3	DCI.Customer Support.Question
User E007867 password res	Priority 3	DCI.Customer Support.Active Directory.Password reset
ticket status 62184	Priority 3	DCI.Customer Support.service desk.Ticket Status
server access request	Priority 3	DCI.SYSADMIN.Server.Access
verify email address	Priority 3	DCI.Customer Support.Question
network account unlock	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
eservice	Priority 3	DCI.Customer Support.Question
server access request	Priority 3	DCI.SYSADMIN.Server.Access
User E016190 password res	Priority 3	DCI.Customer Support.Active Directory.Password reset
User needs a password rese	Priority 3	DCI.Customer Support.Active Directory.Password reset

Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
User E012819 - password re	Priority 3	DCI.Customer Support.Active Directory.Password reset
People Soft Password	Priority 3	DCI.Customer Support.Question
IP related logon message	Priority 3	DCI.Customer Support.Desktop Support
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo Access	Priority 3	DCI.Customer Support.Question
CTF FEP 9600 Test	Priority None	ROCS.Applications.AIM.App
IT AWARENESS CLASS pw	Priority 3	DCI.Customer Support.Question
NSR Request	Priority 4	DCI.Customer Support.Question
User cannot see any printers	Priority 3	DCI.Customer Support.Desktop Support
needs Verient Video solution	Priority 3	DCI.Customer Support.Desktop Support
User Profile Error Message	Priority 3	DCI.Customer Support.Desktop Support
HP Laser Jet pro 500 color n	Priority 3	DCI.Customer Support.printer.Desktop.Install Printer Driver
User needs assistance regis	Priority 3	DCI.Customer Support.Software.VPN.Training
Maximo password reset	Priority 3	DCI.Customer Support.Question
User sent in access request	Priority 3	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
The user is requested to get	Priority 3	DCI.Customer Support.Desktop Support
unable to print	Priority 3	DCI.Customer Support.printer.Desktop.Cycle Printer
maximo password reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
nsr followup	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
User needs maximo passwo	Priority 3	DCI.Customer Support.Question
Customer wants to pull cell p	Priority 2	NCS.Telephone.mobile phone.Other
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Caller said they just had a qu	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
IT AWARENESS CLASS	Priority 3	DCI.Customer Support.Question
SSI Certificate Request; dup	Priority 3	DCI.Customer Support.Desktop Support
Maximo access	Priority 3	DCI.Customer Support.Desktop Support
Windows Media Player	Priority 2	DCI.Customer Support.Question
Account Disabled - IT Securi	Priority 3	DCI.Customer Support.Question
User E007262 password res	Priority 3	DCI.Customer Support.Active Directory.Password reset
Email - E4 license provision	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Question
CTF System Check - Evenin	Priority None	Applications
SSL Certificate Request	Priority 3	MIT.S.OPS.security.firewall
Kiosk Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Reconfigured entrust mobile	Priority 3	MIT.S.Engineering.VPN.Technical support
HR Solutions	Priority 3	HR.PSHCM.Support
HP LJ 4300 on 5B*	Priority 3	DCI.Customer Support.Break-Fix.Printer
needed assistance getting qu	Priority 3	DCI.Customer Support.Question
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Request for assistance to m	Priority 3	DCI.Customer Support.Question
hcm pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
unable to print to local printe	Priority 3	DCI.Customer Support.printer.Desktop.Cycle Printer

Maximo Password Reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Access to Direct Deposit Info	Priority 3	DCI.Customer Support.Question
wants to get more info regard	Priority 3	DCI.Customer Support.PC Replacement.Question
HR Voucher Assistance	Priority 3	DCI.Customer Support.Question
Customer requested payroll	Priority 3	DCI.Customer Support.Question
User needs a password rese	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Kiosk Issues at Anacostia	Priority 3	DCI.Customer Support.SSK Kiosk
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
wanted to know what level of	Priority 3	DCI.Customer Support.Question
Adobe Pro	Priority 3	DCI.Customer Support.Desktop Support
User E001364 password Use	Priority 3	DCI.Customer Support.Active Directory.Password reset
unable to print	Priority 3	NCS.Router.Unreachable
Access email	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
NSR-getachew	Priority 3	DCI.Customer Support.Active Directory.New Contractor
NSR-smith3	Priority 1	DCI.Customer Support.Active Directory.Drive Access
Internet access	Priority 3	DCI.Customer Support.Desktop Support
User needs a password rese	Priority 3	DCI.Customer Support.Active Directory.Password reset
Call Dropped	Priority 3	DCI.Customer Support.Question
HR Solutions	Priority 3	HR.PSHCM.Access
Status of 62184	Priority 3	DCI.Customer Support.service desk.Ticket Status
Customer requested assista	Priority 3	DCI.Customer Support.Question
PeopleSoft FIN Locked Out	Priority 3	MIT.S.Apps Security.PSFIN.password reset
User needs to log into Docur	Priority 3	APPS.Access.DOCUMENTUM
Fleet Watch not signaling to	Priority 3	NCS.Switch.Unreachable
Dropped Call	Priority 3	DCI.Customer Support.Question
NSR	Priority 3	DCI.Customer Support.Active Directory.New Contractor
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
network pw reset	Priority 3	DCI.Customer Support.Question
NSR-mccants	Priority 3	DCI.Customer Support.Active Directory.Drive Access
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
unable to get access to his e	Priority 3	DCI.Customer Support.Active Directory.Password reset
Loaner PC	Priority 3	DCI.Customer Support.Question
HR Solutions	Priority 3	HR.PSHCM.HR solutions support
User needs a password rese	Priority 3	DCI.Customer Support.Question
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
User stated that his PC runs	Priority 3	DCI.Customer Support.hardware.Desktop.configuration
HCM pw reset	Priority 3	DCI.Customer Support.Question
needed assistance changing	Priority 3	DCI.Customer Support.Active Directory.Password reset
Dual Monitor Setup	Priority 1	DCI.Customer Support.hardware.Monitor.hardware failure
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo Issue	Priority 3	DCI.Customer Support.Maximo.Password Reset
Local printer install	Priority 3	DCI.Customer Support.printer.Desktop.Cycle Printer
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Call from Toll Free Number t	Priority 3	DCI.Customer Support.Question



STatus update on ticket	Priority 3	DCI.Customer Support.service desk.Ticket Status
question about pc replaceme	Priority 3	DCI.Customer Support.PC Replacement.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Install printer	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
Maximo pw reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
status of Lawanda mccants a	Priority 3	DCI.Customer Support.service desk.Ticket Status
Maximo Password Reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Customer is trying to recover	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
User needs a password rese	Priority 3	DCI.Customer Support.Active Directory.Password reset
network account locked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Paystub sent to email	Priority 3	DCI.Customer Support.Question
pw reset for HCM; had expire	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
email pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo job plan information	Priority 3	APPS.Technical support.Maximo
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
PC Replacement Question	Priority 3	DCI.Customer Support.PC Replacement.Question
Call dropped	Priority 3	DCI.Customer Support.Question
Status Update	Priority 3	DCI.Customer Support.service desk.Ticket Status
needs Oracle CRM installed	Priority 3	DCI.Customer Support.Desktop Support
User needs a password rese	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo password reset	Priority 3	DCI.Customer Support.Question
NSR-smith2	Priority 3	DCI.Customer Support.Active Directory.Drive Access
eservice	Priority 3	Payroll.PeopleSoft.Upgrade.Inquiry
Eservice	Priority 3	Payroll.PeopleSoft.Upgrade.Inquiry
Ticket for MITS	Priority 3	MIT.S.OPS.security.scan request
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Disabled Network Account S	Priority 3	DCI.Customer Support.Desktop Support
User needs access to her Dr	Priority 3	DCI.Customer Support.Question
W-348870	Priority 3	DCI.Customer Support.printer.Desktop.Cycle Printer
Ticket for MITS	Priority 3	MIT.S.Engineering.VPN.Access
Account is locked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
PC Replacement Question	Priority 3	DCI.Customer Support.PC Replacement.Question
MS Outlook Install	Priority 3	DCI.Customer Support.Software.MS Outlook.Install
Account is locked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
transfer one of our loaner	Priority 3	DCI.Customer Support.Equipment Move.Project
Avaya expansion memory bl	Priority 3	NCS.Telephone.digital phone.Other
Server Access	Priority 3	DCI.SYSADMIN.Server.Access
Garmin Express software Su	Priority 3	DCI.Customer Support.Desktop Support
install local Printer for custon	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
Link computer to printer	Priority 3	DCI.Customer Support.printer.Xerox.technical support
PC Replacement Question	Priority 3	DCI.Customer Support.PC Replacement.Question
Poor laptop performance	Priority 3	DCI.Customer Support.Desktop Support
Adobe Reader Issue	Priority 3	DCI.Customer Support.Question
HR Solutions	Priority 3	HR.PSHCM.Access
pw reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock

http://hdwiki/display/SOPs/M	Priority 3	DCI.SYSADMIN.Mobile Device Management.Technical support.S
http://hdwiki/display/SOPs/Pa	Priority 3	DCI.Customer Support.Active Directory.Password reset
Account disabled	Priority 3	DCI.Customer Support.Question
Ticket for MITS	Priority 3	MIT.S.OPS.security.scan request
status of ticket provided	Priority 3	DCI.Customer Support.service desk.Ticket Status
Password Reset	Priority 3	MIT.S.OPS.security.firewall
NSR Request	Priority 3	DCI.Customer Support.Active Directory.New Employee
Customer said account was	Priority 3	DCI.Customer Support.Question
Windows Activation Error Me	Priority 3	DCI.Customer Support.Desktop Support
Customer said account was	Priority 3	DCI.Customer Support.Question
memory upgrade to 8GB	Priority 3	DCI.Customer Support.Inventory.Upgrade Case
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Account locked (Account dis	Priority 3	MIT.S.OPS.security.firewall
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Customer reported that her a	Priority 3	DCI.Customer Support.Question
NSR Request	Priority 3	DCI.Customer Support.Active Directory.New Employee
Webvpn password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Mobile Issue	Priority 2	DCI.SYSADMIN.Mobile Device Management.Technical support.S
unable to connect to termina	Priority 3	DCI.Customer Support.Software.VPN.Training
password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
User stated that he needs a	Priority 3	DCI.Customer Support.Maximo.Password Reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Drop Call	Priority 3	DCI.Customer Support.Question
Cell phone	Priority 2	NCS.Telephone.mobile phone.No Service
account unlocked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
PC Replacement Question	Priority 3	DCI.Customer Support.PC Replacement.Question
STatus updates	Priority 3	DCI.Customer Support.service desk.Ticket Status
loaner laptops	Priority 3	DCI.Customer Support.Inventory.Loaner Laptop
Laptop repair Model: Dell XP	Priority 2	DCI.Customer Support.Break-Fix.Laptop
Status updates	Priority 3	DCI.Customer Support.service desk.Ticket Status
Password Reset	Priority 2	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
needs logon cred for msfvid	Priority 3	DCI.Customer Support.Desktop Support
User needs to log on to Metr	Priority 3	DCI.Customer Support.Question
Chrome install	Priority 3	DCI.Customer Support.Desktop Support
Memory Upgrade 7C*	Priority 3	DCI.Customer Support.Inventory.Upgrade Case
Submitting ARS	Priority 3	BUS.ARS.Technical support.BTSS
Outlook Issue	Priority 2	DCI.Customer Support.Question
NSR Request	Priority 3	DCI.Customer Support.Active Directory.New Employee
User stated that she is not re	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
computer screen black	Priority 3	DCI.Customer Support.hardware.Monitor.break/fix
email not updating	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
Elizabeth Tapp Request	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
User No Longer has access	Priority 3	DCI.Customer Support.Question
Printer Install	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver

Data backup	Priority 3	DCI.Customer Support.Desktop Support
User wanted to know if he could	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
PC Model Eligibility Feedback	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
unable to login to email with	Priority 3	DCI.Customer Support.Active Directory.Password reset
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
IT Awareness Security	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
Printer Issue	Priority 3	DCI.Customer Support.printer.Desktop.Cycle Printer
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
had to disconnect call, was left	Priority 3	DCI.Customer Support.Desktop Support
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
User is locked out of her account	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
PC Start up issue	Priority 2	DCI.Customer Support.hardware.Desktop.break/fix
VPN login issues	Priority 3	DCI.Customer Support.Software.VPN.Install
upgrade to office 2013	Priority 3	DCI.Customer Support.Software.MS Outlook.Install
User cannot print	Priority 3	DCI.Customer Support.Desktop Support
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
DCI.Customer Support.service	Priority 3	DCI.Customer Support.service desk.Ticket Status
Maximo Password	Priority 3	DCI.Customer Support.Question
disconnected	Priority 3	DCI.Customer Support.Desktop Support
Call disconnected	Priority 3	DCI.Customer Support.Question
CATS Issue	Priority 3	DCI.Customer Support.Question
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo Password Reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
maximo pw reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
PC Replacement Question	Priority 3	DCI.Customer Support.PC Replacement.Question
PW Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
User needs a password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Printer Issue	Priority 3	DCI.Customer Support.Desktop Support
password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
HP 5500 says processing job	Priority 3	DCI.Customer Support.Desktop Support
Maximo Access	Priority 3	DCI.Customer Support.Maximo.Password Reset
Password reset	Priority 2	DCI.Customer Support.Desktop Support
User needs a password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Call disconnected	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Elizabeth Tapp Request	Priority 3	DCI.Customer Support.Question
Account locked out of People	Priority 3	APPS.Technical support.PSFIN
network pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
User needs abode Xi pro and	Priority 3	DCI.Customer Support.Desktop Support
PC Request	Priority 3	DCI.Customer Support.Inventory.Loaner Desktop
status for 64074	Priority 3	DCI.Customer Support.service desk.Ticket Status
Account Locked	Priority 3	DCI.Customer Support.Question
User cannot log into his Outlook	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair

wants to know how to add re	Priority 3	DCI.Customer Support.Question
Network password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
computer set up - customer	Priority 3	DCI.Customer Support.Equipment Move.Project
IT Security Awareness Testin	Priority 3	DCI.Customer Support.Question
Michael Cardenas - (Event L	Priority None	ROCS.All.Requests
Called disconnected	Priority 3	DCI.Customer Support.Question
CTF System Check - Days -	Priority None	ROCS.All.Requests
Reset PS HCM	Priority 3	DCI.Customer Support.Active Directory.Password reset
AD Account May be Locked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Account is Locked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
User called about ticket 6363	Priority 3	DCI.Customer Support.Question
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
PC replacement	Priority 3	DCI.Customer Support.Desktop Support
HCM pw reset	Priority 3	DCI.Customer Support.Question
In PS HCM all direct reports	Priority 3	HR.PSHCM.Support
ELM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
PW reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Gets error while accessing P	Priority 3	DCI.Customer Support.Desktop Support
PW reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
desktop icons are smaller th	Priority 3	DCI.Customer Support.Desktop Support
Unable to Remote Desktop t	Priority 2	DCI.Customer Support.Software.VPN.Install
Mr. Pollard reporting issue fo	Priority 3	DCI.Customer Support.Question
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Non-Responsive Mouse	Priority None	ROCS - Hardware
No network connection	Priority 3	DCI.Customer Support.Desktop Support
User tried to register for the s	Priority 3	DCI.Customer Support.Question
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Outlook Issues	Priority 3	DCI.Customer Support.Desktop Support
Maximo unblocked	Priority 3	APPS.Access.Maximo
Account is locked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Maximo password reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
Unable to access PeopleSoft	Priority 3	DCI.Customer Support.Desktop Support
IT Security Awareness Train	Priority 3	DCI.Customer Support.Question
Request to view paystubs of	Priority 3	DCI.Customer Support.Question
CCB 12962 for B07 IOS Upd	Priority None	ROCS - Hardware
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Cancelled call - Call dropped	Priority 3	DCI.Customer Support.Question
User E008905 password res	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
CTF System Check -MID - 0	Priority None	ROCS.All.Requests
User E003530 password res	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
User E000875 was able to lo	Priority 3	DCI.Customer Support.Active Directory.Password reset

User E348839 password res	Priority 3	DCI.Customer Support.Maximo.Password Reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Kiosk Password	Priority 3	DCI.Customer Support.Active Directory.Password reset
User E013760 password res	Priority 3	DCI.Customer Support.Maximo.Password Reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
User E010130 password res	Priority 3	DCI.Customer Support.Active Directory.Password reset
Kiosk Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Mobile password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
User E015343 password res	Priority 3	DCI.Customer Support.Active Directory.Password reset
User E017444 is logging into	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	BUS.ARS.Technical support.BTSS
User E024213 password res	Priority 3	DCI.Customer Support.Active Directory.Password reset
User E037135 password res	Priority 3	DCI.Customer Support.Active Directory.Password reset
Kiosk Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Ticket Resolved	Priority 3	DCI.Customer Support.Question
User E001504 password res	Priority 3	DCI.Customer Support.Active Directory.Password reset
PC Password Reset And SO	Priority 3	DCI.Customer Support.Active Directory.Password reset
User E436568 password res	Priority 3	DCI.Customer Support.Active Directory.Password reset
CTF System Check - Evenin	Priority None	Applications
Call Dropped	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Call disconnected	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Outlook Access	Priority 3	DCI.Customer Support.Desktop Support
Maximo account blocked	Priority 3	DCI.Customer Support.Maximo.Password Reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
PeopleSoft routing to learnin	Priority 3	HR.PSHCM.Support
Cannot access PC	Priority 3	DCI.Customer Support.Desktop Support
Account is locked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
CTF System Check 8/27/17	Priority None	ROCS.All.Requests
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo password reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
MEMC confirmed weekly sch	Priority 3	DCI.Customer Support.Question
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Extended period of time spe	Priority 3	DCI.Customer Support.Desktop Support
Reset ILMS	Priority 3	MIT.OPS.ILMS ITSA.password reset
Walked Ms. Rhone through	Priority 3	DCI.Customer Support.Question
Assisted user with access to	Priority 3	DCI.Customer Support.office 365.Technical support
Reset Windows	Priority 3	DCI.Customer Support.Active Directory.Password reset
See attached NSR...	Priority 3	DCI.Customer Support.Active Directory.New Employee
User requesting assistance u	Priority 3	DCI.Customer Support.Question
Reset PS HCM	Priority 3	DCI.Customer Support.Active Directory.Password reset
Restart Predictor /Reset TW	Priority None	APPS.Access.PIDS
CTF System Check -MID - 0	Priority None	ROCS.All.Requests
Dropped Call	Priority 3	DCI.Customer Support.Question

Maximo Access	Priority 3	DCI.Customer Support.Question
Maximo Password Reset	Priority 3	DCI.Customer Support.Question
User E005454 was able to lo	Priority 3	DCI.Customer Support.Active Directory.Password reset
User E005454 is going to ca	Priority 3	DCI.Customer Support.Active Directory.Password reset
PIDS Special Schedule Upda	Priority 3	Applications
User E013469 password res	Priority 3	DCI.Customer Support.Question
User E008217 was able to d	Priority 3	DCI.Customer Support.Active Directory.Password reset
Kiosk Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
CTF System Check - Evenin	Priority None	Applications
User E014447 User is now a	Priority 3	DCI.Customer Support.Desktop Support
Maximo Password reset afte	Priority 3	DCI.Customer Support.Maximo.Password Reset
VPN Password	Priority 3	DCI.Customer Support.Software.VPN.Install
Outlook Issues	Priority 3	DCI.Customer Support.Question
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
CTF System Check - Day - 8	Priority None	ROCS.All.Requests
Webmail Assistance	Priority 3	DCI.Customer Support.office 365.Technical support
Computer Upgrade Bladens	Priority 3	DCI.Customer Support.PC Replacement.Question
Passwprd reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Computer is disconnected af	Priority 5	DCI.Customer Support.Equipment Move.Project
Need private PeopleSoft HC	Priority 3	MIT.S.OPS.security.scan request
63842 Status	Priority 3	DCI.Customer Support.service desk.Ticket Status
Gets popup while trying to ac	Priority 3	DCI.Customer Support.Question
Process NSR	Priority 3	DCI.Customer Support.Active Directory.Drive Access
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
IT Security Awareness Test	Priority 3	DCI.Customer Support.Question
Reset password	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Call disconnected	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Java Update	Priority 3	DCI.Customer Support.Software.Java.upgrade
Wants to view job postings (	Priority 3	DCI.Customer Support.Question
PC Eligibility	Priority 3	DCI.Customer Support.PC Replacement.Question
Status of Ticket 63772	Priority 3	DCI.Customer Support.service desk.Ticket Status
Install printer	Priority 3	DCI.Customer Support.printer.Desktop.Install Printer Driver
AIM Windows Password Res	Priority None	ROCS.All.Requests
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Lock account	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Maximo Password Reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
CTF System Check - Mid - 8	Priority None	ROCS.All.Requests
Account Locked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Install SVG Viewer	Priority 3	DCI.Customer Support.Question
Update status	Priority 3	DCI.Customer Support.service desk.Ticket Status
Update Ticket	Priority 3	DCI.Customer Support.service desk.Ticket Status
No internet connectivity	Priority 3	DCI.Customer Support.Desktop Support
No Connection at Station Te	Priority 3	DCI.Customer Support.Desktop Support

Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
IT Security Awareness Train	Priority 3	DCI.Customer Support.Question
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo Password Reset	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Java and Adobe	Priority 3	DCI.Customer Support.Software.Java.upgrade
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
PC Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Update Status	Priority 3	DCI.Customer Support.service desk.Ticket Status
Kiosk Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
CTF System Check - Evenin	Priority None	Applications
Requesting access	Priority 3	APPS.Technical support.ROCC
Change Network Password	Priority 3	DCI.Customer Support.Active Directory.Password reset
Avaya Phone Questions	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Desktop Support
russell bruno employee # 01	Priority 3	HR.PSHCM.HR solutions support
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Request for Assistance - Ad	Priority 3	DCI.Customer Support.Desktop Support
Job Codes Missing	Priority 3	HR.PSHCM.HR solutions support
Maximo Password Reset	Priority 3	MAXIMO
Call Dropped, Disconnected,	Priority 3	DCI.Customer Support.Question
Email Access Assistance	Priority 3	DCI.Customer Support.Question
Loaner Laptop	Priority 3	DCI.Customer Support.Inventory.Loaner Laptop
PIDS Issue	Priority 3	DCI.Customer Support.Desktop Support
Printer Set-up for loaner lapt	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
User needs to be unlocked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
User needs some changes p	Priority 3	DCI.Customer Support.Active Directory.Administrative Rights
Missing Customer in CA Ser	Priority 3	DCI.Customer Support.Question
unable to log into outlook on	Priority 3	DCI.Customer Support.Question
NSR processed	Priority 3	DCI.Customer Support.Active Directory.Drive Access
NSR for Ava Howard	Priority 3	DCI.Customer Support.Active Directory.Drive Access
NSR Russell Tyler	Priority 3	DCI.Customer Support.Active Directory.Drive Access
NSR	Priority 3	DCI.Customer Support.Active Directory.Drive Access
Lost files on Computer	Priority 3	DCI.Customer Support.office 365.Technical support
Email - E4 license provision	Priority 3	DCI.Customer Support.Question
email not working	Priority 3	DCI.Customer Support.Wifi.Configuration
User needs voicemail set up	Priority 3	NCS.Telephone.digital phone.Voice Mail Password Reset
Oracle Report request Nbr: C	Priority None	ROCS.All.Requests
unable to log into cats	Priority 3	DCI.Customer Support.Question
User needs a password rese	Priority 3	DCI.Customer Support.Active Directory.Password reset
User needs a printer added t	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Drop Call	Priority 3	DCI.Customer Support.Question
No Network/Internet Access	Priority 3	NCS.Telephone.mobile phone.Other
encrypting an email	Priority 3	DCI.Customer Support.Question

Software install	Priority 3	DCI.Customer Support.Desktop Support
User stated that he needs a	Priority 3	DCI.Customer Support.Question
Firewall request	Priority 3	DCI.Customer Support.Question
User thinks he has a virus	Priority 2	MIT.S.OPS.security.scan request
Email set up on personal pho	Priority 3	DCI.Customer Support.Question
Computer Re-Image	Priority 3	DCI.Customer Support.hardware.Desktop.reimage
Hard Drive Needed.	Priority 3	DCI.Customer Support.Question
NSR drive access	Priority 3	DCI.Customer Support.Active Directory.New Contractor
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
User called to check the stat	Priority 3	DCI.Customer Support.Maximo.TSR Status
Termination Exit	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
NSR Request	Priority 3	DCI.Customer Support.Active Directory.New Employee
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
HP 6040 on 5G	Priority 3	DCI.Customer Support.printer.Desktop.Cycle Printer
NSR Request	Priority 3	DCI.Customer Support.Active Directory.New Employee
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
NSR Request	Priority 3	DCI.Customer Support.Active Directory.New Employee
Unix Server Issue	Priority 3	DCI.SYSADMIN.Server.UNIX Support
Lights Out in D127A	Priority None	ROCS.All.Requests
NSR Request	Priority 3	DCI.Customer Support.Active Directory.New Employee
NSR Request	Priority 3	DCI.Customer Support.Active Directory.New Employee
Acct unlock	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Adobe Reader Install Reque	Priority 3	DCI.Customer Support.Desktop Support
e017778 network pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
NSr Requests	Priority 3	DCI.Customer Support.Active Directory.New Employee
HR Solutions	Priority 3	HR.PSHCM.Access
thumb drive not working on a	Priority 3	DCI.Customer Support.Break-Fix.Computer
User needs a password rese	Priority 3	DCI.Customer Support.Active Directory.Password reset
unable to access HCM	Priority 3	HR.PSHCM.Support
Does Not have CA Service D	Priority 3	DCI.Customer Support.Desktop Support
password reset kiosk	Priority 3	DCI.Customer Support.Active Directory.Password reset
User needs a maximo passw	Priority 3	DCI.Customer Support.Maximo.Password Reset
EMail Issue	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
HR Solutions	Priority 3	HR.PSHCM.HR solutions support
network pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
User needs a password rese	Priority 3	DCI.Customer Support.Active Directory.Password reset
NSR Request	Priority 3	DCI.Customer Support.Active Directory.New Employee
account locked out	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Status Update	Priority 3	DCI.Customer Support.service desk.Ticket Status
Adobe Upgrade install	Priority 3	DCI.Customer Support.Desktop Support
HR Solutions	Priority 3	HR.PSHCM.HR solutions support
User is experiencing Drive C	Priority 3	DCI.Customer Support.Desktop Support
computer boots into startup r	Priority 2	DCI.Customer Support.Desktop Support
NSR Request	Priority 3	DCI.Customer Support.Active Directory.New Employee
User stated that the excel fe	Priority 3	DCI.Customer Support.Software.MS Excel.Install



Maximo Access	Priority 3	DCI.Customer Support.Question
NSr Requests	Priority 3	DCI.Customer Support.Active Directory.New Employee
RPM - B98 RPM WRKST 50	Priority 5	ROCS - Hardware
sharepoint question	Priority 3	DCI.Customer Support.Question
MITS Request	Priority 3	DCI.Customer Support.Question
Maximo Password Reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Personal Email	Priority 3	DCI.Customer Support.office 365.Technical support
Requesting 2 Mice for PCs	Priority 2	DCI.Customer Support.hardware.Mouse.break/fix
IT Health Check	Priority 3	DCI.Customer Support.hardware.Desktop.configuration
2 PCs Need Network Access	Priority 3	NCS.Telephone.digital phone.Other
unable to log in to new surfac	Priority 3	DCI.Customer Support.Question
Memory Upgrade	Priority 3	DCI.Customer Support.Inventory.Upgrade Case
User needs to install a scanr	Priority 3	DCI.Customer Support.hardware.Scanner.install
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
unable to register token	Priority 3	MITS.Engineering.VPN.Technical support
User is having computer issu	Priority 3	DCI.Customer Support.Desktop Support
needs new keyboard	Priority 3	DCI.Customer Support.hardware.Keyboard.break/fix
User needs a maximo passw	Priority 3	DCI.Customer Support.Maximo.Password Reset
59.30 error code	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
User is having second monit	Priority 3	DCI.Customer Support.hardware.Monitor.configuration
Adobe Pro Install	Priority 3	DCI.Customer Support.Desktop Support
network pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
ITSAT pw reset	Priority 3	MITS.OPS.ILMS ITSA.registration
EPU	Priority 3	DCI.Customer Support.management.Delegation Request.Escalat
Printer Install	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
User needs a password rese	Priority 3	DCI.Customer Support.Active Directory.Password reset
Upload Center	Priority 3	DCI.Customer Support.Desktop Support
unable to add train personne	Priority 3	APPS.Technical support.ROCC
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Trapeze Access	Priority 3	Apps.Access.Trapeze
User needs a password rese	Priority 3	DCI.Customer Support.Active Directory.Password reset
PW reset	Priority 3	DCI.Customer Support.Desktop Support
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Adobe Signature Instructions	Priority 3	DCI.Customer Support.Question
Self-Service Profile Setup	Priority 3	DCI.Customer Support.Active Directory.Password reset
2nd monitor connection and	Priority 3	DCI.Customer Support.hardware.Monitor.configuration
unable to log into people sof	Priority 3	MITS.Apps Security.PSFIN.password reset
Status updates	Priority 3	DCI.Customer Support.service desk.Ticket Status
When user attempts to login	Priority 3	DCI.Customer Support.Desktop Support
virus on w-513531	Priority 1	MITS.OPS.security.scan request
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
User stated that he needs hi	Priority 3	DCI.Customer Support.Maximo.Password Reset
unable to print to color printe	Priority 3	DCI.Customer Support.Desktop Support
New User - Unable to login	Priority 3	DCI.Customer Support.Desktop Support
Software install	Priority 3	DCI.Customer Support.Desktop Support
password reset for peopleso	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
status of ticket	Priority 3	DCI.Customer Support.Desktop Support

Status update	Priority 3	DCI.Customer Support.service desk.Ticket Status
User needs assistance with I	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
unable to log into maximo pe	Priority 3	DCI.Customer Support.Question
DCI.Customer Support.Softw	Priority 3	DCI.Customer Support.Desktop Support
Request for RPM URL	Priority None	ROCS.Applications.RPM.App
Visio BC	Priority 3	DCI.SYSADMIN.Software.installation.MS Visio
Stuck at update screen	Priority 3	DCI.Customer Support.Question
SAFESCAPE Issue	Priority 3	DCI.Customer Support.Question
User cannot log into Maximo	Priority 3	DCI.Customer Support.Desktop Support
Verify Email address	Priority 3	DCI.Customer Support.Question
Low disk space	Priority 3	DCI.Customer Support.Desktop Support
Account locked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
adobe install	Priority 3	DCI.Customer Support.Desktop Support
User unable to access Safes	Priority 3	DCI.Customer Support.Question
User needs computer inform	Priority 3	DCI.Customer Support.Question
Drop Call	Priority 3	DCI.Customer Support.Question
Dropped Call	Priority 3	DCI.Customer Support.Question
Add user to Email Distributio	Priority 3	DCI.Customer Support.Question
vpn training	Priority 3	DCI.Customer Support.Software.VPN.Training
Computer Issue	Priority 3	DCI.Customer Support.printer.Desktop.Cycle Printer
User is locked out of Networ	Priority 3	DCI.Customer Support.Question
VPN Issue	Priority 3	DCI.Customer Support.Software.VPN.Training
MITs **see attached**	Priority 3	MITs.OPS.security.firewall
EUP	Priority 3	DCI.Customer Support.management.Delegation Request.Escalat
NSR attached	Priority 3	DCI.Customer Support.Active Directory.New Employee
Unlock Account	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Scanner Issue	Priority 3	DCI.Customer Support.printer.Desktop.Cycle Printer
User Profile Service Failure (	Priority 3	DCI.Customer Support.Desktop Support
user data transfer and softwa	Priority 1	DCI.Customer Support.Desktop Support
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
User needs a password rese	Priority 3	DCI.Customer Support.Active Directory.Password reset
network pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Computer Running SLOW	Priority 3	DCI.Customer Support.Question
User needs to know when tra	Priority 3	DCI.Customer Support.Question
CTF System Check - Day - 8	Priority None	ROCS.All.Requests
PC Frozen; Unable to restart	Priority 3	DCI.Customer Support.hardware.Desktop.configuration
Call Dropped	Priority 3	DCI.Customer Support.Question
keyboard no longer respondi	Priority 3	DCI.Customer Support.hardware.Keyboard.break/fix
unable to log into documentu	Priority 3	APPS.Access.DOCUMENTUM
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
User requested to have L-35	Priority 3	DCI.Customer Support.Wifi.Configuration
Check CTF ROCC Java and	Priority 5	ROCS.All.Requests
<a href="http://hdwiki/display/SOPs/IT">http://hdwiki/display/SOPs/IT</a>	Priority 3	MITs.OPS.ILMS ITSA.registration
network pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset for peopleso	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
User requested to have L-35	Priority 3	DCI.Customer Support.Wifi.Configuration

User cannot use the NICE S	Priority 3	DCI.Customer Support.Question
NICE ISSUE	Priority 3	DCI.Customer Support.Question
unsolicited phone calls	Priority 3	NCS.Telephone.digital phone.Other
Documentum access request	Priority 3	APPS.Access.DOCUMENTUM
New battery needed for my laptop	Priority 2	DCI.Customer Support.Break-Fix.Laptop
NSR attached	Priority 3	DCI.Customer Support.Active Directory.New Employee
Word Document/ Adobe PDF	Priority 3	DCI.Customer Support.Desktop Support
Printer Issue on 3A*	Priority 3	DCI.Customer Support.printer.Desktop.Cycle Printer
Router Installation	Priority 3	NCS.Router.Unreachable
Account Locked	Priority 3	DCI.Customer Support.Active Directory.Password reset
Metroweb Issue	Priority 3	DCI.Customer Support.Question
question about password exp	Priority 3	DCI.Customer Support.Question
Metroweb Access	Priority 3	DCI.Customer Support.Question
Log In Issue	Priority 3	DCI.Customer Support.Question
PW reset	Priority 3	DCI.Customer Support.Desktop Support
User got upgrades last night	Priority 3	DCI.Customer Support.Desktop Support
VPN Support	Priority 3	DCI.Customer Support.Software.VPN.Install
User called to cancel ticket 6	Priority 3	DCI.Customer Support.service desk.Ticket Status
Maximo Password Reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
MAximo password reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Emails	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
E09-TRK10BBTWall-AP-37	Priority 3	NCS.Router.Unreachable
Identify by barcode the RPM	Priority None	ROCS.Hardware.RPM
boardroom shared account locked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Status update	Priority 3	DCI.Customer Support.service desk.Ticket Status
see attached NSR	Priority 3	DCI.Customer Support.Active Directory.New Employee
Question	Priority 3	DCI.Customer Support.Desktop Support
Reset Window	Priority 3	DCI.Customer Support.Active Directory.Password reset
USB Port Not Recognized	Priority 3	DCI.Customer Support.Break-Fix.Computer
Disabled Due to Non-Compliance	Priority 3	DCI.Customer Support.Question
User has no dialtone on his phone	Priority 3	NCS.Telephone.digital phone.No Dial Tone
Documentum maintenance	Priority 3	APPS.Access.DOCUMENTUM
PW reset	Priority 3	DCI.Customer Support.Desktop Support
question about account status	Priority 3	DCI.Customer Support.Question
Trust relationship	Priority 3	DCI.Customer Support.Desktop Support
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Install/connect Xerox Workcenter	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
PC not booting	Priority 3	DCI.Customer Support.Question
Peoplesoft login issue	Priority 3	DCI.Customer Support.Question
User cannot access the internet	Priority 3	DCI.Customer Support.Desktop Support
training awareness	Priority 3	MIT.S.OPS.ILMS ITSA.registration
Outlook login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Assisted user to send paystub	Priority 3	DCI.Customer Support.Question
Reset PS HCM	Priority 3	DCI.Customer Support.Active Directory.Password reset
AIM Playback A10	Priority None	ROCS.Applications.AIM.App
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock

Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
B06 IOS Upgrade	Priority None	Software
Install flash player	Priority 3	DCI.Customer Support.Desktop Support
IT Security Awareness Train	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
CTF System Check - Mids -	Priority None	Software
Open ticket status check	Priority 3	DCI.Customer Support.service desk.Ticket Status
User called asking for Tier 2	Priority 3	DCI.Customer Support.Question
Account login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Silver Light Issue	Priority 3	DCI.Customer Support.Desktop Support
Outlook will not open	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
Walked user through access	Priority 3	APPS.Access.Maximo
Unlocked AD	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
When user attempts to login	Priority 3	DCI.Customer Support.Desktop Support
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
Email forwarding	Priority 3	DCI.Customer Support.Question
Maximo login issue	Priority 3	DCI.Customer Support.Maximo.Password Reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo login issue	Priority 3	DCI.Customer Support.Maximo.Password Reset
Maximo password	Priority 3	DCI.Customer Support.Maximo.Password Reset
User profile will not load	Priority 3	DCI.Customer Support.Desktop Support
System login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Call Dropped	Priority 3	DCI.Customer Support.Question
Calvin Davis delegation requ	Priority 3	HR.PSHCM.HR solutions support
RE: Network request form 08	Priority 3	DCI.Customer Support.Active Directory.Drive Access
NSR - Lyndon Holmes	Priority 3	DCI.Customer Support.Active Directory.Drive Access
Laptop VPN Bar Code 34852	Priority 3	DCI.Customer Support.Question
IT Contractor Termination	Priority 3	DCI.Customer Support.Question
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
IT Contractor Termination	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Question
ROD Map windows update.	Priority None	ROCS.All.Requests
CTF System Check - Evenin	Priority None	Applications
Password Reset -Kiosk	Priority 3	DCI.Customer Support.Active Directory.Password reset
Office 365 Email, Calendar,	Priority 3	DCI.Customer Support.office 365.Technical support
Email - E4 license provision	Priority 3	DCI.Customer Support.Question
user wanted to ask about pe	Priority 3	DCI.Customer Support.Question
Password Reset PC, People	Priority 3	DCI.Customer Support.Active Directory.Password reset
Email Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Change Network Password	Priority 3	DCI.Customer Support.Active Directory.Password reset
view in people	Priority 3	HR.PSHCM.Support
Kiosk Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Dropped call	Priority None	DCI.Customer Support.Question
Pocket Dial	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Customer not able to run a q	Priority 3	HR.PSHCM.Report
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset

User pc was remotod without	Priority 3	DCI.Customer Support.Internet.Access prohibited
Active Directory.Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
WiFi Problems.	Priority 3	DCI.Customer Support.Desktop Support
metro web from home	Priority 3	DCI.Customer Support.Question
Active Directory.Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
customer checking on status	Priority 3	DCI.Customer Support.service desk.Ticket Status
it awareness cert	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Question
PASSWORD RESET	Priority 3	DCI.Customer Support.Active Directory.Password reset
acrobat install	Priority 3	DCI.Customer Support.Desktop Support
unlock account	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Chrome Install	Priority 3	DCI.Customer Support.Desktop Support
Password	Priority 3	DCI.Customer Support.Active Directory.Password reset
Change Network Password	Priority 3	DCI.Customer Support.Active Directory.Password reset
User needs to take training b	Priority 3	MIT.S.OPS.I.LMS ITSA.registration
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Nicole Webster needs a tech	Priority 2	DCI.Customer Support.Equipment Move.Project
popup blocker	Priority 3	DCI.Customer Support.Software.Internet Explorer
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Memory Upgrade	Priority 3	DCI.Customer Support.Inventory.Upgrade Case
User needs password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
nsr question	Priority 3	DCI.Customer Support.Question
User is requesting access fo	Priority 3	APPS.Access.DOCUMENTUM
One Drive for business	Priority 1	DCI.SYSADMIN.Server.Access
IT Security Awareness Login	Priority 3	MIT.S.OPS.I.LMS ITSA.password reset
IT Security Awareness Train	Priority 3	DCI.Customer Support.Question
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
User needs to set up a printe	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
User wants to change his tax	Priority 3	DCI.Customer Support.Question
Memory Needed - Upgrade t	Priority 3	DCI.Customer Support.Inventory.Upgrade Case
Acrobat Adobe Professional	Priority 3	DCI.Customer Support.Desktop Support
Termination	Priority 3	DCI.Customer Support.Question
Need Access to MetoNet	Priority 3	DCI.Customer Support.Desktop Support
Kiosk Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Server access	Priority 3	DCI.SYSADMIN.Server.Access
User wants another employe	Priority 3	DCI.Customer Support.Question
WinSock Error 10048	Priority 3	DCI.Customer Support.Desktop Support
NSR-ferguson	Priority 3	NCS.Telephone.digital phone.Voice Mail Password Reset
Silverlight	Priority 3	DCI.Customer Support.Desktop Support
computer boots into startup	Priority 3	DCI.Customer Support.Desktop Support
Ticket for Suresh	Priority 3	DCI.SYSADMIN.Server.Access
Verify network drive access	Priority 3	DCI.Customer Support.Desktop Support
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
assistance accessing the W	Priority 3	DCI.Customer Support.Question
SMS Issue	Priority 3	APPS.Technical support.SMS
Unlocked Account	Priority 3	DCI.Customer Support.Active Directory.Password Unlock

Kiosk lost Connectivity	Priority 3	DCI.Customer Support.Desktop Support
User wants to upgrade his ra	Priority 3	DCI.Customer Support.Inventory.Upgrade Case
User called for a PS PW res	Priority 3	DCI.Customer Support.Question
ITSAT pw reset	Priority 3	DCI.Customer Support.Question
Mobile Issue	Priority 2	DCI.SYSADMIN.Mobile Device Management.Technical support.S
User needs office upgraded	Priority 3	DCI.Customer Support.Software.MS Outlook.Install
Status Updates on Tickets 6	Priority 3	DCI.Customer Support.service desk.Ticket Status
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
TSR for phone name change	Priority 3	DCI.Customer Support.Desktop Support
Monitor Issues for Ferguson	Priority 3	DCI.Customer Support.Break-Fix.Computer
hcm pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
network account locked	Priority 3	DCI.Customer Support.Active Directory.Password reset
Printer Set-up	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
HR Solutions	Priority 3	HR.PSHCM.Access
HR Solutions	Priority 3	HR.PSHCM.Report
User needs a password rese	Priority 3	DCI.Customer Support.Active Directory.Password reset
got a new computer and no l	Priority 3	DCI.Customer Support.Question
Status of ticket	Priority 3	DCI.Customer Support.service desk.Ticket Status
network pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
HR Solutions	Priority 3	HR.PSHCM.Support
Account Locked for IT Secur	Priority 3	DCI.Customer Support.Question
NSR-lloyd	Priority 3	DCI.Customer Support.Active Directory.New Employee
HCM pw reset	Priority 3	DCI.Customer Support.Question
User needs a password rese	Priority 3	DCI.Customer Support.Active Directory.Password reset
HR Solutions	Priority 3	HR.PSHCM.Access
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Account Question	Priority 3	DCI.Customer Support.Question
User Needs Adobe Pro	Priority 3	DCI.Customer Support.Desktop Support
Laptop Re-imaging	Priority 3	DCI.Customer Support.hardware.Laptop.reimage
Setting up a Permanent Brid	Priority 3	DCI.Customer Support.Question
User needs her password re	Priority 3	DCI.Customer Support.Active Directory.Password reset
NSR-garcia	Priority 3	DCI.Customer Support.Active Directory.New Employee
User needs a password rese	Priority 3	DCI.Customer Support.Question
network pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Telecommunications	Priority 3	NCS.Telephone.digital phone.Other
User stated that she needs t	Priority 3	DCI.Customer Support.Question
User needs McAfee installed	Priority 3	MITS.OPS.security.firewall
User needs a password rese	Priority 3	DCI.Customer Support.Active Directory.Password reset
email pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
AD PW Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
ELM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Adobe Pro Install	Priority 3	DCI.Customer Support.Desktop Support
Unable to Login After Compl	Priority 2	DCI.Customer Support.Question
network pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
MS Office Issue	Priority 3	DCI.Customer Support.Software.MS Word.upgrade
Playback Request for Tie Bre	Priority None	ROCS.Applications.AIM.App

Printer Issue	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
GOTRS/silverlight support; a	Priority 3	DCI.Customer Support.Desktop Support
computer screen went black	Priority 2	DCI.Customer Support.hardware.Monitor.break/fix
Reimage request.	Priority 3	DCI.Customer Support.hardware.Laptop.reimage
Network Drive Access Not A	Priority 3	DCI.Customer Support.Desktop Support
Install 3rd Party Software	Priority 3	DCI.Customer Support.Desktop Support
Possible SPam	Priority 3	MIT.S.OPS.security.firewall
63223 inquiry	Priority 3	DCI.Customer Support.service desk.Ticket Status
Mobile Email Support	Priority 3	DCI.Customer Support.Question
W-347854	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
User needs a password rese	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
User cannot log into CRM	Priority 3	DCI.Customer Support.Desktop Support
Locked Account PeopleSoft	Priority 3	MIT.S.Apps Security.PSFIN.password reset
NSR-despertt	Priority 3	DCI.Customer Support.Active Directory.Drive Access
User cannot access network	Priority 3	DCI.Customer Support.Desktop Support
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Laptop Needed for meeting	Priority 3	DCI.Customer Support.Inventory.Loaner Laptop
Unable to open Link from em	Priority 3	DCI.Customer Support.Question
User unable to sign-in to HC	Priority 3	MIT.S.Apps Security.PSFIN.Access
User received log in error Tr	Priority 2	DCI.Customer Support.Network.Server
Maximo pw requested	Priority 3	DCI.Customer Support.Question
ELM Training Emails Confir	Priority 3	APPS.Technical support.PSELM
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
63389 - Issue Resolved	Priority 3	DCI.Customer Support.service desk.Ticket Status
unable to connect to metrone	Priority 3	DCI.Customer Support.Desktop Support
Status Update	Priority 3	DCI.Customer Support.service desk.Ticket Status
third party software install	Priority 3	DCI.Customer Support.Desktop Support
Equipment setup	Priority 1	DCI.Customer Support.Desktop Support
Request for the O365 Messa	Priority 3	DCI.SYSADMIN.Mobile Device Management.Password reset.mo
User cannot log in to Citrix	Priority 3	APPS.Technical Support.Trapeze
User needs password for net	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
Computer move	Priority 3	DCI.Customer Support.Equipment Move.Project
Maximo Password Reset	Priority 3	DCI.Customer Support.Question
User needs a voicemail pass	Priority 3	NCS.Telephone.digital phone.Voice Mail Password Reset
Maximo pw reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Users email was not updatin	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
Server OS Access Form	Priority 3	DCI.SYSADMIN.Server.UNIX Support
<a href="http://hdwiki/display/SOPs/M">http://hdwiki/display/SOPs/M</a>	Priority 3	DCI.Customer Support.Maximo.Password Reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
questions about report in hcr	Priority 3	HR.PSHCM.Support
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset for peopleso	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
User needs maximo passwo	Priority 3	DCI.Customer Support.Maximo.Password Reset
LOCAL ACCOUNT LOCKED	Priority 2	DCI.Customer Support.Active Directory.Password Unlock
NSR Request	Priority 3	DCI.Customer Support.Active Directory.Drive Access
status 62912	Priority 3	DCI.Customer Support.service desk.Ticket Status

Customer checked on nsr ad	Priority 3	DCI.Customer Support.Question
Maximo Password Reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Password Rest	Priority 3	DCI.Customer Support.Active Directory.Password reset
Surplus Question	Priority 3	DCI.Customer Support.Equipment Move.Surplus removal
Print Payroll Check and set u	Priority 3	DCI.Customer Support.Question
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset for Peopleso	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
AIM Video Playback Reques	Priority 5	ROCS.All.Requests
metroguest login informaton	Priority 3	DCI.Customer Support.Wifi.Configuration
User needs a new network a	Priority 3	DCI.Customer Support.Question
Customer called in to add inf	Priority 3	DCI.Customer Support.Question
CTF System Check - Day - 8	Priority None	ROCS.All.Requests
NSR attached	Priority 3	DCI.Customer Support.Active Directory.Drive Access
User needs a password rese	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
error message below for pos	Priority 3	HR.PSHCM.TAM support (talent aquisition management)
password reset peoplesoft	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
User needs a password rese	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Question regarding technicia	Priority 3	DCI.Customer Support.Question
Cannot login to Office 365 er	Priority 3	DCI.Customer Support.office 365.Technical support
Email Retention	Priority 3	DCI.Customer Support.Question
unable get emails	Priority 3	DCI.Customer Support.Software.MS Outlook.Problem Not Found
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Adobe PDFMaker add-in cra	Priority 3	DCI.Customer Support.Desktop Support
User needs a password rese	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Software installation request	Priority 3	DCI.Customer Support.Desktop Support
VPN Issue	Priority 3	DCI.Customer Support.Software.VPN.Training
TRAPEZE Password REset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Tablet Support	Priority 3	DCI.Customer Support.Network.Server
forgot adobe password	Priority 3	DCI.Customer Support.Question
Data Request for Tie Breaker	Priority None	ROCS.Applications
Data Request for Tie Breaker	Priority None	ROCS.Applications
Data Request for Tie Breaker	Priority None	ROCS.Applications
User wants to add users to th	Priority 3	DCI.Customer Support.Question
Maximo Password Reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Server Access Request	Priority 3	DCI.SYSADMIN.Server.Access
Keyboard Status update fron	Priority 3	DCI.Customer Support.service desk.Ticket Status
Printing issues for new user	Priority 3	DCI.Customer Support.Desktop Support
Status update for 63160	Priority 3	DCI.Customer Support.service desk.Ticket Status
User needs Maximo passwo	Priority 3	DCI.Customer Support.Maximo.Password Reset
Elevator Phone issue	Priority 3	NCS.Telephone.digital phone.Other
User wants to access service	Priority 3	DCI.Customer Support.Question
Unable to edit labor reporting	Priority 3	APPS.Technical support.Maximo
Maximo Password Reset	Priority 3	DCI.Customer Support.Maximo.Password Reset



Maximo Password Reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
HR.PSHCM.Access	Priority 3	HR.PSHCM.Access
User needs to have his new	Priority 3	DCI.Customer Support.Question
Unable to connect to maximo	Priority 3	DCI.Customer Support.Desktop Support
Customer needs Visio Reins	Priority 3	DCI.SYSADMIN.Software.installation.MS Visio
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Customer needs applications	Priority 3	DCI.Customer Support.Desktop Support
User enters time in work ord	Priority 3	APPS.Technical support.Maximo
PW reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo Password Reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
get security revocation pop u	Priority 3	DCI.Customer Support.Desktop Support
Account lockout	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Reset PS HCM	Priority 3	DCI.Customer Support.Active Directory.Password reset
Laptop Repair	Priority 3	DCI.Customer Support.Break-Fix.Laptop
unable to see changes made	Priority 3	DCI.Customer Support.Desktop Support
Emails not updating since 8/	Priority 3	DCI.Customer Support.Software.MS Outlook.Problem Not Found
Question	Priority 3	DCI.Customer Support.Desktop Support
IT Security Awareness Train	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Hard Drive Recovery	Priority 3	DCI.Customer Support.hardware.Desktop.hardware failure
Reset Maximo password	Priority 3	APPS.Training.Maximo
network account locked	Priority 3	DCI.Customer Support.Active Directory.Password reset
Question regarding Maximo	Priority 3	DCI.Customer Support.Question
MEMC following up on Maxim	Priority 3	APPS.Technical support.Maximo
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Update Status	Priority 3	DCI.Customer Support.service desk.Ticket Status
See attached NSR ...	Priority 3	DCI.SYSADMIN.office 365.Technical support
Requested Silverlight install	Priority 3	DCI.Customer Support.Question
Voice mail	Priority 3	NCS.Telephone.digital phone.Voice Mail Password Reset
Laptop login issue	Priority 3	DCI.Customer Support.Question
SOC login issue	Priority 3	DCI.Customer Support.Question
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
System login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Reset ILMS	Priority 3	MIT.OPS.ILMS ITSA.password reset
AD disabled due to ILMS nor	Priority 3	DCI.Customer Support.Question
System startup issue	Priority 3	DCI.Customer Support.Question
See attached "Escalated Use	Priority 3	DCI.Customer Support.management.Delegation Request.Escalat
There is still a problem with t	Priority 3	DCI.Customer Support.Break-Fix.Printer
Peoplesoft login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Reset PS HCM	Priority 3	DCI.Customer Support.Active Directory.Password reset
Peoplesoft login issues	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
User unable to access Trape	Priority 3	DCI.Customer Support.Desktop Support
Memory Upgrade Request (8	Priority 3	DCI.Customer Support.Inventory.Upgrade Case
Memory Upgrade Request (8	Priority 3	DCI.Customer Support.Inventory.Upgrade Case
Memory Upgrade Request (8	Priority 3	DCI.Customer Support.Inventory.Upgrade Case
CTF System Check - Mids -	Priority None	Software
Memory Upgrade 6C*	Priority 3	DCI.Customer Support.Inventory.Upgrade Case

Memory Upgrade 6B*	Priority 3	DCI.Customer Support.Inventory.Upgrade Case
Memory Upgrade 6C*	Priority 3	DCI.Customer Support.Inventory.Upgrade Case
Memory Upgrade somewhere	Priority 3	DCI.Customer Support.Inventory.Upgrade Case
Memory Upgrade 8A-09*	Priority 3	DCI.Customer Support.Inventory.Upgrade Case
Memory Upgrade Request (8	Priority 3	DCI.Customer Support.Inventory.Upgrade Case
Memory Upgrade 8A-09*	Priority 3	DCI.Customer Support.Inventory.Upgrade Case
Memory Upgrade Request (8	Priority 3	DCI.Customer Support.Inventory.Upgrade Case
User E014990 password res	Priority 3	DCI.Customer Support.Maximo.Password Reset
Memory Upgrade Request (8	Priority 3	DCI.Customer Support.Inventory.Upgrade Case
Memory Upgrade 3C*	Priority 3	DCI.Customer Support.Inventory.Upgrade Case
Memory Upgrade Request (8	Priority 3	DCI.Customer Support.Inventory.Upgrade Case
Access to nice	Priority 3	DCI.Customer Support.Question
Call Dropped	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Question
Update Status	Priority 3	DCI.Customer Support.service desk.Ticket Status
Disabled Network Account S	Priority 3	MIT.S.OPS.security.firewall
Peoplesoft Login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Call Dropped	Priority 3	DCI.Customer Support.Question
Call Dropped	Priority 3	DCI.Customer Support.Question
Voicemail Password login	Priority 3	DCI.Customer Support.Telephone.Other
RE: Time Approver - Remind	Priority 3	HR.PSHCM.HR solutions support
Maximo Login issue	Priority 3	DCI.Customer Support.Maximo.Password Reset
User E023625 password res	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo Access Request for	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Question
Memory Upgrade 3C-10*	Priority 3	DCI.Customer Support.Inventory.Upgrade Case
User E022679 password res	Priority 3	DCI.Customer Support.Active Directory.Password reset
User E007047 - Instructed u	Priority 3	DCI.Customer Support.Question
Memory Upgrade Request (8	Priority 3	DCI.Customer Support.Inventory.Upgrade Case
RE: Access Request Form	Priority 3	HR.PSHCM.HR solutions support
Equipment Pickup	Priority 3	DCI.Customer Support.Equipment Move.Surplus removal
User E019438 Password res	Priority 3	DCI.Customer Support.Active Directory.Password reset
Fwd: Access Request Form	Priority 3	HR.PSHCM.HR solutions support
User E002817 - Ticket Assig	Priority 3	NCS.Telephone.digital phone.Other
External Access to Email	Priority 3	DCI.Customer Support.Question
Palo Alto Firewall Replacem	Priority 5	ROCS.All.Requests
Customer had questions abo	Priority 3	DCI.Customer Support.Question
User E008420 Password res	Priority 3	DCI.Customer Support.Maximo.Password Reset
User requested network acc	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Email - E4 license provision	Priority 3	DCI.Customer Support.Question
User E016465 Outlook Assis	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
User E016705 password res	Priority 3	DCI.Customer Support.Active Directory.Password reset
User E020314Self-Service K	Priority 3	DCI.Customer Support.Active Directory.Password reset
CTF System Check - Evenin	Priority None	Applications
IT Security Awareness Test	Priority 3	DCI.Customer Support.Question
User E337261 reset passwo	Priority 3	DCI.Customer Support.Active Directory.Password reset

User needs a password rese	Priority 3	DCI.Customer Support.Desktop Support
User E037135 Informed use	Priority 3	DCI.Customer Support.Question
User needs a password rese	Priority 3	DCI.Customer Support.Active Directory.Password reset
PC Replacement Question	Priority 3	DCI.Customer Support.PC Replacement.Question
Submit NSR	Priority 3	DCI.Customer Support.Question
User needs a password rese	Priority 3	DCI.Customer Support.Active Directory.Password reset
Status Update	Priority 3	DCI.Customer Support.service desk.Ticket Status
This customer needed assis	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
question regarding hcm	Priority 3	DCI.Customer Support.Question
User E014487 was able to a	Priority 3	DCI.Customer Support.Question
User cannot get his BOCC m	Priority 3	BUS.ARS.Technical support.BTSS
Ticket for Unix Admin Suppo	Priority 3	DCI.SYSADMIN.Server.UNIX Support
peoplesoft password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
User requested maximo acco	Priority 3	DCI.Customer Support.Maximo.Password Reset
Ticket Assigned	Priority 3	DCI.Customer Support.Desktop Support
Server Access	Priority 3	DCI.SYSADMIN.Server.Access
DCI.Customer Support.Activ	Priority 3	DCI.Customer Support.Active Directory.Drive Access
HR Solutions	Priority 3	HR.PSHCM.Access
Call Dropped	Priority 3	DCI.Customer Support.Question
Install network printer	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
User called because he rece	Priority 3	DCI.Customer Support.Question
User needs password reset.	Priority 3	DCI.Customer Support.Active Directory.Password reset
Customer is not able to Print	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
PW Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password Reset	Priority 3	DCI.Customer Support.Question
HR Solutions	Priority 3	HR.PSHCM.Report
Password Reset	Priority 3	DCI.Customer Support.Question
User E019777 downloaded a	Priority 3	DCI.Customer Support.office 365.Technical support
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Spam Email	Priority 3	MIT.S.OPS.security.firewall
Question regarding moving e	Priority 3	DCI.Customer Support.Question
User needs password reset f	Priority 3	DCI.Customer Support.Active Directory.Password reset
All printers down at Bladenst	Priority 3	DCI.Customer Support.Desktop Support
NSR Attached	Priority 3	DCI.SYSADMIN.office 365.Technical support
NSR-zabarah	Priority 3	DCI.Customer Support.Active Directory.New Contractor
Ordering/ Broken Links	Priority 3	DCI.Customer Support.Question
User needs email contact se	Priority 3	DCI.Customer Support.Question
Password reset for Documen	Priority 3	APPS.Access.DOCUMENTUM
User needs to log into email	Priority 3	DCI.Customer Support.Question
NSR Attached	Priority 3	DCI.SYSADMIN.office 365.Technical support
USER states that her email a	Priority 3	DCI.Customer Support.office 365.Technical support
Google download on L-3549	Priority 3	DCI.Customer Support.Desktop Support
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
User is requesting a avaya p	Priority 3	DCI.Customer Support.Question

Install Google Chrome	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo Password Reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Could not hear caller	Priority 3	DCI.Customer Support.Question
Out look not updating	Priority 3	DCI.Customer Support.Desktop Support
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
User needs a password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Customer is having computer	Priority 3	DCI.Customer Support.Question
Account is locked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Install 2 network printers. HP	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
Account Unlocked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
PW Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Request for Documentum Pa	Priority 3	APPS.Access.DOCUMENTUM
Question Regarding cell pho	Priority 3	DCI.Customer Support.Question
Password reset	Priority 3	DCI.SYSADMIN.Software.Technical support.MS Office
Internet and Intranet Access	Priority 3	DCI.Customer Support.Question
Replace RPM Workstation a	Priority 5	ROCS.Applications.RPM.App
IE is moving too slowly for th	Priority 3	DCI.Customer Support.Question
Replace RPM Workstation a	Priority 5	ROCS.Applications.RPM.App
NSR-mcdaniel	Priority 3	DCI.Customer Support.Active Directory.Drive Access
Domain Controller Error Mes	Priority 2	DCI.Customer Support.Software.VPN.Install
Update on job email	Priority 3	DCI.Customer Support.Question
Laptop battery at alexandria*	Priority 3	DCI.Customer Support.Break-Fix.Laptop
Users emails will update. had	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Question regarding It Securit	Priority 3	DCI.Customer Support.Question
Cafe Order, IT Equipment Pu	Priority 1	DCI.Customer Support.Question
Requested To Decommision	Priority 1	ROCS.Applications.RPM.App
Replace RPM Workstation a	Priority 5	ROCS.Applications.RPM.App
Requested To Decommision	Priority 1	ROCS.Applications.RPM.App
NSR-braithwaite	Priority 3	DCI.Customer Support.Active Directory.Drive Access
NSR-wang	Priority 3	DCI.Customer Support.Active Directory.Drive Access
Silverlight needs to be updat	Priority 3	DCI.Customer Support.Desktop Support
Install java for Documentum.	Priority 3	DCI.Customer Support.Question
Customer said account was	Priority 3	DCI.Customer Support.Question
User needs new Equipment	Priority 2	DCI.Customer Support.Question
Account PW reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Server Access	Priority 3	DCI.SYSADMIN.Server.Access
NSR attached	Priority 3	DCI.Customer Support.Active Directory.New Contractor
NSR attached for QAJazzUs	Priority 3	DCI.Customer Support.Active Directory.Drive Access
User stated that visio is no lo	Priority 3	DCI.SYSADMIN.Software.installation.MS Visio
Employee Exit	Priority 3	DCI.Customer Support.Question
HR Solutions	Priority 3	HR.PSHCM.HR solutions support
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
HR Solutions	Priority 3	HR.PSHCM.HR solutions support
User has a phone that is not	Priority 3	NCS.Telephone.digital phone.Other
User wants to know is MAC	Priority 3	DCI.Customer Support.Software.VPN.Training

IT Security Awareness Train	Priority 3	DCI.Customer Support.Question
MetroNet Connection	Priority 3	DCI.Customer Support.Desktop Support
Database change request re	Priority 3	DCI.Customer Support.Question
Call Dropped	Priority 3	DCI.Customer Support.Question
User stated that his VPN acc	Priority 3	DCI.Customer Support.Active Directory.Password reset
Customer wanted to know if	Priority 3	DCI.Customer Support.Desktop Support
Outlook issues	Priority 3	DCI.Customer Support.Desktop Support
Maximo Password Reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Install Visio for Dante Merrel	Priority 3	DCI.SYSADMIN.Software.installation.MS Visio
One Drive Issue	Priority 3	DCI.Customer Support.office 365.Technical support
Customer is not able to acce	Priority 2	MIT.S.OPS.security.firewall
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Ca Service Desk Access	Priority 3	DCI.Customer Support.Question
IT Ops Issue	Priority 3	DCI.Customer Support.Question
User cannot log on to his cor	Priority 3	DCI.Customer Support.Desktop Support
Laptop Issue	Priority 3	DCI.Customer Support.Question
Wifi Service	Priority 3	DCI.Customer Support.Wifi.Configuration
Customer wants to know how	Priority 3	NCS.Telephone.digital phone.Other
IT Security Awareness Train	Priority 3	DCI.Customer Support.Question
Needs maintenance kit insta	Priority 3	DCI.Customer Support.Break-Fix.Printer
Question about ordering a ne	Priority 3	DCI.Customer Support.Question
User Needed to place his pa	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
Status Update	Priority 3	DCI.Customer Support.service desk.Ticket Status
Account is disabled	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
HR Solutions	Priority 3	DCI.Customer Support.Question
Account is locked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
User needs Skype Session S	Priority 3	DCI.Customer Support.Question
maximo access	Priority 3	DCI.Customer Support.Maximo.Password Reset
User needs to set up Entrust	Priority 3	MIT.S.Engineering.VPN.Technical support
User needs his Soft token Ac	Priority 3	MIT.S.Engineering.VPN.Technical support
customer reported duplicate	Priority 3	DCI.Customer Support.Break-Fix.Tablet
HR Solutions	Priority 3	HR.PSHCM.HR solutions support
Unable to log into InspiredIm	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
Unable to log into Skype	Priority 3	DCI.Customer Support.Question
User needs a password rese	Priority 3	DCI.Customer Support.Active Directory.Password reset
SMS Access	Priority 3	APPS.Technical support.SMS
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
User called to get a copy of t	Priority 3	DCI.Customer Support.Question
Can't open any apps	Priority 3	DCI.Customer Support.Desktop Support
Maximo Password Reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
User needs to update an em	Priority 3	HR.PSHCM.Support
Mobile Phone issue	Priority 3	NCS.Telephone.mobile phone.Other
Password Reset	Priority 3	DCI.Customer Support.Desktop Support
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Tablet Reimage Request	Priority 3	DCI.Customer Support.hardware.Tablet.reimage

Unable to Log into Skype	Priority 3	DCI.Customer Support.Question
User needs McAfee installed	Priority 3	MITS.OPS.security.firewall
User forgot the password to	Priority 3	DCI.Customer Support.Question
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
HR Solutions	Priority 3	HR.PSHCM.HR solutions support
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
HR Solutions	Priority 3	HR.PSHCM.HR solutions support
Password Reset Request	Priority 3	DCI.Customer Support.Active Directory.Password reset
AIM User Access Service Re	Priority None	ROCS.Applications.AIM.App
Documentum issue	Priority 3	APPS.Technical support.DOCUMENTUM
Password Reset for Crystal F	Priority 3	APPS.Technical Support.FARE_COLLECTION
Call Dropped	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Log into GOTRS	Priority 3	APPS.Technical support.GOTRS
Need additional memory*	Priority 3	DCI.Customer Support.Inventory.Upgrade Case
Oracle Report request C97-0	Priority None	ROCS.Applications.AIM.Oracle
User needs to access Bar co	Priority 3	DCI.Customer Support.PC Replacement.Question
Blank monitor	Priority 3	DCI.Customer Support.Desktop Support
Install IE	Priority 3	DCI.Customer Support.Desktop Support
I Drive	Priority 3	DCI.Customer Support.Desktop Support
User cannot see both monito	Priority 3	DCI.Customer Support.hardware.Monitor.configuration
Maximo PW reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
NSR Request	Priority 3	DCI.Customer Support.Active Directory.New Employee
NSR Request	Priority 3	DCI.Customer Support.Active Directory.New Employee
Computer shows blank scree	Priority 2	DCI.Customer Support.Desktop Support
Status on ticket 62686	Priority 3	DCI.Customer Support.service desk.Ticket Status
Network password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Reset password	Priority 3	DCI.Customer Support.Active Directory.Password reset
#63018 would not save - Re	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
CTF System Check - Day - 8	Priority None	ROCS.All.Requests
Account is locked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
User is getting a constant po	Priority 3	DCI.Customer Support.Question
Laptop keeps restarting	Priority 2	DCI.Customer Support.Break-Fix.Laptop
NSR Request	Priority 3	DCI.Customer Support.Active Directory.New Employee
Maximo Access Request	Priority 3	DCI.Customer Support.Maximo.Password Reset
NSR Request, create email c	Priority 3	DCI.SYSADMIN.Server.Access
PW Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Unlocked Windows	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Unlocked AD	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Incorrect email linked with E	Priority 3	DCI.Customer Support.Question
Spam	Priority 3	MITS.OPS.security.firewall
Assisted user with access to	Priority 3	DCI.Customer Support.Desktop Support
Add more info to ticket # 626	Priority 3	DCI.Customer Support.service desk.Ticket Status
PW reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo password reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
User's system very slow. He	Priority 1	DCI.Customer Support.hardware.Desktop.configuration

Xerox Workcenter 5790 scan	Priority 3	DCI.Customer Support.Desktop Support
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Reset Maximo	Priority 3	APPS.Access.Maximo
Provided instructions on how	Priority 3	DCI.Customer Support.Question
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
Reset ILMS	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
AD disabled due to ILMS non	Priority 3	DCI.Customer Support.Question
Computer Start Up Issues	Priority 3	DCI.Customer Support.Desktop Support
CTF System Check - Mids -	Priority None	Software
Reset ILMS	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
AD disabled due to ILMS non	Priority 3	DCI.Customer Support.Question
Assisted user with PS HCM	Priority 3	DCI.Customer Support.Desktop Support
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
Status update for ticket 6233	Priority 3	DCI.Customer Support.service desk.Ticket Status
Pat Lavin's emails are showi	Priority 1	DCI.Customer Support.office 365.Technical support
Job Code Missing EEO Info	Priority 3	HR.PSHCM.TAM support (talent aquisition management)
User was moving desk and s	Priority 3	DCI.Customer Support.Network.Server
Requested a new NSR be re	Priority 3	DCI.Customer Support.Active Directory.Drive Access
PS HCM reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Is there a restriction from usi	Priority 2	DCI.Customer Support.Question
User gets constant pop up w	Priority 3	DCI.Customer Support.office 365.Technical support
Citrix Issue	Priority 3	DCI.Customer Support.Question
User E015498 - call transfer	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
SOC Support	Priority 3	DCI.Customer Support.Question
Avaya Phone Issues	Priority 3	NCS.Telephone.digital phone.No Dial Tone
Ticket Assigned	Priority 2	DCI.Customer Support.Active Directory.Password reset
Maximo Password Reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
User E020844 was prompt to	Priority 3	DCI.Customer Support.Maximo.Password Reset
Ticket Assigned	Priority 3	DCI.Customer Support.printer.Desktop.Install Printer Driver
User E019966 logged in and	Priority 3	DCI.Customer Support.Active Directory.Password reset
CTF System Check - Evenin	Priority None	Applications
User E021700 password res	Priority 3	DCI.Customer Support.Active Directory.Password reset
User E007615 reset passwo	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset after verifyin	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo Password reset afte	Priority 3	DCI.Customer Support.Maximo.Password Reset
User E009797 password res	Priority 3	DCI.Customer Support.Question
User E017023 password res	Priority 3	DCI.Customer Support.Active Directory.Password reset
User requested network acc	Priority 3	DCI.Customer Support.Active Directory.Password reset
User E014976 password res	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset at a SSK	Priority 3	DCI.Customer Support.Active Directory.Password reset
User requested network acc	Priority 3	DCI.Customer Support.Active Directory.Password reset
VPN issue	Priority 3	DCI.Customer Support.Software.VPN.Training
Password Reset after verifyin	Priority 3	DCI.Customer Support.Active Directory.Password reset
Status ticket	Priority 3	DCI.Customer Support.Active Directory.Password reset

Informed User E024176 abo	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Needs Access to Email at ho	Priority 3	DCI.Customer Support.office 365.Technical support
User account still disabled af	Priority 3	MIT.S.OPS.ILMS ITSA.disabled account
internet link not working	Priority 3	DCI.Customer Support.Question
Maximo password	Priority 3	DCI.Customer Support.Maximo.Password Reset
PeopleSoft HCM/HR Support	Priority 3	HR.PSHCM.Support
Phone has no dial tone and i	Priority 3	NCS.Telephone.digital phone.No Dial Tone
account unlocked	Priority 3	DCI.Customer Support.Desktop Support
Email - E4 license provision	Priority 3	DCI.Customer Support.Question
IT Security Awareness Train	Priority 3	DCI.Customer Support.Question
Printer Issue	Priority 3	DCI.Customer Support.printer.Desktop.Cycle Printer
NSR Request	Priority 3	DCI.Customer Support.Active Directory.New Employee
emails older than 180 days a	Priority 3	DCI.Customer Support.Question
pc malfunction	Priority 3	DCI.Customer Support.Question
Network Printer Installation (	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
Password reset for Peoplesc	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
PSW reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
User stated that his account	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Silverlight install	Priority 3	DCI.Customer Support.Desktop Support
PW Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
User has not received emails	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
Network pasword reset requ	Priority 3	DCI.Customer Support.Active Directory.Password reset
Software install	Priority 3	DCI.Customer Support.Desktop Support
Password reset for Peoplesc	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
User wants to log into outloo	Priority 3	DCI.Customer Support.Question
Maximo Access Request	Priority 3	DCI.Customer Support.Question
Laptop Keyboard for Fergus	Priority 2	DCI.Customer Support.Break-Fix.Laptop
User E002800 password res	Priority 3	DCI.Customer Support.Active Directory.Password reset
Printer Setup	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
printer install	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
account is still disabled desp	Priority 3	MIT.S.OPS.ILMS ITSA.disabled account
password reset	Priority 3	DCI.Customer Support.Question
battery won't charge	Priority 3	DCI.Customer Support.Break-Fix.Laptop
Outlook not set up	Priority 2	DCI.Customer Support.Question
Customer states that his mo	Priority 3	DCI.Customer Support.Break-Fix.Laptop
NSR Request	Priority 3	DCI.Customer Support.Active Directory.Drive Access
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Peoplesfot Access Request	Priority 3	HR.PSHCM.Access
Adobe Pro Push Needed	Priority 3	DCI.Customer Support.Desktop Support
NSR Request	Priority 3	DCI.Customer Support.Active Directory.Drive Access
Payroll Support (Pay Stub/Le	Priority 3	DCI.Customer Support.Question
Customer needs SQL Develo	Priority 3	DCI.Customer Support.Desktop Support
PeopleSoft HCM	Priority 3	MIT.S.OPS.security.firewall
VPN on WMATA mobile	Priority 3	MIT.S.Engineering.VPN.Technical support
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
NSR Request	Priority 3	DCI.Customer Support.Active Directory.Drive Access



Maximo pw reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Printer install.	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
NSR Request	Priority 3	DCI.SYSADMIN.Server.Access
IT Help Desk- Software Req	Priority 3	DCI.Customer Support.Question
NSR Request	Priority 3	DCI.SYSADMIN.Server.Access
NSR Request	Priority 3	DCI.Customer Support.Active Directory.Drive Access
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
unable to access HCM after	Priority 3	MIT.S.Apps Security.PSFIN.Access
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Oracle Client 64 bit install	Priority 3	DCI.Customer Support.Desktop Support
eService is offline	Priority 3	DCI.Customer Support.Question
unable to login to HCM	Priority 3	DCI.Customer Support.Active Directory.Password reset
PSW reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Account is locked	Priority 2	MIT.S.OPS.ILMS ITSA.disabled account
added laptop to wireless gro	Priority 3	DCI.Customer Support.Desktop Support
network account locked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
PW reset	Priority 3	DCI.Customer Support.Desktop Support
Oracle Service Cloud login II	Priority 3	MIT.S.Apps Security.Access.PSCRM
checking account status	Priority 3	MIT.S.OPS.security.firewall
address the security vulnera	Priority 3	MIT.S.OPS.security.firewall
Server Issue	Priority 3	DCI.Customer Support.Network.Server
Maximo Password Reset or	Priority 3	DCI.Customer Support.Question
User needs a password rese	Priority 3	DCI.Customer Support.Active Directory.Password reset
Change Network Password	Priority 3	DCI.Customer Support.Active Directory.Password reset
Account disabled	Priority 3	DCI.Customer Support.Question
Cannot start Outlook	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
AD password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
NSR	Priority 3	DCI.Customer Support.Active Directory.New Employee
Payroll Support (Pay Stub/Le	Priority 3	DCI.Customer Support.Question
payroll	Priority 3	HR.PSHCM.Support
AD password reset.	Priority 3	DCI.Customer Support.Active Directory.Password reset
Call Dropped, Disconnected	Priority 3	DCI.Customer Support.Question
Delegation Request	Priority 3	HR.PSHCM.Support
Silverlight Install Request	Priority 3	DCI.Customer Support.Desktop Support
WMATA Intranet: Metroweb	Priority 3	DCI.Customer Support.Question
Password reset for remote u	Priority 3	DCI.Customer Support.Active Directory.Password reset
User stated that he is locked	Priority 3	DCI.Customer Support.Active Directory.Password reset
IT Employee Separation	Priority 3	DCI.Customer Support.Question
Add To RPM Cars 7408-740	Priority None	ROCS.Applications.RPM.App
Display rotated upside down	Priority 3	DCI.Customer Support.Question
Customer needs password r	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Reset password	Priority 3	DCI.Customer Support.Active Directory.Password reset
NSR Request	Priority 3	DCI.Customer Support.Active Directory.Drive Access
Needs printer drive installed	Priority 3	DCI.Customer Support.printer.Desktop.Install Printer Driver
User needs to reset a passw	Priority 3	DCI.Customer Support.Active Directory.Password reset
User cannot access account	Priority 3	DCI.Customer Support.Question
User needs a password rese	Priority 3	DCI.Customer Support.Active Directory.Password reset

Maximo Password Reset or	Priority 3	DCI.Customer Support.Question
Call dropped	Priority 3	DCI.Customer Support.Question
Account disabled due lms tra	Priority 3	DCI.Customer Support.Question
No sound on 6G*	Priority 3	DCI.Customer Support.Question
Account is still disabled after	Priority 2	MIT.S.OPS.ILMS ITSA.disabled account
Disconnected Call	Priority 3	DCI.Customer Support.Question
Question regarding account	Priority 3	DCI.Customer Support.Question
Uninstall Skype	Priority 3	DCI.Customer Support.Question
IT Contractor Termination	Priority 3	DCI.Customer Support.Question
Customer needs help with pr	Priority 3	DCI.Customer Support.Maximo.TSR Status
printer was repaired and now	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
User needs a password rese	Priority 3	DCI.Customer Support.Active Directory.Password reset
ITSAT pw reset	Priority 3	MIT.S.OPS.ILMS ITSA.registration
User needs status update	Priority 3	DCI.Customer Support.service desk.Ticket Status
Setup Wireless Mouse	Priority 2	DCI.Customer Support.hardware.Keyboard.break/fix
Loaner monitor for Octavia D	Priority 3	DCI.Customer Support.Inventory.Loaner Desktop
Install Windows OS Updates	Priority 5	ROCS.Applications
Password Reset for C02728	Priority 3	DCI.Customer Support.Maximo.Password Reset
Question Regarding account	Priority 3	DCI.Customer Support.Question
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
User needs a password rese	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset for peopleso	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Wants BTRA added to name	Priority 3	DCI.SYSADMIN.office 365.Technical support
Deleting Multiple Emails.	Priority 3	DCI.Customer Support.Question
Network account is disabled	Priority 3	MIT.S.OPS.security.firewall
Customer has a question Re	Priority 3	DCI.Customer Support.Question
Install VLC media player	Priority 3	DCI.Customer Support.Desktop Support
User needs a password rese	Priority 3	DCI.Customer Support.Active Directory.Password reset
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
set metroweb as default pag	Priority 3	DCI.Customer Support.Question
No Outlook updates	Priority 3	DCI.Customer Support.Software.MS Outlook.Problem Not Found
59090 status	Priority 3	DCI.Customer Support.service desk.Ticket Status
Account locked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Update on ticket #61926	Priority 3	DCI.Customer Support.service desk.Ticket Status
Still disabled after security tra	Priority 2	MIT.S.OPS.ILMS ITSA.disabled account
Disabled Network Account S	Priority 3	MIT.S.OPS.security.firewall
User Profile Service Failure	Priority 3	DCI.Customer Support.Desktop Support
Bad HD for Ferguson*	Priority 3	DCI.Customer Support.Break-Fix.Computer
NSR - Avvaru, Rahul	Priority 3	DCI.Customer Support.Active Directory.New Contractor
Disabled Network Account S	Priority 3	MIT.S.OPS.security.firewall
password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
logon support for third party	Priority 3	DCI.Customer Support.Question
NSR	Priority 3	DCI.Customer Support.Active Directory.Drive Access
User needs to reset a passw	Priority 3	DCI.Customer Support.Active Directory.Password reset
Adobe Acrobat Issue	Priority 3	DCI.Customer Support.Question
Change Network Password	Priority 3	DCI.Customer Support.Active Directory.Password reset
Account still closed after taki	Priority 2	MIT.S.OPS.ILMS ITSA.disabled account

User needs a password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
network pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Ext 25916	Priority 3	DCI.Customer Support.Question
PeopleSoft & Payroll Access	Priority 3	HR.PSHCM.Access
network pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
User is not receiving updates	Priority 3	DCI.Customer Support.Software.MS Outlook.Problem Not Found
See attached	Priority 3	HR.PSHCM.Support
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Voicemail Password reset	Priority 3	NCS.Telephone.digital phone.Voice Mail Password Reset
network pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password expired	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
User cannot access account	Priority 3	DCI.Customer Support.Question
VPN on mobile device	Priority 3	MIT.Engineering.VPN.Technical support
Position Management Report	Priority 3	HR.PSHCM.Access
How to change password	Priority 3	DCI.Customer Support.Active Directory.Password reset
local printer	Priority 3	DCI.Customer Support.printer.Desktop.Training
Barcode W-346196	Priority 3	DCI.Customer Support.Desktop Support
Account is locked out	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Network Printer Installation (	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
Printer is frozen	Priority 3	DCI.Customer Support.printer.Desktop.Cycle Printer
JGB AIM Weekly System Ch	Priority 5	ROCS.Applications.AIM.App
NSR Request	Priority 3	DCI.Customer Support.Active Directory.Drive Access
PW Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
PeopleSoft Access	Priority 3	HR.PSHCM.Access
User cannot log on to her co	Priority 2	DCI.Customer Support.hardware.Desktop.break/fix
install printer and Adobe pro	Priority 3	DCI.Customer Support.Desktop Support
c027280 network pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Cell phone for new employee	Priority 3	DCI.Customer Support.Question
PS Access Request	Priority 3	HR.PSHCM.HR solutions support
Unable to Login to Email with	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
User cannot log into his A ad	Priority 3	DCI.SYSADMIN.Server.Access
password reset for Peopleso	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Completed Security Training	Priority 3	DCI.Customer Support.Question
Submit TSR	Priority 3	DCI.Customer Support.Question
Maximo Access Request	Priority 3	DCI.Customer Support.Maximo.Password Reset
User cannot log into his acco	Priority 3	MIT.OPS.security.firewall
Account is locked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Call Dropped, Disconnected,	Priority 3	DCI.Customer Support.Question
Call forwarding assistance	Priority 3	NCS.Telephone.digital phone.End User Training
Status on ticket # 59058	Priority 3	DCI.Customer Support.service desk.Ticket Status
User needed to be unlocked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Silverlight Issue	Priority 3	DCI.Customer Support.Desktop Support
password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Change Network Password	Priority 3	DCI.Customer Support.Active Directory.Password reset
User needs a password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Account is locked	Priority 3	DCI.Customer Support.Active Directory.Password reset
Sharepoint access	Priority 3	DCI.Customer Support.Question

Allocate More Space to a Ne	Priority 3	DCI.SYSADMIN.network driveClean Disk Space
Customer states that he is m	Priority 3	DCI.Customer Support.Question
PW reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Printer Cartridge	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
PW Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
PW reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Wireless mouse	Priority 3	DCI.Customer Support.Desktop Support
Question	Priority 3	DCI.Customer Support.Desktop Support
Silverlight Installation reques	Priority 3	DCI.Customer Support.Desktop Support
User needs Printers installed	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Powerpoint Skype Presentat	Priority 1	DCI.Customer Support.Question
Reinstall MS office	Priority 3	DCI.Customer Support.Desktop Support
Account Locked after IT sec	Priority 2	MIT.S.OPS.ILMS ITSA.disabled account
Install Xerox Workspace 785	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
Upgrade Acrobat PDF on Su	Priority 3	DCI.Customer Support.Desktop Support
Where to find CPT completio	Priority 3	DCI.Customer Support.Question
CTF System Check - Day - 8	Priority None	ROCS.All.Requests
Network password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Mr. Khalid is requesting two	Priority 3	DCI.Customer Support.Equipment Move.Project
Status Update	Priority 3	DCI.Customer Support.service desk.Ticket Status
Account Not Associated Err	Priority 3	DCI.Customer Support.Desktop Support
Workstation Swap - Data Tra	Priority 3	DCI.Customer Support.Desktop Support
Maximo account status	Priority 3	DCI.Customer Support.Question
Keyboard at Friendship stati	Priority 3	DCI.Customer Support.hardware.Keyboard.break/fix
Users Outlook is not updatin	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
PW reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Installation request for Anrits	Priority 3	DCI.Customer Support.Desktop Support
Status updated on ticket 622	Priority 3	DCI.Customer Support.service desk.Ticket Status
Dropped call	Priority 3	DCI.Customer Support.Question
IT Security Awareness	Priority 3	DCI.Customer Support.Question
Re-image User laptop	Priority 2	DCI.Customer Support.hardware.Laptop.reimage
HP LJ 5550 on 5A*	Priority 1	DCI.Customer Support.Break-Fix.Printer
Logged out of account	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
IT Security Awareness Non-C	Priority 3	DCI.Customer Support.Question
Unable to receive/send email	Priority 2	DCI.Customer Support.Software.MS Outlook.Repair
Maximo password reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Network password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo deactivated due to in	Priority 3	DCI.Customer Support.Question
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
King Street (C13) Playback F	Priority None	ROCS.Applications.AIM.App
PeopleSoft ELM Support	Priority 3	DCI.Customer Support.Active Directory.Password reset
Network password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
AD reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Citrix	Priority 3	DCI.Customer Support.Question
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Payroll Assistance	Priority 3	DCI.Customer Support.Question

Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
PW reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Account disabled	Priority 3	DCI.Customer Support.Question
Dropped call	Priority 3	DCI.Customer Support.Question
ILMS reset	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
Avaya phone no dial tone	Priority 3	NCS.Telephone.digital phone.No Dial Tone
Email password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
AD disabled due to ILMS no	Priority 3	DCI.Customer Support.Question
Remote Desktop Connection	Priority 3	DCI.Customer Support.Question
Password reset for Maximo	Priority 3	DCI.Customer Support.Maximo.Password Reset
Maximo password reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Account disabled	Priority 3	DCI.Customer Support.Question
Trapeze Issue	Priority 3	APPS.Technical Support.Trapeze
PW reset	Priority 3	DCI.Customer Support.Desktop Support
ILMS reset	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
IT Security Awareness Train	Priority 3	DCI.Customer Support.Question
Call Disconnected	Priority 3	DCI.Customer Support.Question
Reset Maximo	Priority 3	APPS.Access.Maximo
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
User unable to access Maxir	Priority 3	APPS.Access.Maximo
IT Security Awareness Train	Priority 3	DCI.Customer Support.Question
Reset ILMS	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
AD disabled due to ILMS no	Priority 3	DCI.Customer Support.Question
AD unlocked	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Unlocked AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
User still disabled. He just fir	Priority 3	DCI.Customer Support.Desktop Support
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Reset ILMS	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
Account Locked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Network Drive Access	Priority 3	DCI.Customer Support.Question
PC locks up when user print	Priority 3	DCI.Customer Support.printer.Desktop.Install Printer Driver
ILMS reset	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
AD disabled due to ILMS no	Priority 3	DCI.Customer Support.Question
CTF System Check - Mids -	Priority None	Software
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
See attached PS HCM...Pay	Priority 3	HR.PSHCM.Support
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Unlocked AD	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
User still cannot create Time	Priority 3	HR.PSHCM.Support
See attached NSR ...	Priority 3	DCI.Customer Support.Active Directory.Drive Access
User E001832 password res	Priority 3	DCI.Customer Support.Active Directory.Password reset
Assisted with Windows self s	Priority 3	DCI.Customer Support.Active Directory.Password Self-Service A
E008638 password reset afte	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset

Password Reset	Priority 3	DCI.Customer Support.Question
User E015464 is getting erro	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo password reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
User E016938 was given sch	Priority 3	DCI.Customer Support.Question
Log in over 90 days	Priority 3	DCI.Customer Support.Active Directory.Password reset
Kiosk Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset after verifyin	Priority 3	DCI.Customer Support.Active Directory.Password reset
Dual Monitor issue	Priority 3	DCI.Customer Support.hardware.Monitor.configuration
Ticket Assigned	Priority 3	DCI.Customer Support.PC Replacement.Question
VPN Issue	Priority 3	DCI.Customer Support.Desktop Support
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
User E026588 Ticket Assign	Priority 3	BUS.ARS.Technical support.BTSS
Awareness Class	Priority 3	DCI.Customer Support.Question
password reset after verifyin	Priority 3	DCI.Customer Support.Active Directory.Password reset
Kiosk Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Not able to login to VPN	Priority 3	DCI.Customer Support.Software.VPN.Training
Customer Garnishment Supp	Priority 3	DCI.Customer Support.Question
User requested password re	Priority 3	DCI.Customer Support.Active Directory.Password reset
User requested password re	Priority 3	DCI.Customer Support.Active Directory.Password reset
Ticket status	Priority 3	DCI.Customer Support.service desk.Ticket Status
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Internet Explorer - Page not	Priority 3	DCI.Customer Support.Desktop Support
CTF System Check - Evenin	Priority None	Applications
User needs a password rese	Priority 3	DCI.Customer Support.Question
Account Unlock	Priority 3	DCI.Customer Support.Active Directory.Password reset
User requested password re	Priority 3	DCI.Customer Support.Active Directory.Password reset
User needs password reset f	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
User E016120 password res	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password login	Priority 3	DCI.Customer Support.Active Directory.Password reset
VPN Login for Terminal Sess	Priority 3	DCI.Customer Support.Software.VPN.Training
User E006056 password res	Priority 3	DCI.Customer Support.Active Directory.Password reset
Kiosk Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
NSR	Priority 3	DCI.Customer Support.Active Directory.Drive Access
Request to verify AIM system	Priority None	ROCS.Applications
Request to verify PIDS syste	Priority None	ROCS.Applications
Maximo password reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
User stated that he is locked	Priority 3	DCI.Customer Support.Active Directory.Password reset
NSR Request	Priority 3	DCI.Customer Support.Active Directory.Drive Access
User E001540 not getting en	Priority 3	DCI.Customer Support.Desktop Support
added laptop to wireless gro	Priority 3	DCI.Customer Support.Desktop Support
Request to verify RPM syste	Priority None	ROCS.Applications
HR SOLUTIONS	Priority 3	HR.PSHCM.HR solutions support
Email - E4 license provision	Priority 3	DCI.Customer Support.Question
IT Awareness Class	Priority 3	DCI.Customer Support.Question
HR Issues	Priority 3	HR.PSHCM.HR solutions support
password reset after verifyin	Priority 3	DCI.Customer Support.Active Directory.Password reset

pASSWORD RESET	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Call Dropped	Priority 3	DCI.Customer Support.Active Directory.Password reset
Metro Webmail: Access Email	Priority 3	DCI.Customer Support.Question
Juniper ScreenOS vulnerability	Priority 3	DCI.Customer Support.Question
Station Manager Kiosk Down	Priority 2	DCI.Customer Support.SSK Kiosk
Juniper MX104 vulnerability	Priority 3	DCI.Customer Support.Question
Ticket Assigned	Priority 3	DCI.Customer Support.Question
Memory upgrade 5G*	Priority 3	DCI.Customer Support.hardware.Desktop.hardware upgrade
Cisco webex vulnerability	Priority 3	DCI.Customer Support.Question
Cisco Releases	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Server Request	Priority 3	DCI.SYSADMIN.Server.Access
User E011856 password wa	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo password	Priority 3	DCI.Customer Support.Question
Cisco ipv6 vulnerability	Priority 3	DCI.Customer Support.Question
Cisco vulnerability	Priority 3	DCI.Customer Support.Question
VPN Website	Priority 3	DCI.Customer Support.Software.VPN.Training
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Drive Access
Microsoft Access Request	Priority 3	DCI.Customer Support.Question
User needs to add a printer	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
Contractor Access to the CA	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
DNSSEC Key Signing Key R	Priority 3	DCI.Customer Support.Question
Network Printer Installation (	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
Maximo account disabled	Priority 3	DCI.Customer Support.Question
Dropped Call	Priority 3	DCI.Customer Support.Question
User called for Bosco Johns	Priority 3	DCI.Customer Support.Question
NSR Request	Priority 3	DCI.Customer Support.Active Directory.New Employee
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
AIM - Create a WI needed fo	Priority 3	ROCS.All.Requests
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
printer install	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
IT security awareness test pa	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
NSR Request	Priority 3	DCI.Customer Support.Question
Questions regarding TSR, M	Priority 3	DCI.Customer Support.Question
User cannot use his token to	Priority 2	DCI.Customer Support.Desktop Support
status 62184	Priority 3	DCI.Customer Support.service desk.Ticket Status
Install Office 365 Access	Priority 3	DCI.Customer Support.office 365.Technical support
Questions about NSRs & Ma	Priority 3	DCI.Customer Support.Question
Missing outlook folders	Priority 3	DCI.Customer Support.office 365.Technical support
PeopleSoft HCM FAQs: Pay	Priority 3	DCI.Customer Support.Desktop Support
HR SOLUTIONS	Priority 3	HR.PSHCM.Access
Password Reset	Priority 3	DCI.Customer Support.Question
Unable to open Outlook	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
computer health check	Priority 3	DCI.Customer Support.hardware.Desktop.configuration
HR Solutions	Priority 3	HR.PSHCM.Access

Keyboard replacement	Priority 3	DCI.Customer Support.Question
HR Solutions	Priority 3	HR.PSHCM.Access
HR Solutions	Priority 3	HR.PSHCM.Access
NEO support with laptops	Priority 3	DCI.Customer Support.Desktop Support
Password Reset	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Customer said their account	Priority 3	DCI.Customer Support.Question
HCM pw reset	Priority 3	DCI.Customer Support.Question
Update on 62448	Priority 3	DCI.Customer Support.service desk.Ticket Status
NSR for Thai, Jeffrey	Priority 3	DCI.Customer Support.Active Directory.New Contractor
Requests for Installing or Su	Priority 3	DCI.Customer Support.Desktop Support
NSR for Go, Miknon	Priority 3	DCI.Customer Support.Active Directory.New Contractor
User profile service failed to	Priority 3	DCI.Customer Support.Desktop Support
E Service Down	Priority 3	Payroll.PeopleSoft.Upgrade.Inquiry
unable to login to maximo	Priority 3	DCI.Customer Support.Maximo.Password Reset
PC Replacement Question	Priority 3	DCI.Customer Support.PC Replacement.Question
Account locked out	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
MS Outlook Issue: Unable to	Priority 3	DCI.Customer Support.Desktop Support
Error while logging in with ac	Priority 3	DCI.Customer Support.Desktop Support
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
User needs her password re	Priority 3	DCI.Customer Support.Active Directory.Password reset
Needs to add two more user	Priority 3	NCS.Telephone.digital phone.Other
network account pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
MS Project Install	Priority 3	DCI.SYSADMIN.Software.installation.MS Project
network account locked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
PC Replacement Questions	Priority 3	DCI.Customer Support.Question
60968 status	Priority 3	DCI.Customer Support.service desk.Ticket Status
HR SOLutions	Priority 3	HR.PSHCM.ESS technical support
Account is locked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
NSR Request	Priority 3	DCI.Customer Support.Active Directory.New Employee
Prowatch card printer has ba	Priority 3	DCI.Customer Support.Desktop Support
Make changes to Direct Dep	Priority 3	DCI.Customer Support.Question
Request 3rd Party	Priority 3	DCI.Customer Support.Desktop Support
Request 3rd Party	Priority 3	DCI.Customer Support.Desktop Support
User needs a password rese	Priority 3	DCI.Customer Support.Active Directory.Password reset
NSr requests	Priority 3	DCI.Customer Support.Active Directory.New Employee
Account disabled	Priority 3	MIT.S.OPS.security.firewall
unable to access email	Priority 3	DCI.Customer Support.Question
Email Issues	Priority 3	DCI.Customer Support.Desktop Support
Ganishment and Support Nu	Priority 3	DCI.Customer Support.Question
VPN is not working..... "Pass	Priority 1	DCI.Customer Support.Software.VPN.Training
Customer had question abou	Priority 3	DCI.Customer Support.Question
ROC - F09 Traction Power S	Priority 5	ROCS.All.Requests
Call Dropped	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Call Dropped	Priority 3	DCI.Customer Support.Active Directory.Password reset
Project/Visio install	Priority 3	DCI.SYSADMIN.Software.installation.MS Visio



Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Missing Customer in CA Ser	Priority 3	DCI.Customer Support.Question
Adobe Acrobat XI Pro install	Priority 3	DCI.Customer Support.Desktop Support
Entrust Token Replacement	Priority 3	DCI.Customer Support.Question
network pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
User needs a password rese	Priority 3	DCI.Customer Support.Active Directory.Password reset
change password	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
unable to hear caller	Priority 3	DCI.Customer Support.Question
Network password reset req	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Memory Upgrade 7C*	Priority 3	DCI.Customer Support.Inventory.Upgrade Case
User is calling for a status up	Priority 3	DCI.Customer Support.service desk.Ticket Status
HP local printer not printing	Priority 3	DCI.Customer Support.Break-Fix.Printer
NSR Requests	Priority 3	DCI.Customer Support.Active Directory.New Employee
Dropped Call	Priority 3	DCI.Customer Support.Question
Pro-watch Frozen within ID C	Priority 3	DCI.Customer Support.Desktop Support
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
User is trying to sign into her	Priority 3	DCI.Customer Support.Maximo.Password Reset
Set MetroWeb in IE as Home	Priority 3	DCI.Customer Support.Software.Internet Explorer
Install Microsoft Silverlight (L	Priority 3	DCI.Customer Support.Desktop Support
IE settings cloned from loane	Priority 3	DCI.Customer Support.Question
VPN Connection Issue: Acce	Priority 3	DCI.Customer Support.Desktop Support
Password and Login Assista	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Peoplesoft Finance Issue	Priority 3	MIT.Apps Security.PSFIN.password reset
PW reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
NSR	Priority 3	DCI.SYSADMIN.Server.Access
HR Support	Priority 3	HR.PSHCM.Access
missing program but doesn't	Priority 3	DCI.Customer Support.Desktop Support
not able to right click	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
New contractor does not hav	Priority 3	DCI.Customer Support.Question
Pick Password reset request	Priority 3	DCI.Customer Support.Question
Reported That one of the Tra	Priority 1	ROCS.Applications.AIM.App
PW reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
account unlocked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Question
User is receiving Blue Scree	Priority 1	DCI.Customer Support.hardware.Desktop.hardware failure
unable to login to second tra	Priority 3	Apps.Access.Trapeze
VPN issue	Priority 3	DCI.Customer Support.Desktop Support
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
computer logging off for a lo	Priority 3	DCI.Customer Support.Desktop Support
Software Install	Priority 3	DCI.Customer Support.Desktop Support
unable to login to computer	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password Reset for Self-Ser	Priority 3	DCI.Customer Support.Active Directory.Password reset
Access Prohibited	Priority 3	MIT.OPS.security.firewall
IT Security Awareness Train	Priority 3	DCI.Customer Support.Active Directory.Password reset

E017778	Priority 3	DCI.Customer Support.Question
User received an email for u	Priority 3	DCI.Customer Support.Question
DCI.Customer Support.Active	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
loading profile when accessi	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
soft token error	Priority 3	DCI.SYSADMIN.Mobile Device Management.Technical support.S
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
PC Replacement QUestion	Priority 3	DCI.Customer Support.PC Replacement.Question
PW reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
User is trying to VPN into his	Priority 2	DCI.Customer Support.Question
NCS Ops Issue	Priority 3	NCS.Telephone.digital phone.No Dial Tone
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
User needs a password rese	Priority 3	DCI.Customer Support.Question
Password Reset for PC and	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset for peopleso	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Existing Telecommunications	Priority 3	NCS.Telephone.digital phone.Other
network connection issue	Priority 3	DCI.Customer Support.Desktop Support
elm password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password Reset for PC and	Priority 3	DCI.Customer Support.Active Directory.Password reset
62344 status	Priority 3	DCI.Customer Support.service desk.Ticket Status
Microsoft Word and check P	Priority 3	DCI.Customer Support.Desktop Support
Documentum access assista	Priority 3	APPS.Access.DOCUMENTUM
http://hdwiki/display/SOPs/M	Priority 3	DCI.Customer Support.Maximo.Password Reset
account disabled by badge o	Priority 3	DCI.Customer Support.Desktop Support
unable to approve time in pe	Priority 3	HR.PSHCM.Access
keyboard not working	Priority 2	DCI.Customer Support.hardware.Keyboard.break/fix
Unable to print	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo pw reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
IT Security Awareness Test	Priority 3	DCI.Customer Support.Question
Unable to access VPN	Priority 2	DCI.Customer Support.Software.VPN.Install
iniitial password	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
User needs a password rese	Priority 3	DCI.Customer Support.Active Directory.Password reset
PeopleSoft Financials Applic	Priority 3	APPS.Technical support.PSFIN
HR Solutions - Mr. Ware is	Priority 3	HR.PSHCM.Access
Ghost call/No one on line	Priority 3	DCI.Customer Support.Question
network account locked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Existing Service Issues	Priority 3	NCS.Telephone.digital phone.No Dial Tone
PC Replacement Eligibility	Priority 3	DCI.Customer Support.PC Replacement.Question
Network PW Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
VPN Connection Issue: Acce	Priority 2	DCI.Customer Support.Desktop Support
User is locked out Maximo	Priority 3	DCI.Customer Support.Question
HR Solutions	Priority 3	HR.PSHCM.HR solutions support
status 60547	Priority 3	DCI.Customer Support.service desk.Ticket Status
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Unable to connect to interna	Priority 3	DCI.Customer Support.Desktop Support

How to convert email messa	Priority 3	DCI.Customer Support.Question
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Voicemail Password	Priority 3	NCS.Telephone.digital phone.Voice Mail Password Reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
http://hdwiki/display/SOPs/C	Priority 3	DCI.Customer Support.Desktop Support
HP LJ 4250 on 6G*	Priority 3	DCI.Customer Support.Break-Fix.Printer
DCI.Customer Support.Ques	Priority 4	DCI.Customer Support.Question
HP 9050 in 301*	Priority 3	DCI.Customer Support.Break-Fix.Printer
VPN	Priority 3	DCI.Customer Support.Software.VPN.Install
unable to access metroweb	Priority 3	DCI.Customer Support.Question
tablet reimage	Priority 3	DCI.Customer Support.hardware.Tablet.reimage
Printer	Priority 3	DCI.Customer Support.Question
IT Security Awareness Train	Priority 3	DCI.Customer Support.Question
User called about how to get	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
The user has a red X next to	Priority 3	DCI.Customer Support.Desktop Support
account is still disabled after	Priority 2	MIT.S.OPS.ILMS ITSA.disabled account
Surface Pro Feels Hot	Priority 3	DCI.Customer Support.Question
Outlook not showing new em	Priority 3	DCI.Customer Support.Software.MS Outlook.Problem Not Found
network pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Request to decommission C	Priority 3	ROCS.Applications.RPM.App
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
Network Drive Issue	Priority 3	DCI.Customer Support.Question
inquiry	Priority 3	DCI.Customer Support.service desk.Ticket Status
Email and VPN	Priority 3	DCI.Customer Support.Software.VPN.Install
Hard Drive Failure	Priority 3	DCI.Customer Support.Break-Fix.Computer
HR Solutions	Priority 3	HR.PSHCM.HR solutions support
Create new contact in Outlo	Priority 3	DCI.Customer Support.Software.MS Outlook.Problem Not Found
User called because she car	Priority 3	DCI.Customer Support.Question
Status update	Priority 3	DCI.Customer Support.service desk.Ticket Status
CTF System Check - Day - 8	Priority 5	ROCS.All.Requests
Metroweb	Priority 3	DCI.Customer Support.Question
Due to Non-Compliance of IT	Priority 3	DCI.Customer Support.Active Directory.Password reset
Citrix login problem on desk	Priority 3	DCI.Customer Support.Desktop Support
MS outlook: internal support	Priority 3	DCI.Customer Support.Question
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
wireless mouse not working*	Priority 2	DCI.Customer Support.hardware.Mouse.break/fix
Laptop Drop off	Priority 3	DCI.Customer Support.Desktop Support
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
IT security awareness passw	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
install older version of Java	Priority 3	DCI.Customer Support.Software.Java.Install
Synchronizde Email Passwo	Priority 3	DCI.SYSADMIN.Mobile Device Management.Password reset.Sm
Set up VPN	Priority 3	MIT.S.Engineering.VPN.Technical support
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset

Log In issue	Priority 2	DCI.Customer Support.Desktop Support
low memory error	Priority 3	DCI.Customer Support.Inventory.Upgrade Case
Converting Spreadsheet Doc	Priority 3	DCI.Customer Support.Question
Laptop monitor not functioning	Priority 3	DCI.Customer Support.Break-Fix.Laptop
PW reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Unable to access Maximo	Priority 3	APPS.Access.Maximo
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Reset Password	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset Assistance	Priority 3	DCI.Customer Support.Active Directory.Password reset
Account login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
User unable to make a change	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
B05 IOS Upgrade CCB 1296	Priority None	ROCS.All.Requests
Entrust Token Replacement	Priority 3	DCI.Customer Support.Question
Reset PS HCM	Priority 3	DCI.Customer Support.Active Directory.Password reset
Requirement for Maximo Account	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Assigned	Priority 3	NCS.Telephone.digital phone.Hardware
Reset Maximo	Priority 3	APPS.Access.Maximo
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo password reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Restart Predictor /Reset TW	Priority 3	ROCS.Applications.PIDS.Other
User E024757 password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
CTF System Check -MID - 0	Priority None	ROCS.All.Requests
Request to add PC's to network	Priority 3	DCI.Customer Support.Desktop Support
IT Security Awareness Training	Priority 3	DCI.Customer Support.Question
IT Security Awareness Training	Priority 3	DCI.Customer Support.Question
Reset maximo password	Priority 3	DCI.Customer Support.Maximo.Password Reset
Update status	Priority 3	DCI.Customer Support.service desk.Ticket Status
account is locker	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Peoplesoft login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
TSR Request	Priority 3	DCI.Customer Support.Question
User E022491 password was	Priority 3	DCI.Customer Support.Active Directory.Password reset
Passwword Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
People Soft Password	Priority 3	DCI.Customer Support.Active Directory.Password reset
User E018995 called for a M	Priority 3	DCI.Customer Support.Maximo.Password Reset
Call Dropped	Priority 3	DCI.Customer Support.Question
User E019469 needed the w	Priority 3	DCI.Customer Support.Software.VPN.Training
BROTHER SCANNER ICON	Priority 3	DCI.Customer Support.hardware.Scanner.install
Outlook Issues	Priority 3	DCI.Customer Support.Desktop Support
CTF System Check - Evenin	Priority None	Applications
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Customer needs Software In	Priority 3	DCI.Customer Support.Desktop Support

Printer issue	Priority 3	DCI.Customer Support.printer.Desktop.Cycle Printer
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Having issues with the manifi	Priority 3	DCI.Customer Support.Question
Maximo password reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Maximo password reset	Priority 3	DCI.Customer Support.Question
Account is locked out	Priority 3	DCI.Customer Support.Active Directory.Password reset
Internet not working on comp	Priority 3	DCI.Customer Support.Desktop Support
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
peoplesoft password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
USER needs assistance in Id	Priority 3	HR.PSHCM.Support
Requested access for SM Fa	Priority 3	DCI.Customer Support.Question
Reset password	Priority 3	DCI.Customer Support.Active Directory.Password reset
Reset Password	Priority 2	MIT.S.OPS.I.LMS ITSA.disabled account
Email Issue	Priority 3	DCI.Customer Support.Software.MS Outlook.Problem Not Found
password reset for Peopleso	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Reset password for Cobalt	Priority 3	DCI.Customer Support.Active Directory.Password reset
Question regarding security	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Prepare 3 RPM Kiosk Works	Priority None	ROCS.All.Requests
Clone (3) RPM Box B11, F1	Priority None	ROCS.Applications.RPM.Mirroring
CTF System Check - Day - 8	Priority 5	ROCS.All.Requests
Account disabled	Priority 3	DCI.Customer Support.Question
IT Security Awareness Train	Priority 3	MIT.S.OPS.I.LMS ITSA.password reset
Account login issue	Priority 3	DCI.Customer Support.Question
ROCC.local Password Rese	Priority None	ROCS.All.Requests
Peopleoft login issue	Priority 3	HR.PSHCM.Support
CTF System Check -MID - 0	Priority None	ROCS.All.Requests
Peoplesoft login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
IT Security Awareness Train	Priority 3	DCI.Customer Support.Question
Peoplesoft login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Oen ticket update	Priority 3	DCI.Customer Support.service desk.Ticket Status
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Caller Hung Up	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Peoplesoft change identity ve	Priority 3	HR.PSHCM.Support
Customer asked questions a	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
call disconnected	Priority 3	DCI.Customer Support.Question
status update	Priority 3	DCI.Customer Support.service desk.Ticket Status
assistance logging into KXP	Priority 3	DCI.Customer Support.SSK Kiosk
Google Chrome install	Priority 3	DCI.Customer Support.Desktop Support
it security awareness trouble	Priority 3	DCI.Customer Support.Desktop Support
IT Security Awareness Test	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset

Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
CTF System Check - Evenin	Priority None	Applications
Customer had questions abo	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
unable to print from local pri	Priority 3	DCI.Customer Support.printer.Desktop.Cycle Printer
Adobe signature issue	Priority 3	DCI.Customer Support.Question
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
HR Support	Priority 3	HR.PSHCM.TAM support (talent aquisition management)
CTF System Check - Day - 8	Priority None	ROCS.All.Requests
Adobe reader Issue	Priority 3	DCI.Customer Support.Question
Adobe Install Upgrade reque	Priority 3	DCI.Customer Support.Desktop Support
password reset for peopleso	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset for training	Priority 3	DCI.Customer Support.Question
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
unlocking account	Priority 3	DCI.Customer Support.Active Directory.Password reset
verify email address	Priority 3	DCI.Customer Support.Question
support cancelled	Priority 3	DCI.Customer Support.Question
metroweb access	Priority 3	DCI.Customer Support.Question
password reset for Peopleso	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset for Peopleso	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
QUestion regarding it securit	Priority 3	DCI.Customer Support.Question
Password reset for Email	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Maximo Access Request	Priority 3	APPS.Access.Maximo
it security password reset	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
Account disabled after comp	Priority 2	MIT.S.OPS.ILMS ITSA.disabled account
Customer states that he took	Priority 2	MIT.S.OPS.ILMS ITSA.disabled account
Maximo Issue	Priority 3	DCI.Customer Support.Maximo.Password Reset
Account locked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
ROCC.Local Password Rese	Priority None	ROCS.Applications
Account locked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
ROCC.Local Password Rese	Priority None	ROCS.Applications
System login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Rocc.Local Password Reset	Priority None	ROCS.Applications
ROCC.Local Password Rese	Priority None	ROCS.Applications
IT Security Awareness Train	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
IT Security Awareness Train	Priority 3	DCI.Customer Support.Question
Follow-up on open ticket	Priority 3	DCI.Customer Support.service desk.Ticket Status
Smart Yard login issue	Priority 3	APPS.Access.BTSS

Runs not displaying properly	Priority 3	APPS.Access.BTSS
Call dropped	Priority 3	DCI.Customer Support.Question
Peoplesoft login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Flash player not working	Priority 3	DCI.Customer Support.Desktop Support
CTF System Check - Mid - 8	Priority None	ROCS.All.Requests
ITSA training login issue	Priority 3	MIT.S.OPS.I.LMS ITSA.password reset
Peoplesoft login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Maximo login issue	Priority 3	DCI.Customer Support.Maximo.Password Reset
Peoplesoft login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Maximo login issue	Priority 3	DCI.Customer Support.Maximo.Password Reset
Peoplesoft login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Peoplesoft login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Customer Requested VPN A	Priority 3	DCI.Customer Support.Question
Peoplesoft login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Please create a ticket for the	Priority 3	MIT.S.OPS.security.scan request
Account unlock	Priority 3	DCI.Customer Support.Active Directory.Password reset
Attached you will find an NSF	Priority 3	DCI.Customer Support.Active Directory.New Employee
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
it security awareness passwo	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
no support needed	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
PIDS Special Schedule Upda	Priority None	Applications
CTF System Check - Evenin	Priority None	Applications
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Printer install	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Question
log in assistance	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Memory Upgrade Request	Priority 3	DCI.Customer Support.Inventory.Upgrade Case
Memory Upgrade Request	Priority 3	DCI.Customer Support.Inventory.Upgrade Case
Please create a service desk	Priority 3	DCI.Customer Support.Question
May have a virus	Priority 3	DCI.Customer Support.Question
Please see the attached NSF	Priority 3	DCI.Customer Support.Active Directory.New Employee
Email - E4 license provision	Priority 3	DCI.Customer Support.Question
NSR for Edward Liwerant C1	Priority 3	DCI.Customer Support.Active Directory.New Employee
Kiosk Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Users account is disabled du	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
IT Security Awareness Train	Priority 3	DCI.Customer Support.Question
Computer running very slow	Priority 3	DCI.Customer Support.hardware.Desktop.configuration
Unable to access Eservice	Priority 3	Payroll.PeopleSoft.Upgrade.Inquiry

Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset for Self-Ser	Priority 3	DCI.Customer Support.Active Directory.Password reset
User C026121 needs to be a	Priority 2	DCI.Customer Support.Desktop Support
MS Excel error	Priority 3	DCI.Customer Support.Software.MS Excel.Training
Ticket Resolved number give	Priority 3	HR.PSHCM.Access
nsr	Priority 3	DCI.SYSADMIN.office 365.Technical support
People Soft Password	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Data transfer	Priority 3	DCI.Customer Support.PC Replacement.Question
Request for memory upgrad	Priority 3	DCI.Customer Support.hardware.Desktop.hardware upgrade
User wants to ask about a bu	Priority 3	APPS.Technical Support.BusTools
People Soft Password	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
User E007418 password was	Priority 3	DCI.Customer Support.Active Directory.Password reset
AFC SOC device at Rosslyn	Priority 3	DCI.Customer Support.Question
Desktop Log in issue	Priority 3	DCI.Customer Support.Question
User cannot remote into the	Priority 3	DCI.Customer Support.Question
Call dropped	Priority 3	DCI.Customer Support.Question
IT Security Awareness Train	Priority 3	DCI.Customer Support.Question
MS Software request form	Priority 3	DCI.SYSADMIN.Software.installation.MS Project
User E001096 only had to re	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Documentum Account Passv	Priority 3	APPS.Access.DOCUMENTUM
User stated that he needs as	Priority 3	DCI.Customer Support.Question
IT awareness class	Priority 3	DCI.Customer Support.Question
RPM Yard/Terminal Worksta	Priority 4	ROCS.Appliications.RPM.App
Customer needs a new phon	Priority 3	NCS.Telephone.digital phone.Hardware
printing double images	Priority 3	DCI.Customer Support.Break-Fix.Printer
Email account Locked out	Priority 3	DCI.Customer Support.Active Directory.Password reset
Returning call	Priority 3	DCI.Customer Support.service desk.Ticket Status
NSR Request	Priority 3	DCI.Customer Support.Active Directory.New Employee
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
cannot access internet	Priority 3	DCI.Customer Support.Question
returning call re 61859	Priority 3	DCI.Customer Support.service desk.Ticket Status
Laptop Reimage	Priority 3	DCI.Customer Support.hardware.Desktop.reimage
network pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
TSR Request	Priority 3	NCS.Telephone.digital phone.Other
ITSAT pw reset	Priority 3	MIT.S.OPS.ILMS ITSA.registration
Status Updates on Open Tic	Priority 3	DCI.Customer Support.service desk.Ticket Status
NSR - Toubasi, Mikhail	Priority 3	DCI.Customer Support.Active Directory.New Contractor
Account is locked	Priority 3	DCI.Customer Support.Question
Customer fixed his issue	Priority 3	DCI.Customer Support.Question
VPN LOG IN REMKOTELY	Priority 3	DCI.Customer Support.Software.VPN.Training
network account locked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Wanted IT customer support	Priority 3	DCI.Customer Support.Question
No internet access	Priority 3	DCI.Customer Support.Desktop Support
NSR Request	Priority 3	DCI.Customer Support.Active Directory.New Employee
User E00961 password rese	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset



new phone cord replace	Priority 3	NCS.Telephone.digital phone.Hardware
User needs his password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
IT Security Awareness Training	Priority 3	DCI.Customer Support.Question
EUP	Priority 3	DCI.Customer Support.management.Delegation Request.Escalation
PC Replacement: Eligibility Check	Priority 3	DCI.Customer Support.PC Replacement.Question
User C026075 email address	Priority 3	DCI.SYSADMIN.Server.Access
network pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Reset password	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset for user	Priority 3	DCI.Customer Support.Active Directory.Password reset
testing phone line	Priority 3	DCI.Customer Support.Question
Avaya code request	Priority 3	NCS.Telephone.digital phone.Other
Ticket Assigned for pc replacement	Priority 3	DCI.Customer Support.PC Replacement.Question
Update status	Priority 3	DCI.Customer Support.service desk.Ticket Status
HR Solutions	Priority 3	HR.PSHCM.HR solutions support
Java Upgrade Request	Priority 3	DCI.Customer Support.Software.Java.Install
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
oracle 64 bit client install	Priority 3	DCI.Customer Support.Desktop Support
Reset Password	Priority 3	DCI.Customer Support.Active Directory.Password reset
verify email address and reset	Priority 3	DCI.Customer Support.Question
RPM - Add rail car pair 7406	Priority 5	ROCS.Applications.RPM.App
Account Locked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
NSR request	Priority 3	DCI.Customer Support.Question
User needs her password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Cannot log into Maximo	Priority 3	DCI.Customer Support.Maximo.Password Reset
HR Issues	Priority 3	HR.PSHCM.HR solutions support
Maximo Password Reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Status on Open Ticket	Priority 3	DCI.Customer Support.service desk.Ticket Status
HR Solutions	Priority 3	HR.PSHCM.Report
Network password reset request	Priority 3	DCI.Customer Support.Active Directory.Password reset
Mobile Support	Priority 3	DCI.SYSADMIN.Mobile Device Management.Technical support.S
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
HR Solutions	Priority 2	HR.PSHCM.Report
Account is still disabled after	Priority 3	MIT.S.OPS.ILMS ITSA.disabled account
User needs access to Outlook	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Customer is having Issues connecting	Priority 3	DCI.Customer Support.Desktop Support
User using Temporary profile	Priority 3	DCI.Customer Support.Desktop Support
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
VPN Connection Issue: Access	Priority 2	DCI.Customer Support.Desktop Support
Mobile Application Request	Priority 3	DCI.SYSADMIN.Mobile Device Management.Technical support.S
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
User account is disabled due	Priority 3	DCI.Customer Support.Question
Clarity Access	Priority 3	DCI.Customer Support.Question
Mouse is not working	Priority 2	DCI.Customer Support.Desktop Support
User E025770 reset password	Priority 3	DCI.Customer Support.Maximo.Password Reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset

Password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password Reset for VDI	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Blocking phone number	Priority 2	NCS.Telephone.mobile phone.Other
Playback Request C01 to K0	Priority None	ROCS.Appliications.AIM.App
User using Temporary profile	Priority 3	DCI.Customer Support.Desktop Support
Update status	Priority 3	DCI.Customer Support.service desk.Ticket Status
Customer is trying to change	Priority 3	DCI.Customer Support.Question
eservice.wmata.com server c	Priority 3	Payroll.PeopleSoft.Upgrade.Inquiry
question regarding replacing	Priority 3	DCI.Customer Support.Question
Block unwanted calls	Priority 3	DCI.SYSADMIN.Mobile Device Management.Technical support.S
PC Replacement	Priority 3	DCI.Customer Support.PC Replacement.Question
Reset Voicemail Pin	Priority 3	NCS.Telephone.digital phone.Voice Mail Password Reset
User E009110 password res	Priority 3	DCI.Customer Support.Question
Question regarding skype	Priority 3	DCI.Customer Support.Desktop Support
Remote Desktop Connection	Priority 3	DCI.Customer Support.Question
Remote Desktop Connection	Priority 3	DCI.Customer Support.Question
Path to benefits statement	Priority 3	HR.PSHCM.Report
Status update on open ticket	Priority 3	DCI.Customer Support.service desk.Ticket Status
PeopleSoft Time and Attend	Priority 3	MIT.S.OPS.security.firewall
User needs password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Prowtach application not wor	Priority 3	DCI.Customer Support.Desktop Support
Password Rest	Priority 3	DCI.Customer Support.Active Directory.Password reset
VPN account request	Priority 3	MIT.S.Engineering.VPN.Technical support
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
User needs his phone inform	Priority 3	NCS.Telephone.digital phone.Voice Mail Password Reset
Reset Password	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
test	Priority 3	BUS.ARS.Technical support.BTSS
Login error, an error occurre	Priority 3	BUS.ARS.Technical support.BTSS
Telephone Number Move Re	Priority 3	DCI.Customer Support.Question
Customer has an error mess	Priority 3	BUS.ARS.Technical support.BTSS
asl;kdnf(test)	Priority 3	BUS.ARS.Technical support.BTSS
Server down message for Af	Priority 3	BUS.ARS.Technical support.BTSS
Ticket Assigned echo in the	Priority 3	NCS.Telephone.digital phone.Other
User needs her password re	Priority 3	DCI.Customer Support.Active Directory.Password reset
Internet/Metroweb Access T	Priority 3	DCI.Customer Support.Desktop Support
VPN Error	Priority 3	DCI.Customer Support.Desktop Support
CTF ROCC Chrome Version	Priority 4	ROCS.Appliications
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Payroll Support (Pay Stub/Le	Priority 3	DCI.Customer Support.Question
Needs to edit vacation days	Priority 3	HR.PSHCM.Support
RPM Workstation Verificatio	Priority 4	ROCS.Appliications.RPM.App
Question regarding vpn acce	Priority 3	DCI.Customer Support.Question
Ticket Assigned	Priority 3	DCI.Customer Support.office 365.Technical support
Password Reset for IT Secu	Priority 3	DCI.Customer Support.Question
User is disabled for non com	Priority 3	DCI.Customer Support.Question

Unable to Access Network D	Priority 3	DCI.Customer Support.Desktop Support
NSR attached	Priority 3	DCI.Customer Support.Active Directory.Drive Access
Printer keeps cutting off info	Priority 3	DCI.Customer Support.printer.Desktop.Cycle Printer
Access to policy	Priority 3	DCI.Customer Support.Question
Maximo shows error of "not i	Priority 3	DCI.Customer Support.Software.Internet Explorer
install adobe pro	Priority 3	DCI.Customer Support.Desktop Support
NSR attached	Priority 3	DCI.Customer Support.Active Directory.Drive Access
Dropped Call	Priority 3	DCI.Customer Support.Question
NSR attached	Priority 3	DCI.Customer Support.Active Directory.Drive Access
NSR attached	Priority 3	DCI.Customer Support.Active Directory.Drive Access
User was able to set IE as D	Priority 3	DCI.Customer Support.Question
User is calling because previ	Priority 3	APPS.Technical support.PSFIN
Request Apps for WMATA M	Priority 3	DCI.Customer Support.Question
CTF System Check - Day - 8	Priority None	ROCS.All.Requests
PeopleSoft Access Requests	Priority 3	HR.PSHCM.Access
needs to create a digital sign	Priority 3	DCI.Customer Support.Question
Avaya phone number change	Priority 3	NCS.Telephone.digital phone.Other
iPhone Missing Contacts, Ca	Priority 3	DCI.SYSADMIN.Mobile Device Management.Technical support.S
New Job Code Slotting	Priority 3	HR.PSHCM.Support
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Assigned Ticket to Tier 2	Priority 2	DCI.Customer Support.Desktop Support
Non Compliance	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
Missing Network Drive	Priority 3	DCI.Customer Support.Question
Locked Account	Priority 3	DCI.Customer Support.Active Directory.Password reset
Policy Instruction Manual site	Priority 3	DCI.Customer Support.Question
Accounts Disabled for Non-c	Priority 3	DCI.Customer Support.Desktop Support
SCCM Issue	Priority 3	DCI.Customer Support.Question
email setup/IE upgrade	Priority 3	DCI.Customer Support.Desktop Support
Deactivated Maximo account	Priority 3	DCI.Customer Support.Question
User needs adobe flash play	Priority 3	DCI.Customer Support.Desktop Support
PW reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
IT compliance	Priority 3	DCI.Customer Support.Question
Question	Priority 3	DCI.Customer Support.Desktop Support
Excel question	Priority 3	DCI.Customer Support.Software.MS Excel.Install
Trapeze constantly timing ou	Priority 3	APPS.Technical Support.Trapeze
Non Compliance	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
question regarding it security	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
hp update for printer	Priority 3	DCI.Customer Support.Desktop Support
PW reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
MAximo pw reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
PC Replacement Question	Priority 3	DCI.Customer Support.Question
Non Compliance	Priority 3	DCI.Customer Support.Active Directory.Password reset
Mr. Sheldon is the superviso	Priority 3	DCI.Customer Support.Question
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
CCB 12962 is in effect for IO	Priority None	Software

Account Locked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Non Compliance	Priority 3	DCI.Customer Support.Question
Maximo	Priority 3	DCI.Customer Support.Maximo.Password Reset
Safety Measurement System	Priority 3	APPS.Technical support.SMS
Reset ILMS	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
account locked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Reset PS HCM	Priority 3	DCI.Customer Support.Active Directory.Password reset
Reset PS HCM	Priority 3	DCI.Customer Support.Active Directory.Password reset
Reset PS HCM	Priority 3	DCI.Customer Support.Active Directory.Password reset
Restored access to the rail k	Priority 3	DCI.Customer Support.SSK Kiosk
Reset ILMS	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
AD disabled for ILMS non co	Priority 3	DCI.Customer Support.Question
Status updated for ticket num	Priority 3	DCI.Customer Support.service desk.Ticket Status
Reset PS HCM	Priority 3	DCI.Customer Support.Active Directory.Password reset
Reset ILMS	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
AD disabled due to ILMS nor	Priority 3	DCI.Customer Support.Question
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
Reset ILMS	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
AD disabled due to ILMS nor	Priority 3	DCI.Customer Support.Question
Reset ILMS	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
ILMS reset	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
AD disabled due to ILMS nor	Priority 3	DCI.Customer Support.Question
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
CTF System Check - Mids -	Priority None	Software
Assisted with access to ema	Priority 3	DCI.Customer Support.office 365.Technical support
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
ILMS test completed - Three	Priority 3	DCI.Customer Support.Desktop Support
ILMS test -Three hours has r	Priority 3	DCI.Customer Support.Desktop Support
User terminated in PS HCM	Priority 3	DCI.Customer Support.Question
Wireless mouse at Branch A	Priority 2	DCI.Customer Support.hardware.Mouse.break/fix
Reset ILMS	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
Maximo Password Reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
AD disabled due to ILMS nor	Priority 4	DCI.Customer Support.Question
Call Dropped	Priority 3	DCI.Customer Support.Question
Call Dropped	Priority 3	DCI.Customer Support.Question
Customer requested assista	Priority 3	DCI.Customer Support.Question
How to Bid	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
maximo password reset	Priority 3	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
no support needed	Priority 3	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
no support needed	Priority 3	DCI.Customer Support.Question

maximo password reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
ITSA Training Assistance	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Sched server down- main co	Priority 2	APPS.Technical Support.Trapeze
no support needed	Priority 3	DCI.Customer Support.Question
call disconnected	Priority 3	DCI.Customer Support.Question
nsr	Priority 3	DCI.Customer Support.Internet.Access prohibited
Email Messages Not Updating	Priority 3	DCI.Customer Support.Question
wmata cell issues	Priority 3	DCI.SYSADMIN.Mobile Device Management.Technical support.S
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
it security awareness password	Priority 3	DCI.Customer Support.Question
Customer not receive email	Priority 3	DCI.Customer Support.Question
black screen issues	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
no support needed	Priority 3	DCI.Customer Support.Question
CTF System Check - Evenin	Priority None	Applications
Network password reset req	Priority 3	DCI.Customer Support.Active Directory.Password reset
maximo password reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
NSR	Priority 3	DCI.Customer Support.Active Directory.New Contractor
Email access from home	Priority 3	DCI.Customer Support.Question
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
unlocked account	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Network printer mapping	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
Maximo Password Reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Email - E4 license provision	Priority 3	DCI.Customer Support.Question
Check browser for extension	Priority 3	DCI.Customer Support.Desktop Support
PeopleSoft HCM - Job applic	Priority 3	DCI.Customer Support.Question
needs a new monitor	Priority 3	DCI.Customer Support.Question
Access to Database	Priority 3	DCI.SYSADMIN.Server.Access
network printer install	Priority 3	DCI.Customer Support.Desktop Support
Troubleshoot Dual Monitor S	Priority 3	DCI.Customer Support.hardware.Monitor.configuration
Issue SSL certificate for plm	Priority 3	MIT.S.OPS.security.firewall
Unable to access Job Descri	Priority 3	DCI.Customer Support.Question
notification of employee depa	Priority 3	DCI.Customer Support.Question
NSR attached	Priority 3	DCI.Customer Support.Active Directory.Drive Access
IT Security Awareness Train	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
CAFE Link No Longer on Me	Priority 3	DCI.Customer Support.Question
Problem: touch pad is not wo	Priority 3	DCI.Customer Support.Question
disable banner ID on print jo	Priority 3	DCI.Customer Support.Desktop Support
install metro supplied memo	Priority 3	DCI.Customer Support.Question
User stated that he needs pa	Priority 3	DCI.Customer Support.Active Directory.Password reset
install metro supplied memo	Priority 3	DCI.Customer Support.Question
VPN Login for Terminal Sess	Priority 2	DCI.Customer Support.Desktop Support
paper jam	Priority 3	DCI.Customer Support.Break-Fix.Printer
Maximo Password Reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Printer Error	Priority 3	DCI.Customer Support.printer.Desktop.Cycle Printer

see attached NSR	Priority 3	DCI.Customer Support.Active Directory.New Employee
User E728118 is not able to	Priority 3	DCI.Customer Support.Question
Power outage	Priority 1	DCI.Customer Support.Question
Unable to Access VPN	Priority 2	DCI.Customer Support.Desktop Support
unable to access intranet. ca	Priority 3	DCI.Customer Support.Question
C98 RTU Down (Power Issu	Priority None	ROCS - Hardware
Submit a Network Service R	Priority 3	DCI.Customer Support.Question
server now has lost connecti	Priority 1	DCI.SYSADMIN.ServerFailure
install local Epson printer	Priority 3	DCI.Customer Support.printer.Desktop.Install Printer Driver
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
one drive not syncing	Priority 3	DCI.Customer Support.office 365.Technical support
Subject: Unable to add Hiring	Priority 3	MIT.OPS.security.firewall
IT Security Awareness Train	Priority 3	MIT.OPS.ILMS ITSA.password reset
User calling for Status updat	Priority 3	DCI.Customer Support.service desk.Ticket Status
see attached	Priority 3	DCI.SYSADMIN.Server.Access
Ticket Assigned	Priority 3	DCI.Customer Support.Desktop Support
No Internet connection	Priority 3	DCI.Customer Support.Desktop Support
Access Prohibited for Interne	Priority 3	DCI.Customer Support.Internet.Access prohibited
unable to get outlook open.	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
Reset Password	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset after verifying	Priority 3	DCI.Customer Support.Active Directory.Password reset
Install InfoPath Software on	Priority 3	DCI.Customer Support.Software.MS Outlook.Install
Metroweb home page not dis	Priority 3	DCI.Customer Support.Desktop Support
Make Metroweb the Internet	Priority 3	DCI.Customer Support.Software.Internet Explorer
Install SharePoint Designer	Priority 3	DCI.Customer Support.Desktop Support
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
User cannot log on to eservic	Priority 3	Payroll.PeopleSoft.Upgrade.Inquiry
ProWatch App	Priority 3	DCI.Customer Support.Desktop Support
Password unlock request	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
NSR attached	Priority 3	DCI.Customer Support.Active Directory.Drive Access
RE: access through Regiona	Priority 3	MIT.OPS.security.firewall
Data Transfer	Priority 3	DCI.Customer Support.Desktop Support
see attached	Priority 3	HR.PSHCM.Access
Printer Error	Priority 3	DCI.Customer Support.printer.Desktop.Cycle Printer
metroweb taking too long to	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Intranet home page not displ	Priority 3	DCI.Customer Support.Desktop Support
see attached	Priority 3	HR.PSHCM.Access
User stated that he has a wh	Priority 3	DCI.Customer Support.Question
User E015780 needs to have	Priority 1	DCI.Customer Support.Question
Cannot access email	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Non compliance for IT Secur	Priority 3	DCI.Customer Support.Question
Password reset after verifying	Priority 3	DCI.Customer Support.Active Directory.Password reset
Update on open ticket #6161	Priority 3	DCI.Customer Support.service desk.Ticket Status
IT Security Awareness Train	Priority 3	DCI.Customer Support.Question

Outlook issue	Priority 3	DCI.Customer Support.Software.MS Outlook.Problem Not Found
Network password reset req	Priority 3	DCI.Customer Support.Active Directory.Password reset
maximo access issue.	Priority 3	DCI.Customer Support.Question
MS Visio software install req	Priority 3	DCI.SYSADMIN.Software.installation.MS Visio
Call Dropped	Priority 3	DCI.Customer Support.Question
Access ELM peoplesoft	Priority 3	DCI.Customer Support.Question
unable to access intranet	Priority 3	DCI.Customer Support.Question
RPM Request - Thomas Opi	Priority None	ROCS.Applications.RPM.DB
PeopleSoft Access Request	Priority 3	HR.PSHCM.Access
Call Dropped	Priority 3	DCI.Customer Support.Question
Request New or Changed Te	Priority 3	DCI.Customer Support.Question
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
HR REPORT REQUEST	Priority 3	HR.PSHCM.Report
network account locked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
49214 update	Priority 3	DCI.Customer Support.service desk.Ticket Status
GotRS log in	Priority 3	APPS.Technical support.GOTRS
Email was sent regarding Jo	Priority 3	DCI.Customer Support.Question
user is requesting asistance	Priority 3	DCI.SYSADMIN.Mobile Device Management.Technical support.S
This ticket is for Mr. Troy Sm	Priority 3	DCI.Customer Support.Network.Server
unable to login to virtual EOC	Priority 3	DCI.Customer Support.Question
Local Printer Troubleshooting	Priority 3	DCI.Customer Support.printer.Desktop.Cycle Printer
User requested network acco	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Memory Upgrade Request	Priority 3	DCI.Customer Support.Inventory.Upgrade Case
Cannot access MetroWeb	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Memory Upgrade Request	Priority 3	DCI.Customer Support.Inventory.Upgrade Case
NSR for Prowatch Access	Priority 3	DCI.Customer Support.Desktop Support
MS Outlook Issue: Unable to	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
Contractor Payroll Access R	Priority 3	MIT.S.OPS.security.firewall
Contractor Payroll Access R	Priority 3	MIT.S.OPS.security.firewall
Advertised Run System	Priority 3	DCI.Customer Support.Desktop Support
questions about metro guest	Priority 3	DCI.Customer Support.Wifi.Configuration
Account Locked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Voicemail Setup and Access	Priority 3	DCI.Customer Support.Telephone.Other
Server access form	Priority 3	DCI.SYSADMIN.Server.Access
Maximo pw reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Reset password for IT Secur	Priority 3	DCI.Customer Support.Question
network pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Unable to login	Priority 2	DCI.Customer Support.Desktop Support
EUP	Priority 3	DCI.Customer Support.management.Delegation Request.Escalat
Does not have access to WM	Priority 3	DCI.Customer Support.Question
Password reset	Priority 3	DCI.Customer Support.Desktop Support
User is disabled due to non c	Priority 3	MIT.S.OPS.ILMS ITSA.registration
Network passwork reset req	Priority 3	DCI.Customer Support.Active Directory.Password reset
adobe professional install	Priority 3	DCI.Customer Support.Desktop Support

User stated that his laptop is	Priority 3	DCI.Customer Support.Question
Peoplesoft FIN	Priority 3	MITS.Apps Security.PSFIN.Access
Slow IE	Priority 3	DCI.Customer Support.Software.Internet Explorer
password reset after verifying	Priority 3	DCI.Customer Support.Active Directory.Password reset
when the user clicks on "sea	Priority 3	DCI.Customer Support.Question
PC Replacement needed on	Priority 2	DCI.Customer Support.Desktop Support
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Update Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
New keyboard	Priority 3	DCI.Customer Support.Question
status update 61134	Priority 3	DCI.Customer Support.service desk.Ticket Status
USB device not working	Priority 3	DCI.Customer Support.Desktop Support
Locked out of ARS.	Priority 3	DCI.Customer Support.Active Directory.Password reset
Unable to access Intranet	Priority 3	DCI.Customer Support.Question
MS Outlook Issue: Outlook N	Priority 3	DCI.Customer Support.Software.MS Outlook.Problem Not Found
Had user E000591 to go out	Priority 3	DCI.Customer Support.Question
Reset Password	Priority 3	DCI.Customer Support.Active Directory.Password reset
User needs a password	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Telephone incorrect	Priority 3	DCI.Customer Support.Question
Status Update on Open Tick	Priority 3	DCI.Customer Support.service desk.Ticket Status
Web VPN issue	Priority 3	DCI.Customer Support.Desktop Support
assistance setting up digital s	Priority 3	DCI.Customer Support.Question
Password Reset for Self-Ser	Priority 3	DCI.Customer Support.Active Directory.Password reset
forgot digital signature passv	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
IT Security Awareness Train	Priority 3	DCI.Customer Support.Question
User needs maximo passwo	Priority 3	DCI.Customer Support.Maximo.Password Reset
Bad HD at Alexandria*	Priority 2	DCI.Customer Support.hardware.Laptop.break/fix
NSR	Priority 3	DCI.Customer Support.Active Directory.New Contractor
Distorted Monitor Display	Priority 3	DCI.Customer Support.hardware.Monitor.break/fix
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Request to view Paystubs	Priority 3	DCI.Customer Support.Question
User needs intranet informat	Priority 3	DCI.Customer Support.Question
Status Updates on Open Tic	Priority 3	DCI.Customer Support.service desk.Ticket Status
Maxomo Password Reset	Priority 3	DCI.Customer Support.Question
general question	Priority 3	DCI.Customer Support.Question
third party software install	Priority 3	DCI.Customer Support.Desktop Support
User hung up	Priority 3	DCI.Customer Support.Question
Password Reset for Station I	Priority 3	DCI.Customer Support.Active Directory.Password reset
User stated she doesn't need	Priority 3	DCI.Customer Support.Question
password reset after verifying	Priority 3	DCI.Customer Support.Active Directory.Password reset
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
USer needs to be unlocked	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Kiosk Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
unlocked account	Priority 3	DCI.Customer Support.Active Directory.Password reset
Printer printing incorrect pap	Priority 3	DCI.Customer Support.Desktop Support



Chrome install	Priority 3	DCI.Customer Support.Desktop Support
User needs a password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Reset Password	Priority 3	DCI.Customer Support.Active Directory.Password reset
assistance setting up signature	Priority 3	DCI.Customer Support.Question
Telephone handset does not work	Priority 1	NCS.Telephone.digital phone.Hardware
Field reimage request	Priority 3	DCI.Customer Support.hardware.Desktop.reimage
Password unlock request	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Account disabled	Priority 3	DCI.Customer Support.Question
Password reset	Priority 3	DCI.Customer Support.Question
user wanted to know if there is a way to reset password	Priority 3	DCI.Customer Support.Question
Install Skype for Business	Priority 3	DCI.Customer Support.Desktop Support
PC boot	Priority 3	DCI.Customer Support.Desktop Support
Delegation Request	Priority 3	HR.PSHCM.Access
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Assigned ticket and sending to user	Priority 3	MIT.S.OPS.security.firewall
PS Access Request	Priority 3	HR.PSHCM.Access
PS Access Request	Priority 3	HR.PSHCM.Access
Nextavia Admin Rights	Priority 3	DCI.Customer Support.Question
Email Access Errors for Webmail	Priority 3	DCI.Customer Support.Desktop Support
User E006582 Printer will not print	Priority 3	DCI.Customer Support.Desktop Support
Equipment ethernet cords	Priority 3	DCI.Customer Support.hardware.Monitor.hardware failure
printing issue in peoplesoft	Priority 3	HR.PSHCM.Support
Locked out of account	Priority 3	DCI.Customer Support.Question
Outlook calendar issue	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Install Adobe Acrobat Pro	Priority 3	DCI.Customer Support.Desktop Support
User wanted to know if account is disabled	Priority 3	DCI.Customer Support.Question
User E009397 Having trouble with printer	Priority 3	DCI.Customer Support.Desktop Support
disabled ARS account but user can't access	Priority 3	MIT.S.OPS.security.firewall
Surplus Equipment Return	Priority 4	DCI.Customer Support.Equipment Move.Surplus removal
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
iPhone app install request	Priority 3	DCI.Customer Support.Question
CTF System Check - Day - 8	Priority None	ROCS.All.Requests
How to access metroweb	Priority 3	DCI.Customer Support.Question
password reset after verifying account	Priority 3	DCI.Customer Support.Active Directory.Password reset
Issues with Avaya and Other	Priority 3	NCS.Telephone.digital phone.Hardware
unable to connect laptop to network	Priority 3	DCI.Customer Support.Wifi.Configuration
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Computer Connection Issue	Priority 3	DCI.Customer Support.Question
Password reset at the Kiosk	Priority 3	DCI.Customer Support.Active Directory.Password reset
Users printer is Offline	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
Assigned Ticket not able to access system	Priority 3	Payroll.PeopleSoft.Upgrade.Inquiry
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
External Email being Blocked	Priority 3	DCI.SYSADMIN.office 365.Technical support
PIDS/ROCS Animated Map	Priority 3	DCI.Customer Support.Desktop Support
Account disabled after computer was reset	Priority 2	MIT.S.OPS.ILMS ITSA.disabled account
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset

password reset for Law, Lere	Priority 3	DCI.Customer Support.Active Directory.Password reset
User needs a password rese	Priority 3	DCI.Customer Support.Active Directory.Password reset
ELM PW RESET	Priority 3	DCI.Customer Support.Active Directory.Password reset
PW reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
IT Security Awareness Train	Priority 3	DCI.Customer Support.Question
Password Reset to Access I	Priority 3	DCI.Customer Support.Question
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
PW reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
dropped call	Priority 3	DCI.Customer Support.Question
PW reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
PW reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
PW reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
network account unlock	Priority 3	DCI.Customer Support.Active Directory.Password reset
User needs a password rese	Priority 3	DCI.Customer Support.Active Directory.Password reset
status 59989	Priority 3	DCI.Customer Support.service desk.Ticket Status
eservice inquiry	Priority 3	Payroll.PeopleSoft.Upgrade.Inquiry
Password Reset for PC and	Priority 3	DCI.Customer Support.Active Directory.Password reset
General question for IT Secu	Priority 3	DCI.Customer Support.Question
Trust relationship error	Priority 3	DCI.Customer Support.Desktop Support
network account locked	Priority 4	DCI.Customer Support.Active Directory.Password Unlock
NSR - Internet Access	Priority 3	DCI.Customer Support.Active Directory.Drive Access
Outlook 2010 account setup	Priority 3	DCI.Customer Support.Question
.Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
PW reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
PW reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
PW reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
question on employee discou	Priority 3	DCI.Customer Support.Question
local printer install	Priority 3	DCI.Customer Support.printer.Desktop.Install Printer Driver
PW reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
ELM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
PW reset	Priority 3	DCI.Customer Support.Desktop Support
ITSAT pw reset	Priority 3	MIT.S.OPS.I.LMS ITSA.registration
Reset Windows password	Priority 3	DCI.Customer Support.Active Directory.Password reset
Call dropped	Priority 3	DCI.Customer Support.Question
Question	Priority 3	DCI.Customer Support.Desktop Support
account is still disabled - ITS	Priority 2	MIT.S.OPS.I.LMS ITSA.disabled account
network account locked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
At every computer user tries	Priority 3	DCI.Customer Support.Software.MS Outlook.Problem Not Found
account is still disabled - ITS	Priority 2	MIT.S.OPS.I.LMS ITSA.disabled account
gets error when trying to acc	Priority 3	DCI.Customer Support.Question
Maximo reset	Priority 3	APPS.Training.Maximo
Reset ILMS	Priority 3	MIT.S.OPS.I.LMS ITSA.password reset
User is unable to copy a prin	Priority 3	DCI.Customer Support.Question
User is trying to access Metr	Priority 3	DCI.Customer Support.Desktop Support
Reset ILMS	Priority 3	MIT.S.OPS.I.LMS ITSA.password reset
AD disabled due to ILMS nor	Priority 3	DCI.Customer Support.Question
Status update for ticket num	Priority 3	DCI.Customer Support.service desk.Ticket Status

User unable to access email	Priority 3	DCI.Customer Support.Question
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
Mr. Dawson called in for Sta	Priority 3	DCI.SYSADMIN.Software.Technical support.MS Office
Reset PS HCM	Priority 3	DCI.Customer Support.Active Directory.Password reset
User cannot access PS HCM	Priority 3	DCI.Customer Support.Desktop Support
Reset PS HCM	Priority 3	DCI.Customer Support.Active Directory.Password reset
Reset ILMS	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
AD disabled due to ILMS nor	Priority 3	DCI.Customer Support.Question
CTF System Check - Mids -	Priority None	Software
Assisted user with access to	Priority 3	DCI.Customer Support.office 365.Technical support
Explained how to get to exte	Priority 3	Payroll.PeopleSoft.Upgrade.Inquiry
Reset PS HCM	Priority 3	DCI.Customer Support.Active Directory.Password reset
PS HCM link not accessible	Priority 3	DCI.Customer Support.Desktop Support
Communication - follow up c	Priority 3	DCI.Customer Support.Question
Verified user completed ILM	Priority 3	DCI.Customer Support.Desktop Support
Request to make a change t	Priority 3	DCI.SYSADMIN.office 365.Technical support
Request to change address	Priority 3	HR.PSHCM.Support
Reset PS HCM	Priority 3	DCI.Customer Support.Active Directory.Password reset
no support needed	Priority 3	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
cant sign into peoplesoft	Priority 3	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Dispose of The Old Cabinet	Priority None	ROCS.All.Requests
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
it security awareness passwo	Priority 3	DCI.Customer Support.Question
it security awareness passwo	Priority 3	DCI.Customer Support.Question
adobe signature-	Priority 3	DCI.Customer Support.Question
It security awareness	Priority 3	DCI.Customer Support.Question
It security awareness passwo	Priority 3	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
My surface pro 600969 has r	Priority 3	DCI.Customer Support.Break-Fix.Tablet
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
no support needed	Priority 3	DCI.Customer Support.Question
no support needed	Priority 3	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset for documen	Priority 3	APPS.Access.DOCUMENTUM
User requested network acco	Priority 3	DCI.Customer Support.Active Directory.Password reset
web vpn connection issues-	Priority 3	DCI.Customer Support.Question
maximo password reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
The screen displays upside d	Priority 3	DCI.Customer Support.Desktop Support
Keyboard at Van Dorn*	Priority 3	DCI.Customer Support.hardware.Keyboard.break/fix
Please just following up on th	Priority 3	DCI.Customer Support.service desk.Ticket Status
MS Office issue - Subscriptio	Priority 3	DCI.Customer Support.Software.MS Word.upgrade
Please assign the below to P	Priority 3	HR.PSHCM.Support
log in assistance	Priority 3	DCI.Customer Support.Active Directory.Password Unlock

support cancelled	Priority 2	DCI.Customer Support.Question
support cancelled	Priority 3	DCI.Customer Support.Question
Attached is the Maximo Acc	Priority 3	DCI.Customer Support.Question
User E005596 needs passw	Priority 3	NCS.Telephone.digital phone.Voice Mail Password Reset
support cancelled	Priority 3	DCI.Customer Support.Question
unlocked account for maxim	Priority 3	DCI.Customer Support.Maximo.Password Reset
Unable to access IT Security	Priority 3	DCI.Customer Support.Desktop Support
CTF System Check - Eves -	Priority None	Software
Drop Call	Priority 3	DCI.Customer Support.Question
went to change her marital s	Priority 3	HR.PSHCM.Support
Password and Login Assista	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Take Security Training From	Priority 3	DCI.Customer Support.Question
Awareness Training	Priority 3	DCI.Customer Support.Active Directory.Password reset
Computer Speakers not wor	Priority 3	DCI.Customer Support.Desktop Support
Unable to Open IT Security L	Priority 3	DCI.Customer Support.Desktop Support
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Memory upgrade request	Priority 3	DCI.Customer Support.hardware.Desktop.hardware upgrade
no support needed	Priority 3	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
MS Visio	Priority 3	DCI.SYSADMIN.Software.installation.MS Visio
Locked out of computer	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Email - E4 license provision	Priority 3	DCI.Customer Support.Question
Trust Relationship Failed	Priority 3	DCI.Customer Support.Network.Server
password reset for training	Priority 3	DCI.Customer Support.Question
User needs to access her ou	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
log in assistance	Priority 3	DCI.Customer Support.Active Directory.Password reset
One drive not syncing-	Priority 3	DCI.Customer Support.office 365.Technical support
User needs her password re	Priority 3	DCI.Customer Support.Active Directory.Password reset
Ticket for MITS	Priority 3	MIT.S.Apps Security.Access.PSCRM
Update Adobe Acrobat Pro (	Priority 3	DCI.Customer Support.Desktop Support
IT AWARENESS	Priority 3	DCI.Customer Support.Question
no support needed	Priority 3	DCI.Customer Support.Question
Training awareness	Priority 3	DCI.Customer Support.Question
NSR - Miller, Jan	Priority 3	DCI.Customer Support.Active Directory.Drive Access
HR Solutions	Priority 3	HR.PSHCM.Report
Users account is disabled du	Priority 3	DCI.Customer Support.Question
NSR Request	Priority 3	DCI.Customer Support.Active Directory.Drive Access
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Adobe Reader needs to be in	Priority 3	DCI.Customer Support.Desktop Support
Ticket update on 60203	Priority 3	DCI.Customer Support.service desk.Ticket Status
needs internet service	Priority 3	DCI.Customer Support.Question
People Soft Access	Priority 3	DCI.Customer Support.Question
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
maximo password reset	Priority 3	DCI.Customer Support.Maximo.Password Reset

Password reset for training	Priority 3	DCI.Customer Support.Question
Zoomtex Installation.	Priority 3	DCI.Customer Support.Desktop Support
She is requesting to get her	Priority 3	MIT.Engineering.VPN.Technical support
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Check status	Priority 3	DCI.Customer Support.service desk.Ticket Status
Kiosk Password	Priority 3	DCI.Customer Support.Active Directory.Password reset
User E009202 password res	Priority 3	DCI.Customer Support.Active Directory.Password reset
SSO -Passowrd Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Gather AIM Logs And Syste	Priority None	ROCS.Applications.AIM.App
Keyboard at West Hyattsville	Priority 3	DCI.Customer Support.hardware.Keyboard.break/fix
DCI.Customer Support.Desk	Priority 3	DCI.Customer Support.Desktop Support
Network Printer	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
ticket status request	Priority 3	DCI.Customer Support.service desk.Ticket Status
People Soft HCM Self Servic	Priority 3	HR.PSHCM.Support
Local printer install	Priority 3	DCI.Customer Support.printer.Desktop.Install Printer Driver
support cancelled	Priority 3	DCI.Customer Support.Question
security awareness	Priority 3	DCI.Customer Support.Question
Email password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
NSR-law	Priority 3	DCI.Customer Support.Active Directory.New Contractor
This is a request from Motor	Priority 3	MIT.OPS.security.firewall
unable to login	Priority 2	DCI.Customer Support.Desktop Support
Outlook email issue	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
NSR-brutsman	Priority 3	DCI.Customer Support.Active Directory.New Contractor
Third Party Install	Priority 3	DCI.Customer Support.Desktop Support
email pw prompt	Priority 3	DCI.Customer Support.Active Directory.Password reset
Account Locked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Memory Upgrade for 8D or 8	Priority 3	DCI.Customer Support.hardware.Desktop.hardware upgrade
log in assistance	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Request for Admin Rights	Priority 3	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Cannot Print on Network Pri	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
MS Excel Issue	Priority 3	DCI.Customer Support.Software.MS Excel.Install
Informed user E576199 that	Priority 3	DCI.Customer Support.Question
Disabled Account for Non-Co	Priority 3	DCI.Customer Support.Question
NSR-cheeks	Priority 3	DCI.Customer Support.Active Directory.New Employee
needs a password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Patrick Dixon - RPM Reques	Priority None	ROCS.All.Requests
Account Disable for Non-Cor	Priority 3	DCI.Customer Support.Question
network account locked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
User needs a Password	Priority 3	DCI.Customer Support.Active Directory.Password reset
nsr questions	Priority 3	DCI.Customer Support.Active Directory.Drive Access

HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
IT AWARENESS TRAINING	Priority 3	DCI.Customer Support.Question
Unable to access account af	Priority 3	DCI.Customer Support.Question
needs account created direc	Priority 3	DCI.Customer Support.Question
IT AWARENESS TRAINING	Priority 3	DCI.Customer Support.Question
iPhone carrier case broken	Priority 2	DCI.Customer Support.Question
Lobby Display Rotation	Priority 3	DCI.SYSADMIN.Software.Technical support.Operating Systems
User needs to help her empl	Priority 3	DCI.Customer Support.Active Directory.Password reset
caller hung up	Priority 3	DCI.Customer Support.Question
User needs printer installed,	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
voicemail pw reset	Priority 3	NCS.Telephone.digital phone.Voice Mail Password Reset
needs replacement phone co	Priority 3	NCS.Telephone.digital phone.Hardware
Visually impaired	Priority 3	DCI.Customer Support.Question
unable to start terminal sess	Priority 3	DCI.Customer Support.Software.VPN.Install
Internet Explorer Issue	Priority 3	DCI.Customer Support.Question
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset for training	Priority 3	DCI.Customer Support.Question
User needs password reset	Priority 3	DCI.Customer Support.Question
password reset after verifyin	Priority 3	DCI.Customer Support.Active Directory.Password reset
Completed Training - Still Ur	Priority 2	DCI.Customer Support.Question
Unable to Login and connect	Priority 3	DCI.Customer Support.Desktop Support
Replace Existing Telephone	Priority 3	NCS.Telephone.digital phone.Hardware
Needs to register for IT secu	Priority 3	DCI.Customer Support.Question
lockout non compliance	Priority 3	DCI.Customer Support.Question
Install Local Printer or Scann	Priority 3	DCI.Customer Support.printer.Desktop.Install Printer Driver
Printer Access	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
NSR attached	Priority 3	DCI.Customer Support.Active Directory.Drive Access
HP LJ 2025 on 4G*	Priority 3	DCI.Customer Support.Break-Fix.Printer
Printer	Priority 3	DCI.Customer Support.Break-Fix.Printer
password reset request	Priority 3	DCI.Customer Support.Active Directory.Password reset
Needs Adobe Pro Installed	Priority 3	DCI.Customer Support.Desktop Support
tsr update request	Priority 3	DCI.Customer Support.Maximo.TSR Status
Printer Issue	Priority 3	DCI.Customer Support.printer.Desktop.Cycle Printer
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Assistance With Email Signa	Priority 3	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Customer unable to login	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Adobe Pro Install	Priority 3	DCI.Customer Support.Desktop Support
dropped call	Priority 3	DCI.Customer Support.Question
Password rest	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
reset password for IT Securi	Priority 3	DCI.Customer Support.Question
PS assistance	Priority 3	HR.PSHCM.Support
User stated that she needed	Priority 3	DCI.Customer Support.Active Directory.Password reset
User E002203 is requesting	Priority 3	MIT.Engineering.VPN.Technical support

network account locked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
VPN Access	Priority 3	DCI.Customer Support.Active Directory.Password reset
HP quality center	Priority 3	DCI.Customer Support.Desktop Support
Update status	Priority 3	DCI.Customer Support.service desk.Ticket Status
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Desk Phone Issues	Priority 1	NCS.Telephone.digital phone.No Dial Tone
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Unable to log on to take IT te	Priority 3	DCI.Customer Support.Desktop Support
Password reset for training.	Priority 3	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
eservice	Priority 3	Payroll.PeopleSoft.Upgrade.Inquiry
User needs to reset his pass	Priority 3	DCI.Customer Support.Active Directory.Password reset
status update on ticket 6085	Priority 3	DCI.Customer Support.service desk.Ticket Status
AD PW Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Name Change	Priority 3	DCI.SYSADMIN.office 365.Technical support
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
IT Security Awareness Train	Priority 3	DCI.Customer Support.Question
IT Security Awareness Train	Priority 3	DCI.Customer Support.Question
dropped call	Priority 3	DCI.Customer Support.Question
Account Locked -	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Time Approver	Priority 3	HR.PSHCM.Support
Re-Install IE	Priority 3	DCI.Customer Support.Software.Internet Explorer
PC monitor settings are off	Priority 3	DCI.Customer Support.hardware.Monitor.hardware failure
User cannot receive emails	Priority 2	DCI.Customer Support.Software.MS Outlook.Repair
Password reset for training	Priority 3	DCI.Customer Support.Question
Request to clear Orphan rep	Priority 3	MIT.S.OPS.security.firewall
reset password after verifica	Priority 3	DCI.Customer Support.Active Directory.Password reset
Kiosk Password Reset	Priority 3	DCI.Customer Support.Question
Xerox Printer Installation	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
Remote PC Error.	Priority 3	DCI.Customer Support.Software.VPN.Training
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Account locked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Loaner laptop data transfer	Priority 3	DCI.Customer Support.Inventory.Loaner Laptop
People Soft - Financial Pass	Priority 3	MIT.S.Apps Security.PSFIN.password reset
User wants account restored	Priority 3	DCI.Customer Support.Question
Peoplesoft FIN	Priority 3	DCI.Customer Support.service desk.Ticket Status
Time Approver issue	Priority 3	HR.PSHCM.Support
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Deleting Calendar Appt from	Priority 3	DCI.SYSADMIN.office 365.Technical support
User cannot log into people s	Priority 3	DCI.Customer Support.Question
Comprise a List For Video C	Priority None	ROCS.All.Requests
Caller Disconnected	Priority 3	DCI.Customer Support.Question
Account logged out	Priority 3	DCI.Customer Support.Question
Password reset for training	Priority 3	DCI.Customer Support.Question
SiteKiosk Not Being Execute	Priority 3	DCI.Customer Support.SSK Kiosk
ShareDrive Access	Priority 3	DCI.Customer Support.Question
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset

account lock out due to non	Priority 3	DCI.Customer Support.Question
Maximo password reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
User cannot open pdf's on th	Priority 3	DCI.Customer Support.Desktop Support
SSK - Unexpected Windows	Priority 3	DCI.Customer Support.SSK Kiosk
Ticket status request	Priority 3	DCI.Customer Support.service desk.Ticket Status
Unlock Account	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Logon Error: No Available Se	Priority 3	DCI.Customer Support.Network.Server
Needs CATS access	Priority 3	DCI.Customer Support.Question
internet Restrictions	Priority 3	MIT.S.OPS.security.firewall
User reset password with the	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
User needs her password re	Priority 3	DCI.Customer Support.Active Directory.Password reset
NSR attached	Priority 3	DCI.Customer Support.Active Directory.Drive Access
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
WMATA Phone Support	Priority 2	DCI.SYSADMIN.Mobile Device Management.Technical support.S
needs this maximo request e	Priority 3	APPS.Access.Maximo
Job #170450 application	Priority 3	DCI.Customer Support.Question
Ticket status request	Priority 3	DCI.Customer Support.service desk.Ticket Status
Eservice status request	Priority 3	Payroll.PeopleSoft.Upgrade.Inquiry
User cannot print to his HP P	Priority 3	DCI.Customer Support.Desktop Support
unable to connect to teminal	Priority 3	DCI.Customer Support.Desktop Support
People Soft Financial Passw	Priority 3	MIT.S.Apps Security.PSFIN.password reset
Pro Watch	Priority 3	DCI.Customer Support.Desktop Support
Install HP MFP printer	Priority 3	DCI.Customer Support.Desktop Support
ELM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
ELM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
User would like the wifi metro	Priority 3	NCS.Access point.Unreachable
Account Disabled	Priority 3	DCI.Customer Support.Question
Maximo Account password	Priority 3	DCI.Customer Support.Question
pop up blocker	Priority 3	DCI.Customer Support.Desktop Support
needs assistance sending er	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
PW reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
ELM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
PW reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
CTF System Check - Day - 8	Priority None	ROCS.All.Requests
User cannot access the netw	Priority 3	DCI.Customer Support.hardware.Desktop.hardware failure
60526 status	Priority 3	DCI.Customer Support.service desk.Ticket Status
PW reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
Mildew Mold Smell in D117.	Priority None	ROCS.All.Requests
remote access question	Priority 3	DCI.Customer Support.Question
D127A Door Does Not Close	Priority None	ROCS.All.Requests
network account disabled	Priority 3	MIT.S.OPS.ILMS ITSA.registration
At login user gets the followi	Priority 3	DCI.Customer Support.Network.Server
ELM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Reset PS HCM	Priority 3	DCI.Customer Support.Active Directory.Password reset
Reset ILMS	Priority 3	MIT.S.OPS.ILMS ITSA.password reset



AD disabled due to ILMS non	Priority 3	DCI.Customer Support.Question
Peoplesoft login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Peoplesoft login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
When user initially logs into t	Priority 3	DCI.Customer Support.Question
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
System login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Assisted user with viewing a	Priority 3	DCI.Customer Support.Question
Reset PS HCM	Priority 3	DCI.Customer Support.Active Directory.Password reset
Outlook question	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
IT Security Awareness Train	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
IT Security Awareness Train	Priority 3	DCI.Customer Support.Question
Peoplesoft login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Fix Java Errors in Document	Priority 3	DCI.Customer Support.Question
User stated that he complete	Priority 3	DCI.Customer Support.Desktop Support
User unable to access the co	Priority 3	DCI.Customer Support.hardware.Desktop.hardware failure
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
Reset PS HCM	Priority 3	DCI.Customer Support.Active Directory.Password reset
Peoplesoft login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
IT Security Awareness Train	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
IT Security Awareness Train	Priority 3	DCI.Customer Support.Question
Peoplesoft login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Network Outage	Priority 2	DCI.Customer Support.Desktop Support
Verified users ILMS test com	Priority 3	DCI.Customer Support.Question
CTF System Check - Mids -	Priority None	Software
IT Security Awareness Train	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
Password Reset	Priority 3	DCI.Customer Support.Question
Reset ILMS	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
Document printing issue	Priority 3	DCI.Customer Support.Desktop Support
Caller did not answer	Priority 3	DCI.Customer Support.Question
Reset ILMS	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
AD disabled for ILMS non co	Priority 3	DCI.Customer Support.Question
Assisted with access to ema	Priority 3	DCI.Customer Support.office 365.Technical support
Maximo Password Reset	Priority 3	DCI.Customer Support.Question
Reset Windows	Priority 3	DCI.Customer Support.Active Directory.Password reset
Call Dropped	Priority 3	DCI.Customer Support.Question
System login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Call Disconnected	Priority 3	DCI.Customer Support.Question
Unlocked AD	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Advised user of test dates lo	Priority 3	DCI.Customer Support.Question
Account login issue	Priority 3	DCI.Customer Support.Question
Reset ILMS	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
Maximo login issue	Priority 3	DCI.Customer Support.Maximo.Password Reset
Account Unlock	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
AD disabled due to ILMS non	Priority 3	DCI.Customer Support.Question
Password reset assistance	Priority 3	DCI.Customer Support.Active Directory.Password Self-Service A
IT Security Awareness login	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
User would like some more t	Priority 3	DCI.Customer Support.Question

IT Security	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
IT Security Awareness training	Priority 3	DCI.Customer Support.Question
Maximo login issue	Priority 3	DCI.Customer Support.Maximo.Password Reset
continued HCM and overall r	Priority 3	DCI.Customer Support.Question
Maximo Password Reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
ITSA Assistance	Priority 4	MIT.S.OPS.ILMS ITSA.post training escalation
ITSA Training Assistance	Priority 3	MIT.S.OPS.ILMS ITSA.registration
Install "Front End Analyzer" c	Priority 3	DCI.Customer Support.Desktop Support
ITSA Training Info	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
IT Security Awareness Test	Priority 3	DCI.Customer Support.Question
Assistance with the IT Secur	Priority 3	DCI.Customer Support.Question
ITSA Training Assistance: N	Priority 3	MIT.S.OPS.ILMS ITSA.registration
ITSA Training Assistance	Priority 3	MIT.S.OPS.ILMS ITSA.registration
IT Security Awareness Test	Priority 3	DCI.Customer Support.Question
IT Security awareness trainin	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
ITSA Training Assistance	Priority 3	MIT.S.OPS.ILMS ITSA.registration
PeopleSoft Inquiry	Priority 3	DCI.Customer Support.Question
ITSA Training assistance	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
Group Policy Failed	Priority 3	DCI.Customer Support.Desktop Support
Customer said account was	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo Access request	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Network password reset req	Priority 3	DCI.Customer Support.Active Directory.Password reset
Customer compleed IT Secu	Priority 3	DCI.Customer Support.Question
Password reset for training	Priority 2	DCI.Customer Support.Question
unable to get to the VPN site	Priority 3	DCI.Customer Support.Question
IT Security Awareness Train	Priority 3	DCI.Customer Support.Question
Unlock Account	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Personal phone email install	Priority 3	DCI.SYSADMIN.Mobile Device Management.Technical support.S
Unable to See Courses in Se	Priority 3	DCI.Customer Support.Desktop Support
User requested network acco	Priority 3	DCI.Customer Support.Active Directory.Password reset
Told user that after her 3 hou	Priority 3	DCI.Customer Support.Question
Maximo Log in	Priority 3	DCI.Customer Support.Question
Maxio Reset	Priority 3	DCI.Customer Support.Question
ROCCS Live map issue	Priority 3	DCI.Customer Support.Desktop Support
Question about IT Security T	Priority 3	DCI.Customer Support.Question
Password Assistance	Priority 3	DCI.Customer Support.Active Directory.Password reset
EUP attached	Priority 3	DCI.Customer Support.management.Delegation Request.Escalat
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo	Priority 3	DCI.Customer Support.Maximo.Password Reset
Account disabled	Priority 3	DCI.Customer Support.Question
Xerox network connectivity	Priority 3	DCI.Customer Support.printer.Xerox.technical support
Account Disabled for Non-Co	Priority 3	DCI.Customer Support.Question
Email - E4 license provision	Priority 3	DCI.Customer Support.Question

IT Security test	Priority 3	DCI.Customer Support.Question
VPN Issue	Priority 3	DCI.Customer Support.Software.VPN.Training
client c027256	Priority 3	DCI.Customer Support.Desktop Support
dropped call user went into a	Priority 3	DCI.Customer Support.Question
Unable to access account wi	Priority 3	DCI.Customer Support.Active Directory.Password reset
Update Adobe Acrobat Pro (	Priority 3	DCI.Customer Support.Desktop Support
Password Reset for Kiosk	Priority 3	DCI.Customer Support.Active Directory.Password reset
User needs to access payrol	Priority 3	DCI.Customer Support.Question
IT Security Awareness Train	Priority 3	DCI.Customer Support.Question
HP LJ 9050 at Montgomery t	Priority 3	DCI.Customer Support.Break-Fix.Printer
http://hdwiki/display/SOPs/W	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset for PC and	Priority 3	DCI.Customer Support.Active Directory.Password reset
Gave user information regard	Priority 3	DCI.Customer Support.Question
Maximo Password reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Unlock Account	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Status Update on Open Tick	Priority 3	DCI.Customer Support.service desk.Ticket Status
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
account reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
unable to access Trapeze	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Information about EUP	Priority 3	DCI.Customer Support.Question
Email Issues	Priority 3	DCI.Customer Support.Question
CTF System Check - Evenin	Priority None	Applications
User needs a new Password	Priority 3	MIT.S.OPS.ILMS ITSA.registration
Cancel 60878	Priority 3	DCI.Customer Support.service desk.Ticket Status
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Time Reporter Group	Priority 3	HR.PSHCM.Support
ITSAT pw reset	Priority 3	MIT.S.OPS.ILMS ITSA.registration
Load IE11 on my desktop	Priority 3	DCI.Customer Support.Software.Internet Explorer
Account Disabled for Non-Cd	Priority 3	DCI.Customer Support.Question
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
unable to log in	Priority 3	DCI.Customer Support.Question
Subject: Delegation Request	Priority 3	HR.PSHCM.Support
User Call dropped	Priority 3	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
IT Security Awareness Issue	Priority 3	DCI.Customer Support.Question
see attached	Priority 3	HR.PSHCM.Support
Users account is disable for	Priority 3	DCI.Customer Support.Question
ITSAT pw reset	Priority 3	MIT.S.OPS.ILMS ITSA.registration
password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Metro Systems Rail & Proce	Priority 3	DCI.Customer Support.Question
IT Security Awareness	Priority 3	DCI.Customer Support.Question
Subject: RE: Access to retire	Priority 3	HR.PSHCM.Support
unable to save digital signatu	Priority 3	DCI.Customer Support.Question
Account Login Assistance	Priority 3	DCI.Customer Support.Active Directory.Password reset

Customer is not locked out B	Priority 2	MIT.S.OPS.ILMS ITSA.disabled account
network pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
IT Security Awareness Train	Priority 3	DCI.Customer Support.Question
User stated that he needs a	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
password reset after verifica	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
: HR Budget center Cost cen	Priority 3	HR.PSHCM.Support
Status Update	Priority 3	DCI.Customer Support.service desk.Ticket Status
Outlook email issue	Priority 3	DCI.Customer Support.Question
PeopleSoft HCM Assistance	Priority 3	HR.PSHCM.Support
network account locked	Priority 3	DCI.Customer Support.Question
dropped call	Priority 3	DCI.Customer Support.Question
needs laptop imaged with wi	Priority 3	DCI.Customer Support.hardware.Laptop.reimage
see attached	Priority 3	HR.PSHCM.Support
Network Service request	Priority 3	DCI.Customer Support.Question
Need Adobe Acrobat Pro	Priority 3	DCI.Customer Support.Desktop Support
network account locked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
PC set up	Priority 3	DCI.Customer Support.Equipment Move.Project
FIN account locked	Priority 3	MIT.S.Apps Security.PSFIN.password reset
Subject: Software Download	Priority 3	DCI.Customer Support.Desktop Support
User needs to reset his IT Se	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
Java Upgrade Request	Priority 3	DCI.Customer Support.Software.Java.upgrade
Account Disabled for Non-co	Priority 3	DCI.Customer Support.Question
call dropped	Priority 3	DCI.Customer Support.Question
Email Password Assistance	Priority 3	DCI.Customer Support.Active Directory.Password reset
IT Security Awareness Train	Priority 3	MIT.S.OPS.ILMS ITSA.registration
network pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Peopleoft Error message "ti	Priority 3	HR.PSHCM.Support
Unable to access internet	Priority 3	DCI.Customer Support.Desktop Support
password reset after verifica	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
silverlight install	Priority 3	DCI.Customer Support.Desktop Support
Unable to access Internet	Priority 3	DCI.Customer Support.Desktop Support
adobe pro install	Priority 3	DCI.Customer Support.Desktop Support
call disconnected	Priority 3	DCI.Customer Support.Question
Password Reset for IT Secu	Priority 3	DCI.Customer Support.Question
Password Reset - User Lock	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
XPM User	Priority 3	DCI.Customer Support.Question
question about the degation	Priority 3	DCI.Customer Support.Question
Mobile Phone Support	Priority 3	DCI.SYSADMIN.Mobile Device Management.Technical support.S
status update 52788	Priority 3	DCI.Customer Support.service desk.Ticket Status
VPN Issue	Priority 3	DCI.Customer Support.Software.VPN.Training
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Avaya Phone Issue	Priority 3	NCS.Telephone.digital phone.No Dial Tone
IT Security Awareness Train	Priority 3	DCI.Customer Support.Question
Outlook Email not Syncing (C	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair

NSR Attached	Priority 3	DCI.Customer Support.Active Directory.New Employee
Unable to Print to PDF	Priority 3	DCI.Customer Support.Question
Account Still Disabled After r	Priority 2	MIT.S.OPS.ILMS ITSA.disabled account
login to VPN	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Subject: FW: Email Access f	Priority 3	DCI.Customer Support.Active Directory.Drive Access
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Android Mobile phone lost al	Priority 2	DCI.SYSADMIN.Mobile Device Management.Technical support.S
IT Security Awareness Train	Priority 3	DCI.Customer Support.Question
Reset PW	Priority 3	DCI.Customer Support.Question
password reset for peopleso	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
network account	Priority 3	MIT.S.OPS.ILMS ITSA.disabled account
User is requesting a replacem	Priority 3	DCI.Customer Support.hardware.Monitor.hardware failure
Unlock Account	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
customer needs network acc	Priority 3	DCI.Customer Support.Question
User was able to log into pc	Priority 3	DCI.Customer Support.Active Directory.Password reset
IT Security Awareness Train	Priority 3	DCI.Customer Support.Question
audio on her desktop is not v	Priority 3	DCI.Customer Support.Question
UNLOCKED ACCOUNT	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
User password reset after ve	Priority 3	DCI.Customer Support.Active Directory.Password reset
Drop Call	Priority 3	DCI.Customer Support.Question
Users password expired	Priority 3	DCI.Customer Support.Active Directory.Password reset
Customer needs password r	Priority 3	DCI.Customer Support.Question
Removal Of (LE) LOS Serve	Priority None	ROCS - Hardware
Please create a ticket for the	Priority 3	MIT.S.OPS.security.firewall
memory upgrade	Priority 3	DCI.Customer Support.Inventory.Upgrade Case
Network printer install	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
Status Update	Priority 3	DCI.Customer Support.service desk.Ticket Status
UNABLE TO PRINT TO NET	Priority 3	DCI.Customer Support.printer.Desktop.Install Printer Driver
ITSAT is not moving forward	Priority 3	DCI.Customer Support.Desktop Support
Laptop does not power on	Priority 2	DCI.Customer Support.hardware.Laptop.break/fix
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Barcode W-515550	Priority 3	DCI.Customer Support.Desktop Support
User needs password for Se	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
Per customer issue not reso	Priority 3	HR.PSHCM.Access
Cannot login	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Locked our of account	Priority 3	DCI.Customer Support.Question
Maximo Password reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
<a href="http://hdwiki/display/SOPs/C">http://hdwiki/display/SOPs/C</a>	Priority 3	DCI.Customer Support.Question
Account disabled	Priority 3	DCI.Customer Support.Question
User need lms password res	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
it security awareness passwo	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
New Telephone for E11	Priority 3	NCS.Telephone.digital phone.Other
IT awareness training	Priority 3	DCI.Customer Support.Desktop Support
I would like to have two obs	Priority 3	DCI.Customer Support.Equipment Move.Surplus removal
This is a request for two Ora	Priority 3	MIT.S.OPS.security.firewall
Entrust Questions for iPhone	Priority 3	MIT.S.Engineering.VPN.Technical support
Security Password reset	Priority 3	MIT.S.OPS.ILMS ITSA.password reset

user trying to reset password	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
status update 53909	Priority 3	DCI.Customer Support.service desk.Ticket Status
Maximo Password Reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Locked Out of account due to	Priority 3	DCI.Customer Support.Question
User has no log in servers av	Priority 3	DCI.Customer Support.Network.Server
Locked out - Due to IT Secu	Priority 3	DCI.Customer Support.Question
Call Disconnected	Priority 3	DCI.Customer Support.Question
Documentum Password	Priority 3	APPS.Access.DOCUMENTUM
HP LJ 9050 on 6A not printin	Priority 3	DCI.Customer Support.Break-Fix.Printer
unlocked account	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Unable to access Metronet	Priority 3	DCI.Customer Support.Desktop Support
created ticket and sent an er	Priority 3	DCI.Customer Support.service desk.Ticket Status
Users account is disable due	Priority 3	DCI.Customer Support.Question
unable to log in account disa	Priority 3	DCI.Customer Support.Question
Request for longer USB cabl	Priority 3	DCI.Customer Support.hardware.Cable.replace
LMS Log in	Priority 3	DCI.Customer Support.Question
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Account Locked for non-com	Priority 3	DCI.Customer Support.Question
User needs a password rese	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
<a href="http://hdwiki/display/SOPs/Password+Reset">http://hdwiki/display/SOPs/Password+Reset</a>	Priority 3	DCI.Customer Support.Active Directory.Password reset
It security training	Priority 3	DCI.Customer Support.Question
needs adobe pro installed	Priority 3	DCI.Customer Support.Desktop Support
ProWatch application not wo	Priority 3	DCI.Customer Support.Desktop Support
Requests for Installing or Su	Priority 3	DCI.Customer Support.Desktop Support
Account Disabled due to IT S	Priority 3	DCI.Customer Support.Question
User Profile Service Failure	Priority 3	DCI.Customer Support.Desktop Support
Password reset.	Priority 3	DCI.Customer Support.Active Directory.Password reset
IT Security Awareness Train	Priority 3	MIT.S.OPS.ILMS ITSA.disabled account
can't access metroweb	Priority 2	DCI.Customer Support.Question
password reset Wmata.com	Priority 3	DCI.Customer Support.Question
Account locked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
IT Security Awareness Train	Priority 3	MIT.S.OPS.ILMS ITSA.registration
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Remote Desktop Connector	Priority 3	DCI.Customer Support.Question
<a href="http://hdwiki/display/SOPs/IT+Security+Awareness+Training">http://hdwiki/display/SOPs/IT+Security+Awareness+Training</a>	Priority 3	DCI.Customer Support.Question
peoplesoft FIN account locke	Priority 3	MIT.S.Apps Security.PSFIN.password reset
User proile service failed	Priority 3	DCI.Customer Support.Question
PeopleSoft HCM/HR Support	Priority 3	HR.PSHCM.Support
CTF System Check - Day - 8	Priority None	ROCS.All.Requests
Caller didn't hear me,	Priority 3	DCI.Customer Support.Question
JGB AIM Weekly System Ch	Priority 5	ROCS.Appliications.AIM.App
IT security training	Priority 3	DCI.Customer Support.Question
ssues getting into security av	Priority 3	MIT.S.OPS.ILMS ITSA.post training escalation
Reset password PS	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Login Assistance	Priority 3	DCI.Customer Support.Active Directory.Password reset

Status Update	Priority 3	DCI.Customer Support.service desk.Ticket Status
possible SPAM	Priority 3	MITS.OPS.security.firewall
IT Security Awareness Train	Priority 3	DCI.Customer Support.Question
possible SPAM	Priority 3	MITS.OPS.security.firewall
PeopleSoft - ELM Login Probl	Priority 3	DCI.Customer Support.Active Directory.Password reset
IT Security Awareness Train	Priority 3	DCI.Customer Support.Question
Question regarding IT securi	Priority 3	DCI.Customer Support.Question
AD Password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
possible SPAM	Priority 3	MITS.OPS.security.firewall
optram support	Priority 3	DCI.Customer Support.Question
Changing password for IT Se	Priority 3	DCI.Customer Support.Desktop Support
E-service Issue	Priority 3	Payroll.PeopleSoft.Upgrade.Inquiry
users account is constantly l	Priority 3	DCI.Customer Support.Question
MS Outlook Issue	Priority 2	DCI.Customer Support.Software.MS Outlook.Repair
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Access Prohibited	Priority 3	DCI.Customer Support.Internet.Access prohibited
L-515053	Priority 3	DCI.Customer Support.Question
Passoword log in issues	Priority 3	DCI.Customer Support.Active Directory.Password reset
call disconnected	Priority 3	DCI.Customer Support.Question
User is requesting speakers	Priority 3	DCI.Customer Support.hardware.Monitor.hardware failure
Memory Installation 802	Priority 3	DCI.Customer Support.Inventory.Upgrade Case
Password reset for Peopleso	Priority 3	APPS.Technical support.PSFIN
Adobe Digital Instructions	Priority 3	DCI.Customer Support.Question
Password Reset for PS	Priority 3	DCI.Customer Support.Active Directory.Password reset
account disabled	Priority 3	DCI.Customer Support.Question
IT Security Awareness	Priority 3	DCI.Customer Support.Question
CRM access	Priority 3	MITS.Apps Security.Access.PSCRM
LMS Password	Priority 3	DCI.Customer Support.Question
IT Security	Priority 3	DCI.Customer Support.Question
hcm pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Question
Maximo password reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
User need a voicemail passv	Priority 3	NCS.Telephone.digital phone.Voice Mail Password Reset
Issues with Avaya and Other	Priority 3	NCS.Telephone.digital phone.Hardware
Password reset for training	Priority 3	DCI.Customer Support.Question
PW Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Maximo access	Priority 3	DCI.Customer Support.Maximo.Password Reset
payroll question	Priority 3	DCI.Customer Support.Question
IT Security Awareness Train	Priority 2	DCI.Customer Support.Question
password reset for peopleso	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Change name on phone	Priority 3	DCI.Customer Support.Question
Computer Missing Internet E	Priority 3	DCI.Customer Support.Software.Internet Explorer
Password reset for maximo	Priority 3	DCI.Customer Support.Maximo.Password Reset
DCI.Customer Support.Ques	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
access to cats	Priority 3	DCI.Customer Support.Question

User needs password to be	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Sliverlight Update Needed	Priority 3	DCI.Customer Support.Desktop Support
CATS Access	Priority 3	DCI.Customer Support.Question
creating a digital signature/a	Priority 3	DCI.Customer Support.Desktop Support
Status update	Priority 3	DCI.Customer Support.service desk.Ticket Status
Call dropped	Priority 3	DCI.Customer Support.Question
Status Updates on Open Tic	Priority 3	DCI.Customer Support.service desk.Ticket Status
X-ray machine monitor issue	Priority 3	DCI.Customer Support.hardware.Monitor.hardware failure
account still locked	Priority 3	DCI.Customer Support.Question
Excel not working	Priority 3	DCI.Customer Support.Question
NSR attached	Priority 3	DCI.Customer Support.Active Directory.Drive Access
Payroll Assistance	Priority 3	DCI.Customer Support.Question
Printer issues	Priority 3	DCI.Customer Support.printer.Desktop.Cycle Printer
Internet Security Awareness	Priority 3	MITS.OPS.ILMS ITSA.password reset
Could not set a password	Priority 3	DCI.Customer Support.Active Directory.Password reset
printing a pay stub for the se	Priority 3	DCI.Customer Support.Question
Basic Network Troubleshoot	Priority 3	DCI.Customer Support.Desktop Support
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Non Compliance	Priority 3	DCI.Customer Support.Question
MS Outlook	Priority 3	DCI.Customer Support.Software.MS Outlook.Migrated
unlocked account	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
account disabled	Priority 3	DCI.Customer Support.Question
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Login to the computer.	Priority 3	DCI.Customer Support.Question
login difficulty from home	Priority 3	DCI.Customer Support.office 365.Technical support
PC Replacement	Priority 3	DCI.Customer Support.Question
network pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
CATS Access	Priority 3	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Unable to access Eservice.w	Priority 3	Payroll.PeopleSoft.Upgrade.Inquiry
password rset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
NSR attached	Priority 4	DCI.Customer Support.Active Directory.Drive Access
IT Security Awareness -Acco	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset for training	Priority 3	DCI.Customer Support.Question
IT Security Awareness Train	Priority 3	DCI.Customer Support.Question
Maximo Password Reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
unable to log into network m	Priority 3	DCI.Customer Support.Question
IT Security Awareness Train	Priority 3	MITS.OPS.ILMS ITSA.registration
User needs an Adobe install	Priority 3	DCI.Customer Support.Desktop Support
Change Display Settings - B	Priority 3	DCI.Customer Support.hardware.Monitor.hardware failure
Password reset security train	Priority 3	MITS.OPS.ILMS ITSA.password reset
account is constantly locking	Priority 3	DCI.Customer Support.Question
VPN issue	Priority 3	DCI.Customer Support.Software.VPN.Training
Status Update	Priority 3	DCI.Customer Support.service desk.Ticket Status
VPN issue	Priority 3	DCI.Customer Support.Desktop Support



Account Locked	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
VPN Login Issues	Priority 3	DCI.Customer Support.Software.VPN.Install
Call drop	Priority 3	DCI.Customer Support.Question
Screen shows no color	Priority 3	DCI.Customer Support.hardware.Monitor.hardware failure
account lock out security awa	Priority 2	DCI.Customer Support.Question
User stated that she needs a	Priority 3	DCI.Customer Support.Active Directory.Password reset
Site Blocked	Priority 3	MIT.S.OPS.security.firewall
http://hdwiki/display/SOPs/IT	Priority 3	DCI.Customer Support.Question
PC log in	Priority 3	DCI.Customer Support.Question
Password reset for IT Securi	Priority 3	DCI.Customer Support.Question
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Sharepoint attach file issue	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
relation to previous cleanings	Priority 3	DCI.Customer Support.hardware.Desktop.reimage
account disable security awa	Priority 3	DCI.Customer Support.Question
Logged out of account becau	Priority 3	DCI.Customer Support.Question
Update status	Priority 3	DCI.Customer Support.service desk.Ticket Status
User has limited access to d	Priority 3	DCI.Customer Support.Question
Call Dropped	Priority 3	DCI.Customer Support.Question
Dropped call	Priority 3	DCI.Customer Support.Question
Digital Signature	Priority 3	DCI.Customer Support.Question
Security Awareness Training	Priority 3	DCI.Customer Support.Desktop Support
telephone display issues	Priority 3	NCS.Telephone.digital phone.Other
Unable to connect to interna	Priority 3	DCI.Customer Support.Desktop Support
Assigned to Tier 2	Priority 3	DCI.Customer Support.Question
reconnect PC	Priority 3	DCI.Customer Support.Desktop Support
account lockout due to comp	Priority 3	DCI.Customer Support.Question
Maxiom Passowrd Reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
NSR attached	Priority 3	DCI.Customer Support.Active Directory.Drive Access
Temporary password request	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
VDI Access	Priority 3	DCI.Customer Support.Active Directory.Drive Access
Frozen Screen	Priority 3	DCI.Customer Support.Desktop Support
VPN token Issue	Priority 3	MIT.S.Engineering.VPN.Technical support
User cannot get sound to co	Priority 3	DCI.Customer Support.Desktop Support
Account Disabled	Priority 3	MIT.S.OPS.ILMS ITSA.disabled account
locked out due to non compli	Priority 3	DCI.Customer Support.Question
HCM SQL Error - Unable to	Priority 3	HR.PSHCM.Support
AD PW Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
User needed IT SEC passwo	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
Customer needs voicemail p	Priority 3	NCS.Telephone.digital phone.Voice Mail Password Reset
O Drive	Priority 3	DCI.Customer Support.Desktop Support
it security awareness	Priority 3	DCI.Customer Support.Question
Due to Non-Compliance of IT	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset for peopleso	Priority 3	DCI.Customer Support.Active Directory.Password Unlock

Forgotten Password	Priority 3	MIT.S.OPS.I LMS ITSA.password reset
Due to Non-Compliance of IT	Priority 3	DCI.Customer Support.Active Directory.Password reset
User thought her account was	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
IT Security Awareness Issue	Priority 3	MIT.S.OPS.I LMS ITSA.post training escalation
Due to Non-Compliance of IT	Priority 3	DCI.Customer Support.Active Directory.Password reset
IT Security Awareness Train	Priority 3	DCI.Customer Support.Active Directory.Password reset
Forgotten Password	Priority 3	MIT.S.OPS.I LMS ITSA.password reset
IT Security Awareness Train	Priority 3	DCI.Customer Support.Active Directory.Password reset
questions about logging into	Priority 3	MIT.S.OPS.I LMS ITSA.password reset
Reset ILMS	Priority 3	MIT.S.OPS.I LMS ITSA.password reset
It security awareness W-514	Priority 3	DCI.Customer Support.Desktop Support
network pw reset	Priority 3	DCI.Customer Support.Question
Non COmpliance	Priority 3	DCI.Customer Support.Question
AD disabled due to ILMS non	Priority 3	DCI.Customer Support.Question
Due to Non-Compliance of IT	Priority 3	DCI.Customer Support.Active Directory.Administrative Rights
network pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Non Compliance	Priority 3	DCI.Customer Support.Question
Reset ILMS	Priority 3	MIT.S.OPS.I LMS ITSA.password reset
IT Security Awareness Train	Priority 3	DCI.Customer Support.Active Directory.Password reset
Non Compliance	Priority 3	DCI.Customer Support.Question
network account locked	Priority 3	DCI.Customer Support.Question
AD disabled due to ILMS non	Priority 3	DCI.Customer Support.Question
PW reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Network Account Issue	Priority 3	DCI.Customer Support.Question
Reset ILMS	Priority 3	MIT.S.OPS.I LMS ITSA.password reset
Xerox Issue	Priority 3	DCI.Customer Support.printer.Xerox.technical support
Due to Non-Compliance of IT	Priority 3	DCI.Customer Support.Active Directory.Administrative Rights
HP Laserjet 9050 has an error	Priority 3	DCI.Customer Support.Break-Fix.Printer
Accounts Disabled for Non-c	Priority 3	DCI.Customer Support.Active Directory.Password reset
AD disabled due to ILMS non	Priority 3	DCI.Customer Support.Question
Account disabled	Priority 3	DCI.Customer Support.Question
Accounts Disabled for Non-c	Priority 3	DCI.Customer Support.Active Directory.Password reset
Accounts Disabled for Non-c	Priority 3	DCI.Customer Support.Active Directory.Password reset
ILMS reset	Priority 3	MIT.S.OPS.I LMS ITSA.password reset
IT Security Awareness Train	Priority 3	DCI.Customer Support.Active Directory.Password reset
Outlook not updating	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
AD disabled due to ILMS non	Priority 3	DCI.Customer Support.Question
RPM Login Failure	Priority None	ROCS.Applications.RPM.App
Reset ILMS	Priority 3	MIT.S.OPS.I LMS ITSA.password reset
Account disabled Non compl	Priority 3	DCI.Customer Support.Question
Dell All In One	Priority 2	DCI.Customer Support.hardware.Desktop.break/fix
AD disabled due to ILMS non	Priority 3	DCI.Customer Support.Question
Dell 9030 at Southern Ave*	Priority 2	DCI.Customer Support.hardware.Desktop.break/fix
Reset ILMS	Priority 3	MIT.S.OPS.I LMS ITSA.password reset
Unlocked AD	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Requesting Assistance for K	Priority None	ROCS.All.Requests
Reset Maximo	Priority 3	APPS.Access.Maximo

Peoplesoft login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
User account locked out - W	Priority None	Software
Reset ILMS	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
IT Security Awareness trainin	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
Mobile phone pin	Priority 3	DCI.Customer Support.Question
AD disabled for ILMS non co	Priority 3	DCI.Customer Support.Question
Maximo login issue	Priority 3	DCI.Customer Support.Maximo.Password Reset
Bad HD and PC smoking at	Priority 3	DCI.Customer Support.hardware.Desktop.break/fix
Eservice inquiry	Priority 3	Payroll.PeopleSoft.Upgrade.Inquiry
Reset ILMS	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
IT Security Awareness Train	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
Account login issue	Priority 3	DCI.Customer Support.Question
AD disabled due to ILMS nor	Priority 3	DCI.Customer Support.Question
Reset PS HCM	Priority 3	DCI.Customer Support.Active Directory.Password reset
Account login issue	Priority 3	DCI.Customer Support.Question
Outlook login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
IT Security Awareness Train	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
Reset ILMS	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
Peoplesoft login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
AD disabled due to ILMS nor	Priority 3	DCI.Customer Support.Question
Outlook login issue	Priority 3	DCI.Customer Support.Question
IT Security Awareness Train	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
Unlocked AD	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
AD disabled due to ILMS nor	Priority 3	DCI.Customer Support.Question
IT Security Awareness trainin	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
Avaya Phone Setup issue	Priority 3	NCS.Telephone.digital phone.Other
ILMS test locking on user .	Priority 3	DCI.Customer Support.Desktop Support
Resume upload issue	Priority 3	DCI.Customer Support.Question
Confirmed ILMS test comple	Priority 3	DCI.Customer Support.Question
IT Security Awareness trainin	Priority 3	DCI.Customer Support.Question
IT Security Awareness trainin	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
Account login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
AD disabled due to ILMS nor	Priority 3	DCI.Customer Support.Question
Account login issue	Priority 3	DCI.Customer Support.Question
Reset ILMS	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
IT Security Awareness trainin	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
CTF System Check - Mids -	Priority None	Software
Account login issue	Priority 3	DCI.Customer Support.Question
Reset ILMS	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
AD disabled due to ILMS nor	Priority 3	DCI.Customer Support.Question
Account login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Assisted with access to pay s	Priority 3	DCI.Customer Support.Question
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
Account login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
it security awareness passwo	Priority 3	DCI.Customer Support.Question
CTF System Check -MID - 0	Priority None	ROCS.All.Requests
<a href="http://hdwiki/pages/viewpage">http://hdwiki/pages/viewpage</a>	Priority 3	DCI.Customer Support.Question

it security awareness passwo	Priority 3	DCI.Customer Support.Question
Reset ILMS	Priority 3	MITS.OPS.ILMS ITSA.password reset
it security awareness passwo	Priority 3	DCI.Customer Support.Question
Q&A password	Priority 3	DCI.Customer Support.Active Directory.Password Self-Service A
Maximo deactivated due to in	Priority 3	DCI.Customer Support.Question
Email login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Users Maximo account disab	Priority 3	DCI.Customer Support.Question
AD disabled due to ILMS	Priority 3	DCI.Customer Support.Question
Reset ILMS	Priority 3	MITS.OPS.ILMS ITSA.password reset
Maximo login issue	Priority 3	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Question
System login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
AD account is disabled due	Priority 3	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Reset PS HCM	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
System login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Reset ILMS	Priority 3	DCI.Customer Support.Active Directory.Password reset
Account login issue	Priority 3	DCI.Customer Support.Question
Call Dropped	Priority 3	DCI.Customer Support.Question
Call Dropped	Priority 3	DCI.Customer Support.Question
Call Dropped	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Question
It security awareness passwo	Priority 3	DCI.Customer Support.Question
Call Dropped	Priority 3	DCI.Customer Support.Question
IT Security Awareness Test	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
IT Security Awareness trainin	Priority 3	MITS.OPS.ILMS ITSA.password reset
It security awareness passwo	Priority 3	DCI.Customer Support.Question
Email login issue	Priority 3	DCI.Customer Support.Question
no support needed	Priority 3	DCI.Customer Support.Question
maximo password reset	Priority 3	DCI.Customer Support.Question
Account issue	Priority 3	DCI.Customer Support.Question
It security awareness training	Priority 3	DCI.Customer Support.Question
It security awareness training	Priority 3	DCI.Customer Support.Question
ITSA Training Assistance	Priority 3	DCI.Customer Support.Question
It security awareness training	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
no support needed	Priority 3	DCI.Customer Support.Question
ITSA Training Info	Priority 3	DCI.Customer Support.Question
Call Dropped	Priority 3	DCI.Customer Support.Question
Call Dropped	Priority 3	DCI.Customer Support.Question
IT security awareness - pass	Priority 3	MITS.OPS.ILMS ITSA.post training escalation
Access to Office365	Priority 3	DCI.Customer Support.Active Directory.Password reset
it security awareness passwo	Priority 3	DCI.Customer Support.Question
ITSA Training	Priority 3	DCI.Customer Support.Question
Office 365	Priority 3	DCI.Customer Support.Question

it security awareness passwo	Priority 3	DCI.Customer Support.Question
VPN Assistance	Priority 3	DCI.Customer Support.Software.VPN.Install
unable to find documents	Priority 3	DCI.Customer Support.Desktop Support
c	Priority 3	DCI.Customer Support.Question
IT Security Awareness Test	Priority 3	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Question
it security awareness passwo	Priority 3	DCI.Customer Support.Active Directory.Password reset
It Security Awareness Test	Priority 3	DCI.Customer Support.Question
it security awareness passwo	Priority 3	DCI.Customer Support.Question
it security awareness passwo	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
IT Security Awareness Test	Priority 3	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
it security awareness training	Priority 3	DCI.Customer Support.Question
it security awareness training	Priority 3	DCI.Customer Support.Question
IT Security Awareness Train	Priority 3	DCI.Customer Support.Question
eservice.wmata.com websit	Priority 3	Payroll.PeopleSoft.Upgrade.Inquiry
ISTA Training	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
Please assign the below to M	Priority 3	MIT.S.OPS.security.scan request
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
desktop frozen	Priority 3	DCI.Customer Support.Desktop Support
NSR request	Priority 3	DCI.Customer Support.Active Directory.Drive Access
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
unlocked account	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
User needs Maximo Passwo	Priority 3	DCI.Customer Support.Maximo.Password Reset
MetroWeb - Internet Access	Priority 3	DCI.Customer Support.Desktop Support
Jon P Harris (contr)	Priority 3	DCI.SYSADMIN.Server.Access
Customer hung up	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Could you please create a tid	Priority 3	DCI.SYSADMIN.Server.Access
client hung up	Priority 3	DCI.Customer Support.Question
HP LJ 5550 on 5A*	Priority 1	DCI.Customer Support.Break-Fix.Printer
nsr	Priority 3	DCI.Customer Support.Active Directory.Drive Access
Maximo access	Priority 3	DCI.Customer Support.Question
Customer says account is lo	Priority 3	DCI.Customer Support.Question
status update	Priority 3	DCI.Customer Support.service desk.Ticket Status
Uzodinma Nwafor	Priority 3	DCI.Customer Support.Active Directory.Password reset
Email - E4 license provision	Priority 3	DCI.Customer Support.Question
Account Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
HP Color LaserJet printing e	Priority 3	DCI.Customer Support.printer.Desktop.Cycle Printer
Did Not receive Pay stateme	Priority 3	DCI.Customer Support.Question
Password Reset for Self-Ser	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	APPS.Technical support.GOTRS
need to verify email	Priority 3	DCI.Customer Support.Question

Update on Open Ticket	Priority 3	DCI.Customer Support.service desk.Ticket Status
Server Access	Priority 3	DCI.SYSADMIN.Server.Access
CTF System Check - Evenin	Priority None	Applications
Server Access	Priority 3	DCI.SYSADMIN.Server.Access
Registering for training	Priority 3	MIT.S.OPS.ILMS ITSA.registration
NSR	Priority 3	DCI.Customer Support.Active Directory.New Contractor
Server Access	Priority 3	DCI.SYSADMIN.Server.Access
status update 60066	Priority 3	DCI.Customer Support.service desk.Ticket Status
issues access careers in HC	Priority 3	DCI.Customer Support.Question
NSR - VDI Access	Priority 3	DCI.SYSADMIN.Server.Access
unable to remote desktop int	Priority 3	DCI.Customer Support.Question
Maximo Password Reset	Priority 3	DCI.Customer Support.Question
TSR	Priority 3	DCI.Customer Support.Question
password reset for training	Priority 3	DCI.Customer Support.Question
color printer install	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
Spam Email	Priority 3	MIT.S.OPS.security.firewall
call dropped	Priority 3	DCI.Customer Support.Question
network pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
unable to change his county	Priority 3	HR.PSHCM.Support
NSR	Priority 3	DCI.Customer Support.Active Directory.Drive Access
ITSAT pw reset	Priority 3	MIT.S.OPS.ILMS ITSA.registration
network pw reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
client could not connect to th	Priority 3	DCI.Customer Support.Desktop Support
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Email Issue	Priority 3	DCI.Customer Support.Question
Printer Install	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
adobe pro install	Priority 3	DCI.Customer Support.Desktop Support
PC is not closing out. Progra	Priority 2	DCI.Customer Support.hardware.Desktop.break/fix
unable to get to save location	Priority 3	DCI.Customer Support.Question
Setup Electronic Signature	Priority 3	DCI.Customer Support.Question
adobe pro install	Priority 3	DCI.Customer Support.Desktop Support
unable to print pay statemen	Priority 3	DCI.Customer Support.printer.Desktop.Cycle Printer
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset kiosk	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
LaserJet at Medical*	Priority 3	DCI.Customer Support.Break-Fix.Printer
Digital Signature Password F	Priority 3	DCI.Customer Support.Question
NSR-priyanka - ref ticket 270	Priority 3	DCI.Customer Support.Active Directory.Drive Access
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Unable to activate token	Priority 2	DCI.Customer Support.Software.VPN.Install
Kiosk PW Rest	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset

premiereone application cras	Priority 3	DCI.Customer Support.Question
Pavel Lesho - Voicemail PW	Priority 3	NCS.Telephone.digital phone.Voice Mail Password Reset
Java Update	Priority 3	DCI.Customer Support.Software.Java.upgrade
Silverlight Upgrade issue	Priority 3	DCI.Customer Support.Desktop Support
Adobe Reader Update	Priority 3	DCI.Customer Support.Desktop Support
client called for an update	Priority 3	DCI.Customer Support.Desktop Support
Sup. Dennis Richardson req	Priority None	ROCS.All.Requests
IT Security Awareness Train	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
Pro Watch Issue	Priority 3	APPS.Technical support.SMS
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
MS request for both Visio an	Priority 3	DCI.SYSADMIN.Software.installation.MS Visio
Ticket for MITS	Priority 3	MIT.S.OPS.security.firewall
Avaya phone options unavail	Priority 3	NCS.Telephone.digital phone.Other
network account locked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
VoiceMail Password Reset	Priority 3	NCS.Telephone.digital phone.Voice Mail Password Reset
when enter clear text on his	Priority 3	DCI.Customer Support.Desktop Support
Password reset for Peoplesc	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Termination	Priority 3	DCI.Customer Support.Question
User called to request creati	Priority 3	APPS.Access.Maximo
online job application error	Priority 3	HR.PSHCM.Support
Startup Repair Issue- crashe	Priority 2	DCI.Customer Support.Break-Fix.Computer
while trying to access to pro	Priority 3	DCI.Customer Support.Internet.Access prohibited
Network Access Drive	Priority 3	DCI.Customer Support.Active Directory.Drive Access
Printer Issues	Priority 3	DCI.Customer Support.printer.Desktop.Cycle Printer
EService down	Priority 3	Payroll.PeopleSoft.Upgrade.Inquiry
network pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Oracle access from home	Priority 3	DCI.Customer Support.Desktop Support
unable to login the training	Priority 3	DCI.Customer Support.Question
Status Update	Priority 3	DCI.Customer Support.service desk.Ticket Status
assistance with password ch	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Expired	Priority 3	DCI.Customer Support.Active Directory.Password reset
"data being posted does not	Priority 3	HR.PSHCM.Support
User VPN issue	Priority 3	DCI.Customer Support.Desktop Support
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Maxio Password Reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
status update 54901	Priority 3	DCI.Customer Support.service desk.Ticket Status
Adobe Pro re-installed	Priority 3	DCI.Customer Support.Desktop Support
Access Prohibited	Priority 3	DCI.Customer Support.Internet.Access prohibited
Maximo Issue	Priority 3	DCI.Customer Support.Maximo.Password Reset
Unable to access video foota	Priority 3	DCI.Customer Support.Question
Password reset for training	Priority 3	DCI.Customer Support.Question
status 59088	Priority 3	DCI.Customer Support.service desk.Ticket Status
User unable to login to her c	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
No Dial Tone	Priority 3	NCS.Telephone.digital phone.Other
Cannot log into Avaya Phone	Priority 3	NCS.Telephone.digital phone.Other
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Request Nextiva Review Ins	Priority 3	DCI.Customer Support.Question

Verife account deactivated	Priority 3	DCI.Customer Support.Desktop Support
Add 7400-7401 to E99 Gree	Priority None	Applications
PC performance	Priority 3	DCI.Customer Support.Desktop Support
Password reset request	Priority 3	DCI.Customer Support.Active Directory.Password reset
Security Awareness Training	Priority 3	DCI.Customer Support.Question
Memory Upgrade requests G	Priority 3	DCI.Customer Support.Inventory.Upgrade Case
Maximo pw reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
upgrade to windows 10	Priority 3	DCI.Customer Support.Question
upgrade to windows 10	Priority 3	DCI.Customer Support.Question
wants to get access to K driv	Priority 3	DCI.Customer Support.Question
Memory Upgrade Request	Priority 3	DCI.Customer Support.Inventory.Upgrade Case
Phone Only Rings Once	Priority 3	NCS.Telephone.digital phone.Other
unlocked account	Priority 3	DCI.Customer Support.Active Directory.Password reset
IT Security Awareness Train	Priority 3	DCI.Customer Support.Question
A Account Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Ticket for Tim Mcgilvery	Priority 3	DCI.SYSADMIN.office 365.Technical support
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
One Badge Issue	Priority 3	DCI.Customer Support.Question
Direct Deposit Updating Assi	Priority 3	DCI.Customer Support.Question
Printer Error	Priority 3	DCI.Customer Support.SSK Kiosk
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo Password Reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Customer's PC running very	Priority 3	DCI.Customer Support.Desktop Support
Printer Install	Priority 3	DCI.Customer Support.printer.Desktop.Install Printer Driver
peoplesoft login difficulty	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Kiosk - Missing Icon	Priority 3	DCI.Customer Support.Question
Maxio - Password Reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
request Made to reset AIM P	Priority 3	ROCS.Hardware.AIM.Other
NSR Request	Priority 3	DCI.Customer Support.Active Directory.New Employee
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
the following employee comp	Priority 2	MIT.S.OPS.I.LMS ITSA.disabled account
F5 Load Balancer Request	Priority 3	MIT.S.OPS.security.firewall
Peoplesoft security error	Priority 3	DCI.Customer Support.Software.Internet Explorer
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Wants to speak to someone	Priority 3	DCI.Customer Support.Question
Maximo pw reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
PeopleSoft Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Account disabled by badging	Priority 3	MIT.S.OPS.security.firewall
Adobe Pro Install	Priority 3	DCI.Customer Support.Desktop Support
Customer does not have CA	Priority 3	DCI.Customer Support.Question
PeopleSoft Password	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Monitor Assistance Request	Priority 3	DCI.Customer Support.Question
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
NCS OPS request	Priority 3	NCS.Telephone.digital phone.Other
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
License expired and needs t	Priority 3	DCI.Customer Support.Software.MS Outlook.Migrated



Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
printer install	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
User needs her computer re	Priority 3	DCI.Customer Support.Reimage Request
NSR Request	Priority 3	DCI.Customer Support.Active Directory.New Employee
Network password reset req	Priority 3	DCI.Customer Support.Active Directory.Password reset
User needs her password re	Priority 3	MIT.OPS.ILMS ITSA.password reset
VPN Issue	Priority 2	DCI.Customer Support.Software.VPN.Install
NSR Request	Priority 3	DCI.Customer Support.Active Directory.New Employee
Ticket Status	Priority 3	DCI.Customer Support.Question
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
call drop by customer	Priority 3	DCI.Customer Support.Question
PeopleSoft Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
transfer picture from phone t	Priority 3	DCI.Customer Support.Question
unable to start a terminal ses	Priority 3	DCI.Customer Support.Software.VPN.Install
unable to click technicians na	Priority 3	HR.PSHCM.Support
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password unlock	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Printer install	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
User needs status update o	Priority 3	DCI.Customer Support.service desk.Ticket Status
question about password	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
VDI Issue	Priority 3	DCI.Customer Support.Desktop Support
peoplesoft FIN account locke	Priority 3	DCI.Customer Support.Active Directory.Password reset
PeopleSoft account locked o	Priority 3	MIT.Apps Security.PSFIN.password reset
Account Unlock	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Blocked SItes	Priority 3	DCI.Customer Support.Question
Network password reset req	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
"401 unauthorized access" is	Priority 2	DCI.Customer Support.Question
NSR Request	Priority 3	DCI.Customer Support.Active Directory.New Employee
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Computer Issue	Priority 3	DCI.Customer Support.hardware.Desktop.break/fix
Customer's account locked c	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
status 58065	Priority 3	DCI.Customer Support.service desk.Ticket Status
Nextfare Issue	Priority 3	APPS.Technical Support.FARE_COLLECTION
status	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
internet explorer 11 install	Priority 3	DCI.Customer Support.Software.Internet Explorer
Equipment Removal	Priority 3	DCI.Customer Support.Equipment Move.Surplus removal
Issue with deskphone	Priority 3	NCS.Telephone.digital phone.No Dial Tone
issue with adobe acrobat pro	Priority 3	DCI.Customer Support.Desktop Support
Status updae on ticket #5973	Priority 3	DCI.Customer Support.service desk.Ticket Status
Customer wants to know wh	Priority 3	MIT.OPS.ILMS ITSA.registration
password reset for Peopleso	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
email not updating	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair

Customer checking to see if password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
hard drive failure-B1*	Priority 2	DCI.Customer Support.hardware.Desktop.break/fix
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo pw reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Account Unlocked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
unable to change pw	Priority 3	DCI.Customer Support.Active Directory.Password reset
No Longer Has Access to Network	Priority 3	DCI.Customer Support.Desktop Support
Pass	Priority 3	DCI.Customer Support.Active Directory.Password reset
PIDS Support	Priority 3	APPS.Technical support.PIDS
User has no network connectivity	Priority 3	DCI.Customer Support.Desktop Support
no phone/connectivity	Priority 3	DCI.Customer Support.Question
Elizabeth Tapp Request	Priority 3	DCI.Customer Support.Question
unable to see last week email	Priority 3	DCI.Customer Support.Question
password reset for peoplesoft	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
question	Priority 3	DCI.Customer Support.Desktop Support
MAXIMO PW reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
PW reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
wants to remove auto save password	Priority 3	DCI.Customer Support.Question
Maximo Account disabled	Priority 3	DCI.Customer Support.Maximo.Password Reset
PW reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Unable to logon to outlook	Priority 3	DCI.Customer Support.Desktop Support
Was not able to log in remotely	Priority 3	DCI.Customer Support.Desktop Support
email issue	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
Email Password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
MAXIMO pw reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Metroweb Link is broken	Priority 3	DCI.Customer Support.Question
assistance changing password	Priority 3	DCI.Customer Support.Active Directory.Password reset
RPM Password Reset - Rohit	Priority None	ROCS.Applications
system becomes unresponsive	Priority 3	DCI.Customer Support.Break-Fix.Computer
Decommission Car Pair 103	Priority None	ROCS.Applications
Customer is requesting Maximo	Priority 3	DCI.Customer Support.Question
Xerox Network Printer Installation	Priority 3	DCI.Customer Support.Desktop Support
Aims Support	Priority 2	DCI.Customer Support.Question
RPM - Decommission car pair	Priority 5	ROCS.Applications.RPM.DB
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset for peoplesoft	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
PW reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Email issues	Priority 3	DCI.Customer Support.Software.MS Outlook.Problem Not Found
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
question	Priority 3	DCI.Customer Support.Question
Voicemail Password Reset	Priority 3	NCS.Telephone.digital phone.Voice Mail Password Reset
CTF System Check 8/14/17	Priority None	ROCS.All.Requests
IT Security Awareness Training	Priority 3	DCI.Customer Support.Desktop Support
inquiry	Priority 3	DCI.Customer Support.service desk.Ticket Status

Account locked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Maximo pw reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
VPN Issue	Priority 2	DCI.Customer Support.Software.VPN.Install
Install HP Color Laser Jet cp	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
PW reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
User needs a new cord for h	Priority 3	NCS.Telephone.digital phone.Other
PW reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Bad KB at Farragut North*	Priority 3	DCI.Customer Support.hardware.Keyboard.break/fix
Assisted user with password	Priority 3	DCI.Customer Support.Question
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
PW reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
maximo	Priority 3	DCI.Customer Support.Active Directory.Password reset
PW reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
IT Security Awareness login	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
System login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Status updated for tickets 51	Priority 3	DCI.Customer Support.service desk.Ticket Status
Reset Maximo	Priority 3	APPS.Access.Maximo
Hard drive issue	Priority 3	DCI.Customer Support.hardware.Desktop.hardware failure
IT Security Awareness traini	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
Peoplesoft login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Outlook login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
ILMS test freezing, not acces	Priority 3	DCI.Customer Support.Desktop Support
Outlook startup issue	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
Maximo login issue	Priority 3	DCI.Customer Support.Maximo.Password Reset
Unlocked AD	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
System login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password reset assistance	Priority 3	DCI.Customer Support.Active Directory.Password Self-Service A
Outlook email issue	Priority 2	DCI.Customer Support.Software.MS Outlook.Repair
Questions and answer profile	Priority 3	DCI.Customer Support.Active Directory.Password Self-Service A
Peoplsoft login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
IOS Upgrade for B35	Priority None	ROCS.All.Requests
Reset PS HCM	Priority 3	DCI.Customer Support.Active Directory.Password reset
System login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
JOB APPLICATION ONLINE	Priority 3	DCI.Customer Support.Question
Peoplesoft Job Application Is	Priority 3	DCI.Customer Support.Question
Peoplesoft login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Restart Predictor /Reset TW	Priority None	APPS.Access.PIDS
CTF System Check -MID - 0	Priority None	ROCS.All.Requests
Password reset assistance	Priority 3	DCI.Customer Support.Active Directory.Password Self-Service A
Webmail issue	Priority 3	DCI.Customer Support.Question
Asst. Supt report CBEMIS w	Priority None	ROCS.Applications
Webmail login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
cant access Metroweb home	Priority 3	DCI.Customer Support.Question
Time sheet used in excel- no	Priority 3	DCI.Customer Support.Software.MS Excel.Install
it security awareness passwo	Priority 3	DCI.Customer Support.Question
e service	Priority 3	Payroll.PeopleSoft.Upgrade.Inquiry

password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
maximo password reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
email not updating	Priority 3	DCI.Customer Support.Desktop Support
CTF System Check - Evenin	Priority None	Applications
no support needed	Priority 3	DCI.Customer Support.Question
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Trust Relationship Error	Priority 3	DCI.Customer Support.Network.Server
Password reset for maximo	Priority 3	DCI.Customer Support.Maximo.Password Reset
customer is requesting to ge	Priority 3	HR.PSHCM.Support
Peoplesoft Password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset for maximo	Priority 3	DCI.Customer Support.Maximo.Password Reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Status Update	Priority 3	DCI.Customer Support.service desk.Ticket Status
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
customer wanted to make no	Priority 3	HR.PSHCM.Support
PC shuts down on ROCC*	Priority 3	DCI.Customer Support.hardware.Desktop.break/fix
RPM - Password reset Jenki	Priority 3	ROCS.Applications.RPM.App
Password reset for maximo	Priority 3	DCI.Customer Support.Maximo.Password Reset
assistance setting up questio	Priority 3	DCI.Customer Support.Active Directory.Password reset
CTF System Check - Days 8	Priority None	ROCS.All.Requests
password reset for Peopleso	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
unable to access HR reports	Priority 3	DCI.Customer Support.Software.VPN.Install
VPN Access	Priority 3	DCI.Customer Support.Software.VPN.Install
SMS SUpport	Priority 3	APPS.Technical support.SMS
password reset for Peopleso	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
account locked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Smart Yard Log in Issue Fixe	Priority 3	APPS.Access.BTSS
password reset for peopleso	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Open ticket status check	Priority 3	DCI.Customer Support.service desk.Ticket Status
PC Sound issue	Priority 3	DCI.Customer Support.Desktop Support
CTF System Check - Mids -	Priority None	Software
Maximo login issue	Priority 3	DCI.Customer Support.Maximo.Password Reset
Peoplesoft login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
IT Security Awareness login	Priority 3	MIT.S.OPS.I.LMS ITSA.password reset
VPN login issue	Priority 2	DCI.Customer Support.Software.VPN.Training
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
it security awareness test pa	Priority 3	MIT.S.OPS.I.LMS ITSA.password reset
no support needed	Priority 3	DCI.Customer Support.Question
no support needed	Priority 3	DCI.Customer Support.Question
maximo maintenance	Priority 3	DCI.Customer Support.Question
some issues with applying to	Priority 3	HR.PSHCM.TAM support (talent aquisition management)
call disconnected	Priority 3	DCI.Customer Support.Question

it security awareness passwo	Priority 3	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
IT Security Awareness Train	Priority 3	MIT.S.OPS.IILMS ITSA.registration
Garage Phone is Not Workin	Priority 3	NCS.Telephone.digital phone.Other
email wont configure through	Priority 3	DCI.Customer Support.Software.MS Outlook.Problem Not Found
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
User profile cant be loaded	Priority 3	DCI.Customer Support.Desktop Support
CTF System Check - Evenin	Priority None	Applications
Maximo Password Reset	Priority 3	DCI.Customer Support.Question
Adobe Pro - create electron	Priority 3	DCI.Customer Support.Question
Maximo Password Reset	Priority 3	DCI.Customer Support.Question
Sleep Settings	Priority 3	DCI.Customer Support.Desktop Support
Bad connection	Priority 3	NCS.Telephone.digital phone.Other
Adobe Acrobat Instructions	Priority 3	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Tablet Issue	Priority 2	DCI.SYSADMIN.Mobile Device Management.Technical supportT
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset for peopleso	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Question regarding CMS Sys	Priority 3	DCI.Customer Support.Question
CTF System Check - Day - 8	Priority None	ROCS.All.Requests
Oracle Report request Nbr: A	Priority 5	ROCS.All.Requests
It security Issue	Priority 3	MIT.S.OPS.IILMS ITSA.post training escalation
Local Admin Password Rese	Priority 3	DCI.Customer Support.Desktop Support
Customer needs to submit E	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Account Unlock	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Payroll	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Ars question	Priority 3	BUS.ARS.Technical support.BTSS
Mobile Support	Priority 2	NCS.Telephone.mobile phone.Other
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
ARS question	Priority 3	BUS.ARS.Technical support.BTSS
Maximo account inactive	Priority 3	DCI.Customer Support.Maximo.Password Reset
password reset for Peopleso	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Email Access	Priority 3	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
It security password reset	Priority 3	MIT.S.OPS.IILMS ITSA.password reset
Maximo password reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
hcm password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
password reset	Priority 2	DCI.Customer Support.Active Directory.Password Unlock
Reset user Windows PE Pas	Priority None	Software

AIM PE Password Reset - P	Priority None	ROCS.Applications.AIM.App
password reset for Peopleso	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
password reset hcm	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Avaya Phone needs to be se	Priority 3	NCS.Telephone.digital phone.No Dial Tone
Maximo login issue	Priority 3	DCI.Customer Support.Question
Maximo login issue	Priority 3	DCI.Customer Support.Maximo.Password Reset
Eservice access Inquiry	Priority 3	Payroll.PeopleSoft.Upgrade.Inquiry
Peoplesoft login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Peoplesoft login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
CTF System Check - Mids -	Priority None	Software
Peoplesoft login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Peoplesoft issue	Priority 3	HR.PSHCM.Support
Trust relationship failed	Priority 3	DCI.Customer Support.Network.Server
Peoplesoft login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
GOTRS Login issue	Priority 3	APPS.Technical support.GOTRS
Caller changed mind about r	Priority 3	DCI.Customer Support.Question
Webmail issue	Priority 3	DCI.Customer Support.Question
Remote Desktop Issue	Priority 3	DCI.Customer Support.Question
Call Dropped	Priority 3	DCI.Customer Support.Question
Call Dropped	Priority 3	DCI.Customer Support.Question
Call Dropped	Priority 3	DCI.Customer Support.Question
Customer requested email a	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
Customer requested email a	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
Job Code Missing EEO Infor	Priority 3	HR.PSHCM.Support
Job Code Missing EEO Infor	Priority 3	HR.PSHCM.Support
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Account unlock	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
PIDS Special Schedule Upda	Priority None	ROCS.Applications.PIDS.Other
Account Locked	Priority 3	DCI.Customer Support.Active Directory.Password reset
Please see the attached spre	Priority 3	HR.PSHCM.HR solutions support
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
NSR Request	Priority 3	DCI.Customer Support.Active Directory.New Contractor
PASSWORD RESET	Priority 3	DCI.Customer Support.Active Directory.Password reset
PASSWORD RESET	Priority 3	DCI.Customer Support.Active Directory.Password reset
Please change address for M	Priority 3	HR.PSHCM.HR solutions support
Attached is an NSR for Mela	Priority 3	DCI.Customer Support.Active Directory.Drive Access
Logon Error: No Available Se	Priority 3	DCI.Customer Support.Network.Server Failure
Please find the attached req	Priority 3	DCI.SYSADMIN.Software.installation.MS Visio
CTF System Check - Evenin	Priority None	Applications
trying to install one of the Pe	Priority 3	DCI.Customer Support.Desktop Support
Tablet won't power on for Ro	Priority 3	DCI.SYSADMIN.Mobile Device Management.Technical supportT
Please be advised that the fd	Priority 3	DCI.Customer Support.Question
Maximo Password Reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Email - E4 license provision	Priority 3	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset

Customer would like to log in	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
HR Solutions	Priority 3	HR.PSHCM.Report
Ticket for MITS	Priority 3	MIT.S.OPS.security.firewall
Printer install	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
Submit NSR	Priority 3	DCI.Customer Support.Question
NSR attached	Priority 3	DCI.Customer Support.Active Directory.New Contractor
it security awareness password	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
NSR-kayitesi	Priority 3	DCI.Customer Support.Active Directory.New Employee
Microsoft Product Unlicensed	Priority 3	DCI.Customer Support.Software.MS Outlook.Migrated
call disconnected	Priority 3	DCI.Customer Support.Question
call disconnected	Priority 3	DCI.Customer Support.Question
HR Solutions	Priority 3	HR.PSHCM.Report
PC Will Not Boot Up	Priority 3	DCI.Customer Support.hardware.Desktop.hardware failure
Attached is the completed NSR	Priority 3	DCI.Customer Support.Active Directory.New Contractor
customer unable to change password	Priority 3	DCI.Customer Support.Question
Maximo Password Issue	Priority 3	DCI.Customer Support.Question
Please find the attached NSR	Priority 3	DCI.Customer Support.Active Directory.Drive Access
NSR-powell	Priority 3	DCI.Customer Support.Active Directory.Drive Access
RPM - Password Reset - How	Priority 5	ROCS.Applications.RPM.App
application install	Priority 3	DCI.Customer Support.Desktop Support
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
google earth	Priority 3	DCI.Customer Support.Desktop Support
customer reported prowtach	Priority 3	DCI.Customer Support.Desktop Support
Maximo Password reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Training ticket please ignore	Priority 3	DCI.Customer Support.hardware.Laptop.reimage
Add To RPM Cars 7402-740	Priority None	ROCS.Applications.RPM.App
printer install	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
Download Issue	Priority 3	DCI.Customer Support.Question
unable to access I drive	Priority 3	DCI.Customer Support.Desktop Support
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
network account locked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password Reset	Priority 3	DCI.Customer Support.Active Directory.New Contractor
HR Solutions	Priority 3	HR.PSHCM.Report
Training ticket..... PLEASE I	Priority None	DCI.Customer Support.Question
Drop Call	Priority 3	DCI.Customer Support.Question
Access to T Drive	Priority 3	DCI.Customer Support.Question
status	Priority 3	DCI.Customer Support.service desk.Ticket Status
Question regarding Email	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Network Service Request for	Priority 3	DCI.Customer Support.Question
test ticket. please install chrome	Priority 3	DCI.Customer Support.Desktop Support
Training ticket..... PLEASE I	Priority None	DCI.Customer Support.Question
Access to the O Drive	Priority 3	DCI.Customer Support.Question
User needs access to CATS	Priority 3	DCI.Customer Support.Question

(Training ticket, please ignore)	Priority 2	DCI.Customer Support.hardware.Mouse.break/fix
Training ticket please ignore	Priority 3	DCI.Customer Support.Network.Server
Training Ticket Please Ignore	Priority 3	DCI.Customer Support.Wifi.Configuration
Training ticket please ignore	Priority 2	DCI.Customer Support.Desktop Support
testing please ignore update	Priority 3	DCI.Customer Support.service desk.Ticket Status
*TEST TICKET* Elevated Use	Priority 3	DCI.Customer Support.Question
TRAINING TICKET - PLEASE	Priority 3	DCI.Customer Support.Network.Server
Barcode W-347019 No Log	Priority 3	DCI.Customer Support.Network.Server
Password Reset	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Question
Visio and Project re-install on	Priority 3	DCI.SYSADMIN.Software.installation.MS Visio
In Communication Room D-2	Priority 3	ROCS.Hardware.AIM.Other
email pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Question Regarding Email	Priority 3	MIT.S.OPS.security.firewall
Customer needs assistance	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
Change Maximo Password	Priority 3	DCI.Customer Support.Maximo.Password Reset
User requested network acc	Priority 3	DCI.Customer Support.Active Directory.Password reset
Customer is asking the statu	Priority 3	APPS.Access.Maximo
wants to home page to metr	Priority 3	DCI.Customer Support.Question
Reimage request for Laptop	Priority 3	DCI.Customer Support.hardware.Laptop.reimage
Request Laptop Reimage	Priority 3	DCI.Customer Support.hardware.Laptop.reimage
ITSAT pw reset	Priority 3	MIT.S.OPS.ILMS ITSA.disabled account
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Excel Issue	Priority 3	DCI.Customer Support.printer.Desktop.Cycle Printer
e020462 hcm pw reset	Priority 3	DCI.Customer Support.Question
MS Excel file issue	Priority 3	DCI.Customer Support.Question
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset for PC and	Priority 3	DCI.Customer Support.Active Directory.Password reset
Network drive access reques	Priority 3	DCI.Customer Support.Active Directory.Drive Access
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
training ticket please ignore	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Training Ticket Please Ignore	Priority 3	DCI.Customer Support.Active Directory.Password reset
password locked test please	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
test ticket password rest	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maxmo pw reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
IT Security Awareness Train	Priority 3	DCI.Customer Support.Question
Email Issue	Priority 3	DCI.Customer Support.Desktop Support
MS Excel Issue: File Does N	Priority 3	DCI.Customer Support.Software.MS Excel.Install
hcm pw reset	Priority 4	DCI.Customer Support.Active Directory.Password reset
VPN Issue	Priority 3	DCI.Customer Support.Question
Outlook Product Deactivation	Priority 3	DCI.Customer Support.Software.MS Outlook.Migrated
Dennis Instructed to Do Inve	Priority 5	ROCS - Hardware
PeopleSoft HCM/HR Support	Priority 3	HR.PSHCM.Support
ROCS - Misdirect for KIDS	Priority None	ROCS.All.Requests
wants to know how to find ai	Priority 3	DCI.Customer Support.Question
Specification Writer (PCN - C	Priority 3	HR.PSHCM.Support
Install Microsoft Silverlight (L	Priority 3	DCI.Customer Support.Desktop Support



payroll support number	Priority 3	DCI.Customer Support.Question
NCS.Telephone.digital phone	Priority 3	NCS.Telephone.digital phone.Hardware
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
training ticket please ignore	Priority 3	DCI.Customer Support.Active Directory.Password reset
Java install	Priority 3	DCI.Customer Support.Desktop Support
Password Reset for PC and	Priority 3	DCI.Customer Support.Active Directory.Password reset
Please disregard training pur	Priority 3	DCI.Customer Support.Active Directory.Password reset
Training Ticket Please Ignor	Priority 3	DCI.Customer Support.Active Directory.Password reset
Training ticket.... PLEASE IG	Priority 3	DCI.Customer Support.Active Directory.Password reset
Computer Re-image	Priority 3	DCI.Customer Support.hardware.Desktop.reimage
Profile service error	Priority 3	DCI.Customer Support.Desktop Support
Training ticket please ignore	Priority 3	DCI.Customer Support.Active Directory.Password reset
E Service	Priority 3	Payroll.PeopleSoft.Upgrade.Inquiry
KIDS Display	Priority 3	DCI.Customer Support.Question
Barcode L-354979 (was not	Priority 3	DCI.Customer Support.Software.Java.Install
HP LJ 6040 error messages	Priority 3	DCI.Customer Support.printer.Desktop.Cycle Printer
Dell Latitude Does not have	Priority 3	DCI.Customer Support.hardware.Laptop.hardware failure
No Dialtone	Priority 3	NCS.Telephone.digital phone.No Dial Tone
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
New Employee Login Inform	Priority 3	DCI.Customer Support.Question
Recover Unsaved Document	Priority 3	DCI.Customer Support.Desktop Support
Question regarding passwor	Priority 3	DCI.Customer Support.Active Directory.Password reset
Exisiting Voicemail Question	Priority 3	NCS.Telephone.digital phone.Voice Mail Password Reset
Maximo Password Reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
assistance changing pw via c	Priority 3	DCI.Customer Support.Active Directory.Password reset
NSR attached	Priority 3	DCI.Customer Support.Active Directory.New Employee
Customer is requesting Docu	Priority 3	APPS.Access.DOCUMENTUM
password reset ignore test	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Training Ticket Please Ignor	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
testing purposes training ple	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
training ticket please ignore	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
account lock out	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Monitor Display	Priority 3	DCI.Customer Support.Desktop Support
Training ticket please ignore	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Training Ticket Please Ignor	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Training Ticket please ignore	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Training ticket please ignore	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Google Chrome Install	Priority 3	DCI.Customer Support.Desktop Support
c0123456 - question about v	Priority 3	DCI.Customer Support.Question
NSR attached	Priority 3	DCI.Customer Support.Active Directory.New Employee
account issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Testing ticket... PLEASE IGN	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
training ticket please ignore	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Training ticket please ignore	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset

password reset for Peopleso	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Access Prohibited	Priority 3	MIT.S.OPS.security.firewall
Question regarding Compute	Priority 3	DCI.Customer Support.Question
Account locked	Priority 3	DCI.Customer Support.Active Directory.Password reset
Customer needs vendor ema	Priority 3	MIT.S.OPS.security.firewall
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
software install	Priority 3	DCI.Customer Support.Desktop Support
Virtual Private Network (VPN	Priority 3	DCI.Customer Support.Software.VPN.Training
password reset for Peopleso	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Troubleshoot Dual Monitor S	Priority 3	DCI.Customer Support.hardware.Monitor.configuration
Prowatch 4 Unresponsive	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Account locked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
General Question-Mouse	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
HR issue	Priority 3	HR.PSHCM.Support
Install Adobe Acrobat XI Pro	Priority 3	DCI.Customer Support.Desktop Support
Eservice	Priority 3	Payroll.PeopleSoft.Upgrade.Inquiry
Circuit to ShepBG is flapping	Priority 3	NCS.Switch.Unreachable
E Service	Priority 3	Payroll.PeopleSoft.Upgrade.Inquiry
status	Priority 3	DCI.Customer Support.service desk.Ticket Status
Printer Install	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
CTF System Check - Day - 8	Priority None	ROCS.All.Requests
Password and Login Assista	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
No Drive Access	Priority 3	DCI.Customer Support.Desktop Support
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo pw reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo password reset for M	Priority 3	DCI.Customer Support.Maximo.Password Reset
Pro Watch Issue	Priority 3	DCI.Customer Support.Question
network account locked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Question regarding forms	Priority 3	DCI.Customer Support.Question
PW reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
requesting work order rights	Priority 3	DCI.Customer Support.Maximo.Password Reset
office 2016 intall	Priority 3	DCI.Customer Support.Question
ELM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Status update	Priority 3	DCI.Customer Support.service desk.Ticket Status
Reset Maximo	Priority 3	APPS.Access.Maximo
Reset Maximo	Priority 3	APPS.Access.Maximo
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Internet Browser	Priority 3	DCI.Customer Support.Desktop Support
Setup PC	Priority 3	DCI.Customer Support.Desktop Support
Maximo maintenance	Priority 3	DCI.Customer Support.Maximo.Password Reset
CA PPM maintenance	Priority 3	DCI.Customer Support.Question
At AD login user gets :User F	Priority 3	DCI.Customer Support.Desktop Support
Password reset for Peolesof	Priority 3	DCI.Customer Support.Active Directory.Password reset

Reset Windows	Priority 3	DCI.Customer Support.Active Directory.Password reset
Unlocked AD	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
User no longer has IE acces	Priority 3	DCI.Customer Support.Question
See attached NSR ...	Priority 3	DCI.Customer Support.Active Directory.Drive Access
Maximo reset	Priority 3	APPS.Access.Maximo
Directed user to email inbox	Priority 3	DCI.Customer Support.office 365.Technical support
Reset PS HCM	Priority 3	DCI.Customer Support.Active Directory.Password reset
Install local printer HP Inkjet	Priority 3	DCI.Customer Support.printer.Desktop.Install Printer Driver
Status updated for ticket 588	Priority 3	DCI.Customer Support.service desk.Ticket Status
(See ticket 58881)User need	Priority 3	DCI.Customer Support.Software.Internet Explorer
When attempting to register	Priority 3	DCI.Customer Support.Question
Maximo deactivated due to in	Priority 3	APPS.Access.Maximo
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
ILMS reset	Priority 3	MIT.SOPS.ILMS ITSA.password reset
Maximo reset	Priority 3	APPS.Training.Maximo
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
CTF System Check - Mids -	Priority None	Software
Reset ILMS	Priority 3	MIT.SOPS.ILMS ITSA.password reset
Tablet previously issued to D	Priority 3	DCI.SYSADMIN.Mobile Device Management.Technical supportT
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
maximo password reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Voicemail Password Reset R	Priority 3	NCS.Telephone.digital phone.Voice Mail Password Reset
call disconnected before pick	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Call Dropped	Priority 3	DCI.Customer Support.Question
Call Dropped	Priority 3	DCI.Customer Support.Question
no support needed	Priority 3	DCI.Customer Support.Question
IT Security Awareness Test	Priority 3	MIT.SOPS.ILMS ITSA.password reset
IT Security Awareness Test	Priority 3	MIT.SOPS.ILMS ITSA.password reset
Assistance with change of ad	Priority 3	HR.PSHCM.Support
call dropped	Priority 3	DCI.Customer Support.Question
log in assistance	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
CTF System Check - Evenin	Priority None	Applications
Ticket status for 57319	Priority 3	DCI.Customer Support.service desk.Ticket Status
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
ARS Password	Priority 3	DCI.Customer Support.Question
Please find the attached Ser	Priority 3	DCI.SYSADMIN.Server.Access
Customer would like his com	Priority 3	DCI.Customer Support.Software.VPN.Install
Please find the attached Esc	Priority 3	DCI.Customer Support.management.Delegation Request.Escalat
Medical Services and Compl	Priority 3	DCI.Customer Support.Question
ISTA Training Password Res	Priority 3	MIT.SOPS.ILMS ITSA.password reset
nsr	Priority 3	DCI.Customer Support.Active Directory.Drive Access
be advised that the following	Priority 3	DCI.Customer Support.Question
Call Dropped	Priority 3	DCI.Customer Support.Question
VDI access Attached is a cor	Priority 3	DCI.SYSADMIN.Server.Access
nsr	Priority 3	DCI.SYSADMIN.Server.Access

Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
ITSA Training Password Res	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
Laptop wifi configuration- Me	Priority 3	DCI.Customer Support.Wifi.Configuration
NSR-bayer VDI	Priority 3	DCI.SYSADMIN.Server.Access
Network password reset req	Priority 3	DCI.Customer Support.Active Directory.Password reset
Adobe Acrobat Pro Installat	Priority 3	DCI.Customer Support.Desktop Support
IT Security Awareness Train	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Monitor Setup	Priority 3	DCI.Customer Support.hardware.Monitor.configuration
application install	Priority 3	DCI.Customer Support.Desktop Support
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
no support needed	Priority 3	DCI.Customer Support.Question
Monitor Setup	Priority 3	DCI.Customer Support.hardware.Monitor.configuration
NSR request	Priority 3	DCI.Customer Support.Active Directory.New Employee
HR Issues	Priority 3	DCI.Customer Support.Question
Make Metroweb the Internet	Priority 3	DCI.Customer Support.Software.Internet Explorer
NSR and TSR Creation	Priority 3	DCI.Customer Support.Question
NSR attached, notified user	Priority 3	DCI.SYSADMIN.Server.Access
Password unlock	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
people soft epm error messa	Priority 2	MIT.S.Apps.Security Access.PSEPM
Page Blocked	Priority 3	MIT.S.OPS.security.firewall
Ticket Training please ignore	Priority 3	DCI.Customer Support.printer.Xerox.technical support
Training purposes please ign	Priority 3	DCI.Customer Support.printer.Xerox.purchase
Training Ticket please ignor	Priority 3	DCI.Customer Support.printer.Xerox.technical support
training ticket please ignore	Priority 3	DCI.Customer Support.printer.Xerox.technical support
Training ticket ..... PLEASE I	Priority 3	DCI.Customer Support.printer.Xerox.technical support
TRAINING TICKET PLEASE	Priority 3	DCI.Customer Support.printer.Xerox.technical support
Training Ticket Please Ignor	Priority 3	DCI.Customer Support.printer.Xerox.purchase
Training ticket issue please i	Priority 3	DCI.Customer Support.printer.Xerox.purchase
IT Security Awareness	Priority 3	DCI.Customer Support.Desktop Support
Help with VPN login	Priority 3	DCI.Customer Support.Software.VPN.Install
Training Ticket please ignore	Priority 3	DCI.Customer Support.Inventory.Loaner Desktop
Training ticket..... PLEASE IC	Priority 3	DCI.Customer Support.Inventory.Loaner Desktop
(Ticket training. Please ignor	Priority 3	DCI.Customer Support.Inventory.Loaner Desktop
test ticket loaner desktop	Priority 3	DCI.Customer Support.Inventory.Loaner Desktop
Training Ticket Please Ignor	Priority 3	DCI.Customer Support.Inventory.Loaner Desktop
TRAINING TICKET PLEASE	Priority 3	DCI.Customer Support.Inventory.Loaner Desktop
training ticket please ignore	Priority 3	DCI.Customer Support.Inventory.Loaner Desktop
Training ticket please ignore	Priority 3	DCI.Customer Support.Inventory.Loaner Desktop
Training Ticket Please Ignor	Priority 3	DCI.Customer Support.Inventory.Loaner Desktop
desktop loaner please ignore	Priority 3	DCI.Customer Support.Inventory.Loaner Desktop
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
NSR needs to be submitted	Priority 3	DCI.Customer Support.Question
Training Ticket please ignore	Priority 3	DCI.Customer Support.Question
Training ticket please ignore	Priority 3	DCI.Customer Support.Question
Move	Priority 4	DCI.Customer Support.Equipment Move.Project
TRAINING TICKET - PLEAS	Priority 3	DCI.Customer Support.Question

Training ticket please ignore	Priority 3	DCI.Customer Support.Question
(Training ticket, please ignor	Priority 3	DCI.Customer Support.Question
User has a TSR in 8249347	Priority 3	NCS.Telephone.digital phone.Other
Logon error	Priority 3	DCI.Customer Support.Network.Server
Ticket for MITS	Priority 3	MITS.OPS.security.scan request
Network password reset req	Priority 3	DCI.Customer Support.Active Directory.Password reset
NSR-randolph, create distrib	Priority 3	DCI.SYSADMIN.Server.Access
DCI.Customer Support.Inver	Priority 3	DCI.Customer Support.Inventory.Loaner Laptop
Testing purposes please ign	Priority 3	DCI.Customer Support.Question
(Ticketing in class, please ig	Priority 3	DCI.Customer Support.Question
Training Ticket please ignore	Priority 3	DCI.Customer Support.Question
Training Ticket Please Ignor	Priority 3	DCI.Customer Support.Question
User can't get on network*	Priority 3	DCI.Customer Support.Break-Fix.Computer
please disregard install proje	Priority 3	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
TRAINING TICKET PLEASE	Priority 3	DCI.Customer Support.Question
Training Ticket please ignore	Priority 3	DCI.Customer Support.Question
Training ticket please ignore	Priority 3	DCI.Customer Support.Question
Call Dropped	Priority 3	DCI.Customer Support.Question
Customer is unable to login i	Priority 3	DCI.Customer Support.Question
Recreate customer profile fo	Priority 3	DCI.Customer Support.Software.Internet Explorer
Customer not able to access	Priority 3	DCI.Customer Support.Software.Internet Explorer
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Printer Install	Priority 3	DCI.Customer Support.printer.Desktop.Install Printer Driver
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
memory upgrade	Priority 3	DCI.Customer Support.hardware.Desktop.break/fix
memory upgrade	Priority 3	DCI.Customer Support.hardware.Desktop.break/fix
Network password reset req	Priority 3	DCI.Customer Support.Active Directory.Password reset
memory upgrade	Priority 3	DCI.Customer Support.hardware.Desktop.break/fix
Submit NSR	Priority 3	DCI.Customer Support.Question
memory upgrade	Priority 3	DCI.Customer Support.hardware.Desktop.break/fix
Customer not able to connect	Priority 3	DCI.Customer Support.office 365.Technical support
memory upgrade	Priority 3	DCI.Customer Support.hardware.Desktop.break/fix
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo Access	Priority 3	DCI.Customer Support.Question
User computer is not booting	Priority 2	DCI.Customer Support.hardware.Desktop.break/fix
recover workbook	Priority 3	DCI.Customer Support.Desktop Support
IT Security Awareness	Priority 3	DCI.Customer Support.Question
User received a message fro	Priority 3	MITS.OPS.security.scan request
unable to no apps or desktop	Priority 3	DCI.Customer Support.Desktop Support
Submit NSR	Priority 3	DCI.Customer Support.Question
Please grant row security W	Priority 3	MITS.OPS.security.firewall
User needs third party softwa	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
NSR-paulk	Priority 3	DCI.Customer Support.Active Directory.New Contractor
PC Set Up for E027085	Priority 3	DCI.Customer Support.Equipment Move.Project
NSR-samuels	Priority 3	DCI.Customer Support.Active Directory.New Contractor

Silverlight Install Request	Priority 3	DCI.Customer Support.Desktop Support
Customer connected to priva	Priority 3	DCI.Customer Support.Desktop Support
Maximo pw reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Ticket for MITS	Priority 3	MIT.S.OPS.security.scan request
Thought account was locked	Priority 3	DCI.Customer Support.Question
ITSAT pw reset	Priority 3	MIT.S.OPS.ILMS ITSA.registration
NSR-tari	Priority 3	DCI.Customer Support.Active Directory.New Employee
Adobe Acrobat XI Pro install	Priority 3	DCI.Customer Support.Desktop Support
Training Ticket please ignore	Priority 3	DCI.Customer Support.hardware.Desktop.hardware failure
*TEST TICKET* BSOD	Priority 3	DCI.Customer Support.hardware.Desktop.hardware failure
(Training ticket, please ignor	Priority 3	DCI.Customer Support.hardware.Desktop.hardware failure
Training ticket please ignore	Priority 3	DCI.Customer Support.hardware.Desktop.hardware failure
Training Ticket Please Ignor	Priority 3	DCI.Customer Support.hardware.Desktop.hardware failure
Training ticket..... PLEASE I	Priority 3	DCI.Customer Support.hardware.Desktop.hardware failure
Training ticket please ignore	Priority 3	DCI.Customer Support.hardware.Desktop.hardware failure
Training ticket please ignore	Priority 3	DCI.Customer Support.hardware.Desktop.hardware failure
password reset for new cont	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password Reset	Priority 3	DCI.Customer Support.Question
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
training purpose plesase ing	Priority 3	DCI.Customer Support.Inventory.Loaner Desktop
Java install	Priority 3	DCI.Customer Support.Software.Java.Install
Training ticket please ignore	Priority 3	DCI.Customer Support.Inventory.Loaner Laptop
test ticket please disregard	Priority 3	DCI.Customer Support.Inventory.Loaner Laptop
TRAINING TICKET PLEASE	Priority 3	DCI.Customer Support.Inventory.Loaner Laptop
training ticket please ignore	Priority 3	DCI.Customer Support.Inventory.Loaner Laptop
Ticket for MITS	Priority 3	MIT.S.OPS.security.firewall
Training Ticket Please Ignor	Priority 3	DCI.Customer Support.Inventory.Loaner Laptop
Training ticket please ignore	Priority 3	DCI.Customer Support.Inventory.Loaner Laptop
*TRAINING TICKET PLEASE	Priority 3	DCI.Customer Support.Inventory.Loaner Laptop
Voicemail Password Reset fr	Priority 3	NCS.Telephone.digital phone.Voice Mail Password Reset
HR Solutions	Priority 3	HR.PSHCM.Access
please disreqqard	Priority 3	DCI.Customer Support.office 365.Technical support
Training ticket please ignore	Priority 3	DCI.Customer Support.office 365.Technical support
training purposes please ign	Priority 3	DCI.Customer Support.office 365.Technical support
Training ticket please ignore	Priority 3	DCI.Customer Support.office 365.Technical support
TRAINING TICKET PLEASE	Priority 3	DCI.Customer Support.office 365.Technical support
(Training purpose, please ign	Priority 3	DCI.Customer Support.office 365.Technical support
Training Ticket Please Ignor	Priority 3	DCI.Customer Support.office 365.Technical support
Training ticket... PLEASE IG	Priority 3	DCI.Customer Support.office 365.Technical support
ITSAT unable to load course	Priority 3	DCI.Customer Support.Desktop Support
account is locked out	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Training ticket.... PLEASE IG	Priority 3	DCI.Customer Support.Question
onedrive inquiry	Priority 3	DCI.Customer Support.Question
Training ticket please ignore	Priority 3	DCI.Customer Support.Question
HR Solutions	Priority 3	HR.PSHCM.Support
email on laptop bc: L-350312	Priority 3	DCI.Customer Support.Question
Training ticket please ignore	Priority 3	DCI.Customer Support.Question

Training Ticket Please Ignore	Priority 3	DCI.Customer Support.Question
training ticket please ignore	Priority 3	DCI.Customer Support.Question
Training Ticket Please Ignore	Priority 3	DCI.Customer Support.Question
test please disregard test ig	Priority 3	DCI.Customer Support.Question
TRAINING TICKET PLEASE	Priority 3	DCI.Customer Support.Question
Webmail	Priority 3	DCI.Customer Support.Question
UAC needs to be disabled fr	Priority 3	DCI.Customer Support.Software.Java.Install
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Training Ticket Please Ignore	Priority 3	DCI.Customer Support.Question
Training ticket please ignore	Priority 3	DCI.Customer Support.service desk.Ticket Status
TRAINING TICKET - PLEAS	Priority 3	DCI.Customer Support.service desk.Ticket Status
training ticket please ignore	Priority 3	DCI.Customer Support.service desk.Ticket Status
Training ticket please ignore	Priority 3	DCI.Customer Support.service desk.Ticket Status
Ticket training..... PLEASE I	Priority 3	DCI.Customer Support.service desk.Ticket Status
IT Security Awareness issue	Priority 3	DCI.Customer Support.Desktop Support
network acct locked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Excel Issue	Priority 3	DCI.Customer Support.Software.MS Outlook.Migrated
User cannot open IE user ge	Priority 3	DCI.Customer Support.Software.Internet Explorer
test ticket needs visio install	Priority 3	DCI.Customer Support.Question
Training Ticket please ignore	Priority 3	DCI.Customer Support.Question
Training ticket please ignore	Priority 3	DCI.Customer Support.Question
Testing purpose please igno	Priority 3	DCI.Customer Support.Question
Training ticket please ignore	Priority 3	DCI.Customer Support.Question
Customer wants a copy of th	Priority 3	DCI.Customer Support.Question
Training ticket please ignore	Priority 3	DCI.Customer Support.Question
Training Ticket please ignore	Priority 3	DCI.Customer Support.Question
Testing Ticket..... PLEASE I	Priority 3	DCI.Customer Support.Question
TRAINING TICKET - PLEAS	Priority 3	DCI.Customer Support.Question
*Test ticket please ignore* V	Priority 3	DCI.Customer Support.Question
test please disregard test ig	Priority 3	DCI.Customer Support.Question
Training Ticket Please Ignore	Priority 3	DCI.Customer Support.Question
CTF System Check - Day - 8	Priority None	ROCS.All.Requests
Network printer install	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
LAN connection	Priority 3	DCI.Customer Support.Desktop Support
Trust relationship	Priority 3	DCI.Customer Support.Desktop Support
User documentum issue	Priority 3	APPS.Technical support.DOCUMENTUM
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Reimage; configure for vpn	Priority 3	DCI.Customer Support.hardware.Laptop.reimage
third party software install	Priority 3	DCI.Customer Support.Desktop Support
Network password reset req	Priority 3	DCI.Customer Support.Active Directory.Password reset
External Link	Priority 3	Payroll.PeopleSoft.Upgrade.Inquiry
NSR-anomnachi	Priority 3	DCI.Customer Support.Active Directory.Drive Access
NSR-leslie	Priority 3	DCI.Customer Support.Active Directory.Drive Access
User unable to shut down he	Priority 3	DCI.Customer Support.Question
Contractor Access to the CA	Priority 3	DCI.Customer Support.Question
Can't open Digital Signature	Priority 3	DCI.Customer Support.Question

NSR-anteneh	Priority 3	DCI.Customer Support.Active Directory.New Employee
User requested network acco	Priority 3	DCI.Customer Support.Active Directory.Password reset
SMS Issue	Priority 3	APPS.Technical support.SMS
training ticket please ignore,	Priority 3	DCI.Customer Support.printer.Xerox.purchase
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Projector 4 Inquiry In OCC	Priority None	ROCS - Hardware
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
training purposes please igno	Priority 3	DCI.Customer Support.Question
NSR-dennis	Priority 3	DCI.Customer Support.Active Directory.Drive Access
Training Ticket please ignore	Priority 3	DCI.Customer Support.Question
test please disregard test ig	Priority 3	DCI.Customer Support.Question
NSR-brewer	Priority 3	DCI.Customer Support.Active Directory.Drive Access
Training test please ignore R	Priority 3	DCI.Customer Support.Question
Training Ticket please ignore	Priority 3	DCI.Customer Support.Question
Training ticket please ignore	Priority 3	DCI.Customer Support.Question
training ticket please ignore	Priority 3	DCI.Customer Support.Question
*training ticket please ignore	Priority 3	DCI.Customer Support.Question
Training ticket, please ignore	Priority 3	DCI.Customer Support.Question
Training Ticket Please Ignor	Priority 3	DCI.Customer Support.Question
Training ticket only..... PLEA	Priority 3	DCI.Customer Support.Question
TRAINING TICKET PLEASE	Priority 3	DCI.Customer Support.Question
Requests for Memory Upgra	Priority 3	DCI.Customer Support.Inventory.Upgrade Case
NSR attached	Priority 3	DCI.Customer Support.Active Directory.Drive Access
Install a local printer. Custom	Priority 3	DCI.Customer Support.printer.Desktop.Cycle Printer
Printer Install xerox printer	Priority 3	DCI.Customer Support.printer.Desktop.Install Printer Driver
SharePoint: Uploading Docu	Priority 3	DCI.Customer Support.Question
PS Access Request	Priority 3	HR.PSHCM.Access
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Outlook issue	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
Training ticket please ignore	Priority 4	DCI.Customer Support.Equipment Move.Project
test ticket pc move	Priority 4	DCI.Customer Support.Equipment Move.Project
No access to Network Drive	Priority 3	DCI.Customer Support.Question
Training Ticket Please Ignor	Priority 4	DCI.Customer Support.Equipment Move.Project
Training Ticket please ignore	Priority 4	DCI.Customer Support.Equipment Move.Project
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
TRAINING TICKET PLEASE	Priority 4	DCI.Customer Support.Equipment Move.Project
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
PC moved around in the offic	Priority 5	DCI.Customer Support.Equipment Move.Project
Training ticket please ignore	Priority 4	DCI.Customer Support.Equipment Move.Project
Training ticket please ignore	Priority 5	DCI.Customer Support.Equipment Move.Project
7e -05 , telephone on speaker	Priority 3	NCS.Telephone.digital phone.Other
Training Ticket Please Ignor	Priority 4	DCI.Customer Support.Equipment Move.Project
Status update on open ticket	Priority 3	DCI.Customer Support.service desk.Ticket Status
test please disregard ignore	Priority 5	DCI.Customer Support.Equipment Move.Project
Adobe reader install	Priority 3	DCI.Customer Support.Desktop Support
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Customer needs help resetti	Priority 3	DCI.Customer Support.Active Directory.Password reset



Network password reset req	Priority 3	DCI.Customer Support.Active Directory.Password reset
Avaya Phone Issue	Priority 3	NCS.Telephone.digital phone.Hardware
User is unable to copy and s	Priority 3	DCI.Customer Support.Question
training ticket please ignore c	Priority 3	DCI.Customer Support.Question
PeopleSoft Financials Accou	Priority 3	MIT.S.Apps Security.PSFIN.password reset
test please disregard	Priority 3	DCI.Customer Support.Question
training purposes ingore Bod	Priority 3	DCI.Customer Support.Question
Creating signature in adobe	Priority 3	DCI.Customer Support.Question
Training ticket please ignore	Priority 3	DCI.Customer Support.Question
TRAINING TICKET PLEASE	Priority 3	DCI.Customer Support.Question
Training ticket please ignore	Priority 3	DCI.Customer Support.Question
Training Ticket Please Ignor	Priority 3	DCI.Customer Support.Question
(Traning ticket please ignore	Priority 3	DCI.Customer Support.Question
Training Ticket.... PLEASE IG	Priority 3	DCI.Customer Support.Question
wmata uses MTPD server	Priority 3	DCI.Customer Support.Question
Unable to login	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Network password reset req	Priority 3	DCI.Customer Support.Active Directory.Password reset
assistance registering for sel	Priority 3	DCI.Customer Support.Active Directory.Password reset
Network password reset req	Priority 3	DCI.Customer Support.Active Directory.Password reset
No IP on printer ; port not ac	Priority 3	NCS.Telephone.digital phone.Hardware
network acct locked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
User Cannot Access her VPI	Priority 2	DCI.Customer Support.Software.VPN.Install
Password unlock	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Scanner Install	Priority 3	DCI.Customer Support.hardware.Scanner.install
inquiry	Priority 3	DCI.Customer Support.service desk.Ticket Status
Training Ticket Please ignore	Priority 3	DCI.Customer Support.hardware.Scanner.install
test ticket please disregard s	Priority 3	DCI.Customer Support.hardware.Scanner.install
PASSWORD RESET	Priority 3	DCI.Customer Support.Active Directory.Password reset
wants chrome to be default b	Priority 3	DCI.Customer Support.Question
Staples	Priority 3	APPS.Technical support.PSFIN
Computer slow	Priority 3	DCI.Customer Support.hardware.Desktop.configuration
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
unable to use Project:	Priority 3	DCI.Customer Support.Question
One drive setup	Priority 3	DCI.Customer Support.Desktop Support
badge disabled per ARS	Priority 3	DCI.Customer Support.Desktop Support
Java Installation or Upgrade	Priority 3	DCI.Customer Support.Software.Java.upgrade
Adobe Pro Install	Priority 3	DCI.Customer Support.Desktop Support
PW reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
telephone display	Priority 3	DCI.Customer Support.Desktop Support
Archive Issue, assigned per	Priority 3	DCI.SYSADMIN.Server.Access
Training ticket please ignore	Priority 3	DCI.Customer Support.hardware.Scanner.install
Training Ticket Please Ignor	Priority 3	DCI.Customer Support.hardware.Scanner.install
Training ticket... PLEASE IG	Priority 3	DCI.Customer Support.hardware.Scanner.install
(Training ticket please ignore	Priority 3	DCI.Customer Support.printer.Desktop.Install Printer Driver
*Training Ticket Please Igno	Priority 3	DCI.Customer Support.hardware.Scanner.install
TRAINING TICKET PLEASE	Priority 3	DCI.Customer Support.hardware.Scanner.install
Training Ticket Please Ignor	Priority 3	DCI.Customer Support.hardware.Scanner.install

Training ticket please ignore	Priority 3	DCI.Customer Support.hardware.Scanner.install
Training Test please ignore	Priority 3	DCI.Customer Support.hardware.Scanner.install
RPM Inquiry - Questions Ab	Priority None	ROCS.All.Requests
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
New Employee Login Inform	Priority 3	DCI.Customer Support.Question
cached cred question answe	Priority 3	DCI.Customer Support.Desktop Support
User monitor is not displayin	Priority 3	DCI.Customer Support.Question
Eservice	Priority 3	Payroll.PeopleSoft.Upgrade.Inquiry
PW reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password Reset for PC and	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo pw reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
PW reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
General Question	Priority 3	DCI.Customer Support.Question
Google earth install	Priority 3	DCI.Customer Support.Desktop Support
Password Reset for PC and	Priority 3	DCI.Customer Support.Active Directory.Password reset
Request Mouse or Keyboard	Priority 3	DCI.Customer Support.hardware.Keyboard.break/fix
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
PW reset	Priority 3	DCI.Customer Support.Desktop Support
CASD Install or Update Ado	Priority 3	DCI.Customer Support.Desktop Support
User profile was deactivated	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
network pw reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
PW Reset\Unlock	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
User is getting a active X iss	Priority 3	DCI.Customer Support.Software.VPN.Training
Account lockout	Priority 3	DCI.Customer Support.Desktop Support
C drive full	Priority 3	DCI.Customer Support.Desktop Support
Battery won't charge. user w	Priority 3	DCI.Customer Support.Break-Fix.Laptop
Maximo PW reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
PW Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
PW reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
network account locked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
User is requesting for MITS	Priority 3	MIT.S.OPS.security.firewall
PW reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
PW reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
email not updating	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
pw RESET	Priority 3	DCI.Customer Support.Active Directory.Password reset
ELM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
unable to login to HCM	Priority 3	HR.PSHCM.Support
Maximo request	Priority 3	DCI.Customer Support.Active Directory.Password reset
Moved from BTRA to RTRA	Priority 3	DCI.Customer Support.Question
phone issue - Capital South	Priority 3	NCS.Telephone.digital phone.No Dial Tone
SOC	Priority 3	DCI.Customer Support.Desktop Support
questions about vpn token	Priority 3	DCI.Customer Support.Software.VPN.Training
PW reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
ELM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset

User tries to access email and	Priority 3	DCI.Customer Support.office 365.Technical support
network pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo reset	Priority 3	APPS.Access.Maximo
WMATA HTC phone is prom	Priority 3	DCI.SYSADMIN.Mobile Device Management.Password reset.Sm
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Provided 365 email link	Priority 3	DCI.Customer Support.office 365.Technical support
Reset PS HCM	Priority 3	DCI.Customer Support.Active Directory.Password reset
Reset PS HCM	Priority 3	DCI.Customer Support.Active Directory.Password reset
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
Reset Maximo	Priority 3	APPS.Access.Maximo
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
Reset ILMS	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
AD disabled due to ILMS nor	Priority 3	DCI.Customer Support.Question
See attached NSR for Ly...	Priority 3	DCI.SYSADMIN.Server.Access
Please see NSR for Aquino..	Priority 3	DCI.Customer Support.Active Directory.Drive Access
Reset Windows	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo reset	Priority 3	APPS.Access.Maximo
Provided you instructions for	Priority 3	DCI.Customer Support.Active Directory.Password Self-Service A
Reset Windows	Priority 3	DCI.Customer Support.Active Directory.Password reset
CTF System Check - Mids -	Priority None	Software
User entered his time in PS	Priority 3	DCI.Customer Support.Desktop Support
Assisted with email access	Priority 2	DCI.Customer Support.Software.MS Outlook.Repair
Unlocked AD	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Reset PS HCM	Priority 3	DCI.Customer Support.Active Directory.Password reset
User is gets the following me	Priority 2	DCI.SYSADMIN.Mobile Device Management.Technical support.S
Requested assistance with D	Priority 3	DCI.Customer Support.Question
Reset PS HCM	Priority 3	DCI.Customer Support.Active Directory.Password reset
Assisted with access to Metr	Priority 3	DCI.Customer Support.Desktop Support
Reset PS HCM	Priority 3	DCI.Customer Support.Active Directory.Password reset
Mr. Garth Creary is requestir	Priority 3	DCI.Customer Support.Question
Reset PS HCM	Priority 3	DCI.Customer Support.Active Directory.Password reset
User gets the referenced acc	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Mr. Singer has a black scree	Priority 3	DCI.Customer Support.hardware.Monitor.break/fix
CTF System Check - Evenin	Priority None	Applications
Printer install	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo Password Reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Customer having issues with	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
Call Dropped	Priority 3	DCI.Customer Support.Question
Call Dropped	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Webmail assistance	Priority 3	DCI.Customer Support.Question
IT Surplus	Priority 4	DCI.Customer Support.Equipment Move.Surplus removal
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Printing issue	Priority 3	DCI.Customer Support.Question
Unable to connect to work co	Priority 3	DCI.Customer Support.Desktop Support
Printer issue at Herndon	Priority 3	DCI.Customer Support.Break-Fix.Printer

Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
no email- virus email	Priority 3	MIT.S.OPS.security.firewall
Subject: Department tree up	Priority 3	MIT.S.OPS.security.firewall
Termed Employee Address U	Priority 3	HR.PSHCM.HR solutions support
Maximo password reset	Priority 3	DCI.Customer Support.Question
Please find attached my requ	Priority 3	DCI.Customer Support.Active Directory.Drive Access
Subject: Network drive acces	Priority 3	DCI.Customer Support.Active Directory.Drive Access
NSR for Benjamin Kpadeh	Priority 3	DCI.Customer Support.Active Directory.Drive Access
Customer needed assistance	Priority 3	DCI.Customer Support.Question
Job not printing because XP	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
PC powering off on its own	Priority 3	DCI.Customer Support.hardware.Desktop.break/fix
excel issue	Priority 3	DCI.Customer Support.Software.MS Word.upgrade
NSR request	Priority 3	DCI.Customer Support.Active Directory.Drive Access
Printer Move	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
External Access People Soft	Priority 3	Payroll.PeopleSoft.Upgrade.Inquiry
See Ticket 58684 issue is n	Priority 3	DCI.Customer Support.Question
Email - E4 license provision	Priority 3	DCI.Customer Support.Question
IT Security Awareness Train	Priority 3	MIT.S.OPS.I.LMS ITSA.registration
NSR Attached	Priority 3	DCI.Customer Support.Active Directory.Drive Access
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Would you be so kind and cu	Priority 3	HR.PSHCM.Support
Paper jam	Priority 3	DCI.Customer Support.Break-Fix.Printer
RE: Request Access to HCM	Priority 3	MIT.S.OPS.security.firewall
Password Reset	Priority 3	DCI.Customer Support.Question
Support to develop the infras	Priority 1	Applications
IT Security Awareness	Priority 3	DCI.Customer Support.Desktop Support
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
needed help accessing his e	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
Request for a new deskphon	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
MS Outlook Issue	Priority 1	DCI.Customer Support.Software.MS Outlook.Repair
assistance accessing emails	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
Status update 57204	Priority 3	DCI.Customer Support.service desk.Ticket Status
Mouse at Columbia Heights*	Priority 2	DCI.Customer Support.hardware.Mouse.break/fix
Remote Access	Priority 3	DCI.Customer Support.Question
Webmail	Priority 3	DCI.Customer Support.Question
MS Office is not functioning	Priority 3	DCI.Customer Support.Software.MS Outlook.Problem Not Found
Training Ticket please ignore	Priority 3	DCI.Customer Support.Desktop Support
outlook issue	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
account disabled	Priority 3	DCI.Customer Support.Desktop Support
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Training Please Disregard -	Priority 3	DCI.Customer Support.Inventory.Loaner Laptop
test ticket laptop loaner	Priority 3	DCI.Customer Support.Inventory.Loaner Laptop
Laptop loaner request	Priority 3	DCI.Customer Support.Inventory.Loaner Laptop
yukia johson called to get he	Priority 3	DCI.Customer Support.Question
Peoplesoft HCM	Priority 3	DCI.Customer Support.Question
TEST TICKET - PLEASE IG	Priority 3	DCI.Customer Support.Inventory.Loaner Laptop

Training Ticket please ignore	Priority 3	DCI.Customer Support.Inventory.Loaner Tablet
Package Old Ink Cartridges	Priority None	ROCS.All.Requests
Switch The Locations of JGV	Priority 5	ROCS.All.Requests
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Training Ticket please ignore	Priority 3	BUS.ARS.Technical support.BTSS
Training Please Ignore User	Priority 3	BUS.ARS.Technical support.BTSS
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Customer is having issues c	Priority 3	APPS.Technical support.PSFIN
Maximo Password Reset	Priority 3	DCI.Customer Support.Question
External Access People Soft	Priority 3	Payroll.PeopleSoft.Upgrade.Inquiry
Maximo Password Reset	Priority 3	DCI.Customer Support.Question
not receiving emails in outlo	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
External Link	Priority 3	Payroll.PeopleSoft.Upgrade.Inquiry
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
e service access	Priority 3	DCI.Customer Support.Question
Customer cannot print signe	Priority 3	DCI.Customer Support.Question
Third Party Software Installe	Priority 3	DCI.Customer Support.Desktop Support
PW reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Security popups	Priority 3	MIT.S.OPS.security.firewall
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Sent: Wednesday, August 09	Priority 3	DCI.Customer Support.Active Directory.Drive Access
Subject: RE: MetroAccess V	Priority 3	DCI.Customer Support.Active Directory.Drive Access
Training Purposes ONLY req	Priority 3	DCI.Customer Support.Question
Bad HD on 4D*	Priority 2	DCI.Customer Support.Desktop Support
Subject: SSL certificate requ	Priority 3	MIT.S.OPS.security.firewall
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Network password reset req	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo password reset	Priority 3	DCI.Customer Support.Question
wants to verify email	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
PeopleSoft login issue	Priority 3	DCI.Customer Support.Desktop Support
Drop Call	Priority 3	DCI.Customer Support.Question
Low Disk Space	Priority 3	DCI.Customer Support.Desktop Support
question about kronos traini	Priority 3	DCI.Customer Support.Question
network accout locked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Network Password reset req	Priority 3	DCI.Customer Support.Active Directory.Password reset
Customer cannot printer in M	Priority 3	DCI.Customer Support.Question
RPM Inquiry For Renell McE	Priority None	ROCS.Applications
Drop Call	Priority 3	DCI.Customer Support.Question
Training purposes only move	Priority 5	DCI.Customer Support.Equipment Move.Project
trust relationship	Priority 3	DCI.Customer Support.Network.Server
Customer not able to remote	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
network pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset

Order new PC	Priority 3	DCI.Customer Support.Question
Test Training Ticket Please I	Priority 4	DCI.Customer Support.Equipment Move.Surplus removal
Maximo Password Reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
wants to know how to print p	Priority 3	DCI.Customer Support.Question
User requested password re	Priority 3	DCI.Customer Support.Active Directory.Password reset
Computer move ; requests b	Priority 3	DCI.Customer Support.Equipment Move.Project
VPN Issue	Priority 3	DCI.Customer Support.Software.VPN.Install
Maximo Password Reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Customer is requesting I driv	Priority 3	DCI.Customer Support.Question
user is requesting a tech to c	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
Customer not able to reset h	Priority 3	NCS.Telephone.digital phone.Voice Mail Password Reset
email pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
iLMS Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Training ticket please ignore	Priority 3	DCI.Customer Support.Question
xp mode	Priority 3	DCI.Customer Support.Desktop Support
Monitor not working 8D-02*	Priority 3	DCI.Customer Support.hardware.Monitor.break/fix
Unlock Account	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
adobe pro install request	Priority 3	DCI.Customer Support.Desktop Support
HR Access Forms	Priority 3	HR.PSHCM.Access
question	Priority 3	DCI.Customer Support.Desktop Support
EEO Codes	Priority 3	HR.PSHCM.Support
Customer need assistance r	Priority 3	DCI.Customer Support.Question
Trapeze Issue	Priority 3	APPS.Technical Support.Trapeze
Request Go To Meeting Soft	Priority 3	DCI.Customer Support.Desktop Support
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
customer unable to login to h	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
eservice questions	Priority 3	Payroll.PeopleSoft.Upgrade.Inquiry
Third Party Software Install	Priority 3	DCI.Customer Support.Desktop Support
adobe install and assistance	Priority 3	DCI.Customer Support.Desktop Support
RPM Request for Renell Mc	Priority 3	ROCS.Applications.RPM.App
*TEST TICKET PLEASE IGN	Priority 3	DCI.Customer Support.printer.Xerox.purchase
Training Ticket Please Ignor	Priority 3	DCI.Customer Support.Question
Test ticket.. Please ignore	Priority 5	DCI.Customer Support.Equipment Move.Project
Password reset for training	Priority 3	DCI.Customer Support.Question
Internet access	Priority 3	DCI.Customer Support.Question
General Question	Priority 3	DCI.Customer Support.Question
Printer install	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
Test ticket please ignore	Priority 3	DCI.Customer Support.Desktop Support
user wants to get his phone	Priority 3	DCI.Customer Support.Question
VIP Ticket	Priority 3	NCS.Telephone.digital phone.Other
Password reset	Priority 3	MIT.S.OPS.iLMS ITSA.registration
training ticket please ignore	Priority 4	DCI.Customer Support.Equipment Move.Surplus removal
Create a network account fo	Priority 3	DCI.Customer Support.Question

Test Training Ticket Please	Priority 3	DCI.Customer Support.printer.Desktop.Install Printer Driver
computer move request	Priority 3	DCI.Customer Support.Desktop Support
Training ticket please ignore	Priority 3	DCI.Customer Support.hardware.Scanner.install
Drop Call	Priority 3	DCI.Customer Support.Question
This is a sample ticket for AF	Priority 3	BUS.ARS.Technical support.BTSS
NSR for Jovon Fletcher	Priority 3	DCI.Customer Support.Desktop Support
Customer needs help with iL	Priority 3	DCI.Customer Support.Question
Network password reset req	Priority 3	DCI.Customer Support.Active Directory.Password reset
FTA draw down site issues	Priority 3	DCI.Customer Support.Desktop Support
unable to load ITSAT	Priority 3	MIT.S.OPS.ILMS ITSA.post training escalation
Question about name chang	Priority 3	DCI.SYSADMIN.office 365.Technical support
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Question about keyboard/mc	Priority 3	DCI.Customer Support.Question
HCM access from Station M	Priority 3	DCI.Customer Support.Desktop Support
Outlook issues	Priority 3	DCI.Customer Support.Desktop Support
IT security awareness trainin	Priority 3	DCI.Customer Support.Question
ITSAT cred provided	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
PW reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Laptop won't power on*	Priority 3	DCI.Customer Support.hardware.Laptop.reimage
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo PW reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Customer checking on NSR	Priority 3	DCI.Customer Support.service desk.Ticket Status
print area assistance	Priority 3	DCI.Customer Support.Desktop Support
HCM PW reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Voice mail setup	Priority 3	DCI.Customer Support.Telephone.Other
Maximo account locked	Priority 3	DCI.Customer Support.Maximo.Password Reset
Department Tree cleanup re	Priority 3	MIT.S.OPS.security.firewall
Unable to connect to network	Priority 3	DCI.Customer Support.Desktop Support
NSR attached	Priority 3	DCI.Customer Support.Active Directory.New Employee
Approve a TSR	Priority 3	APPS.Training.Maximo
Job Posting for Job Code 46	Priority 3	HR.PSHCM.Support
telephone extension	Priority 3	DCI.Customer Support.Question
Basic Monitor or Display Tro	Priority 3	DCI.Customer Support.Desktop Support
Maximo pw reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
third party software install -	Priority 3	DCI.Customer Support.Desktop Support
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
OCC Customer Chaunta Wil	Priority 5	ROCS.Applications.AIM.App
Distro List Question	Priority 3	DCI.Customer Support.Question
JGB System Check 8/9/17 -	Priority None	ROCS.All.Requests
network account locked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Maximo Password Reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
PW reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
ELM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset

question about authorized po	Priority 3	DCI.Customer Support.Question
Maximo Password Reset	Priority 3	DCI.Customer Support.Question
remote computer added as r	Priority 3	DCI.Customer Support.Desktop Support
QUESTION ABOUT LAPTO	Priority 3	DCI.Customer Support.Question
screen rotated	Priority 3	DCI.Customer Support.Desktop Support
ELM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Unable to VPN	Priority 3	DCI.Customer Support.Desktop Support
self reset password	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
update computer	Priority 3	DCI.Customer Support.Desktop Support
PW reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Implement Update KB40122	Priority 5	ROCS.Hardware.AIM
CTF System Check - Day - 8	Priority None	ROCS.All.Requests
PS FIN Access Request	Priority 3	MIT.S.Apps Security.PSFIN.Access
PW reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Request to clear orphan repd	Priority 3	MIT.S.OPS.security.firewall
Request to clear orphan repd	Priority 3	MIT.S.OPS.security.firewall
Payroll status	Priority 3	HR.PSHCM.Support
computer set up ASAP	Priority 3	DCI.Customer Support.Equipment Move.Project
Google Earth Pro	Priority 3	DCI.Customer Support.Desktop Support
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
office 365 install	Priority 3	DCI.Customer Support.office 365.Technical support
Request to clear orphan repd	Priority 3	MIT.S.OPS.security.firewall
Users FIN account is locked	Priority 3	MIT.S.Apps Security.PSFIN.Access
installations after HDD crash	Priority 3	DCI.Customer Support.Question
Maximo pw reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Request New or Changed Te	Priority 3	DCI.Customer Support.Question
PW Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
User needs to play videos wi	Priority 3	DCI.Customer Support.Question
Reset Phone voicemail	Priority 3	NCS.Telephone.digital phone.Voice Mail Password Reset
User called for a question	Priority 3	DCI.Customer Support.Question
Maximo Access form	Priority 3	DCI.Customer Support.Maximo.Password Reset
email pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
13.20.00 FUSER AREA JAM	Priority 3	DCI.Customer Support.Break-Fix.Printer
status 57809	Priority 3	DCI.Customer Support.service desk.Ticket Status
PW reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
network account locked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Trust relationship error	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo pw reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Maximo pw reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
ITSAT pw reset	Priority 3	MIT.S.OPS.ILMS ITSA.registration
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
PW reset	Priority 3	DCI.Customer Support.Desktop Support
ELM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
PW reset	Priority 3	DCI.Customer Support.Active Directory.Password reset



Disabled Account - Suggest	Priority 3	DCI.Customer Support.Question
eservice outage question	Priority 3	Payroll.PeopleSoft.Upgrade.Inquiry
User is requesting to transfer	Priority 3	DCI.Customer Support.Desktop Support
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Unlocked AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
Reset ILMS	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
Reset ILMS	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
Assisted with access to Outlook	Priority 3	DCI.Customer Support.office 365.Technical support
System login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Peoplesoft login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Account login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
Unable to login, user gets error	Priority 3	DCI.Customer Support.hardware.Desktop.hardware failure
Assisted user with access to Outlook	Priority 3	DCI.Customer Support.Desktop Support
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
Network drive folder access	Priority 3	DCI.Customer Support.Question
Installed Xerox Workcenter 7800	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
System login information	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
User is not receiving pay and	Priority 3	DCI.Customer Support.Question
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
Reset Self Service Password	Priority 3	DCI.Customer Support.Active Directory.Password Self-Service As
Maximo login issue	Priority 3	DCI.Customer Support.Maximo.Password Reset
System login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Call dropped	Priority 3	DCI.Customer Support.Question
Status update for 55865	Priority 3	DCI.Customer Support.service desk.Ticket Status
HP Laserjet 9050 has an error	Priority 3	DCI.Customer Support.Break-Fix.Printer
IT Security Awareness Training	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
Clever Reports Issues	Priority 3	APPS.Access.BTSS
Status updated for ticket 584	Priority 3	DCI.Customer Support.service desk.Ticket Status
CTF System Check - Mids -	Priority None	Software
Maximo login issue	Priority 3	DCI.Customer Support.Maximo.Password Reset
Assisted user with GOTRS login	Priority 3	APPS.Technical support.GOTRS
Call dropped	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Question
Maximo reset	Priority 3	APPS.Access.Maximo
Questions about the IT Security	Priority 3	DCI.Customer Support.Question
Call Dropped	Priority 3	DCI.Customer Support.Question
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
Call Dropped	Priority 3	DCI.Customer Support.Question
Call Dropped	Priority 3	DCI.Customer Support.Question
Call Dropped	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Question
Peoplesoft login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
IT Security Awareness Training	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
Peoplesoft login issue	Priority 3	DCI.Customer Support.Question
IT Security Awareness Training	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset

Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
CTF System Check - Evenin	Priority None	Applications
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo password reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Maximo Password Reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Ticket Status for 58451	Priority 3	DCI.Customer Support.service desk.Ticket Status
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
RE: Network access for W-6	Priority 3	DCI.Customer Support.Desktop Support
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
IT Contractor Termination	Priority 3	DCI.Customer Support.Question
Can't get into eservice	Priority 3	Payroll.PeopleSoft.Upgrade.Inquiry
Customer called in for status	Priority 3	DCI.Customer Support.service desk.Ticket Status
NSR	Priority 3	DCI.Customer Support.Active Directory.New Contractor
Webmail assistance	Priority 3	DCI.Customer Support.office 365.Technical support
Support cancelled	Priority 3	DCI.Customer Support.Question
Support cancelled	Priority 3	DCI.Customer Support.Question
SOCC computer does not ha	Priority 3	NCS.Telephone.digital phone.Other
IT Security Awareness Test	Priority 3	DCI.Customer Support.Question
NSR for Devendra Sanghavi	Priority 3	DCI.Customer Support.Active Directory.New Contractor
Adobe Acrobat Issues	Priority 3	DCI.Customer Support.Question
The computer has a black sc	Priority 3	DCI.Customer Support.hardware.Monitor.break/fix
Run updates	Priority 3	DCI.Customer Support.Desktop Support
HR Solutions	Priority 3	HR.PSHCM.Report
PICK Password Reset	Priority 3	DCI.Customer Support.Question
HR Solutions	Priority 3	HR.PSHCM.Access
ITSA Training password rese	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password Self-Service A
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Server Access	Priority 3	DCI.SYSADMIN.Server.Access
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Plotter install	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
Plotter install	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
HR Solutions	Priority 3	HR.PSHCM.Access
Plotter install	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
HR Solutions	Priority 3	HR.PSHCM.Support
HP Plotter install	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
NSR-herrera	Priority 3	DCI.Customer Support.Active Directory.Drive Access
IT Security Awareness Test	Priority 3	DCI.Customer Support.Question
unlocked account	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
HR Solutions	Priority 3	HR.PSHCM.Report
support cancelled	Priority 3	DCI.Customer Support.Question
Peoplesoft ELM	Priority 3	DCI.Customer Support.Question
Avaya Password Reset	Priority 3	NCS.Telephone.digital phone.Voice Mail Password Reset

HR Solutions	Priority 3	HR.PSHCM.Support
SMS Support	Priority 3	APPS.Technical support.SMS
Maximo pw reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
status 57147	Priority 3	DCI.Customer Support.service desk.Ticket Status
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Wont Boot - BC 508978	Priority 3	DCI.Customer Support.Break-Fix.Computer
Wont Boot - BC 508703	Priority 3	DCI.Customer Support.Break-Fix.Computer
Silverlight Issue	Priority 3	DCI.Customer Support.Desktop Support
unable to launch terminal se	Priority 2	DCI.Customer Support.Software.VPN.Install
Broken Handle	Priority 3	DCI.Customer Support.Break-Fix.Computer
VPN Information	Priority 3	DCI.Customer Support.Question
Email - E4 license provision	Priority 3	DCI.Customer Support.Question
printer map	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
User requested network acco	Priority 3	DCI.Customer Support.Active Directory.Password reset
HR Solutions	Priority 3	HR.PSHCM.Support
Created Work Instruction Fo	Priority None	ROCS.All.Requests
Pick Up Spare AIM Workstat	Priority None	ROCS.All.Requests
user is not receiving emails f	Priority 3	MIT.S.OPS.security.firewall
Equipment Removal Questio	Priority 3	DCI.Customer Support.Equipment Move.Surplus removal
NSR-davis	Priority 3	DCI.Customer Support.Active Directory.New Contractor
left on hold	Priority 3	DCI.Customer Support.Question
payroll support number requ	Priority 3	DCI.Customer Support.Question
HCM pw reset	Priority 3	Payroll.PeopleSoft.Upgrade.Inquiry
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
HCM pw reset	Priority 3	DCI.Customer Support.Question
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
HR Solutions	Priority 3	HR.PSHCM.Report
Call Dropped	Priority 3	DCI.Customer Support.Question
assword reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
ITSAT /network account disa	Priority 3	DCI.Customer Support.Desktop Support
support cancelled	Priority 3	DCI.Customer Support.Question
Customer says wmata cell tu	Priority 3	DCI.SYSADMIN.Mobile Device Management.Technical support.S
NSR-nichols	Priority 3	DCI.Customer Support.Active Directory.New Contractor
support cancelled	Priority 3	DCI.Customer Support.Question
PS-HCM issue	Priority 3	HR.PSHCM.Support
password reset for peopleso	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
network account locked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Intranet Issue	Priority 3	DCI.Customer Support.Internet.Access prohibited
Relocation Request-2 to 5 C	Priority 3	DCI.Customer Support.Equipment Move.Project
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
NSR-lazo	Priority 3	DCI.Customer Support.Active Directory.New Contractor

NSR-collins	Priority 3	DCI.Customer Support.Active Directory.New Contractor
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Remote Access Issue	Priority 3	DCI.Customer Support.Question
"XPS option not enabled" is	Priority 3	DCI.Customer Support.Question
Ticket for Richardson	Priority 3	DCI.SYSADMIN.Server.Access
iPhone says No SIM installed	Priority 2	NCS.Telephone.mobile phone.No Service
HR Solutions	Priority 3	HR.PSHCM.Support
wanted to access peoplesoft	Priority 3	Payroll.PeopleSoft.Upgrade.Inquiry
HR Solutions	Priority 3	HR.PSHCM.Support
Ticket for MITS	Priority 3	MIT.S.OPS.security.firewall
itsat pw reset	Priority 3	DCI.Customer Support.Question
HR Solutions	Priority 3	HR.PSHCM.Access
No Log On Servers Error Me	Priority 3	DCI.Customer Support.Network.Server
unable to print	Priority 3	DCI.Customer Support.printer.Desktop.Cycle Printer
Question Regarding Project	Priority 3	DCI.Customer Support.Question
Ticket Suresh	Priority 3	DCI.SYSADMIN.Server.Access
eMAIL qUESTION	Priority 3	DCI.Customer Support.Question
unable to print from outlook (	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
Adobe email issue	Priority 3	DCI.Customer Support.Desktop Support
customer wanted a health ch	Priority 3	DCI.Customer Support.Question
NSR	Priority 3	DCI.Customer Support.Active Directory.New Contractor
HCM pw reset	Priority 3	MIT.S.OPS.ILMS ITSA.registration
Java Installation or Upgrade	Priority 3	DCI.Customer Support.Software.Java.upgrade
NSR-d'angelo	Priority 3	DCI.Customer Support.Desktop Support
itsat pw reset	Priority 3	MIT.S.OPS.ILMS ITSA.registration
Support for Existing Telecom	Priority 3	NCS.Telephone.digital phone.Other
disabled account	Priority 3	DCI.Customer Support.Active Directory.Password reset
NSR	Priority 3	DCI.Customer Support.Active Directory.New Contractor
itsat pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset for maximo	Priority 3	DCI.Customer Support.Maximo.Password Reset
assistance getting metro web	Priority 3	DCI.Customer Support.Question
unable to change pw via des	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Pro Core App Installation	Priority 3	DCI.SYSADMIN.Mobile Device Management.Technical support.S
Change Network Adapter Pri	Priority 3	DCI.Customer Support.Desktop Support
Customer network password	Priority 3	DCI.Customer Support.Active Directory.Password reset
CTF System Check - Day - 8	Priority None	ROCS.All.Requests
password reset for training	Priority 3	DCI.Customer Support.Question
Ms Outlook	Priority 2	DCI.Customer Support.Software.MS Outlook.Repair
Documentum Password rese	Priority 3	APPS.Access.DOCUMENTUM
VPN remote /drive connectio	Priority 3	DCI.Customer Support.Desktop Support
email name change request	Priority 3	DCI.Customer Support.Desktop Support

Acrobat Issue	Priority 3	DCI.Customer Support.Question
Maximo Password Reset or	Priority 3	DCI.Customer Support.Question
account locked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Computer re-image.	Priority 3	DCI.Customer Support.Software.Internet Explorer
password reset for peopleso	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset for PC and	Priority 3	DCI.Customer Support.Active Directory.Password reset
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
assistance changing passwo	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset for Peopleso	Priority 3	DCI.Customer Support.Active Directory.Password reset
no dial tone/computer conne	Priority 3	NCS.Telephone.digital phone.No Dial Tone
pw reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password reset for training	Priority 3	DCI.Customer Support.Question
status 58037	Priority 3	DCI.Customer Support.service desk.Ticket Status
Install Local HP Printer or Sc	Priority 3	DCI.Customer Support.printer.Desktop.Install Printer Driver
password reset for peopleso	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Electronic Signature	Priority 3	DCI.Customer Support.Question
MS Project	Priority 3	DCI.Customer Support.Question
No internet access on laptop	Priority 3	DCI.Customer Support.Question
NSR	Priority 3	DCI.Customer Support.Active Directory.New Contractor
Maximo access	Priority 3	DCI.Customer Support.Maximo.Password Reset
Local printer troubleshooting	Priority 3	DCI.Customer Support.Desktop Support
External Service	Priority 3	DCI.Customer Support.Question
Delegation request	Priority 3	HR.PSHCM.Access
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
NSR attached	Priority 3	DCI.Customer Support.Active Directory.Drive Access
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Time Approval	Priority 3	HR.PSHCM.Access
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Outlook Issue	Priority 3	DCI.Customer Support.Question
TPS Master Page Overview	Priority None	ROCS - MOC
Password Reset for PC and	Priority 3	DCI.Customer Support.Active Directory.Password reset
maximo pw reset	Priority 3	DCI.Customer Support.Desktop Support
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
status update 57995	Priority 3	DCI.Customer Support.service desk.Ticket Status
Time Approver - Reminder: E	Priority 3	HR.PSHCM.Support
emails not updating	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
NSR attached	Priority 3	DCI.Customer Support.Active Directory.Drive Access
Drop Call	Priority 3	DCI.Customer Support.Question
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
remote connection skype/sou	Priority 3	MIT.Engineering.VPN.Technical support
Delegation Request Form	Priority 3	HR.PSHCM.Support
Maximo Password Reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
user is unable to login to VPI	Priority 3	DCI.Customer Support.Question
PeopleSoft Issues	Priority 3	HR.PSHCM.Support
Network password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset

keyboard not responding	Priority 3	DCI.Customer Support.hardware.Keyboard.break/fix
unable to copy and paste.	Priority 3	DCI.Customer Support.Question
network account locked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Trust Relationship Error	Priority 1	DCI.Customer Support.Network.Server
Voicemail password reset	Priority 3	NCS.Telephone.digital phone.Voice Mail Password Reset
Status Update	Priority 3	DCI.Customer Support.service desk.Ticket Status
PeopleSoft HCM/HR Support	Priority 3	HR.PSHCM.Support
status update 57893	Priority 3	DCI.Customer Support.service desk.Ticket Status
outlook access support	Priority 3	DCI.Customer Support.Desktop Support
cannot open paystub sent via	Priority 3	DCI.Customer Support.Desktop Support
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo pw reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Support cancelled	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
People Soft HCM	Priority 3	HR.PSHCM.Support
Peoplesoft Question	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
caller disconnected	Priority 3	DCI.Customer Support.Desktop Support
Printer Issue	Priority 3	DCI.Customer Support.printer.Desktop.Cycle Printer
Maximo access request form	Priority 3	APPS.Access.Maximo
no phone/connectivity	Priority 2	NCS.Telephone.digital phone.No Dial Tone
PW reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
install printer	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
Virtual Private Network (VPN)	Priority 3	DCI.Customer Support.Software.VPN.Install
Maximo pw reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
has a question regarding pas	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
E018780 Name: Gina Porter	Priority 3	DCI.Customer Support.Desktop Support
External Website	Priority 3	DCI.Customer Support.Question
Unable to Load or Update Re	Priority 3	DCI.Customer Support.Question
E018780	Priority 3	DCI.Customer Support.Desktop Support
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
maximo	Priority 3	DCI.Customer Support.Desktop Support
Maximo PW	Priority 3	DCI.Customer Support.Active Directory.Password reset
Reset ILMS	Priority 3	MIT.OPS.ILMS ITSA.password reset
Outlook Issue	Priority 2	DCI.Customer Support.Software.MS Outlook.Repair
Peoplesoft Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Status update for ticket 5782	Priority 3	DCI.Customer Support.service desk.Ticket Status
PW reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
NSR attached	Priority 3	DCI.Customer Support.Active Directory.Drive Access
Status update for ticket 5819	Priority 3	DCI.Customer Support.service desk.Ticket Status
Question	Priority 3	DCI.Customer Support.Active Directory.Password reset

Maximo Account Locked	Priority 3	DCI.Customer Support.Maximo.Password Reset
Metroweb question	Priority 3	DCI.Customer Support.Desktop Support
Reset ILMS	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
Unlocked AD	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
PW reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Pro Watch	Priority 3	APPS.Technical support.SMS
password reset for Peoplesoft	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Maximo PW reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
User would like to add picture	Priority 3	DCI.Customer Support.Question
password reset for peoplesoft	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
password reset for Peoplesoft	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Status update	Priority 3	DCI.Customer Support.service desk.Ticket Status
Reset Windows	Priority 3	DCI.Customer Support.Active Directory.Password reset
question regarding email del	Priority 3	DCI.Customer Support.Question
maximo password reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Reset AD /PS HCM	Priority 3	DCI.Customer Support.Active Directory.Password reset
Restore Adobe Pro - lost his	Priority 3	DCI.Customer Support.Desktop Support
Cancelled call - User able to	Priority 3	DCI.Customer Support.Question
Assisted with cordless mous	Priority 3	DCI.Customer Support.hardware.Mouse.break/fix
Reset PS HCM	Priority 3	DCI.Customer Support.Active Directory.Password reset
Call dropped	Priority 3	DCI.Customer Support.Question
Install Scan Snap Scanner	Priority 3	DCI.Customer Support.Hardware.Scanner.Reconfigure
Pasword Reset AIM /Window	Priority None	ROCS.Applications.AIM.App
IT Security Awareness acoun	Priority 3	MIT.S.OPS.ILMS ITSA.registration
Peoplesoft login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Unblocked Maximo	Priority 3	APPS.Access.Maximo
Maximo login issue	Priority 3	DCI.Customer Support.Question
Reset PS HCM /AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
Reset Windows	Priority 3	DCI.Customer Support.Active Directory.Password reset
Installed Xerox Workcenter 5	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
Assisted with access to ema	Priority 3	DCI.Customer Support.office 365.Technical support
Directed user to Maximo Ac	Priority 3	APPS.Access.Maximo
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
System login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Maximo reset	Priority 3	APPS.Access.Maximo
Connect Xerox Workcenter 5	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
Maximo login issue	Priority 3	DCI.Customer Support.Question
Maximo login issue	Priority 3	DCI.Customer Support.Maximo.Password Reset
Issue with PS ELM, access t	Priority 3	APPS.Technical support.PSELM
Install/Connect Xerox Workc	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
Password change assistance	Priority 3	DCI.Customer Support.Active Directory.Password Self-Service A
Open ticket status	Priority 3	DCI.Customer Support.service desk.Ticket Status
NSR form attached	Priority 3	DCI.SYSADMIN.network driveClean Disk Space
Reset Maximo	Priority 3	APPS.Access.Maximo
CTF System Check - Mids -	Priority None	Software

Peoplesoft login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Open ticket status	Priority 3	DCI.Customer Support.service desk.Ticket Status
Peoplesoft login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
Module loading issue	Priority 3	DCI.Customer Support.Question
IT Security login issue	Priority 3	MIT.S.OPS.IILMS ITSA.password reset
Peoplesoft login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Maximo login issue	Priority 3	DCI.Customer Support.Maximo.Password Reset
System login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Reset ILMS	Priority 3	MIT.S.OPS.IILMS ITSA.password reset
VPN Servers need restarting	Priority 3	DCI.Customer Support.Software.VPN.Training
Reset Windows	Priority 3	DCI.Customer Support.Active Directory.Password reset
System login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Reset PS HCM	Priority 3	DCI.Customer Support.Active Directory.Password reset
Unable to Get Certificate	Priority 3	DCI.Customer Support.Question
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo login issue	Priority 3	DCI.Customer Support.Maximo.Password Reset
VPN issues- logged in succe	Priority 3	DCI.Customer Support.Desktop Support
Peoplesoft login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password Reset	Priority 3	DCI.Customer Support.Question
log in assistance	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Uninstall and Reinstall Adobe	Priority 3	DCI.Customer Support.Desktop Support
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Assistance with Brother Print	Priority 3	DCI.Customer Support.printer.Desktop.Install Printer Driver
VPN issues - credentials uns	Priority 3	DCI.Customer Support.Software.VPN.Training
When clicking on MS Outloo	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
Request assistance with NIC	Priority None	ROCS.All.Requests
no support needed	Priority 3	Payroll.PeopleSoft.Upgrade.Inquiry
Customer is having issues is	Priority 3	APPS.Technical support.SMS
Eservice Access	Priority 3	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
no support needed	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Account Locked	Priority 3	DCI.Customer Support.Active Directory.Password reset
IT security awareness test pa	Priority 3	DCI.Customer Support.Question
Account was locked	Priority 3	DCI.Customer Support.Question
Call Dropped	Priority 3	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
IT Security Awareness Test	Priority 4	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Peoplesoft Delegation reques	Priority 3	HR.PSHCM.Access
call dropped	Priority 3	DCI.Customer Support.Question
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
nsr	Priority 3	DCI.Customer Support.Active Directory.New Employee
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset



password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
adobe pro install	Priority 3	DCI.Customer Support.Desktop Support
no support needed	Priority 3	DCI.Customer Support.Question
People Soft HCM Issue	Priority 3	HR.PSHCM.Support
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Request for access to the Bu	Priority 3	DCI.Customer Support.Desktop Support
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Attached please find Oracle	Priority 3	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
support cancelled	Priority 3	DCI.Customer Support.Question
Issue login into VPN	Priority 3	DCI.Customer Support.Software.VPN.Training
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Eservice not working	Priority 3	DCI.Customer Support.Desktop Support
Please see attached PS Acc	Priority 3	HR.PSHCM.Access
IT Help Desk Conformation	Priority 3	DCI.Customer Support.Question
adobe pro install	Priority 3	DCI.Customer Support.Desktop Support
Network Drive No Longer Av	Priority 3	DCI.Customer Support.Desktop Support
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
resignation letter (email) from	Priority 3	DCI.Customer Support.Question
Digital Signature	Priority 3	DCI.Customer Support.Question
adobe pro install	Priority 3	DCI.Customer Support.Desktop Support
NSR Request	Priority 3	DCI.Customer Support.Active Directory.New Employee
voicemail pw reset for 2-165	Priority 3	NCS.Telephone.digital phone.Voice Mail Password Reset
Maximo Access Request	Priority 3	DCI.Customer Support.Maximo.Password Reset
Restore Folder	Priority 3	DCI.Customer Support.Desktop Support
Move Request	Priority 3	DCI.Customer Support.Desktop Support
Emma West- Network printe	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
CTF System Check - Evenin	Priority None	Applications
Printer installs	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
Email Issue	Priority 3	DCI.Customer Support.Question
HR Solutions	Priority 3	HR.PSHCM.HR solutions support
in reference to ticket # 4198	Priority 3	DCI.Customer Support.Desktop Support
The user is requesting assis	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
issues copying and pasting	Priority 3	DCI.Customer Support.Question
unlocked account	Priority 3	DCI.Customer Support.Active Directory.Password reset
NSR Request	Priority 3	DCI.Customer Support.Active Directory.New Employee
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
New Carrollton kiosk printer	Priority 3	DCI.Customer Support.printer.Desktop.Cycle Printer
HR SOLUTIONS	Priority 3	HR.PSHCM.HR solutions support
Email - E4 license provision	Priority 3	DCI.Customer Support.Question
printers at self service Kiosk	Priority 3	DCI.Customer Support.Break-Fix.Printer
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
ITSAT pw reset	Priority 3	MIT.S.OPS.IILMS ITSA.registration
IT Security Awareness Test	Priority 3	DCI.Customer Support.Question
unlocked account	Priority 3	DCI.Customer Support.Active Directory.Password reset

Email Issue password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Calendar Request	Priority 3	DCI.Customer Support.Question
application install	Priority 3	DCI.Customer Support.Desktop Support
Spam	Priority 3	MIT.S.OPS.security.firewall
Internet Access Issue	Priority 3	DCI.Customer Support.Desktop Support
SPam EMail	Priority 3	MIT.S.OPS.security.firewall
Call Cancelled	Priority 3	DCI.Customer Support.Question
Memory upgrade 3E*	Priority 3	DCI.Customer Support.Break-Fix.Computer
add barcode for terminal ses	Priority 3	DCI.Customer Support.Desktop Support
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
NSr Requests	Priority 3	DCI.Customer Support.Active Directory.New Employee
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Termination	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
NSR Request	Priority 3	DCI.Customer Support.Active Directory.New Employee
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Redirection of URLs	Priority 3	DCI.Customer Support.Question
Unlock Account	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Adobe Install Request	Priority 3	DCI.Customer Support.Desktop Support
Unlock Account	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
network pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Adobe Install Request	Priority 3	DCI.Customer Support.Desktop Support
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Not Able To Access People S	Priority 3	DCI.Customer Support.Question
unlocked account	Priority 3	DCI.Customer Support.Active Directory.Password reset
People Soft HCM	Priority 3	HR.PSHCM.Support
requesting to have google m	Priority 3	DCI.SYSADMIN.Mobile Device Management.Technical support.S
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Oracle SQL Install Requeste	Priority 3	DCI.Customer Support.Desktop Support
It security Awareness Issue	Priority 3	DCI.Customer Support.Desktop Support
Status Update	Priority 3	DCI.Customer Support.service desk.Ticket Status
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Adobe Acrobat Pro	Priority 3	DCI.Customer Support.Desktop Support
Adobe Acrobat Pro	Priority 3	DCI.Customer Support.Desktop Support
Adobe Acrobat Pro	Priority 3	DCI.Customer Support.Desktop Support
Adobe Acrobat Pro	Priority 3	DCI.Customer Support.Desktop Support
mouse at Smithsonian*	Priority 3	DCI.Customer Support.hardware.Mouse.break/fix
Adobe Acrobat Pro	Priority 3	DCI.Customer Support.Desktop Support
status 57973	Priority 3	DCI.Customer Support.service desk.Ticket Status
Adobe Acrobat Pro	Priority 3	DCI.Customer Support.Desktop Support
Xerox Printer install	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
Adobe Acrobat Pro	Priority 3	DCI.Customer Support.Desktop Support
network pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset

Adobe Acrobat Pro	Priority 3	DCI.Customer Support.Desktop Support
Status Request	Priority 3	DCI.Customer Support.service desk.Ticket Status
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Add RPM to Train Operators	Priority None	ROCS.Applications
Start Up issue	Priority 2	DCI.Customer Support.hardware.Desktop.break/fix
Adobe Acrobat	Priority 3	DCI.Customer Support.Desktop Support
Adobe Acrobat Pro	Priority 3	DCI.Customer Support.Desktop Support
assistance changing pw	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
NSR email	Priority 3	DCI.SYSADMIN.Server.Access
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Xerox Printer install	Priority 3	DCI.Customer Support.hardware.Scanner.install
Computer Monitor	Priority 3	DCI.Customer Support.Question
Printer Install	Priority 3	DCI.Customer Support.printer.Desktop.Cycle Printer
support cancelled	Priority 3	DCI.Customer Support.Question
network pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo Issue	Priority 3	DCI.Customer Support.Maximo.Password Reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
NSR Request	Priority 3	DCI.SYSADMIN.Server.Access
Maximo pw reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Unlock Account	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
network pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
SSL Certificates	Priority 3	DCI.Customer Support.Question
Dropped Call	Priority 3	DCI.Customer Support.Question
user profile could not be loa	Priority 3	DCI.Customer Support.Desktop Support
Internet Explorer W-348540	Priority 3	DCI.Customer Support.Software.Internet Explorer
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Status update 57439	Priority 3	DCI.Customer Support.service desk.Ticket Status
NSR	Priority 3	DCI.Customer Support.Desktop Support
Per Quincy Gant the followin	Priority None	ROCS.All.Requests
Internet Explorer 11 Upgrade	Priority 3	DCI.Customer Support.Software.Internet Explorer
network pw reset	Priority 3	DCI.SYSADMIN.Mobile Device Management.Technical support.S
NSR	Priority 3	DCI.Customer Support.Active Directory.New Contractor
User Profile Service Failure	Priority 3	DCI.Customer Support.Desktop Support
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
NSR	Priority 3	DCI.Customer Support.Active Directory.New Contractor
network pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
NSR	Priority 3	DCI.Customer Support.Active Directory.New Contractor
NSR	Priority 3	DCI.Customer Support.Active Directory.New Contractor
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Per Quincy Gant Decommis	Priority None	ROCS.All.Requests
NSR	Priority 3	DCI.Customer Support.Active Directory.New Contractor
Computer Relocation (Move)	Priority 3	DCI.Customer Support.Equipment Move.Project
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
"Error on page" is the error r	Priority 3	DCI.Customer Support.Software.Internet Explorer
ITSAT due. account disabled	Priority 3	DCI.Customer Support.Question

NSR	Priority 3	DCI.Customer Support.Active Directory.New Contractor
Computer Relocation (Move)	Priority 3	DCI.Customer Support.Equipment Move.Project
NSR	Priority 3	DCI.Customer Support.Active Directory.New Contractor
NSR	Priority 3	DCI.Customer Support.Active Directory.New Contractor
Status Update	Priority 3	DCI.Customer Support.service desk.Ticket Status
HR Solutions	Priority 3	HR.PSHCM.HR solutions support
Entrust Soft Token Setup	Priority 3	MIT.Engineering.VPN.Technical support
People Soft Issue	Priority 3	HR.PSHCM.Support
NSR	Priority 3	DCI.Customer Support.Active Directory.New Contractor
CTF tech name provided	Priority 3	DCI.Customer Support.Desktop Support
Password reset for maximo	Priority 3	DCI.Customer Support.Maximo.Password Reset
Customer has a question ab	Priority 3	DCI.Customer Support.Question
NSR	Priority 3	DCI.Customer Support.Active Directory.New Contractor
NSR Request	Priority 3	DCI.Customer Support.Active Directory.New Employee
Password reset for maximo	Priority 3	DCI.Customer Support.Maximo.Password Reset
Install Visio and project	Priority 3	DCI.SYSADMIN.Software.installation.MS Visio
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
IT Ordering Equipment	Priority 3	DCI.Customer Support.Question
Access Prohibited Error Mes	Priority 3	DCI.Customer Support.Internet.Access prohibited
trapeze access to west ox	Priority 3	Apps.Access.Trapeze
NSR Request	Priority 3	DCI.Customer Support.Active Directory.New Employee
NSR attached	Priority 3	DCI.Customer Support.Active Directory.Drive Access
NSR	Priority 3	DCI.Customer Support.Active Directory.New Employee
VPN Support Terminal Sess	Priority 3	DCI.Customer Support.Desktop Support
Chrome install	Priority 3	DCI.Customer Support.Desktop Support
Nextfare Account Locked	Priority 3	APPS.Technical Support.FARE_COLLECTION
unlocked account	Priority 3	DCI.Customer Support.Active Directory.Password reset
Verint/NICE Install - OCC AS	Priority None	ROCS.All.Requests
support cancelled	Priority 3	DCI.Customer Support.Question
network pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Adobe Pro Install	Priority 1	DCI.Customer Support.Desktop Support
Maximo pw reset	Priority 3	DCI.Customer Support.Desktop Support
NSR attached	Priority 3	DCI.Customer Support.Active Directory.Drive Access
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
NSR attached	Priority 3	DCI.Customer Support.Active Directory.New Employee
HCM Issues	Priority 3	DCI.Customer Support.Desktop Support
network pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
windows security box keeps	Priority 3	DCI.Customer Support.Desktop Support
2nd Monitor Install	Priority 3	DCI.Customer Support.Desktop Support
Psw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
unable to print from HP Lase	Priority 3	DCI.Customer Support.printer.Desktop.Cycle Printer
PeopleSoft issues	Priority 3	HR.PSHCM.Access
install printers	Priority 3	DCI.Customer Support.Desktop Support
Status updates on open ticke	Priority 3	DCI.Customer Support.service desk.Ticket Status
install after HDD replacemen	Priority 3	DCI.Customer Support.Software.MS Access
Customer not able to access	Priority 3	DCI.Customer Support.Desktop Support

Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
customer hung up	Priority 3	DCI.Customer Support.Question
status update 56014	Priority 3	DCI.Customer Support.service desk.Ticket Status
Customer not able to do her	Priority 3	DCI.Customer Support.Desktop Support
Cannot go to previous period	Priority 3	HR.PSHCM.Support
Status Update	Priority 3	DCI.Customer Support.service desk.Ticket Status
Xerox Printer Install	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
NSR for Michael Auston	Priority 3	DCI.Customer Support.Active Directory.New Contractor
Password reset for maximo	Priority 3	DCI.Customer Support.Maximo.Password Reset
network pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
PW reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Eservice Support	Priority 3	Payroll.PeopleSoft.Upgrade.Inquiry
unable to access timesheets	Priority 3	DCI.Customer Support.Software.Internet Explorer
ROCS - RPM Request Inqui	Priority None	ROCS.All.Requests
NSR attached	Priority 3	DCI.Customer Support.Active Directory.New Employee
Password Reset	Priority 3	DCI.SYSADMIN.Mobile Device Management.Technical support.S
Customer trying to log into E	Priority 3	DCI.Customer Support.Active Directory.Password reset
inquiry	Priority 3	DCI.Customer Support.service desk.Ticket Status
password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
unlocked account	Priority 3	DCI.Customer Support.Active Directory.Password reset
Payroll.PeopleSoft.Upgrade.	Priority 3	Payroll.PeopleSoft.Upgrade.Inquiry
user is unable to login to e se	Priority 3	Payroll.PeopleSoft.Upgrade.Inquiry
Status Update	Priority 3	DCI.Customer Support.service desk.Ticket Status
network pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Local Epson Printer Install	Priority 3	DCI.Customer Support.printer.Desktop.Install Printer Driver
NSR attached	Priority 3	DCI.Customer Support.Active Directory.Drive Access
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
status 57508	Priority 3	DCI.Customer Support.service desk.Ticket Status
Password reset for peopleso	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
assisted with locating PS HC	Priority 2	DCI.Customer Support.Desktop Support
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Submitting Leave Without Pa	Priority 3	HR.PSHCM.Support
Maximo password reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
His cables are securely conn	Priority 3	DCI.Customer Support.Question
Computer Set Up after move	Priority 3	DCI.Customer Support.Desktop Support
Payroll Support	Priority 3	DCI.Customer Support.Question
Password Reset for PC and	Priority 3	DCI.Customer Support.Active Directory.Password reset
user is unable to pull up her	Priority 3	DCI.Customer Support.Software.MS Outlook.Problem Not Found
Silver Light Install	Priority 3	DCI.Customer Support.Desktop Support
password reset request_AD	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Broken Metroweb Link	Priority 3	DCI.Customer Support.Question
Xerox Support: provided PO	Priority 3	DCI.Customer Support.printer.Xerox.technical support
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
ROCS - RPM Request Form	Priority 5	ROCS.All.Requests
MS Outlook	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
CTF-C244MAINT-DMP4400	Priority 3	NCS.Switch.Unreachable

CTF-C244MAINT-DMP4400	Priority 3	NCS.Switch.Unreachable
A04-OBFT-CSW1 unreacha	Priority 3	NCS.Switch.Unreachable
Xerox Printer	Priority 3	DCI.Customer Support.printer.Xerox.technical support
Xerox Network Printer Install	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
D12-IBFT-MOX1 unreachab	Priority 3	NCS.Switch.Unreachable
Peoplesoft HCM Issue	Priority 3	DCI.Customer Support.Desktop Support
PW reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Troubleshoot Virtual Private	Priority 3	DCI.Customer Support.Software.VPN.Training
HCM issue - needs IE upgra	Priority 3	DCI.Customer Support.Software.Internet Explorer
Maximo password reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
PW Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
User could not reset her pas	Priority 3	DCI.Customer Support.Question
HR SOLutions	Priority 3	APPS.Technical support.PSFIN
User is getting error on page	Priority 3	DCI.Customer Support.Software.Internet Explorer
User gets message: This PL	Priority 3	DCI.Customer Support.Desktop Support
IT Security Awareness Issue	Priority 3	MIT.S.OPS.I.LMS ITSA.post training escalation
voicemail pw reset	Priority 2	DCI.Customer Support.Desktop Support
User is unable to access PS	Priority 3	MIT.S.Apps Security.PSFIN.password reset
PW reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Customer hung up	Priority 3	DCI.Customer Support.Question
PASSWORD RESET	Priority 3	DCI.Customer Support.Active Directory.Password reset
laptop setup for meeting	Priority 3	DCI.Customer Support.Inventory.Loaner Laptop
Requested computer health	Priority 3	DCI.Customer Support.hardware.Desktop.configuration
Question regarding email ac	Priority 3	DCI.Customer Support.Question
Asked to call and help others	Priority 3	DCI.Customer Support.Question
Replace LAN cable	Priority 3	NCS.Telephone.digital phone.End User Training
internet connection issues	Priority 2	DCI.Customer Support.Internet.Access prohibited
HR Solutions Issue	Priority 3	DCI.Customer Support.Question
Assisted with access to Outl	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
People soft HR	Priority 3	DCI.Customer Support.Desktop Support
ITSAT pw reset	Priority 3	MIT.S.OPS.I.LMS ITSA.registration
password reset for peopleso	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
CTF System Check Days 8/7	Priority None	ROCS - Hardware
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
Trapeez	Priority 3	APPS.Technical Support.Trapeze
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
unable to print	Priority 3	DCI.Customer Support.printer.Desktop.Cycle Printer
PW reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Windows Password Reset fo	Priority None	Software
printer/phone/computer mov	Priority 3	DCI.Customer Support.Equipment Move.Project
Assisted user with access to	Priority 3	DCI.Customer Support.office 365.Technical support
PW reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Reset PS HCM	Priority 3	DCI.Customer Support.Active Directory.Password reset
PeopleSoft Financials Applic	Priority 3	MIT.S.Apps Security.PSFIN.Access
PW reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Reset AD for Darryl O. Bradl	Priority 3	DCI.Customer Support.Active Directory.Password reset

PW reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Port TE32526 is not working	Priority 3	DCI.Customer Support.Break-Fix.Computer
Status updated for ticket 514	Priority 3	DCI.Customer Support.service desk.Ticket Status
System login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
User wants to have scanner	Priority 3	DCI.Customer Support.hardware.Scanner.install
Unable to print from Maximo	Priority 3	DCI.Customer Support.Desktop Support
System login assistance	Priority 3	DCI.Customer Support.Question
Reset PS HCM	Priority 3	DCI.Customer Support.Active Directory.Password reset
IT Security Awareness assist	Priority 3	DCI.Customer Support.Question
System password issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Instructed to transfer call to t	Priority 3	DCI.Customer Support.Question
IT Security Awareness trainin	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
Reset Maximo	Priority 3	APPS.Access.Maximo
IOS Upgrade for B02	Priority None	ROCS.All.Requests
Unlocked AD	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Peoplesoft login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Restart Predictor /Reset TW	Priority None	APPS.Access.PIDS
CTF System Check - MID - C	Priority None	ROCS.All.Requests
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Open ticket status check	Priority 3	DCI.Customer Support.service desk.Ticket Status
Reset Maximo	Priority 3	APPS.Access.Maximo
System login issue	Priority 3	DCI.Customer Support.Question
Maximo order issue	Priority 3	MAXIMO
vpn issues	Priority 3	DCI.Customer Support.Software.VPN.Training
maximo issues-	Priority 3	APPS.Technical support.Maximo
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
status update on ticket # 575	Priority 3	DCI.Customer Support.service desk.Ticket Status
unable to get to the e serve s	Priority 3	Payroll.PeopleSoft.Upgrade.Inquiry
it security awareness passwo	Priority 3	DCI.Customer Support.Question
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
IT security awareness passw	Priority 3	DCI.Customer Support.Question
No Network connection	Priority 3	DCI.Customer Support.Question
CTF System Check - Evenin	Priority None	Applications
unable to login to e service s	Priority 3	Payroll.PeopleSoft.Upgrade.Inquiry
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
adobe pro install	Priority 3	DCI.Customer Support.Desktop Support
adobe pro install	Priority 3	DCI.Customer Support.Desktop Support
password reset for Peopleso	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password reset	Priority 3	DCI.Customer Support.Question
Account locked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
needs assistance getting out	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
password reset for Peopleso	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
General Call	Priority 3	DCI.Customer Support.Question
Question regarding security s	Priority 3	DCI.Customer Support.Question

Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
support cancelled	Priority 3	DCI.Customer Support.Question
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
VPN Tablet Issue	Priority 2	DCI.SYSADMIN.Mobile Device Management.Technical supportT
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
unable to install adobe flash	Priority 3	DCI.Customer Support.Desktop Support
password reset for peopleso	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Maximo Issue	Priority 3	DCI.Customer Support.Maximo.Password Reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Adobe Flash	Priority 3	DCI.Customer Support.Desktop Support
support cancelled	Priority 3	DCI.Customer Support.Question
password reset for training	Priority 3	DCI.Customer Support.Question
RPM - Password Reset for C	Priority 5	ROCS.Applications.RPM.App
Customer is trying to view pa	Priority 3	DCI.Customer Support.Question
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Status update	Priority 3	DCI.Customer Support.service desk.Ticket Status
SVG Viewer Issue	Priority 3	APPS.Technical support.PIDS
CTF System Check Days 8/6	Priority None	ROCS - Hardware
password reset for Peopleso	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
monitor issue	Priority 3	DCI.Customer Support.hardware.Monitor.break/fix
IT security Awareness passv	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
password reset for Peopleso	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
password reset for Peopleso	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
JAVa Upgrade Request	Priority 3	DCI.Customer Support.Software.Java.upgrade
password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
AIM PE Password Reset	Priority None	ROCS.Applications.AIM.App
password reset for Peopleso	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
IT Secuery Awareness mod	Priority 3	DCI.Customer Support.Question
IT Security Awareness traini	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
Peoplesoft issue follow-up	Priority 3	DCI.Customer Support.Question
Peopelsoft issue	Priority 3	DCI.Customer Support.Question
Outlook profile load issue	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
Mapped drive issue	Priority 3	DCI.Customer Support.Desktop Support
IT Security Awareness modu	Priority 3	DCI.Customer Support.Question
Eservice inquiry	Priority 3	Payroll.PeopleSoft.Upgrade.Inquiry
Eservice issue	Priority 3	Payroll.PeopleSoft.Upgrade.Inquiry
CTF System Check -MID - 0	Priority None	ROCS.All.Requests
System login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
IT Security Awareness traini	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
maximo password reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Maximo login	Priority 3	DCI.Customer Support.Maximo.Password Reset
Account locked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
no support needed	Priority 3	DCI.Customer Support.Question
<a href="http://hdwiki/display/SOPs/P">http://hdwiki/display/SOPs/P</a>	Priority 3	DCI.Customer Support.Active Directory.Password reset
cant access eservice.wmata	Priority 3	DCI.Customer Support.Active Directory.Password reset
Unable to upload resume	Priority 3	HR.PSHCM.ESS technical support
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset



CTF System Check - Evenin	Priority None	Applications
Speakers not functional-	Priority 3	DCI.Customer Support.Desktop Support
IT security awareness	Priority 3	MIT.S.OPS.I.LMS ITSA.password reset
call disconnected	Priority 3	DCI.Customer Support.Question
unable to upload resume wh	Priority 3	HR.PSHCM.ESS technical support
Password reset for training	Priority 3	MIT.S.OPS.I.LMS ITSA.password reset
no support needed	Priority 3	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
support cancelled	Priority 3	DCI.Customer Support.Question
support cancelled	Priority 3	DCI.Customer Support.Question
pids display issue	Priority 3	APPS.Technical support.PIDS
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
support cancelled	Priority 3	DCI.Customer Support.Question
call dropped	Priority 3	DCI.Customer Support.Question
Password reset for training	Priority 3	DCI.Customer Support.Question
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
unable to use his keyboard. V	Priority 3	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Trapeze issue	Priority 3	Apps.Access.Trapeze
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
staus update on ticket	Priority 3	DCI.Customer Support.Question
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo Password Reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
View Pay Stub	Priority 3	DCI.Customer Support.Question
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Questions regarding peoples	Priority 3	DCI.Customer Support.Question
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Peopleeoft Password	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
unable to login to outlook	Priority 3	DCI.Customer Support.Question
Call dropped	Priority 3	DCI.Customer Support.Question
password reset for peopleso	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
questions and answer profile	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
It security password reset	Priority 3	MIT.S.OPS.I.LMS ITSA.password reset
pids display issue	Priority 3	APPS.Technical support.PIDS
pids display issue	Priority 3	APPS.Technical support.PIDS
Question Regarding passwo	Priority 3	DCI.Customer Support.Question
Customer states he has a m	Priority 3	DCI.Customer Support.Question
Maximo password reset	Priority 3	DCI.Customer Support.Question
CTF System Check - Day - 8	Priority None	ROCS.All.Requests

password reset for It Security	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
password reset for peoplesoft	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password reset For Peoplesoft	Priority 3	DCI.Customer Support.Active Directory.Password reset
Webmail	Priority 3	DCI.Customer Support.Question
maximo password reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
password reset for Peoplesoft	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
password reset for peoplesoft	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
password reset for Peoplesoft	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
System login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
SSPW reset assistance	Priority 3	DCI.Customer Support.Active Directory.Password Self-Service Assistance
Peoplesoft login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Peoplesoft login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Webmail login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Webmail access issue	Priority 3	DCI.Customer Support.office 365.Technical support
Peoplesoft login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
System login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password Self-Service Assistance
Silverlight installation error	Priority 3	DCI.Customer Support.Desktop Support
CTF System Checks MIDS & ROCS	Priority None	ROCS.All.Requests
Application install	Priority 3	DCI.Customer Support.Desktop Support
IT Security Awareness	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
IT security awareness test	Priority 3	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Retrieve materials from JGB	Priority None	ROCS - Hardware
IT Security Awareness Question	Priority 3	DCI.Customer Support.Question
IE Cache clearing question	Priority 3	DCI.Customer Support.Desktop Support
Metroweb access issue	Priority 3	DCI.Customer Support.Desktop Support
Call Dropped	Priority 3	DCI.Customer Support.Question
Account Question	Priority 3	DCI.Customer Support.Question
IT Security Awareness training	Priority 3	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
System login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Maximo Password Reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Eservice login issue	Priority 3	Payroll.PeopleSoft.Upgrade.Inquiry
See attached request.	Priority 3	DCI.Customer Support.Active Directory.New Employee
PIDS Special Schedule Update	Priority None	Applications
CTF System Check - Evenings	Priority None	Applications
Call Dropped	Priority 3	DCI.Customer Support.Question
Call Dropped	Priority 3	DCI.Customer Support.Question
SMS Maps not loading. Nor	Priority 3	APPS.Technical support.SMS
VPN Assistance	Priority 3	DCI.Customer Support.Software.VPN.Install
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
VPN Assistance	Priority 3	DCI.Customer Support.Software.VPN.Install
Assistance Requested w/Creation	Priority 3	DCI.Customer Support.Question
Email - E4 license provision	Priority 3	DCI.Customer Support.Question

help to set up my new computer	Priority 2	DCI.Customer Support.Desktop Support
email configuration - problem	Priority 3	DCI.Customer Support.Software.MS Outlook.Problem Not Found
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
no support needed	Priority 3	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Email Rentention Concern	Priority 3	DCI.Customer Support.Question
Please be advised that the fo	Priority 1	DCI.Customer Support.Question
Password and Login Assista	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
NSR form attached	Priority 3	DCI.Customer Support.management.Delegation Request.Escalat
Please see attached HR rep	Priority 3	HR.PSHCM.Support
Submit a Maximo Access Re	Priority 3	DCI.Customer Support.Question
Please see attached HR rep	Priority 3	HR.PSHCM.Support
Dropped Call	Priority 3	DCI.Customer Support.Question
Dropped Call	Priority 3	DCI.Customer Support.Question
Rads- order business cards	Priority 3	DCI.Customer Support.Question
Dropped Call	Priority 3	DCI.Customer Support.Question
IT Security Awareness Train	Priority 3	MIT.S.OPS.ILMS ITSA.registration
Logon Error: Trust Relations	Priority 3	DCI.Customer Support.Network.Server Failure
Admin Rights process	Priority 3	DCI.Customer Support.Question
application install - Revit	Priority 3	DCI.Customer Support.Desktop Support
Please repair Outlook **Do r	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
TSR Status Update	Priority 3	DCI.Customer Support.Maximo.TSR Status
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Documentum	Priority 3	APPS.Access.DOCUMENTUM
Upgrade space to network d	Priority 3	DCI.SYSADMIN.network driveClean Disk Space
customer reported his trainin	Priority 3	DCI.Customer Support.Desktop Support
Please create a ticket a assig	Priority 3	DCI.Customer Support.Active Directory.New Contractor
Frozen Computer	Priority 3	DCI.Customer Support.Desktop Support
Avaya phone switched from	Priority 3	DCI.Customer Support.Software.MS Outlook.Problem Not Found
Microsoft Access Install	Priority 3	DCI.Customer Support.Software.MS Outlook.Install
Adobe Pro Install	Priority 3	DCI.Customer Support.Desktop Support
email account	Priority 3	DCI.Customer Support.Question
documentum password rese	Priority 3	APPS.Access.DOCUMENTUM
Visio	Priority 3	DCI.SYSADMIN.Software.installation.MS Visio
adobe flash out of date	Priority 3	DCI.Customer Support.Desktop Support
NSR Request	Priority 3	DCI.Customer Support.Active Directory.New Employee
log in assistance	Priority 3	DCI.Customer Support.Active Directory.Password reset
VPN Issue	Priority 2	DCI.Customer Support.Software.VPN.Install
Server access request	Priority 3	DCI.SYSADMIN.Server.Access
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
NSR Request	Priority 3	DCI.Customer Support.Active Directory.New Employee
no support needed	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
ITSAT pw reset	Priority 3	MIT.S.OPS.ILMS ITSA.registration

Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
HR Solutions	Priority 3	HR.PSHCM.Access
Cafe order	Priority 3	DCI.Customer Support.Question
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Visio Reinstall	Priority 3	DCI.SYSADMIN.Software.installation.MS Visio
User requested password re	Priority 3	DCI.Customer Support.Active Directory.Password reset
Third Party Install	Priority 3	DCI.Customer Support.Desktop Support
CPU fan failure HDD fan fail	Priority 2	DCI.Customer Support.Desktop Support
NSR Request	Priority 3	DCI.Customer Support.Active Directory.New Employee
Unlock Account	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
network account locked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
NSR Request	Priority 3	DCI.Customer Support.Active Directory.New Employee
Status Updates on Open Tic	Priority 3	DCI.Customer Support.service desk.Ticket Status
Status Update	Priority 3	DCI.Customer Support.service desk.Ticket Status
HR Solutions	Priority 3	HR.PSHCM.HR solutions support
HR Solutions	Priority 3	HR.PSHCM.HR solutions support
Branch Avenue and ALEXAND	Priority 3	DCI.Customer Support.Question
HR Solutions	Priority 3	HR.PSHCM.Access
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Software Request	Priority 3	DCI.Customer Support.Desktop Support
unable to load HCM	Priority 3	HR.PSHCM.Support
Install Adobe Acrobat XI Pro	Priority 3	DCI.Customer Support.Desktop Support
Prowatch issue - user said n	Priority 3	DCI.Customer Support.Desktop Support
c026470 HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Delayed delivery	Priority 3	DCI.Customer Support.Question
status of 56621; assigned to	Priority 3	DCI.Customer Support.Desktop Support
no dial tone/connectivity	Priority 2	NCS.Telephone.digital phone.No Dial Tone
NSR Request	Priority 3	DCI.Customer Support.Active Directory.New Employee
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Peoplesoft QUESTION regardi	Priority 3	DCI.Customer Support.Question
Network drive access request	Priority 3	DCI.Customer Support.Question
Assign Request	Priority 3	DCI.Customer Support.Question
Password Reset for PC and	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo Password Reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
New Employee Login Inform	Priority 3	DCI.Customer Support.Question
Customer has home comput	Priority 3	DCI.Customer Support.Question
General Information	Priority 3	DCI.Customer Support.Question
Maximo Password	Priority 3	DCI.Customer Support.Maximo.Password Reset
Silverlight install	Priority 3	DCI.Customer Support.Desktop Support
Virtual Private Network (VPN)	Priority 3	DCI.Customer Support.Software.VPN.Install
Citrix Install	Priority 3	DCI.Customer Support.Question
Cognos Maintenance	Priority 3	DCI.Customer Support.Question
NSR attached	Priority 3	DCI.Customer Support.Active Directory.Drive Access
Computer moves	Priority 3	DCI.Customer Support.Equipment Move.Project
Customer said SMS and HC	Priority 3	DCI.Customer Support.Desktop Support
Account locked	Priority 3	DCI.Customer Support.Maximo.Password Reset
People Soft HCM	Priority 3	HR.PSHCM.Support

Reimage	Priority 3	DCI.Customer Support.Desktop Support
Install Internet Explorer 11	Priority 3	DCI.Customer Support.Software.Internet Explorer
unable to login to VPN	Priority 3	DCI.Customer Support.Desktop Support
Requests for Installing or Su	Priority 3	DCI.Customer Support.Desktop Support
Outlook issues	Priority 3	DCI.Customer Support.Desktop Support
Customer states that she is r	Priority 3	DCI.Customer Support.Question
Status Update	Priority 3	DCI.Customer Support.service desk.Ticket Status
Install Adobe Acrobat XI Pro	Priority 3	DCI.Customer Support.Desktop Support
Network Drive No Longer Av	Priority 3	DCI.Customer Support.Desktop Support
Customer is requesting to ge	Priority 3	DCI.Customer Support.Equipment Move.Surplus removal
Maximo Password Reset or	Priority 3	DCI.Customer Support.Question
Trapeze Access	Priority 3	DCI.Customer Support.Question
Data transfer	Priority 3	DCI.Customer Support.Desktop Support
NSR Corey Schoo	Priority 3	DCI.Customer Support.Active Directory.New Contractor
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Email notification received at	Priority 3	MIT.S.OPS.I.LMS ITSA.registration
Third Party Software	Priority 3	DCI.Customer Support.Desktop Support
Issues with Avaya and Other	Priority 3	NCS.Telephone.digital phone.Other
Disabled Network Account S	Priority 3	MIT.S.OPS.security.firewall
third party software install	Priority 3	DCI.Customer Support.Desktop Support
User cannot access his peop	Priority 3	HR.PSHCM.Support
Status Update	Priority 3	DCI.Customer Support.service desk.Ticket Status
NSR attached	Priority 3	DCI.Customer Support.Active Directory.Drive Access
Password and Login Assista	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
DVD drive error	Priority 3	DCI.Customer Support.Break-Fix.Laptop
It security	Priority 3	DCI.Customer Support.Question
Access Request	Priority 3	HR.PSHCM.Access
Lost or Stolen Mobile Device	Priority 3	DCI.Customer Support.Question
Email access	Priority 3	DCI.Customer Support.Desktop Support
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
NSR attached	Priority 3	DCI.Customer Support.Active Directory.Drive Access
Status Update	Priority 3	DCI.Customer Support.service desk.Ticket Status
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
TSR Status Update	Priority 3	DCI.Customer Support.Maximo.TSR Status
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Status Update	Priority 3	DCI.Customer Support.service desk.Ticket Status
ITSAT pw reset	Priority 3	MIT.S.OPS.I.LMS ITSA.registration
Account locked	Priority 3	DCI.Customer Support.Active Directory.Password reset
PIDS/ROCS Issue	Priority 3	APPS.Technical support.PIDS
HCM absence request	Priority 3	HR.PSHCM.Support
Basic Network Troubleshoot	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
CTF System Check - Day - 8	Priority None	ROCS.All.Requests
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
no monitor display	Priority 3	DCI.Customer Support.hardware.Monitor.break/fix
Network Server	Priority 2	DCI.Customer Support.Desktop Support

People Soft HCM	Priority 3	HR.PSHCM.Support
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo pw reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
VPN Issue	Priority 2	DCI.Customer Support.Software.VPN.Install
Reset PS HCM	Priority 3	DCI.Customer Support.Active Directory.Password reset
Unlocked Account	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Assisted user with access to	Priority 3	DCI.Customer Support.Desktop Support
Status Update	Priority 3	DCI.Customer Support.service desk.Ticket Status
Status updated for ticket 482	Priority 3	DCI.Customer Support.service desk.Ticket Status
Account Locked	Priority 3	DCI.Customer Support.Active Directory.Password reset
Disabled Badging Office	Priority 3	MIT.S.OPS.security.firewall
Reset PS HCM	Priority 3	DCI.Customer Support.Active Directory.Password reset
PW reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
User not connected to the ne	Priority 3	DCI.Customer Support.Desktop Support
Reset Maximo	Priority 3	APPS.Training.Maximo
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password Self-Service A
Reset Maximo	Priority 3	APPS.Access.Maximo
Account locked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
After power outage emails a	Priority 3	DCI.Customer Support.Software.MS Outlook.Problem Not Found
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
User cannot connect to VPN	Priority 3	Payroll.PeopleSoft.Upgrade.Inquiry
Maximo reset	Priority 3	APPS.Access.Maximo
User gets a generic interface	Priority 3	APPS.Technical support.Maximo
Maximo reset	Priority 3	APPS.Access.Maximo
Reset PS HCM	Priority 3	DCI.Customer Support.Active Directory.Password reset
ILMS password	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
AD disabled due to ILMS nor	Priority 3	DCI.Customer Support.Question
Unlocked AD	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
ROCS Support for B01 IOS U	Priority 5	ROCS.Applications.AIM.App
Explained to user where to s	Priority 3	DCI.Customer Support.Question
User needs Office 365 instal	Priority 3	DCI.Customer Support.Software.MS Outlook.Install
703-580-4033 Install Xerox	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
CTF System Check - Mid - 8	Priority None	ROCS.All.Requests
AD disabled due to ILMS nor	Priority 3	DCI.Customer Support.Question
Reset ILMS	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Reset ILMS	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
PS ELM won't allow user to p	Priority 3	APPS.Technical support.PSELM
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
It security awareness passwo	Priority 3	DCI.Customer Support.Question
Mr. Harding has been grante	Priority 3	DCI.Customer Support.Software.MS Outlook.Problem Not Found
User assistance with access	Priority 3	DCI.Customer Support.Software.VPN.Training
Reset Windows	Priority 3	DCI.Customer Support.Active Directory.Password reset

clever cad- unable to sign in.	Priority 3	APPS.Technical support.APPSPAY
nsr	Priority 3	DCI.Customer Support.Active Directory.New Employee
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Logon assistance	Priority 3	DCI.Customer Support.Question
IT security awareness test	Priority 3	DCI.Customer Support.Question
PIDS Display - Not Working	Priority 3	DCI.Customer Support.Desktop Support
workstation and phone will n	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Customer said that they did n	Priority 3	DCI.Customer Support.Question
Silver spring- wifi issues	Priority 3	DCI.Customer Support.Wifi.Configuration
IT Security Awareness Test	Priority 3	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Eservice assistance	Priority 3	DCI.Customer Support.Question
External access to apply for	Priority 3	DCI.Customer Support.Question
Customer reported MTPD C	Priority 3	DCI.Customer Support.Desktop Support
eservice.wmata.com down	Priority 3	DCI.Customer Support.Question
Customer reported her comp	Priority 3	DCI.Customer Support.Question
there a way to start PeopleS	Priority 1	HR.PSHCM.Support
Server access request	Priority 3	DCI.SYSADMIN.Server.Access
Display rotation	Priority 3	DCI.Customer Support.Desktop Support
customer reported PIDs not	Priority 3	APPS.Technical support.PIDS
No answer when I picked up	Priority 3	DCI.Customer Support.Question
relation to previous cleanings	Priority 3	DCI.Customer Support.hardware.Desktop.reimage
Please help create a ticket a	Priority 3	MIT.S.OPS.security.scan request
Please help create a ticket a	Priority 3	MIT.S.OPS.security.scan request
Email - E4 license provision	Priority 3	DCI.Customer Support.Question
Remote desktop connection-	Priority 3	DCI.Customer Support.Software.VPN.Training
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
HR Solutions	Priority 3	HR.PSHCM.Report
Laptop has cracked screen	Priority 2	DCI.Customer Support.Break-Fix.Laptop
Create a Ticket for New Equ	Priority 3	DCI.Customer Support.Desktop Support
NSR Request	Priority 3	DCI.Customer Support.Active Directory.New Employee
Outlook Issue	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
MetroAccess Trapeze Issue	Priority 3	DCI.Customer Support.Question
NSR Request	Priority 3	DCI.Customer Support.Active Directory.New Employee
NSR-morris	Priority 3	DCI.Customer Support.Active Directory.Drive Access
HR Solutions	Priority 3	MIT.Apps.Security Access.PSEPM
no support needed	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Status Update	Priority 3	DCI.Customer Support.Question
Customer needed assistance	Priority 3	DCI.Customer Support.Question
maximo access request	Priority 3	DCI.Customer Support.Question
Call Dropped	Priority 3	DCI.Customer Support.Question

CTF System Check - Evenin	Priority None	Applications
Reimage T-600948	Priority 3	DCI.Customer Support.hardware.Tablet.reimage
Call Dropped	Priority 3	DCI.Customer Support.Question
PW Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Call Disconnected	Priority 3	DCI.Customer Support.Question
Third Party	Priority 3	DCI.Customer Support.Desktop Support
PeopleSoft issue	Priority 3	Payroll.PeopleSoft.Upgrade.Inquiry
Maximo account status	Priority 3	DCI.Customer Support.Question
log in assistance	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
CASD MS Outlook Issue: Mi	Priority 3	DCI.Customer Support.office 365.Technical support
Maximo Status	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Question
Network password reset req	Priority 3	DCI.Customer Support.Active Directory.Password reset
User asked could he access	Priority 3	Payroll.PeopleSoft.Upgrade.Inquiry
PW Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Network Drive Access	Priority 3	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
maximo password reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Password Reset	Priority 3	DCI.Customer Support.Question
Scanner Install	Priority 3	DCI.Customer Support.Desktop Support
Network password reset req	Priority 3	DCI.Customer Support.Active Directory.Password reset
Customer's PC showing disc	Priority 3	DCI.Customer Support.Desktop Support
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Call Dropped	Priority 3	DCI.Customer Support.Question
customer sent an email and	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
VPN Issue	Priority 3	DCI.Customer Support.Software.VPN.Training
Outlook calendar issue	Priority 1	DCI.Customer Support.Software.MS Outlook.Calender Assistanc
User needed adobe connect	Priority 3	DCI.Customer Support.Question
network pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Install Adobe connect.	Priority 3	DCI.Customer Support.Desktop Support
Question from Cristian Garc	Priority 3	DCI.Customer Support.Question
unable to access email	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
Password Reset	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password unlock request	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Dropped Call	Priority 3	DCI.Customer Support.Question
Maximo Password Reset	Priority 3	DCI.Customer Support.Question
pw reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
VPN login support	Priority 3	DCI.Customer Support.Software.VPN.Training
email access	Priority 3	DCI.Customer Support.Desktop Support
VPN Issue	Priority 3	MITS.Engineering.VPN.Technical support
Customer Needs Assistance	Priority 2	DCI.Customer Support.Question
printer install	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
Access to Peoplesoft	Priority 3	DCI.Customer Support.Question
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset



Maximo Access Request	Priority 3	DCI.Customer Support.Question
Customer checking to see w	Priority 3	Payroll.PeopleSoft.Upgrade.Inquiry
Account deactivated due to i	Priority 3	DCI.Customer Support.Question
adobe connect install.	Priority 3	DCI.Customer Support.Desktop Support
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
account still disabled after tra	Priority 3	MIT.S.OPS.I.LMS ITSA.disabled account
network pw reset	Priority 3	DCI.Customer Support.Question
HR Solutions	Priority 3	HR.PSHCM.HR solutions support
Xerox giving driver error whe	Priority 3	DCI.Customer Support.printer.Xerox.technical support
HR Solutions	Priority 3	HR.PSHCM.HR solutions support
network account locked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Dell 9030 won't power on Ale	Priority 2	DCI.Customer Support.hardware.Desktop.break/fix
Install windows 10 on 5 Lapt	Priority 3	DCI.Customer Support.hardware.Laptop.reimage
won't print	Priority 3	DCI.Customer Support.printer.Desktop.Cycle Printer
unable to launch ITSAT cour	Priority 3	DCI.Customer Support.Desktop Support
Customer calling to check or	Priority 3	DCI.Customer Support.service desk.Ticket Status
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
PC reimage	Priority 3	DCI.Customer Support.Desktop Support
Customer reported her comp	Priority 3	DCI.Customer Support.Desktop Support
Maximo pw reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
IT Security Awareness Train	Priority 3	DCI.Customer Support.Question
External People Soft	Priority 3	DCI.Customer Support.Question
ITSAT pw reset	Priority 3	MIT.S.OPS.I.LMS ITSA.registration
General Question	Priority 3	DCI.Customer Support.Question
could not open PSHCM link	Priority 3	HR.PSHCM.Support
Outlook issue - user sent fol	Priority 3	DCI.Customer Support.Question
Third Party Software Install	Priority 3	DCI.Customer Support.Desktop Support
Unable to see employees inf	Priority 3	HR.PSHCM.Support
Access paystub from phone	Priority 3	DCI.Customer Support.Question
Customer having issue with	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Help loging into VPN	Priority 3	DCI.Customer Support.Software.VPN.Training
User unable to login to Maxir	Priority 3	DCI.Customer Support.Question
Status Update	Priority 3	DCI.Customer Support.service desk.Ticket Status
Update Adobe Acrobat Pro (	Priority 3	DCI.Customer Support.Desktop Support
Customer trying to do his tim	Priority 3	Payroll.PeopleSoft.Upgrade.Inquiry
Network printer install	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
Request to clear orphan rep	Priority 3	MIT.S.OPS.security.firewall
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
NETWORK PASSWORD RE	Priority 3	DCI.Customer Support.Active Directory.Password reset
metroquest user pw	Priority 3	DCI.Customer Support.Wifi.Configuration
User unable to login into HC	Priority 3	DCI.Customer Support.Question
network pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Too much static on the phon	Priority 1	NCS.Telephone.digital phone.Other
EUP	Priority 3	DCI.Customer Support.management.Delegation Request.Escalat

Customer not able to access	Priority 3	DCI.Customer Support.Question
Question about IT Security A	Priority 3	DCI.Customer Support.Question
NSR attached	Priority 3	DCI.Customer Support.Active Directory.Drive Access
Maximo Pass reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
wants to change password b	Priority 3	DCI.Customer Support.Desktop Support
Temporary Admin Right for d	Priority 3	DCI.Customer Support.Desktop Support
Install O365 for the custome	Priority 3	DCI.Customer Support.office 365.Technical support
Outlook not opening at all.	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
New Employee Login Inform	Priority 3	DCI.Customer Support.Question
voicemail pin reset	Priority 3	NCS.Telephone.digital phone.Voice Mail Password Reset
57142 inquiry	Priority 3	DCI.Customer Support.service desk.Ticket Status
Metroweb Link	Priority 3	DCI.Customer Support.Question
maximo PW	Priority 3	DCI.Customer Support.Equipment Move.Project
USB Port, External Device N	Priority 3	DCI.Customer Support.Break-Fix.Computer
Unable to see Time Sheet	Priority 3	DCI.Customer Support.Desktop Support
Faulty Emails	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
unable to logon	Priority 3	DCI.Customer Support.Desktop Support
inquiry	Priority 3	DCI.Customer Support.service desk.Ticket Status
third party software	Priority 3	DCI.Customer Support.Desktop Support
PIDS/ROCS Animated Map	Priority 3	DCI.Customer Support.Desktop Support
PW reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
robo call/scam phone call	Priority 3	MIT.S.OPS.security.firewall
PW RESET	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
User called about opening hi	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
MS Outlook: Email Issues	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
PW reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Logon Error: Trust Relations	Priority 3	DCI.Customer Support.Network.Server Failure
User is unable to log into the	Priority 3	BUS.ARS.Technical support.BTSS
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Adobe Pro Install	Priority 3	DCI.Customer Support.Desktop Support
NSR attached	Priority 3	DCI.Customer Support.Active Directory.Drive Access
Maximo Password Reset or	Priority 3	DCI.Customer Support.Question
Voicemail Password	Priority 3	NCS.Telephone.digital phone.Voice Mail Password Reset
Maximo Password Reset	Priority 3	DCI.Customer Support.Question
PW Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Xerox Printer Install	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
Status Update	Priority 3	DCI.Customer Support.service desk.Ticket Status
Screen flickered and then we	Priority 3	DCI.Customer Support.hardware.Monitor.break/fix
Silverlight for drive cam	Priority 3	DCI.Customer Support.Desktop Support
Call Dropped, Disconnected,	Priority 3	DCI.Customer Support.Question
network pw reset	Priority 3	DCI.Customer Support.Question
network account locked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Emails	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
Status Updates on Open Tic	Priority 3	DCI.Customer Support.service desk.Ticket Status
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock

Unable to Approve Time	Priority 3	DCI.Customer Support.Question
Remap the I Drive	Priority 3	DCI.Customer Support.Desktop Support
No Dial Tone	Priority 3	NCS.Telephone.digital phone.No Dial Tone
Request Mouse Support	Priority 2	DCI.Customer Support.hardware.Mouse.break/fix
email not updating	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
PeopleSoft HCM and FIN Ac	Priority 3	MIT.S.Apps Security.PSFIN.Access
User called to get his Passw	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Maximo Password Reset	Priority 3	DCI.Customer Support.Question
Reimage PC (CTF) - Please	Priority 3	DCI.Customer Support.hardware.Desktop.reimage
NSR attached	Priority 3	DCI.Customer Support.Active Directory.New Employee
Office Lights (2) OO In C127	Priority None	ROCS.All.Requests
CTF-B330-AP-3702i Device	Priority 3	NCS.Switch.Unreachable
F11-BLOCKHOUSE-DMPCB	Priority 3	NCS.Switch.Unreachable
CTF System Check - Day - 8	Priority None	ROCS.All.Requests
S-D06-TBS Devices unreach	Priority 3	NCS.Switch.Unreachable
J03-MTPDCOM-35601 is Dc	Priority 3	NCS.Switch.Unreachable
NSR attached	Priority 3	DCI.Customer Support.Active Directory.Drive Access
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
email not updating	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
Precision Laptop on 5G	Priority 2	DCI.Customer Support.Break-Fix.Laptop
IT AWARENESS ISSUE	Priority 3	DCI.Customer Support.Desktop Support
Java	Priority 3	DCI.Customer Support.Desktop Support
HCM pw reset	Priority 3	DCI.Customer Support.Question
User cannot open leave requ	Priority 3	HR.PSHCM.Support
Bad HD on 6E*	Priority 1	DCI.Customer Support.hardware.Desktop.break/fix
password issue	Priority 3	DCI.Customer Support.Active Directory.Password reset
Internet/Intranet Access	Priority 3	DCI.Customer Support.Desktop Support
Question	Priority 3	DCI.Customer Support.Desktop Support
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
no log on server	Priority 1	DCI.Customer Support.Network.Server
network account locked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
User cannot open attachmer	Priority 3	DCI.Customer Support.Desktop Support
Maximo pw reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Email Excel File	Priority 3	DCI.Customer Support.Desktop Support
unable to access email	Priority 3	DCI.Customer Support.Desktop Support
IT Security Awareness Train	Priority 3	DCI.Customer Support.Active Directory.Password reset
Status update for ticket 5698	Priority 3	DCI.Customer Support.service desk.Ticket Status
unable to access terminal se	Priority 3	DCI.Customer Support.Software.VPN.Training
PW reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
drive cam password reset	Priority 3	DCI.Customer Support.Desktop Support
Generic Accounts Access Di	Priority 3	DCI.Customer Support.Desktop Support
ELM pw reset	Priority 3	DCI.Customer Support.Question
Trust relationship error	Priority 3	DCI.Customer Support.Desktop Support
AD unlocked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
HCM pw reset	Priority 4	DCI.Customer Support.Active Directory.Password reset
User is unable to access Doc	Priority 3	APPS.Access.DOCUMENTUM
Silverlight for drive cam	Priority 3	DCI.Customer Support.Desktop Support

Reset PS HCM	Priority 3	DCI.Customer Support.Active Directory.Password reset
Reset PS HCM	Priority 3	DCI.Customer Support.Active Directory.Password reset
Call dropped, disconnected	Priority 3	DCI.Customer Support.Question
Request for access and info	Priority 3	Payroll.PeopleSoft.Upgrade.Inquiry
Maximo reset	Priority 3	APPS.Access.Maximo
Reset PS HCM	Priority 3	DCI.Customer Support.Active Directory.Password reset
Unlocked AD	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
User unable to access Medic	Priority 3	DCI.Customer Support.Question
Reset PS HCM	Priority 3	DCI.Customer Support.Active Directory.Password reset
User has not used laptop for	Priority 3	DCI.Customer Support.Question
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
See attached Maximo Acces	Priority 3	APPS.Access.Maximo
User cannot access cell data	Priority 3	DCI.SYSADMIN.Mobile Device Management.Technical support.S
User unable to access eserv	Priority 3	Payroll.PeopleSoft.Upgrade.Inquiry
PS HCM Issue no access	Priority 3	DCI.Customer Support.Desktop Support
Users hard drive was replace	Priority 3	DCI.Customer Support.Network.Server
User unable to access PS H	Priority 3	DCI.Customer Support.Desktop Support
Reset PS HCM	Priority 3	DCI.Customer Support.Active Directory.Password reset
Reset PS HCM	Priority 3	DCI.Customer Support.Active Directory.Password reset
CTF System Check -MID - 0	Priority None	ROCS.All.Requests
Request for access to PS H	Priority 3	DCI.Customer Support.Desktop Support
MS Access 2007 parts file w	Priority 3	DCI.Customer Support.Question
User stated he completed th	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
Account Disabled per Badgir	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Customer is having issues a	Priority 3	HR.PSHCM.Support
Maximo Password Reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
ITSA Training login info	Priority 3	DCI.Customer Support.Question
Advertised Runs	Priority 3	BUS.ARS.Technical support.BTSS
PIDS/ROCS maps not worki	Priority 3	APPS.Technical support.PIDS
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Data Center Back Door Ajar	Priority None	ROCS.All.Requests
Maximo Password Reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
NSR for new employee	Priority 3	DCI.Customer Support.Active Directory.Drive Access
Monitor not working Meeting	Priority 3	DCI.Customer Support.Question
Maximo account deactivated	Priority 3	DCI.Customer Support.Question
Support for two Emergency r	Priority 3	ROCS - Hardware
Issue with eservice	Priority 3	Payroll.PeopleSoft.Upgrade.Inquiry
Customer not able to access	Priority 3	APPS.Technical support.PIDS
How to access paystub from	Priority 3	Payroll.PeopleSoft.Upgrade.Inquiry
Maximo password reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
PeopleSoft moving really slo	Priority 3	HR.PSHCM.Support
Visio/project install post imag	Priority 3	DCI.SYSADMIN.Software.installation.MS Visio
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
unable to login into laptops	Priority 3	DCI.Customer Support.Question

employee termination	Priority 3	DCI.Customer Support.Question
ITSA Training Password	Priority 3	DCI.Customer Support.Desktop Support
IT Security Awareness Traini	Priority 3	DCI.Customer Support.Question
Subject: Why doesn't the pid	Priority 3	DCI.Customer Support.Desktop Support
Peoplsoft request form	Priority 3	HR.PSHCM.HR solutions support
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
FW: Time Approver - Remin	Priority 3	HR.PSHCM.HR solutions support
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Please see the attached NSI	Priority 3	DCI.Customer Support.Active Directory.New Employee
Subject: PeopleSoft Access	Priority 3	HR.PSHCM.Access
PIDS/ROCS	Priority 3	APPS.Technical support.PIDS
HR Access Request for Rob	Priority 3	HR.PSHCM.Access
Network password reset req	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Email - E4 license provision	Priority 3	DCI.Customer Support.Question
Support for installation of RP	Priority 3	Applications
PIDS/ROCS Animated Map	Priority 3	APPS.Technical support.PIDS
IT Security Awareness Train	Priority 3	DCI.Customer Support.Question
unlocked account	Priority 3	DCI.Customer Support.Active Directory.Password reset
tsr instructions	Priority 3	DCI.Customer Support.Question
Payroll	Priority 3	DCI.Customer Support.Question
E026945 unable to access e	Priority 3	Payroll.PeopleSoft.Upgrade.Inquiry
Customer receives errors wh	Priority 3	MITS.Engineering.VPN.Technical support
Password, Email	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
CTF System Check - Evenin	Priority None	Applications
Call Dropped	Priority 3	DCI.Customer Support.Question
Adobe Digital Signature	Priority 3	DCI.Customer Support.Question
Message for David Omokehi	Priority 3	DCI.Customer Support.Question
status of NSR 56837; see tic	Priority 3	DCI.Customer Support.service desk.Ticket Status
ITSAT Password Reset	Priority 3	DCI.Customer Support.Desktop Support
How do I check my work em	Priority 3	DCI.Customer Support.Question
password reset for maximo	Priority 3	DCI.Customer Support.Maximo.Password Reset
install browsers	Priority 3	DCI.Customer Support.Software.Internet Explorer
Dropped Call	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
ITSAT pw reset	Priority 3	MITS.OPS.ILMS ITSA.password reset
trapeze access	Priority 3	Apps.Access.Trapeze
IT Security Awareness Train	Priority 3	DCI.Customer Support.Question
RPC Sever Unavailable	Priority 5	ROCS.All.Requests
AIM PE AD Password Reset	Priority None	ROCS.Applications.AIM.App
Call Dropped	Priority 3	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Call Dropped	Priority 3	DCI.Customer Support.Question

wants to get a site unblocked	Priority 3	MIT.S.OPS.security.firewall
instructions for digital signature	Priority 3	DCI.Customer Support.Question
pids maps not loading	Priority 3	APPS.Technical support.PIDS
Unlock Account	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Maximo Password Reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
FIN account locked	Priority 3	MIT.Apps Security.PSFIN.password reset
Status Update	Priority 3	DCI.Customer Support.service desk.Ticket Status
Call Dropped	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
network pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
ITSAT pw reset	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
oracle issue	Priority 3	DCI.Customer Support.Question
NSR-difatta	Priority 3	DCI.Customer Support.Active Directory.New Employee
audio editor	Priority 3	DCI.Customer Support.Desktop Support
Status Update	Priority 3	DCI.Customer Support.service desk.Ticket Status
Peoplesoft CRM Question	Priority 3	DCI.Customer Support.Question
The ability to save outlook data	Priority 3	DCI.Customer Support.Question
email not updating	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
account still disabled	Priority 2	MIT.S.OPS.ILMS ITSA.disabled account
network pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
service desk issues	Priority 3	DCI.Customer Support.Question
External Email "Sender" from	Priority 2	MIT.S.OPS.security.firewall
sa pw reset	Priority 3	DCI.Customer Support.Question
Maximo pw reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Subject: External Email "Sender"	Priority 3	MIT.S.OPS.security.firewall
Virus, Malware and Spyware	Priority 1	MIT.S.OPS.security.scan request
Subject: RE: Profile issues with	Priority 3	APPS.Technical support.SMS
Websites that have been visited	Priority 3	MIT.Apps Security.Internet.Access Requested
Ticket for MITS	Priority 3	MIT.S.OPS.security.firewall
how to access webmail	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Micheal Davis NSR	Priority 3	DCI.SYSADMIN.office 365.Technical support
Report Request	Priority 3	HR.PSHCM.HR solutions support
status update 56550	Priority 3	DCI.Customer Support.service desk.Ticket Status
pids issue	Priority 3	DCI.Customer Support.Desktop Support
General Question	Priority 3	DCI.Customer Support.Question
NSR for Kevin Gedrich	Priority 3	DCI.Customer Support.Active Directory.New Employee
Fix metroNet connection issues	Priority 3	DCI.Customer Support.Desktop Support
memory upgrade	Priority 3	DCI.Customer Support.Inventory.Upgrade Case
Unlock Account	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
question about account	Priority 3	DCI.Customer Support.Question
IT Security Awareness Training	Priority 3	DCI.Customer Support.Question
memory upgrade on 6*	Priority 3	DCI.Customer Support.Inventory.Upgrade Case
Login Question	Priority 3	DCI.Customer Support.Question
ad unlock	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset

status 56243	Priority 3	DCI.Customer Support.service desk.Ticket Status
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
OracleB password	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Question
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Metro Guest Password	Priority 3	DCI.Customer Support.Wifi.Configuration
Modify Dynamic Group	Priority 3	MIT.S.OPS.security.firewall
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset for new rem	Priority 3	DCI.Customer Support.Active Directory.Password reset
network account locked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
customer has only outlook w	Priority 3	DCI.Customer Support.Question
Customer not able to login a	Priority 3	DCI.Customer Support.Active Directory.Password reset
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Good morning attached are	Priority 3	DCI.Customer Support.Active Directory.Drive Access
needs password reset for Or	Priority 3	DCI.Customer Support.Question
Customer needs help recallin	Priority 3	DCI.Customer Support.Question
modify dynamic group	Priority 3	MIT.S.OPS.security.firewall
java install	Priority 3	DCI.Customer Support.Software.Java.Install
User requested network acco	Priority 3	DCI.Customer Support.Active Directory.Password reset
PS Access Request	Priority 3	MIT.S.OPS.security.firewall
VPN access question	Priority 3	DCI.Customer Support.Desktop Support
Reimage	Priority 3	DCI.Customer Support.Desktop Support
NSR attached	Priority 3	DCI.Customer Support.Active Directory.New Employee
cancelled	Priority 3	DCI.Customer Support.Question
User unable to edit his vacat	Priority 3	HR.PSHCM.Support
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
IT Security Awareness Train	Priority 3	DCI.Customer Support.Question
Remote user requested netw	Priority 3	DCI.Customer Support.Active Directory.Password reset
trying to access server throu	Priority 3	MIT.S.OPS.security.firewall
pids display issue. When he	Priority 3	APPS.Technical support.PIDS
Unable to access email	Priority 2	DCI.SYSADMIN.Mobile Device Management.Password reset.Sm
unlock ac	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
User requested password re	Priority 3	DCI.Customer Support.Active Directory.Password reset
PW reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Status update	Priority 3	DCI.Customer Support.service desk.Ticket Status
HRS Access Form	Priority 3	HR.PSHCM.Support
Email Account	Priority 3	DCI.Customer Support.Question
NSR attached	Priority 3	DCI.Customer Support.Active Directory.New Employee
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
User requested password re	Priority 3	DCI.Customer Support.Active Directory.Password reset
NSR	Priority 3	DCI.Customer Support.Active Directory.New Contractor
PW reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Status Update	Priority 3	DCI.Customer Support.service desk.Ticket Status
user is unable to access IT s	Priority 3	DCI.Customer Support.Desktop Support
security awareness pw reset	Priority 3	DCI.Customer Support.Question
Termination	Priority None	DCI.Customer Support.Question

unable to access anything or	Priority 3	DCI.Customer Support.SSK Kiosk
Password reset for training s	Priority 3	DCI.Customer Support.Question
Customer not able to RDP to	Priority 3	DCI.Customer Support.Question
ARS - run questions	Priority 3	BUS.ARS.Technical support.BTSS
Java Upgrade	Priority 3	DCI.Customer Support.Software.Java.upgrade
Kiosk Machine is down @ Ar	Priority 2	DCI.Customer Support.hardware.Desktop.break/fix
cancelled support	Priority 3	DCI.Customer Support.Question
Pids map not able to display	Priority 3	APPS.Technical support.PIDS
assistance changing passwo	Priority 3	DCI.Customer Support.Active Directory.Password reset
windchill question	Priority 3	DCI.Customer Support.Desktop Support
support cancelled	Priority 3	DCI.Customer Support.Question
support cancelled	Priority 3	DCI.Customer Support.Question
user request for Denis to cor	Priority 3	DCI.Customer Support.Question
Time Approver Issue in PS H	Priority 3	HR.PSHCM.Support
LAN port activation	Priority 3	NCS.Telephone.mobile phone.Hardware
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
needs to have conference ca	Priority 3	DCI.Customer Support.Question
HR question	Priority 3	HR.PSHCM.HR solutions support
PW reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
NSR attached	Priority 3	DCI.Customer Support.Active Directory.Drive Access
unlocked account	Priority 3	DCI.Customer Support.Active Directory.Password reset
General Counsel Computer s	Priority 3	DCI.Customer Support.hardware.Desktop.configuration
install hp lj p1102w	Priority 3	DCI.Customer Support.printer.Desktop.Install Printer Driver
BC/CC - Reactivation	Priority 3	HR.PSHCM.Support
user is unable to click on "my	Priority 3	DCI.Customer Support.Desktop Support
Maximo Password Reset	Priority 3	DCI.Customer Support.Question
Server access request	Priority 3	DCI.SYSADMIN.Server.Access
User Id request	Priority 3	DCI.SYSADMIN.Server.UNIX Support
support cancelled	Priority 3	DCI.Customer Support.Question
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
VPN Access - Soft Token	Priority 3	MIT.Engineering.VPN.Return token
Snip It	Priority 3	DCI.Customer Support.Question
notification of terminated em	Priority 3	DCI.Customer Support.Question
internet access	Priority 3	DCI.Customer Support.Desktop Support
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
IT Security Awareness Train	Priority 3	MIT.OPS.ILMS ITSA.registration
support cancelled	Priority 3	DCI.Customer Support.Question
trying to vpn	Priority 3	DCI.Customer Support.Question
webvpn.wmata.com access	Priority 3	DCI.Customer Support.Software.Internet Explorer
Reset PSFIN PW	Priority 3	DCI.Customer Support.Desktop Support
IT Security Awareness Train	Priority 3	DCI.Customer Support.Question
flash player	Priority 3	DCI.Customer Support.hardware.Desktop.configuration
Unable to fill out labor hours	Priority 3	APPS.Technical support.Maximo
needs to speak to payroll	Priority 3	DCI.Customer Support.Question
network account locked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Security Awareness Training	Priority 3	DCI.Customer Support.Active Directory.Password reset



Computer Issue	Priority 3	DCI.SYSADMIN.Server.Access
mouse issue on 2G*	Priority 2	DCI.Customer Support.hardware.Mouse.break/fix
Question	Priority 3	DCI.Customer Support.Desktop Support
ITSAT pw reset	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
install printer	Priority 3	DCI.Customer Support.printer.Desktop.Install Printer Driver
Can't approve times	Priority 3	HR.PSHCM.Support
Printer Install	Priority 3	DCI.Customer Support.printer.Desktop.Install Printer Driver
request token	Priority 3	DCI.Customer Support.Question
pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
status 55754	Priority 3	DCI.Customer Support.service desk.Ticket Status
general question	Priority 3	DCI.Customer Support.Question
Maximo PW reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
disk read error at WFC*	Priority 2	DCI.Customer Support.hardware.Desktop.break/fix
CTF System Check - Day - 8	Priority None	ROCS.All.Requests
Display Current Network Drive	Priority 3	DCI.Customer Support.Question
Eservice	Priority 3	Payroll.PeopleSoft.Upgrade.Inquiry
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Account disabled due to non	Priority 3	DCI.Customer Support.Question
PW reset	Priority 3	DCI.Customer Support.Desktop Support
Maximo	Priority 3	DCI.Customer Support.Maximo.Password Reset
Remap the I Drive	Priority 3	DCI.Customer Support.Desktop Support
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
maximo request	Priority 3	DCI.Customer Support.Desktop Support
Assisted with ILMS access -	Priority 3	DCI.Customer Support.Desktop Support
unable to access any of HCM	Priority 3	HR.PSHCM.Support
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Sound Issues	Priority 3	DCI.Customer Support.Question
Updated Adobe Flash Player	Priority 3	DCI.Customer Support.Desktop Support
pids maps not loading	Priority 3	APPS.Technical support.PIDS
verify email address	Priority 3	DCI.Customer Support.Question
unable to access trip planner	Priority 3	DCI.Customer Support.Desktop Support
network pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
network pw reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
http://hdwiki/pages/viewpage	Priority 3	DCI.Customer Support.Question
Assisted with accessing the	Priority 3	DCI.Customer Support.Desktop Support
Advertised Run Logon supp	Priority 3	BUS.ARS.Technical support.BTSS
ARS Login Support	Priority 3	BUS.ARS.Technical support.BTSS
PIDS Display issue	Priority 3	DCI.Customer Support.Desktop Support
ILMS password reset	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
No video at Arlington kiosk*	Priority 3	DCI.Customer Support.hardware.Monitor.break/fix
IT Security Awareness Train	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
Outlook login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Maximo login issue	Priority 3	DCI.Customer Support.Maximo.Password Reset
Peoplesoft login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Reset Maximo	Priority 3	APPS.Access.Maximo
Outlook login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
User request to connect to X	Priority 3	DCI.Customer Support.printer.Xerox.technical support

PDF display issue	Priority 3	DCI.Customer Support.Desktop Support
Avaya phone reconnected fo	Priority 3	NCS.Telephone.digital phone.End User Training
User needs to connect to Xe	Priority 3	DCI.Customer Support.printer.Xerox.technical support
Ticket 56712 - Provided use	Priority 3	DCI.Customer Support.Question
In Maximo the user runs the	Priority 3	DCI.Customer Support.Question
Network connectivity	Priority 3	DCI.Customer Support.Question
Peoplesoft login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Reset Maximo	Priority 3	APPS.Access.Maximo
Maximo login issue	Priority 3	DCI.Customer Support.Maximo.Password Reset
Fleet Manager login issue	Priority 3	DCI.Customer Support.Question
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
Assist user with access to er	Priority 3	DCI.Customer Support.office 365.Technical support
Maximo search issue	Priority 3	APPS.Technical support.Maximo
PIDS Display Issue	Priority 3	DCI.Customer Support.Desktop Support
CTF System Check - MID - C	Priority None	ROCS.All.Requests
User cannot access eservice	Priority 3	Payroll.PeopleSoft.Upgrade.Inquiry
Assisted with access to ema	Priority 3	DCI.Customer Support.office 365.Technical support
Peoplesoft login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
PIDS not displaying	Priority 3	DCI.Customer Support.Desktop Support
Reset PS HCM	Priority 3	DCI.Customer Support.Active Directory.Password reset
Peoplesoft question	Priority 3	HR.PSHCM.Support
User unable to access PIDS	Priority 3	APPS.Technical support.PIDS
Peoplesoft transfer approval	Priority 3	HR.PSHCM.Support
Unable to access PS HCM	Priority 3	DCI.Customer Support.Desktop Support
PIDS not displaying	Priority 3	DCI.Customer Support.Desktop Support
IT Security Awareness traini	Priority 2	MIT.OPS.ILMS ITSA.disabled account
PS HCM reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Call Dropped	Priority 3	DCI.Customer Support.Question
Peoplesoft login issue	Priority 3	DCI.Customer Support.Question
Call Dropped	Priority 3	DCI.Customer Support.Question
Self Service password assist	Priority 3	DCI.Customer Support.Active Directory.Password Self-Service A
TSR Instructions	Priority 3	DCI.Customer Support.Active Directory.Password reset
RE: Another screenshot of c	Priority 3	DCI.Customer Support.Desktop Support
Peoplesoft login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
CTF System Check - Evenin	Priority None	Applications
FW: Contract FQ9098 BUS	Priority 3	DCI.SYSADMIN.Server.Access
VPN Access is not working.	Priority 3	DCI.Customer Support.Software.VPN.Install
PIDS maps not working	Priority 3	APPS.Technical support.PIDS
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
PIDS map not showing	Priority 3	APPS.Technical support.PIDS
Call Dropped	Priority 3	DCI.Customer Support.Question
Monitor at NY Ave*	Priority 3	DCI.Customer Support.hardware.Monitor.break/fix
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Customer needs assistance	Priority 3	DCI.Customer Support.Question
VPN not working. Not allowir	Priority 3	DCI.Customer Support.Desktop Support
PIDS map not working	Priority 3	APPS.Technical support.PIDS

Customer wants to see pays	Priority 3	DCI.Customer Support.Question
NSR - Zawko, Robert	Priority 3	DCI.Customer Support.Active Directory.New Contractor
NSR request	Priority 3	DCI.Customer Support.Active Directory.New Contractor
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Customer cannot get into ho	Priority 3	APPS.Technical support.SMS
PIDS maps not working	Priority 3	APPS.Technical support.PIDS
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Downloading Photos and Vid	Priority 3	DCI.SYSADMIN.Mobile Device Management.Technical support.S
FW: Access to Plotter	Priority 3	DCI.Customer Support.Desktop Support
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Email - E4 license provision	Priority 3	DCI.Customer Support.Question
IT Separations	Priority 3	DCI.Customer Support.Question
IT Contractor Termination	Priority 3	DCI.Customer Support.Question
NSR attached , Chaunta Wi	Priority 3	DCI.SYSADMIN.Server.Access
NSR attached	Priority 3	DCI.Customer Support.Active Directory.New Employee
NSR - Robert Zawko	Priority 3	DCI.Customer Support.Active Directory.Drive Access
NSR attached	Priority 3	DCI.Customer Support.Active Directory.New Employee
install printer 8F-01	Priority 3	DCI.Customer Support.Desktop Support
Memory Upgrade-Olivier*	Priority 3	DCI.Customer Support.hardware.Desktop.hardware upgrade
NSR attached	Priority 3	DCI.SYSADMIN.office 365.Technical support
NSR - Alexander Burkley	Priority 3	DCI.Customer Support.Active Directory.Drive Access
Question about PS	Priority 3	DCI.Customer Support.Question
Oracle Service Cloud login II	Priority 3	MIT.S.OPS.security.scan request
support cancelled	Priority 3	DCI.Customer Support.Question
support cancelled	Priority 3	DCI.Customer Support.Question
Bad Battery at BOCC*	Priority 3	DCI.Customer Support.Break-Fix.Laptop
IT Security Awareness Test	Priority 3	DCI.Customer Support.Question
Customer not able to restart	Priority 3	DCI.Customer Support.Question
UPK Software install for 2 cli	Priority 3	DCI.Customer Support.Desktop Support
java update and disk clean u	Priority 3	DCI.Customer Support.Software.Java.Install
Access Request	Priority 3	MIT.S.OPS.security.scan request
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
user stated that training froze	Priority 3	MIT.S.OPS.ILMS ITSA.post training escalation
status update 56238	Priority 3	DCI.Customer Support.service desk.Ticket Status
PIDS/ROCS Animated Map	Priority 3	APPS.Technical support.PIDS
Password Reset	Priority 3	DCI.Customer Support.Question
External Access to HCM	Priority 3	DCI.Customer Support.Question
External Access to HCM	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Question
no manager functions listed	Priority 3	HR.PSHCM.Support
ITSAT course wont load	Priority 3	DCI.Customer Support.Desktop Support
phone issue	Priority 3	NCS.Telephone.digital phone.Hardware
Customer states that maps a	Priority 3	DCI.Customer Support.Desktop Support
Pids display issue	Priority 3	APPS.Technical support.PIDS
Question	Priority 3	DCI.Customer Support.Question

support cancelled	Priority 3	DCI.Customer Support.Question
e service	Priority 3	Payroll.PeopleSoft.Upgrade.Inquiry
Maximo access Issue	Priority 3	DCI.Customer Support.Maximo.Password Reset
Pids display issue	Priority 3	APPS.Technical support.PIDS
Customer's requesting for th	Priority 3	DCI.Customer Support.hardware.Desktop.reimage
soft token	Priority 3	MIT.Engineering.VPN.Technical support
Maximo pw reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
NSR Requests	Priority 3	DCI.Customer Support.Active Directory.New Employee
Request Tier 2 Technician to	Priority 3	DCI.Customer Support.Desktop Support
user called for status but was	Priority 3	DCI.Customer Support.service desk.Ticket Status
HR Related Question	Priority 3	DCI.Customer Support.Question
network pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
HR Solutions	Priority 3	HR.PSHCM.Access
e service	Priority 3	Payroll.PeopleSoft.Upgrade.Inquiry
Network password reset requ	Priority 3	DCI.Customer Support.Active Directory.Password reset
digital signature	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 4	DCI.Customer Support.Question
pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
status 56558	Priority 3	DCI.Customer Support.service desk.Ticket Status
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset for C02710	Priority 3	DCI.Customer Support.Active Directory.Password reset
support cancelled	Priority 3	DCI.Customer Support.Question
Driver Request (Sharepoint)	Priority 3	DCI.Customer Support.Desktop Support
NSR for McCormick, Ruth	Priority 3	DCI.Customer Support.Active Directory.Drive Access
status update 56238	Priority 3	DCI.Customer Support.service desk.Ticket Status
User requested network acco	Priority 3	DCI.Customer Support.Active Directory.Password reset
Omniform Issue	Priority 3	DCI.Customer Support.Question
unlocked account	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
status 53689	Priority 3	DCI.Customer Support.service desk.Ticket Status
maximo account activation	Priority 3	DCI.Customer Support.Maximo.Password Reset
Customers Employee ID is E	Priority 3	HR.PSHCM.HR solutions support
No dial tone to desk phone	Priority 3	NCS.Telephone.digital phone.No Dial Tone
Visio is not launching after h	Priority 3	DCI.SYSADMIN.Software.installation.MS Visio
silverlight	Priority 3	DCI.Customer Support.Desktop Support
Health Check Requested - P	Priority 3	DCI.Customer Support.hardware.Desktop.configuration
Maximo Password Reset	Priority 3	DCI.Customer Support.Question
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
PIDS maps not showing	Priority 3	APPS.Technical support.PIDS
Account Question	Priority 3	DCI.Customer Support.Active Directory.Password reset
user stated peoplsoft HCM r	Priority 3	DCI.Customer Support.Question
VPN Password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Email Request	Priority 3	DCI.Customer Support.Question

Toolbar Assistance	Priority 3	DCI.Customer Support.Question
Email Request	Priority 3	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
HR Solutions	Priority 3	HR.PSHCM.Access
RPM - Add Rail Car Request	Priority None	ROCS.Applications
Outlook Assistance	Priority 3	DCI.Customer Support.office 365.Technical support
password reset for peoplesoft	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
HR SOLUTIONS	Priority 3	HR.PSHCM.HR solutions support
ITSA Password Reset	Priority 3	DCI.Customer Support.Question
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Status Update	Priority 3	DCI.Customer Support.service desk.Ticket Status
network account locked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
VPN Password Expired	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
User reported her network access	Priority 3	MIT.S.OPS.security.firewall
NSR Requests	Priority 3	DCI.Customer Support.Active Directory.New Employee
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Documentum issue	Priority 3	APPS.Access.DOCUMENTUM
Customer's phone not working	Priority 3	NCS.Telephone.digital phone.No Dial Tone
5 Workstations Needed at JCI	Priority None	Hardware
ITSA Training Password Reset	Priority 3	DCI.Customer Support.Question
Maximo Password Reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
The user called to state that	Priority 3	DCI.Customer Support.Desktop Support
ITSAT credentials needed	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
ITSAT pw reset	Priority 3	MIT.S.OPS.ILMS ITSA.registration
Password reset for maximo	Priority 3	DCI.Customer Support.Maximo.Password Reset
account locked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Subscription expired	Priority 3	DCI.Customer Support.Software.MS Outlook.Migrated
call back for daryl	Priority 3	DCI.Customer Support.service desk.Ticket Status
Maximo pw reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
IT Security Awareness Training	Priority 3	DCI.Customer Support.Desktop Support
vpn access how to	Priority 3	DCI.Customer Support.Desktop Support
question about who can apply	Priority 3	DCI.Customer Support.Question
Request Desktop or Laptop	Priority 3	DCI.Customer Support.Break-Fix.Laptop
All in one	Priority 3	DCI.Customer Support.Desktop Support
Could not apply to Position U	Priority 3	HR.PSHCM.ESS technical support
NSR Requests	Priority 3	DCI.Customer Support.Active Directory.New Employee
fax - busy signal	Priority 3	NCS.Telephone.digital phone.Other
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
HR SOLUTIONS	Priority 3	HR.PSHCM.HR solutions support
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
ITSAT pw reset	Priority 3	MIT.S.OPS.ILMS ITSA.registration
User needs to know how to add	Priority 3	BUS.ARS.Technical support.BTSS
unable to login to eservice	Priority 3	Payroll.PeopleSoft.Upgrade.Inquiry
password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
status ticket for 56238	Priority 3	DCI.Customer Support.service desk.Ticket Status
unlocked account	Priority 3	DCI.Customer Support.Active Directory.Password reset
request to install third party s	Priority 3	DCI.Customer Support.Desktop Support

Local Printer Troubleshooting	Priority 3	DCI.Customer Support.printer.Desktop.Cycle Printer
Password reset for maximo	Priority 3	DCI.Customer Support.Maximo.Password Reset
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
unable to access ARS	Priority 3	BUS.ARS.Technical support.BTSS
Access to Power Overview for	Priority None	ROCS.Applications.AIM.TPS
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Hard Drive Failure	Priority 3	DCI.Customer Support.Desktop Support
Login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Printer issues in 2C-06	Priority 3	DCI.Customer Support.printer.Desktop.Cycle Printer
Status Updates on Open Ticket	Priority 3	DCI.Customer Support.service desk.Ticket Status
User unable to login into PS-	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password Reset for PC and	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset HCM	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
upgrade IE	Priority 3	DCI.Customer Support.Desktop Support
Verify Email Address	Priority 3	DCI.Customer Support.Question
office issue	Priority 3	DCI.Customer Support.Desktop Support
Dual monitor not working	Priority 3	DCI.Customer Support.Desktop Support
Memory upgrade 8E*	Priority 3	DCI.Customer Support.Inventory.Upgrade Case
Upgrade memory 8E-13*	Priority 3	DCI.Customer Support.Inventory.Upgrade Case
Peoplesoft HCM Issue	Priority 3	HR.PSHCM.HR solutions support
Memory for David*	Priority 3	DCI.Customer Support.hardware.Desktop.hardware upgrade
Password Reset for PC and	Priority 3	DCI.Customer Support.Active Directory.Password reset
Peoplesoft Finance Account	Priority 3	MIT.S.Apps Security.PSFIN.password reset
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
NSR attached	Priority 3	DCI.Customer Support.Active Directory.Drive Access
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
status updates	Priority 3	DCI.Customer Support.service desk.Ticket Status
Certificate Request for Thycod	Priority 3	MIT.S.OPS.security.firewall
password reset for Peoplesoft	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
HCM pw reset	Priority 3	Payroll.PeopleSoft.Upgrade.Inquiry
audio distorted	Priority 3	DCI.Customer Support.Desktop Support
status update 53147	Priority 3	DCI.Customer Support.service desk.Ticket Status
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
downloaded chrome for the f	Priority 3	DCI.Customer Support.Desktop Support
printer mapped	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
printer mapped	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
Avaya Phone issue	Priority 3	NCS.Telephone.digital phone.Other
Peoplesoft Access Issue	Priority 3	Payroll.PeopleSoft.Upgrade.Inquiry
It Security Awareness	Priority 3	DCI.Customer Support.Question
Support cancelled,	Priority 3	DCI.Customer Support.Question
clarified application for user	Priority 3	DCI.Customer Support.Desktop Support
unable to assign tickets for th	Priority 3	APPS.Technical support.Maximo
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
disabled account network ac	Priority 3	MIT.S.OPS.security.firewall

PeopleSoft HCM/HR Support	Priority 3	HR.PSHCM.Support
Free space on computer. left	Priority 3	DCI.Customer Support.Desktop Support
Password to email password	Priority 3	DCI.Customer Support.Question
disabled account	Priority 3	MIT.S.OPS.security.firewall
Certificate Request for Thycod	Priority 3	MIT.S.OPS.security.firewall
Account still disabled after co	Priority 3	MIT.S.OPS.ILMS ITSA.disabled account
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
NSR attached	Priority 3	DCI.Customer Support.Active Directory.Drive Access
unable to view PIDs display	Priority 3	DCI.Customer Support.Desktop Support
Maximo password reset requ	Priority 3	DCI.Customer Support.Maximo.Password Reset
Maximo pw reset	Priority 3	DCI.Customer Support.Desktop Support
password reset for peopleso	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
maximo pw reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
PeopleSoft HCM/HR Support	Priority 3	HR.PSHCM.Support
"there are currently logon se	Priority 3	DCI.Customer Support.Network.Server
Status update on an open tic	Priority 3	DCI.Customer Support.service desk.Ticket Status
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
office lic expired message	Priority 3	DCI.Customer Support.office 365.Technical support
Password Reset for PC and	Priority 3	DCI.Customer Support.Active Directory.Password reset
Computer Issues	Priority 3	DCI.Customer Support.Question
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Server Access Request for C	Priority 3	DCI.SYSADMIN.Server.Access
TSR instructions	Priority 3	DCI.Customer Support.Question
Network password reset requ	Priority 3	DCI.Customer Support.Active Directory.Password reset
HCM support	Priority 3	DCI.Customer Support.Desktop Support
status 56150	Priority 3	DCI.Customer Support.service desk.Ticket Status
Office 365 Issue: No Activati	Priority 3	DCI.Customer Support.Software.MS Word.upgrade
Avaya Phone Issue	Priority 3	NCS.Telephone.digital phone.Other
voicemail password reset	Priority 3	NCS.Telephone.digital phone.Voice Mail Password Reset
People HCM	Priority 3	DCI.Customer Support.Desktop Support
Personal Cell Phone Trying t	Priority 3	DCI.Customer Support.Question
status 55657	Priority 3	DCI.Customer Support.service desk.Ticket Status
Peoplesoft HCM Issues	Priority 3	Payroll.PeopleSoft.Upgrade.Inquiry
proxy settings for HCM	Priority 3	DCI.Customer Support.Desktop Support
HCM Access Issues	Priority 3	DCI.Customer Support.Desktop Support
IT Security Awareness Train	Priority 3	DCI.Customer Support.Desktop Support
ITSAT unable to access cou	Priority 3	MIT.S.OPS.ILMS ITSA.post training escalation
pw reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
HR Issues	Priority 3	HR.PSHCM.HR solutions support
PS clear cache	Priority 3	DCI.Customer Support.Desktop Support
network account locked	Priority 4	DCI.Customer Support.Active Directory.Password Unlock
computer slow	Priority 3	DCI.Customer Support.hardware.Desktop.configuration
Customer has issue with Tel	Priority 3	DCI.Customer Support.Software.Internet Explorer
Customer has issue with Tel	Priority 3	NCS.Telephone.digital phone.Other
metroweb	Priority 3	DCI.Customer Support.Question
fox starter install	Priority 3	DCI.Customer Support.Desktop Support
PW reset	Priority 3	DCI.Customer Support.Active Directory.Password reset

unable to print complete ima	Priority 3	DCI.Customer Support.Question
Elevator Telephone Issue	Priority 3	NCS.Telephone.digital phone.Other
Maximo access	Priority 3	DCI.Customer Support.Desktop Support
Status on ticket	Priority 3	DCI.Customer Support.service desk.Ticket Status
STATUS 54409	Priority 3	DCI.Customer Support.service desk.Ticket Status
unable to view PIDS maps	Priority 3	APPS.Technical support.PIDS
question about badge	Priority 3	DCI.Customer Support.Question
Unable to Access FIN	Priority 3	MIT.Apps Security.Access.PSCRM
General Call	Priority 3	DCI.Customer Support.Question
status 56151	Priority 3	DCI.Customer Support.service desk.Ticket Status
PSFIN issue	Priority 3	APPS.Technical support.PSFIN
NSR attached	Priority 3	DCI.Customer Support.Active Directory.New Employee
password expired	Priority 3	DCI.Customer Support.Active Directory.Password reset
CTF System Check - Day - 8	Priority None	ROCS.All.Requests
Customer is not able pull up	Priority 3	DCI.Customer Support.Desktop Support
unable to charge to a specific	Priority 3	HR.PSHCM.Support
Maximo PW reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
needs metroweb link	Priority 3	DCI.Customer Support.Question
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset for peopleso	Priority 3	DCI.Customer Support.Active Directory.Password reset
(kxp-user) account locked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
User trying to change his pas	Priority 3	DCI.Customer Support.Question
Users phone connection dro	Priority 3	DCI.Customer Support.Question
Users phone connection dro	Priority 3	DCI.Customer Support.Question
J drive unavailable	Priority 3	DCI.Customer Support.Question
Users phone connection dro	Priority 3	DCI.Customer Support.Question
IT Security Awareness	Priority 3	MIT.OPS.ILMS ITSA.registration
Reset ILMS	Priority 3	MIT.OPS.ILMS ITSA.password reset
network pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
ILMS troubleshooting - User	Priority 3	DCI.Customer Support.Desktop Support
Customer is getting a DVI Is	Priority 3	DCI.Customer Support.Question
Keyboard at Huntington*	Priority 2	DCI.Customer Support.hardware.Keyboard.break/fix
Status update for ticket 4637	Priority 3	DCI.Customer Support.service desk.Ticket Status
Bad HD at Huntington kiosk	Priority 3	DCI.Customer Support.hardware.Desktop.break/fix
ILMS password worked and	Priority 3	DCI.Customer Support.Question
User's mouse is not working	Priority 3	DCI.Customer Support.hardware.Mouse.break/fix
Metroweb access	Priority 3	DCI.Customer Support.Question
Station Manager clicks on in	Priority 3	DCI.SYSADMIN.Software.Technical support.Operating Systems
Ticket Status	Priority 3	DCI.Customer Support.service desk.Ticket Status
Launch RDDS on RPM Work	Priority None	ROCS.All.Requests
Job Application status	Priority 3	DCI.Customer Support.Question
Maximo login issue	Priority 3	DCI.Customer Support.Question
System login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Canceled (Support Not Need	Priority 3	DCI.Customer Support.Question
User called to request a tran	Priority 3	DCI.Customer Support.Question
Peoplesoft login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
RPM Password Reset - D. S	Priority None	ROCS.Applications.RPM.App



Open ticket follow-up	Priority 3	DCI.Customer Support.service desk.Ticket Status
Reset ILMS	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
AD is disabled due to ILMS r	Priority 3	DCI.Customer Support.Question
Ms. Moore is getting a const	Priority 3	DCI.Customer Support.hardware.Desktop.hardware failure
Peoplesoft login issue	Priority 3	DCI.Customer Support.Desktop Support
Outlook login issue	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
Can access Trapeze , but ca	Priority 3	APPS.Technical Support.Trapeze
Reset expired Windows psw	Priority 3	DCI.Customer Support.Active Directory.Password reset
Cannot access PS HCM	Priority 3	DCI.Customer Support.Question
WiFi Certs Install - Unable to	Priority 2	DCI.Customer Support.Desktop Support
CTF System Check - MID - 1	Priority None	ROCS.All.Requests
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
User E706853 called about s	Priority 3	DCI.Customer Support.Question
E018451 Northern Trust Sof	Priority 3	DCI.Customer Support.Question
User E007852	Priority 3	DCI.Customer Support.Question
Close Tickets	Priority 3	DCI.Customer Support.service desk.Ticket Status
PC will not power on*	Priority 3	DCI.Customer Support.hardware.Desktop.break/fix
Password	Priority 3	DCI.Customer Support.Question
Restart Predictor /Reset TW	Priority None	APPS.Access.PIDS
User E011356 called back to	Priority 3	DCI.Customer Support.Question
User E020251 password res	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo Password reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Navigation to iLMS	Priority 3	DCI.Customer Support.Question
IT Security Awareness Pass	Priority 3	DCI.Customer Support.Question
User E015452 password res	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Caller hung up before I could	Priority 3	DCI.Customer Support.Question
Call Dropped	Priority 3	DCI.Customer Support.Question
Account Questions	Priority 3	DCI.Customer Support.Question
User E859702 Network pass	Priority 3	DCI.Customer Support.Question
User E005966 password res	Priority 3	DCI.Customer Support.Active Directory.Password reset
User E011356	Priority 3	DCI.Customer Support.printer.Desktop.Install Printer Driver
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
CTF System Check - Evenin	Priority None	Applications
Called back to get an update	Priority 3	APPS.Technical support.Maximo
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset for Aim Dat	Priority 3	APPS.Technical support.PIDS
Password Reset for Self-Ser	Priority 3	DCI.Customer Support.Active Directory.Password reset
Customer requests access to	Priority 3	APPS.Technical support.SMS
Login Assistance	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Change Network Password	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Call dropped	Priority 3	DCI.Customer Support.Question
Password Reset for Self-Ser	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Assistance with password	Priority 3	DCI.Customer Support.Question

Password Reset for PC	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset for Self-Ser	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo Password Reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Questions about the IT Secu	Priority 3	DCI.Customer Support.Question
Password Reset for Self-Ser	Priority 3	DCI.Customer Support.Active Directory.Password reset
IT Security Awareness Test	Priority 3	DCI.Customer Support.Question
Password Reset for PC	Priority 3	DCI.Customer Support.Active Directory.Password reset
CTF System Check - Day - 9	Priority None	ROCS.All.Requests
Question about not download	Priority 3	DCI.Customer Support.Question
Question about maximo	Priority 3	DCI.Customer Support.Question
Call dropped	Priority 3	DCI.Customer Support.Question
Customer could not log in	Priority 3	DCI.Customer Support.Question
Password Reset for Self-Ser	Priority 3	DCI.Customer Support.Active Directory.Password reset
IT Security Awareness Train	Priority 3	DCI.Customer Support.Desktop Support
Password Reset for Self-Ser	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset for Mobile D	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset for Mobile D	Priority 3	DCI.Customer Support.Active Directory.Password reset
PC Check	Priority 3	DCI.Customer Support.hardware.Desktop.reimage
IT Security Awareness Train	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
IT Security Awareness Train	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
Password Reset for PC and	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Drop call	Priority 3	DCI.Customer Support.Question
Email website	Priority 3	DCI.Customer Support.Question
Known outage	Priority 3	DCI.Customer Support.Question
System Outage	Priority 3	DCI.Customer Support.Question
Outage	Priority 3	DCI.Customer Support.Question
System Outage	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
CTF System Check - Midnig	Priority None	Applications
Password reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
network printer	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
Local printer	Priority 3	DCI.Customer Support.hardware.Scanner.install
Maximo password	Priority 3	DCI.Customer Support.Maximo.Password Reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
EMAIL TO PERSONAL PHC	Priority 3	DCI.Customer Support.Question
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
unable to complete labor rep	Priority 3	APPS.Technical support.Maximo
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Desktop Support
password reset	Priority 3	DCI.Customer Support.Desktop Support
needs adobe pro installed	Priority 3	DCI.Customer Support.Desktop Support
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset

PIDS Special Schedule Update	Priority None	Applications
support cancelled	Priority 3	DCI.Customer Support.Question
NSR Form	Priority 3	DCI.Customer Support.Active Directory.New Employee
user needs memory on 8D*	Priority 3	DCI.Customer Support.Break-Fix.Memory Upgrade
unable to open adobe pro	Priority 3	DCI.Customer Support.Question
Scan MetroAccess	Priority 3	MIT.S.Apps Security.Access.PSCRM
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
HR/NAME CHANGE	Priority 3	HR.PSHCM.HR solutions support
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
NSR Randy Wills	Priority 3	DCI.Customer Support.Active Directory.Drive Access
CTF System Check - Evenin	Priority None	Applications
PeopleSoft Request	Priority 3	MIT.S.Apps Security.Access.PSCRM
Palo Alto Firewall Replaceme	Priority 3	Applications
NSR Randy Wills	Priority 3	DCI.Customer Support.Active Directory.Drive Access
User needs a new password	Priority 3	DCI.Customer Support.Active Directory.Password reset
Size limit on pdf attachments	Priority 3	DCI.SYSADMIN.Software.Technical support.MS Office
account unlocked	Priority 3	DCI.Customer Support.Question
PeopleSoft access	Priority 3	MIT.S.Apps Security.Access.PSCRM
account locked out	Priority 3	DCI.Customer Support.Question
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
access eservices	Priority 3	DCI.Customer Support.Desktop Support
User needs a password rese	Priority 3	DCI.Customer Support.Active Directory.Password reset
HR	Priority 3	HR.PSHCM.Access
User needs token set up on	Priority 3	MIT.S.Engineering.VPN.Technical support
needed assistance using CA	Priority 3	DCI.Customer Support.Question
NSR FORMS	Priority 3	DCI.Customer Support.Active Directory.New Employee
EUP request	Priority 3	DCI.Customer Support.management.Delegation Request.Escalat
VPN Token Setup Questions	Priority 3	DCI.Customer Support.Question
install team viewer	Priority 3	DCI.Customer Support.Desktop Support
User stated that she needs a	Priority 3	DCI.Customer Support.Desktop Support
NSR FORMS/	Priority 3	DCI.SYSADMIN.Server.Access
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 4	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Decommission Windows 200	Priority None	Server
user needs her in eservices	Priority 3	DCI.Customer Support.Question
Caller asked a quick questio	Priority 3	DCI.Customer Support.Question
Caller asked a quick questio	Priority 3	DCI.Customer Support.Question
External Access to Webmna	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Could not hear caller - call dr	Priority 3	DCI.Customer Support.Question
Could not hear caller - call dr	Priority 3	DCI.Customer Support.Question
User needs a password rese	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
NSR attached	Priority 3	DCI.Customer Support.Desktop Support
PeopleSoft Access Request	Priority 3	MIT.S.Apps Security.PSFIN.Access

PASSWORD	Priority 3	DCI.Customer Support.Question
User Profile Error	Priority 3	DCI.Customer Support.Desktop Support
Customer deleted Network D	Priority 2	DCI.SYSADMIN.office 365.Technical support
IT Security Awareness - Gen	Priority 3	DCI.Customer Support.Question
wanted to know who to send	Priority 3	DCI.Customer Support.Question
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
install cs	Priority 3	DCI.Customer Support.Desktop Support
Prowatch Unresponsive-Wor	Priority 3	DCI.Customer Support.Desktop Support
Customer requested assista	Priority 3	DCI.Customer Support.Question
EUP form	Priority 3	DCI.Customer Support.Question
External Access to Email	Priority 3	DCI.Customer Support.Question
connect second monitor	Priority 3	DCI.Customer Support.hardware.Monitor.configuration
The user is unable to comple	Priority 3	APPS.Technical support.PSELM
account locked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password reset for maximo	Priority 3	DCI.Customer Support.Maximo.Password Reset
Thomas Opick requested Ca	Priority None	ROCS.All.Requests
User stated that her compute	Priority 3	DCI.Customer Support.Break-Fix.Computer
status update 73222	Priority 3	DCI.Customer Support.service desk.Ticket Status
Account Locked	Priority 3	DCI.Customer Support.Question
Adobe Pro install	Priority 3	DCI.Customer Support.Active Directory.Password reset
Printer Install	Priority 3	DCI.Customer Support.printer.Desktop.Install Printer Driver
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
PS Financial Lockout	Priority 3	MIT.Apps Security.PSFIN.password reset
Password reset for maximo	Priority 3	DCI.Customer Support.Maximo.Password Reset
Call Dropped	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
printer install	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
assistance changing direct d	Priority 3	DCI.Customer Support.Question
Can't Reset Maximo Passwo	Priority 3	MIT.OPS.security.scan request
Lost Internet Connectivity @	Priority 3	NCS.Telephone.digital phone.Other
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
NSR attached	Priority 3	DCI.Customer Support.Active Directory.New Employee
Problem opening programs	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
IT Security Awareness Pass	Priority 3	MIT.OPS.ILMS ITSA.registration
vpn slowness	Priority 3	DCI.Customer Support.Desktop Support
User sees other IDs/Usernar	Priority 3	DCI.Customer Support.Question
User wants to delete emails	Priority 3	DCI.Customer Support.Question
keyboard locks	Priority 3	DCI.Customer Support.Desktop Support
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
NSR attached	Priority 3	DCI.Customer Support.Active Directory.New Employee
User stated that he needs pa	Priority 3	MIT.OPS.ILMS ITSA.password reset
PW reset	Priority 3	DCI.Customer Support.Desktop Support
Account lockout	Priority 3	DCI.Customer Support.Desktop Support
Security awarness	Priority 3	DCI.Customer Support.Desktop Support
Submitting NSR	Priority 3	DCI.Customer Support.Question

Computer Installation	Priority 2	DCI.Customer Support.Desktop Support
Maximo Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password and Login Assista	Priority 3	DCI.Customer Support.Desktop Support
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
User stated that he needs a	Priority 3	DCI.Customer Support.Active Directory.Password reset
Submit NSR	Priority 1	DCI.Customer Support.Question
CTF System Check - Day - 9	Priority None	ROCS.All.Requests
HR Solutions	Priority 3	HR.PSHCM.Access
unable to access Trapeze via	Priority 3	Apps.Access.Trapeze
Customer will call back	Priority 3	DCI.Customer Support.Question
New Port Set Up Request	Priority 3	DCI.Customer Support.Question
Unable to log into email acco	Priority 2	DCI.SYSADMIN.Mobile Device Management.Technical support.S
Call Dropped	Priority 3	DCI.Customer Support.Question
HR Solutions	Priority 3	HR.PSHCM.Report
Call Dropped	Priority 3	DCI.Customer Support.Question
User stated that he needs to	Priority 3	DCI.Customer Support.Active Directory.Password reset
NSR-webster	Priority 3	DCI.Customer Support.Active Directory.Drive Access
User stated that he needs to	Priority 3	DCI.Customer Support.Active Directory.Password reset
Disabled Network Account S	Priority 3	DCI.Customer Support.Desktop Support
NSR-weidman	Priority 3	DCI.Customer Support.Active Directory.Drive Access
User unable to log in using h	Priority 3	DCI.Customer Support.Desktop Support
User stated that he needs to	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
Termination	Priority 3	DCI.Customer Support.Question
computer check	Priority 3	DCI.Customer Support.hardware.Desktop.configuration
Question regarding ID issue	Priority 3	DCI.Customer Support.Question
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Account activation	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Account Questions	Priority 3	DCI.Customer Support.Question
Customer has question rega	Priority 3	DCI.Customer Support.Question
Call Handling: General Ques	Priority 3	DCI.Customer Support.Question
status 72883	Priority 3	DCI.Customer Support.service desk.Ticket Status
User needs a new password	Priority 3	DCI.Customer Support.Active Directory.Password reset
Account Locked	Priority 3	DCI.Customer Support.Question
Request for WiFi Password	Priority 3	DCI.Customer Support.Wifi.Configuration
User needs a new password	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo Inquiry	Priority 3	DCI.Customer Support.Maximo.Password Reset
Computer Stuck in Power Sa	Priority 2	DCI.Customer Support.Break-Fix.Computer
MS Outlook Calendar	Priority 3	DCI.Customer Support.Software.MS Outlook.Calender Assistan
Customer needs server acce	Priority 3	DCI.SYSADMIN.Server.Access
User does not have access t	Priority 3	DCI.Customer Support.Question
Email Issue	Priority 3	DCI.Customer Support.Question
IE 11 Install	Priority 3	DCI.Customer Support.Question
conf room 506 printer IP not	Priority 3	NCS.Telephone.digital phone.Other
Xerox Network Printer Install	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
Customer cannot connect to	Priority 3	DCI.Customer Support.Wifi.Configuration

Install SketchUp Pro -Mikhail	Priority 3	DCI.Customer Support.Desktop Support
Users account is locked	Priority 3	DCI.Customer Support.Active Directory.Password reset
Cannot make or receive call	Priority 3	NCS.Telephone.mobile phone.No Service
Gaea Walt requested a AIM	Priority None	ROCS.All.Requests
HR Solutions	Priority 3	HR.PSHCM.Report
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password Self-Service A
Office 365 Not Opening	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
User stated that he got a pas	Priority 3	DCI.Customer Support.Active Directory.Password reset
status update	Priority 3	DCI.Customer Support.Desktop Support
Ticket for MITS	Priority 3	MIT.S.OPS.security.firewall
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
User stated that he got a pas	Priority 3	DCI.Customer Support.Active Directory.Password reset
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Mobile Phone Support	Priority 2	DCI.SYSADMIN.Mobile Device Management.Technical support.S
status uupdate	Priority 3	DCI.Customer Support.Desktop Support
User stated that he got a pas	Priority 3	DCI.Customer Support.Active Directory.Password reset
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Ticket for MITS	Priority 3	MIT.S.OPS.security.firewall
Account Questions	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
HR Solutions	Priority 3	HR.PSHCM.Report
check status of TSR	Priority 3	DCI.Customer Support.Maximo.TSR Status
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
User needs to reset his pass	Priority 3	DCI.Customer Support.Active Directory.Password reset
IT Security Awareness Test	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
video no	Priority 3	DCI.Customer Support.Desktop Support
it security password reset	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
HR Solutions	Priority 3	HR.PSHCM.Report
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
IT Security Awareness Test	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
Ticket for MITS	Priority 3	MIT.S.OPS.security.firewall
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
User needs a password rese	Priority 3	DCI.Customer Support.Active Directory.Password reset
unable to access timesheet	Priority 3	HR.PSHCM.Support
reset password	Priority 3	DCI.Customer Support.Desktop Support
HR Solutions	Priority 3	HR.PSHCM.Report
MS Project	Priority 3	DCI.SYSADMIN.Software.installation.MS Project
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Email Issues	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
User stated that she needs a	Priority 3	APPS.Access.DOCUMENTUM
MS Visio	Priority 3	DCI.SYSADMIN.Software.installation.MS Visio
ITSAT pw reset	Priority 3	MIT.S.OPS.ILMS ITSA.registration
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
General Questions or No Wi	Priority 3	DCI.Customer Support.Desktop Support
MS Visio	Priority 3	DCI.SYSADMIN.Software.installation.MS Visio
ITSAT pw reset	Priority 3	MIT.S.OPS.ILMS ITSA.registration
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset

IT Security Awareness Test	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
User locked out of her Peop	Priority 3	MIT.S.Apps Security.PSFIN.Access
Customer does not have CA	Priority 3	DCI.Customer Support.Break-Fix.Memory Upgrade
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
User was getting a group Po	Priority 2	DCI.Customer Support.Desktop Support
Application Blocked Error Me	Priority 3	APPS.Technical support.Maximo
Outlook repair for Surface pr	Priority 3	DCI.Customer Support.Desktop Support
Safety Measurement System	Priority 3	APPS.Technical support.SMS
Printer Paralel	Priority 3	DCI.Customer Support.printer.Desktop.Cycle Printer
PW reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Users cannot get IT security	Priority 3	DCI.Customer Support.Desktop Support
Email Access	Priority 3	DCI.Customer Support.Software.MS Outlook.Problem Not Found
Xerox Network Printer Install	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
question	Priority 3	DCI.Customer Support.Desktop Support
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Javascript	Priority 3	DCI.Customer Support.Desktop Support
Question	Priority 3	DCI.Customer Support.Desktop Support
map network drive	Priority 3	DCI.Customer Support.Desktop Support
User cannot access his Outl	Priority 3	DCI.Customer Support.office 365.Technical support
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Submit NSR	Priority 3	DCI.Customer Support.Question
unable to access Metroweb l	Priority 3	DCI.Customer Support.Question
Reset ILMS	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.New Employee
Maximo pw reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
network account locked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
Trust Relationship Failed	Priority 3	DCI.Customer Support.Network.Server
drop call	Priority 3	DCI.Customer Support.Question
NetView Issue	Priority 2	DCI.Customer Support.Desktop Support
User asking if eservice.wma	Priority 3	DCI.Customer Support.Question
CTF System Check - Midnig	Priority None	Applications
Unlocked Windows	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Maximo reset	Priority 3	APPS.Access.Maximo
Reset Maximo	Priority 3	APPS.Access.Maximo
Reset ILMS	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
User want to switch the Entr	Priority 3	MIT.S.Engineering.VPN.Technical support
Reset PS HCM	Priority 3	DCI.Customer Support.Active Directory.Password reset
Request to install local printe	Priority 3	DCI.Customer Support.printer.Desktop.Install Printer Driver
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Reset ILMS	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Reset ILMS	Priority 3	MIT.S.OPS.ILMS ITSA.password reset

Password For Security Awar	Priority 3	DCI.Customer Support.Question
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
support cancelled	Priority 3	DCI.Customer Support.Question
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
IT Awareness training	Priority 3	DCI.Customer Support.Question
question	Priority 3	DCI.Customer Support.Question
Password reset	Priority 2	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
ilms training	Priority 3	DCI.Customer Support.Question
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
user has to call back	Priority 3	DCI.Customer Support.Question
status update 73093	Priority 3	DCI.Customer Support.service desk.Ticket Status
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset for training	Priority 3	DCI.Customer Support.Question
drop call	Priority 3	DCI.Customer Support.Question
NSR attached	Priority 3	DCI.Customer Support.Active Directory.New Employee
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Visio Reinstallation	Priority 3	DCI.SYSADMIN.Software.installation.MS Visio
NCS CPOS	Priority 3	NCS.Data Circuit.Issues
HCM Job Posting	Priority 3	HR.PSHCM.Support
User not getting/receiving en	Priority 3	MIT.S.OPS.security.firewall
Maximo password reset	Priority 3	APPS.Training.Maximo
Review IT WI Create User, C	Priority None	Applications
NSR FORMS	Priority 3	DCI.Customer Support.Active Directory.New Employee
NSR FORMS	Priority 3	DCI.Customer Support.Active Directory.New Employee
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
User picture not printing well	Priority 3	DCI.Customer Support.Question
NSR FORMS	Priority 3	DCI.Customer Support.Active Directory.New Employee
question	Priority 3	DCI.Customer Support.Question
Unable to see data on exter	Priority 3	DCI.Customer Support.Break-Fix.Computer
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
xerox printer install. I was un	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
User cannot receive a specif	Priority 3	MIT.S.OPS.security.firewall
Need to take IT security Awa	Priority 3	DCI.Customer Support.Question
TSR update 8264487	Priority 3	DCI.Customer Support.Maximo.TSR Status
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Distribution List	Priority 3	DCI.Customer Support.Question
Key Board/System not worki	Priority 2	DCI.Customer Support.hardware.Keyboard.break/fix
System running slow	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Cancelled	Priority 3	DCI.Customer Support.Question
User stated that she needs t	Priority 3	DCI.Customer Support.Question
CTF System Check - Evenin	Priority None	Applications
User needs adobe pro XI ins	Priority 3	DCI.Customer Support.Desktop Support
account disabled due to IT s	Priority 3	DCI.Customer Support.Question
User stated that he needs hi	Priority 3	DCI.Customer Support.Active Directory.Password reset



account disabled in ARS	Priority 3	MIT.S.OPS.security.firewall
People Soft ELM	Priority 3	APPS.Technical support.PSELM
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Printer Issue	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
User needs xerox printer 777	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
Mobile Email Questions	Priority 3	DCI.Customer Support.office 365.Technical support
Trapeze IVR	Priority 3	DCI.Customer Support.Question
Email - E4 license provision	Priority 3	DCI.Customer Support.Question
Account Unlock	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password Reset	Priority 3	DCI.Customer Support.Question
User stated that he needs to	Priority 3	MIT.S.OPS.I.LMS ITSA.password reset
User needed to know where	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
memory upgrade from 4GB to	Priority 3	DCI.Customer Support.Break-Fix.Memory Upgrade
moved to JGB to CTF and w	Priority 3	DCI.Customer Support.Question
network pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
could not hear the caller	Priority 3	DCI.Customer Support.Question
Kiosk Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
User word document was no	Priority 3	DCI.Customer Support.Question
User stated that computer is	Priority 3	DCI.Customer Support.Question
Customer forgot site	Priority 3	DCI.Customer Support.Question
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
External Metro IT System	Priority 3	DCI.Customer Support.Question
fleet logger and Time trax	Priority 3	DCI.Customer Support.Question
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Computer Installation Reque	Priority 2	DCI.Customer Support.Desktop Support
Needs to check email	Priority 3	DCI.Customer Support.office 365.Technical support
network pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
He stated that he completed	Priority 3	MIT.S.OPS.I.LMS ITSA.disabled account
Maximo pw reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
User not receiving updated e	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
unable to load audio version	Priority 3	DCI.Customer Support.Desktop Support
HR Solutions	Priority 3	HR.PSHCM.Report
Account locked	Priority 3	DCI.Customer Support.Active Directory.Password reset
Cannot Access Desktop	Priority 1	DCI.Customer Support.Software.VPN.Training
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
status update 69063	Priority 3	DCI.Customer Support.service desk.Ticket Status
Customer needs Surge Prote	Priority 3	DCI.Customer Support.Question
User has a second monitor t	Priority 3	DCI.Customer Support.hardware.Monitor.configuration
Security Certificate Update f	Priority 3	DCI.Customer Support.Question
Equipment Loan Requests -	Priority 3	DCI.Customer Support.Inventory.Loaner Laptop
Laptop has bad Screen*	Priority 3	DCI.Customer Support.Break-Fix.Laptop
Printer Install	Priority 3	DCI.Customer Support.printer.Desktop.Install Printer Driver
BARCODE 0000525103.....	Priority 3	DCI.Customer Support.Question
Customer needs software ins	Priority 3	DCI.Customer Support.Desktop Support
VPN Terminal access	Priority 3	DCI.Customer Support.Software.VPN.Install

Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Payroll	Priority 3	DCI.Customer Support.Question
Status updated on 72220	Priority 3	DCI.Customer Support.service desk.Ticket Status
User stated that she needs t	Priority 3	MIT.S.OPS.I.LMS ITSA.password reset
network pw reset	Priority 3	DCI.Customer Support.Question
User stated that user needs	Priority 3	APPS.Training.Maximo
Mouse Request	Priority 3	DCI.Customer Support.Question
User Profile Issue	Priority 3	DCI.Customer Support.Desktop Support
email pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
network reset pw	Priority 3	DCI.Customer Support.Active Directory.Password reset
User stated that he needs a	Priority 3	DCI.Customer Support.Active Directory.Password reset
network pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
ITSAT pw reset	Priority 3	MIT.S.OPS.I.LMS ITSA.registration
NSR-roland	Priority 3	DCI.Customer Support.Active Directory.Drive Access
eservice request	Priority 3	DCI.Customer Support.Question
it security password reset	Priority 3	MIT.S.OPS.I.LMS ITSA.password reset
customer needs assistance c	Priority 3	DCI.Customer Support.Question
Maxiom Password Reset	Priority 3	DCI.Customer Support.Question
cannot fax	Priority 3	NCS.Telephone.digital phone.Other
Update on ticekt 70627	Priority 3	DCI.Customer Support.service desk.Ticket Status
cannot scan	Priority 3	DCI.Customer Support.hardware.Scanner.install
NSR-murden	Priority 1	DCI.Customer Support.Active Directory.Drive Access
Outlook Issue	Priority 3	HR.PSHCM.Support
Security Certificate Update	Priority 3	DCI.Customer Support.Question
Relocation	Priority 1	DCI.Customer Support.Desktop Support
Security Certificate Update	Priority 3	DCI.Customer Support.Question
Unlocked Password SSO	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
unable to see anything excep	Priority 3	HR.PSHCM.Support
Password reset for peopleso	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
User needs to add a printer t	Priority 3	DCI.Customer Support.printer.Desktop.Install Printer Driver
RPM Support	Priority 3	APPS.Technical support.ROCC
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Server Access	Priority 3	DCI.SYSADMIN.Server.Access
Customer states that dragon	Priority 3	DCI.Customer Support.Question
Call Dropped	Priority 3	DCI.Customer Support.Question
User stated that she needs a	Priority 3	DCI.Customer Support.Active Directory.Password reset
Customer needs network drc	Priority 3	DCI.Customer Support.Question
User disconnected	Priority 3	DCI.Customer Support.Question
Reimage Request	Priority 3	DCI.Customer Support.hardware.Desktop.reimage
User would like to paste Mac	Priority 3	DCI.Customer Support.Desktop Support
User stated that he needs a	Priority 3	DCI.Customer Support.Active Directory.Password reset
General Question	Priority 3	DCI.Customer Support.Question
Support Predictor Re-write: L	Priority 5	ROCS.Applications.PIDS.Other
Paper jam on B1	Priority 3	DCI.Customer Support.Break-Fix.Printer

Subscription Expired for Outlook	Priority 2	DCI.Customer Support.Software.MS Outlook.Migrated
Metroweb link not working	Priority 3	DCI.Customer Support.Question
Request Closed	Priority 3	DCI.Customer Support.service desk.Ticket Status
User stated that he needs a	Priority 3	DCI.Customer Support.Active Directory.Password reset
Arch Map Application not installed	Priority 3	DCI.Customer Support.Question
Maximo pw reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Printer Install	Priority 3	DCI.Customer Support.printer.Desktop.Install Printer Driver
MS Outlook	Priority 2	DCI.Customer Support.Software.MS Outlook.Repair
oracle patching part 2 on cb7	Priority 3	DCI.SYSADMIN.Server.UNIX Support
C027540 network pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Ticket status update	Priority 3	DCI.Customer Support.service desk.Ticket Status
Documentum says browser closed	Priority 3	APPS.Access.DOCUMENTUM
status	Priority 3	DCI.Customer Support.Desktop Support
User Cannot use MS Word	Priority 1	DCI.Customer Support.Software.MS Word.upgrade
General Question	Priority 3	DCI.Customer Support.Question
Requests for Installing or Updating	Priority 3	DCI.Customer Support.Desktop Support
VDI Desktop Frozen - Hastra	Priority 3	DCI.SYSADMIN.Server.Access
pw reset for PS	Priority 3	DCI.Customer Support.Active Directory.Password reset
Unlock Account	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
PG Plaza - E027540 SCnotified	Priority 3	DCI.Customer Support.Desktop Support
Requesting Status on a ticket	Priority 3	DCI.Customer Support.service desk.Ticket Status
printer install	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
Metroweb Homepage Issue	Priority 3	DCI.Customer Support.Question
PW RESET	Priority 3	DCI.Customer Support.Active Directory.Password reset
Request for user I: drive access	Priority 3	DCI.Customer Support.Active Directory.Drive Access
Call dropped	Priority 3	DCI.Customer Support.Question
PS Access Request	Priority 3	HR.PSHCM.Access
Request To Locate Inventory	Priority None	ROCS.Applications
CATS Issue	Priority 3	DCI.Customer Support.Question
Call dropped	Priority 3	DCI.Customer Support.Question
Security Certificate	Priority 3	DCI.Customer Support.Question
User stated that she needs a	Priority 3	DCI.Customer Support.Active Directory.Password reset
NSR attached	Priority 3	DCI.Customer Support.Active Directory.New Employee
Outside Vendor Link	Priority 2	MIT.S.OPS.security.firewall
Mobile Support	Priority 3	DCI.SYSADMIN.Mobile Device Management.Technical support.S
request to deactivate email	Priority 3	DCI.Customer Support.Question
User stated that she needs a	Priority 3	DCI.Customer Support.Active Directory.Password reset
Unlock Account	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
User has questions for IE	Priority 3	DCI.Customer Support.Software.Internet Explorer
password reset for peoplesoft	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
User stated that he needs to	Priority 3	DCI.Customer Support.Active Directory.Password reset
oracle patching part 1 on cb7	Priority 3	DCI.SYSADMIN.Server.UNIX Support
password reset	Priority 3	DCI.Customer Support.Desktop Support
RESET PW	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
trust relationship	Priority 3	DCI.Customer Support.Network.Server
PW Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset for Peoplesoft	Priority 3	DCI.Customer Support.Active Directory.Password Unlock

NSR attached	Priority 3	DCI.Customer Support.Active Directory.New Employee
Questions Regarding One D	Priority 3	DCI.Customer Support.Question
User passed IT Security and	Priority 3	MIT.S.OPS.ILMS ITSA.disabled account
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
needs assistance disabling f	Priority 3	DCI.Customer Support.Desktop Support
password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Documentum PW RESET	Priority 3	APPS.Access.DOCUMENTUM
pw reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Cleanup MTPD dynamic gro	Priority 3	MIT.S.OPS.security.firewall
NSR attached	Priority 3	DCI.Customer Support.Active Directory.New Employee
password reset	Priority 3	DCI.Customer Support.Desktop Support
PW Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
call dropped	Priority 3	DCI.Customer Support.Question
ELM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Dropped Call	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
User stated that he wanted t	Priority 3	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
New Employee	Priority 3	DCI.Customer Support.Question
e027467 needs assistance c	Priority 3	DCI.Customer Support.Question
pw reset	Priority 3	DCI.Customer Support.Desktop Support
NSR Form	Priority 3	DCI.Customer Support.Question
certificate update	Priority 3	DCI.Customer Support.Desktop Support
dropped call	Priority 3	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
elm password	Priority 3	DCI.Customer Support.Desktop Support
unable to to connect to the p	Priority 3	DCI.Customer Support.Desktop Support
Needs info on IT Security Av	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
PW Reset	Priority 3	DCI.Customer Support.Question
possible SPAM	Priority 3	MIT.S.OPS.security.firewall
USB Not recognized at CTF	Priority 3	DCI.Customer Support.Break-Fix.Computer
unable to print	Priority 3	DCI.Customer Support.Desktop Support
User needs to transfer data f	Priority 3	DCI.Customer Support.Desktop Support
locked out of VPN selfenrol	Priority 3	MIT.S.Engineering.VPN.Technical support
Unlock Account	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
MetroNet certs	Priority 3	DCI.Customer Support.Desktop Support
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
network pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
network pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Network Drive Access	Priority 2	DCI.Customer Support.Question
User stated that he needs a	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
Customer is trying remote in	Priority 2	DCI.Customer Support.Software.VPN.Training
IT Security Awareness Train	Priority 3	DCI.Customer Support.Question
User stated that he needs to	Priority 3	DCI.Customer Support.Active Directory.Password reset
User needed IT Security pas	Priority 3	MIT.S.OPS.ILMS ITSA.registration

Provided 365 Cloud email link	Priority 3	DCI.Customer Support.office 365.Technical support
User stated that he moved a	Priority 3	DCI.Customer Support.Question
Unlock Account	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Sharepoint Issue	Priority 3	DCI.Customer Support.Question
IT Security Awareness Train	Priority 3	MIT.S.OPS.ILMS ITSA.registration
Reset Windows	Priority 3	DCI.Customer Support.Active Directory.Password reset
CTF System Check - Day - 9	Priority None	ROCS.Applications
User needs a new password	Priority 3	DCI.Customer Support.Active Directory.Password reset
Lobby display - JGB	Priority 3	DCI.SYSADMIN.Server.Access
User stated that IT Security A	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
User needs silverlight install	Priority 3	DCI.Customer Support.Desktop Support
IT Security Awareness Train	Priority 3	MIT.S.OPS.ILMS ITSA.registration
User called back and could n	Priority 3	DCI.Customer Support.Question
Email password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
IT Security Awareness Train	Priority 3	MIT.S.OPS.ILMS ITSA.registration
Caller hung up	Priority 3	DCI.Customer Support.Question
Caller disconnected. Unable	Priority 3	DCI.Customer Support.Question
Reset ILMS	Priority 3	APPS.Access.Maximo
Drop Call	Priority 3	DCI.Customer Support.Question
Peoplesoft ELM	Priority 3	APPS.Technical support.PSELM
IT Security Awareness	Priority 3	MIT.S.OPS.ILMS ITSA.post training escalation
create terminal session	Priority 3	DCI.Customer Support.Desktop Support
network pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
drive cam issue	Priority 3	DCI.Customer Support.Desktop Support
No network connection in tra	Priority 3	NCS.Access point.Unreachable
HP Color Laser Jet 4700 wo	Priority 3	DCI.Customer Support.Break-Fix.Printer
Customer can't log into Maxi	Priority 3	DCI.Customer Support.Question
maximo password reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Customer called to check sta	Priority 3	DCI.Customer Support.Question
Dell 9020 Black Screen for R	Priority 3	DCI.Customer Support.hardware.Monitor.break/fix
Xerox Printer Installation	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
NSR form attached	Priority 3	DCI.Customer Support.Active Directory.Drive Access
User needs NCS Admin psw	Priority 3	DCI.Customer Support.Desktop Support
unable to access email and h	Priority 3	DCI.Customer Support.Question
Network password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Reset ILMS	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
Unlocked AD	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Update ticket	Priority 3	DCI.Customer Support.service desk.Ticket Status
User called to follow up and	Priority 3	DCI.Customer Support.Question
Maximo reset	Priority 3	APPS.Access.Maximo
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Assisted with access/login to	Priority 3	DCI.Customer Support.Desktop Support
Office 2016	Priority 3	DCI.Customer Support.Question
User gets the following error	Priority 3	DCI.Customer Support.Question
User had hard drive installed	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver

Maximo password reset	Priority 3	DCI.Customer Support.Question
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Update ticket status	Priority 3	DCI.Customer Support.service desk.Ticket Status
A09 IOS Upgrade CCB 1296	Priority None	ROCS.All.Requests
Decommission Car Pair 1214	Priority None	ROCS.Appliications.RPM.DB
Decommission rail car pair 1	Priority None	ROCS.Appliications.RPM.App
Decommission Car Pair 1182	Priority None	ROCS.Appliications.RPM.DB
User clicks on PS HCM (HR)	Priority 3	DCI.Customer Support.Desktop Support
Decommission Car Pair 1192	Priority None	ROCS.Appliications.RPM.DB
IT security training	Priority 3	DCI.Customer Support.Question
Provided test link for ILMS te	Priority 3	DCI.Customer Support.Desktop Support
IT security training	Priority 3	DCI.Customer Support.Question
CTF System Check - MID - C	Priority None	ROCS.All.Requests
User E016295 password res	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
User is unable to open email	Priority 3	DCI.Customer Support.Desktop Support
User restarted and still has a	Priority 3	DCI.Customer Support.Desktop Support
Maximo reset	Priority 3	APPS.Access.Maximo
User 008645 password rese	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo password	Priority 3	DCI.Customer Support.Question
User E006628 Has to reques	Priority 3	DCI.Customer Support.Maximo.Password Reset
IT Security training	Priority 3	DCI.Customer Support.Question
User E015586 password res	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo password reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Install Printer On RPM PC A	Priority None	ROCS.All.Requests
E009217 password reset aft	Priority 3	APPS.Training.Maximo
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Install Verint Ticket Assigned	Priority 3	DCI.Customer Support.Desktop Support
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
User C026484 was trying to	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
the user needed assistance	Priority 3	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
User E011020 had to log bac	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
EUP attached	Priority 3	DCI.Customer Support.management.Delegation Request.Escalat
return surplus equipment	Priority 4	DCI.Customer Support.Equipment Move.Surplus removal
User E009378 password res	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password change	Priority 3	DCI.Customer Support.Question
password reset for training	Priority 3	DCI.Customer Support.Question
User E529990 password res	Priority 3	DCI.Customer Support.Active Directory.Password reset
call dropped	Priority 3	DCI.Customer Support.Question
He gets a message on his to	Priority 3	DCI.Customer Support.Break-Fix.Memory Upgrade
User E010634 called in refer	Priority 3	DCI.Customer Support.Question
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
disconnected	Priority 3	DCI.Customer Support.Question
Status update 69211	Priority 3	DCI.Customer Support.service desk.Ticket Status

User E007742 password res	Priority 3	DCI.Customer Support.Maximo.Password Reset
User E013174 not able to op	Priority 3	DCI.Customer Support.Software.Java.upgrade
NSR Request - MetroAccess	Priority 3	DCI.SYSADMIN.Software.Technical support.Operating Systems
User stated that she needs t	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
Drop Call	Priority 3	DCI.Customer Support.Question
Drop Call	Priority 3	DCI.Customer Support.Question
Drop Call	Priority 3	DCI.Customer Support.Question
Drop Call	Priority 3	DCI.Customer Support.Question
Drop Call	Priority 3	DCI.Customer Support.Question
User stated that she needs t	Priority 3	DCI.Customer Support.Active Directory.Password reset
User E061143 password res	Priority 3	DCI.Customer Support.Active Directory.Password reset
E99 RPM user Service Requ	Priority None	Applications
User E003569 / No Available	Priority 3	DCI.Customer Support.Network.Server
User needs a password rese	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
MS Visio	Priority 3	DCI.SYSADMIN.Software.installation.MS Visio
User E002436 had questions	Priority 3	DCI.Customer Support.Question
CTF System Check - Evenin	Priority None	Applications
cancel	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
NSR - Harris, Andriane M.	Priority 3	DCI.Customer Support.Active Directory.New Employee
codecs install	Priority 3	DCI.Customer Support.Desktop Support
User E942238 inquired abou	Priority 3	DCI.Customer Support.Question
User called however receive	Priority 3	DCI.Customer Support.Question
Webmail Link	Priority 3	DCI.Customer Support.Question
support cancelled	Priority 3	DCI.Customer Support.Question
Email - E4 license provision	Priority 3	DCI.Customer Support.Question
did not receive IT security av	Priority 3	DCI.Customer Support.Question
User stated that he needs m	Priority 3	DCI.Customer Support.Question
User E009335 lost email reg	Priority 3	DCI.Customer Support.Question
NSR	Priority 3	DCI.Customer Support.Active Directory.New Employee
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Reimage w-347307 with Win	Priority 3	DCI.Customer Support.hardware.Desktop.reimage
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Install printer	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
User E003569 No Available	Priority 3	DCI.Customer Support.Network.Server
NSR Request	Priority 3	DCI.Customer Support.Active Directory.New Employee
Install network Printer	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
Install network printer	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
User stated that he needs a	Priority 3	DCI.Customer Support.Active Directory.Password reset
Install Printer	Priority 3	DCI.Customer Support.Desktop Support
Security Certificate Update	Priority 3	DCI.Customer Support.Question
User Needs Windows 10 ins	Priority 3	DCI.Customer Support.hardware.Desktop.reimage
IT Security Awareness Train	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
Maximo Access	Priority 3	DCI.Customer Support.Question
unable to connect to metro g	Priority 3	DCI.Customer Support.Wifi.Configuration
Visio Request	Priority 3	DCI.SYSADMIN.Software.installation.MS Visio

Sharepoint Issue	Priority 3	DCI.Customer Support.Question
IT Security Awareness Train	Priority 3	DCI.Customer Support.Question
User stated that he cannot lo	Priority 3	DCI.Customer Support.Question
Memory at WFC*	Priority 3	DCI.Customer Support.Break-Fix.Memory Upgrade
Server Access Request	Priority 3	DCI.SYSADMIN.Server.Access
User stated that she needs t	Priority 3	APPS.Training.Maximo
unable to access his email	Priority 3	DCI.Customer Support.Active Directory.Password reset
IT Security Awareness Train	Priority 3	DCI.Customer Support.Question
Install Codec on 348849	Priority 3	DCI.Customer Support.Desktop Support
User stated that he needs a	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Test Corp Training PC'S	Priority None	ROCS.All.Requests
Imaging Request	Priority 3	DCI.Customer Support.hardware.Desktop.reimage
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
test	Priority 3	DCI.Customer Support.Question
unable to connect to her des	Priority 3	DCI.Customer Support.Software.VPN.Training
Install printer	Priority 3	DCI.Customer Support.Desktop Support
Trapeze Support (OPS-Web	Priority 3	DCI.Customer Support.Question
Status Update on Maximo Ac	Priority 3	MITS.OPS.security.scan request
not receiving her pay statem	Priority 3	HR.PSHCM.Support
security certificate update	Priority 3	DCI.Customer Support.Question
User stated that she needs a	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
unable to open outlook	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
Status Update	Priority 3	DCI.Customer Support.service desk.Ticket Status
OPS-3 Green / Yellow desk	Priority 5	ROCS.Applications.AIM.App
User needs her password re	Priority 3	DCI.Customer Support.Active Directory.Password reset
Account Still Disabled After	Priority 3	MITS.OPS.ILMS ITSA.disabled account
Dropped Call	Priority 3	DCI.Customer Support.Question
Loaner Laptop picked up and	Priority 3	DCI.Customer Support.Desktop Support
password reset for training	Priority 3	DCI.Customer Support.Question
request I drive	Priority 3	DCI.Customer Support.Question
Xerox Network Printer Install	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
Password Reset for PC	Priority 3	DCI.Customer Support.Active Directory.Password reset
status update 72610	Priority 3	DCI.Customer Support.service desk.Ticket Status
Status Update	Priority 3	DCI.Customer Support.service desk.Ticket Status
meeting deletion	Priority 3	DCI.SYSADMIN.office 365.Technical support
question regarding maximo	Priority 3	DCI.Customer Support.Question
Security Awareness Training	Priority 3	DCI.Customer Support.Question
Unable to print from MetroW	Priority 3	DCI.Customer Support.printer.Desktop.Cycle Printer
Suspected Excel Virus	Priority 2	MITS.OPS.security.scan request
customer pressed wrong pro	Priority 3	DCI.Customer Support.Question
Install Local Printer on 35003	Priority 3	DCI.Customer Support.printer.Desktop.Install Printer Driver
security certificate update	Priority 3	DCI.Customer Support.Question
Equipment Installation/Setu	Priority 3	DCI.Customer Support.Desktop Support
MTPD Crime Analysis	Priority 3	DCI.Customer Support.Question



network pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
NSR	Priority 3	DCI.Customer Support.Active Directory.Drive Access
FIN submission issue	Priority 3	APPS.Technical support.PSFIN
Monitor Request	Priority 3	DCI.Customer Support.Question
General Quesion	Priority 3	DCI.Customer Support.Question
ITSAT pw reset	Priority 3	MIT.S.OPS.IILMS ITSA.registration
VPN access request	Priority 3	DCI.Customer Support.Software.VPN.Training
NSR Request - Marimuth, M	Priority 3	DCI.Customer Support.Active Directory.Drive Access
Suresh Question	Priority 3	DCI.Customer Support.Question
NSR attached	Priority 3	DCI.SYSADMIN.Software.Technical support.Operating Systems
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Security Certificate Update	Priority 3	DCI.Customer Support.Question
remote desktop	Priority 3	DCI.Customer Support.Question
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
User needs a new password	Priority 3	DCI.Customer Support.Active Directory.Password reset
Customer needs 3rd Party S	Priority 3	DCI.Customer Support.Desktop Support
User needs to properly acce	Priority 3	APPS.Technical support.SMS
Voicemail PIN reset 202-962	Priority 3	NCS.Telephone.digital phone.Voice Mail Password Reset
Maximo Password Reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Update Ticket 72196	Priority 3	DCI.Customer Support.service desk.Ticket Status
SMS access request(Pope, K	Priority 3	APPS.Technical support.SMS
SMS and Safescape access	Priority 3	APPS.Technical support.SMS
User needs a password rese	Priority 3	NCS.Telephone.digital phone.Voice Mail Password Reset
User wants to find his pay st	Priority 3	DCI.Customer Support.Question
NSR for John Gaffney	Priority 3	DCI.Customer Support.Active Directory.Drive Access
Accellion Request	Priority 3	DCI.SYSADMIN.office 365.Technical support
Accidently removed 'desktop	Priority 3	DCI.Customer Support.Desktop Support
days off are wrong in HCM	Priority 3	HR.PSHCM.Support
inquiry 70769	Priority 3	DCI.Customer Support.service desk.Ticket Status
Email address	Priority 3	DCI.Customer Support.Question
Change name on Avaya Phc	Priority 3	DCI.Customer Support.Question
User needs Access to the R.	Priority 3	DCI.Customer Support.Active Directory.Drive Access
unable to print	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
User stated that he needs a	Priority 3	DCI.Customer Support.Active Directory.Password reset
printer	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
reset AD pw	Priority 3	DCI.Customer Support.Active Directory.Password reset
Bad 9030 HD at CTF*	Priority 2	DCI.Customer Support.Break-Fix.Computer
Unlock Account	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
User stated that he needs a	Priority 3	MIT.S.OPS.IILMS ITSA.password reset
Needs to Reset Page Setting	Priority 3	DCI.Customer Support.printer.Desktop.Cycle Printer
FW: Follow up Questions fro	Priority 3	DCI.Customer Support.Question
MTPD Drives	Priority 3	DCI.Customer Support.Question
Network Space Needed	Priority 3	DCI.SYSADMIN.network driveClean Disk Space
Dragon Natural Speaking ap	Priority 2	DCI.Customer Support.Question
Adobe reader update	Priority 3	DCI.Customer Support.Desktop Support
IT Security Awareness Train	Priority 3	MIT.S.OPS.IILMS ITSA.registration

Password Reset for PC	Priority 3	DCI.Customer Support.Active Directory.Password reset
voicemail PIN reset	Priority 3	NCS.Telephone.digital phone.Voice Mail Password Reset
Request for internet access	Priority 3	DCI.Customer Support.Desktop Support
FW: System Access	Priority 3	DCI.Customer Support.Question
No Network Connection	Priority 3	DCI.Customer Support.Desktop Support
MTPD Drives	Priority 3	DCI.Customer Support.Question
Browser Issue	Priority 3	DCI.Customer Support.Software.Java.upgrade
Google chrome install	Priority 3	DCI.Customer Support.Desktop Support
IT Security Awareness training	Priority 3	MIT.S.OPS.I.LMS ITSA.password reset
Fax Maxhine Not Working	Priority 3	NCS.Telephone.digital phone.Other
computer freezes when he c	Priority 3	DCI.Customer Support.Desktop Support
Natia Samuels MS Visio Rec	Priority 3	DCI.SYSADMIN.Software.installation.MS Visio
NSR Request Group Networ	Priority 3	DCI.SYSADMIN.office 365.Technical support
question regarding msdn lice	Priority 3	DCI.Customer Support.Question
Local printer setup - HP 860	Priority 3	DCI.Customer Support.printer.Desktop.Cycle Printer
FIN account locked	Priority 3	MIT.Apps Security.PSFIN.password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Server OS Access Forms	Priority 3	DCI.SYSADMIN.Server.Access
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset for Peopleso	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Server OS Access Forms	Priority 3	DCI.SYSADMIN.Server.Access
password reset for Peopleso	Priority 3	DCI.Customer Support.Active Directory.Password reset
New Employee ID info	Priority 3	DCI.Customer Support.Question
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
User stated that he needs a	Priority 3	DCI.Customer Support.Active Directory.Password reset
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
certificate updates	Priority 3	DCI.Customer Support.Desktop Support
Reset password for IT Secur	Priority 3	MIT.S.OPS.I.LMS ITSA.password reset
Login Assistance	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password Reset-SSN Missin	Priority 3	DCI.Customer Support.Question
printer not working	Priority 3	NCS.Telephone.digital phone.No Dial Tone
Hard Drive Replaement- Ras	Priority 3	DCI.Customer Support.hardware.Desktop.break/fix
Power Outage	Priority 3	DCI.Customer Support.Question
Blue Screen (BSOD) Issues	Priority 3	DCI.Customer Support.hardware.Desktop.hardware failure
Request for Policy Exception	Priority 3	MIT.S.OPS.security.firewall
User stated that he cannot s	Priority 3	DCI.Customer Support.Software.MS Outlook.Problem Not Found
IT Security Awareness Train	Priority 3	MIT.S.OPS.I.LMS ITSA.password reset
Call disconnected	Priority 3	DCI.Customer Support.Question
ITSAT pw reset	Priority 3	MIT.S.OPS.I.LMS ITSA.registration
User wanted to know passwo	Priority 3	DCI.Customer Support.Question
Codec Upgrade	Priority 3	DCI.Customer Support.Desktop Support
Microsoft Software request	Priority 3	DCI.Customer Support.Question
network pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Question regarding credit ca	Priority 3	DCI.Customer Support.Question
network pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
NSR Randy Wills	Priority 3	DCI.Customer Support.Active Directory.Drive Access
IT Security Awareness Train	Priority 3	MIT.S.OPS.I.LMS ITSA.registration

needs to know what his phone	Priority 4	NCS.Telephone.digital phone.Other
AIM Access Service Request	Priority None	ROCS.Applications.AIM.App
non employee call	Priority 3	DCI.Customer Support.Question
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
User stated that he needs ad	Priority 3	APPS.Technical support.Maximo
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Update Inventory With Two S	Priority None	ROCS.All.Requests
NSR - BTRA Training Email	Priority 3	Email
ITSAT pw reset	Priority 3	MIT.S.OPS.ILMS ITSA.registration
User needs a password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
MetroNet	Priority 3	DCI.Customer Support.Desktop Support
Documentum Access	Priority 3	APPS.Access.DOCUMENTUM
RE: cb701a03	Priority 3	DCI.Customer Support.Question
elevator phone is not working	Priority 2	NCS.Telephone.digital phone.No Dial Tone
Password Reset for Mobile L	Priority 3	DCI.Customer Support.Active Directory.Password reset
resume help in peoplesoft h	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
User needs a password reset	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
Microsoft Expired	Priority 3	DCI.Customer Support.Software.MS Outlook.Migrated
Security Certificate Update	Priority 3	DCI.Customer Support.Question
User stated needs a passwo	Priority 3	DCI.Customer Support.Active Directory.Password reset
Printer Install	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
FW: Initial Message to Cust	Priority 3	DCI.Customer Support.service desk.Ticket Status
Dell 3010 at L'Enfant*	Priority 3	DCI.Customer Support.Break-Fix.Computer
Question regarding monitor	Priority 3	DCI.Customer Support.Question
User stated that he needs to	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
question regarding external c	Priority 3	DCI.Customer Support.Question
RE: Notice of Electronic Acc	Priority 3	DCI.Customer Support.Question
Ethernet Port	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
(Case 43538) ELM Access R	Priority 3	MIT.Apps.Security Access.PSEPM
wrong number	Priority 3	DCI.Customer Support.Question
Email Issues on Windows Ph	Priority 3	DCI.SYSADMIN.Mobile Device Management.Technical support.S
port activation	Priority 3	NCS.Switch.Unreachable
network account locked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
User needed her IT security	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Install scanner and printers	Priority 3	DCI.Customer Support.Desktop Support
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
question regarding vpn	Priority 3	DCI.Customer Support.Question
User profile service failed to	Priority 3	DCI.Customer Support.Desktop Support
71908 inquiry	Priority 3	DCI.Customer Support.service desk.Ticket Status
Setup Email Account on Mo	Priority 3	DCI.SYSADMIN.Mobile Device Management.Technical support.S
ELM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Network Printer Installation c	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
ELM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Reset Windows	Priority 3	DCI.Customer Support.Active Directory.Password reset

Network password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Call Dropped	Priority 3	DCI.Customer Support.Question
CTF System Check 9/27/17	Priority None	ROCS - Hardware
User is having issues closing	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
Xerox Printer 4th floor	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
IT Security Awareness Train	Priority 3	MIT.S.OPS.IILMS ITSA.password reset
Clear Local Printer Printing C	Priority 3	DCI.Customer Support.printer.Desktop.Cycle Printer
ITSAT pw reset	Priority 3	MIT.S.OPS.IILMS ITSA.registration
Update Adobe Flash on 5142	Priority 3	DCI.Customer Support.Desktop Support
reimage request	Priority 3	DCI.Customer Support.hardware.Laptop.reimage
PW Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Updates	Priority 3	DCI.Customer Support.Question
monitor resolution is distorted	Priority 3	DCI.Customer Support.hardware.Monitor.break/fix
unable to make calls	Priority 3	NCS.Telephone.digital phone.Other
User gets the error at login:	Priority 3	DCI.Customer Support.Desktop Support
Update Java on 514202	Priority 3	DCI.Customer Support.Software.Java.upgrade
unable to change pw via des	Priority 3	DCI.Customer Support.Question
PW reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Verifying Employee's Access	Priority 3	DCI.Customer Support.Question
Reset PS HCM	Priority 3	DCI.Customer Support.Active Directory.Password reset
Silverlight update	Priority 3	DCI.Customer Support.Desktop Support
network pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Improve Computer Speed	Priority 3	DCI.Customer Support.hardware.Desktop.configuration
Password Reset for PC	Priority 3	DCI.Customer Support.Active Directory.Password Self-Service A
Escalated Privileges Request	Priority 3	DCI.Customer Support.Question
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo reset for Anderson, J	Priority 3	APPS.Access.Maximo
Maximo password reset	Priority 3	MIT.S.OPS.IILMS ITSA.password reset
IT Security Awareness Train	Priority 3	MIT.S.OPS.IILMS ITSA.password reset
MOC COMM Request Ping T	Priority None	ROCS.All.Requests
Alarm Notification	Priority None	Software
TrueView install	Priority 3	DCI.Customer Support.Desktop Support
Maximo Password Reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Java Upgrade	Priority 3	DCI.Customer Support.Software.Java.upgrade
IT Security Awareness Train	Priority 3	MIT.S.OPS.IILMS ITSA.password reset
Dropped Call	Priority 3	DCI.Customer Support.Question
Maximo Access Issue	Priority 3	DCI.Customer Support.Maximo.Password Reset
Maximo Access Info	Priority 3	DCI.Customer Support.Maximo.Password Reset
HP 6015 at CTF*	Priority 3	DCI.Customer Support.Break-Fix.Printer
Walked user through access	Priority 3	DCI.Customer Support.Desktop Support
Reset IILMS	Priority 3	MIT.S.OPS.IILMS ITSA.password reset
Java Upgrade Request	Priority 3	DCI.Customer Support.Software.Java.upgrade
Reset IILMS	Priority 3	MIT.S.OPS.IILMS ITSA.password reset
Assisted with access to IILMS	Priority 3	DCI.Customer Support.Desktop Support
CTF System Check - Mids -	Priority None	ROCS.All.Requests
One drive setup	Priority 3	DCI.SYSADMIN.Mobile Device Management.Technical support.S
User E022465 password res	Priority 3	DCI.Customer Support.Active Directory.Password reset

call dropped	Priority 3	DCI.Customer Support.Question
Phone communication dead	Priority 3	NCS.Telephone.digital phone.No Dial Tone
Install Microsoft Silverlight	Priority 3	DCI.Customer Support.Desktop Support
Status Updates on Open Tic	Priority 3	DCI.Customer Support.service desk.Ticket Status
Maximo Password Reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
IT Security Awareness Train	Priority 3	DCI.Customer Support.Question
E013603	Priority 3	DCI.Customer Support.Active Directory.Password reset
User E131664 password res	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Hi, please create the followin	Priority 3	DCI.Customer Support.Question
support cancelled. Customer	Priority 3	DCI.Customer Support.Question
support cancelled	Priority 3	DCI.Customer Support.Question
User E016014 password res	Priority 3	DCI.Customer Support.Active Directory.Password reset
MS viso request attached	Priority 3	DCI.SYSADMIN.Software.installation.MS Visio
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
User E006461 contacts are c	Priority 3	NCS.Telephone.digital phone.Other
User E018569 password res	Priority 3	DCI.Customer Support.Active Directory.Password reset
RE: Request for Assistance	Priority 3	DCI.Customer Support.Desktop Support
Subject: Server OS Access	Priority 3	DCI.SYSADMIN.Server.Access
User requested password re	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Call dropped	Priority 3	DCI.Customer Support.Question
User E004434 password res	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
User E013645 password res	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
User E019218 email - Office	Priority 3	DCI.Customer Support.Question
Remote desktop access for V	Priority 3	DCI.Customer Support.Software.VPN.Install
Support.printer.Desktop.Inst	Priority 3	DCI.Customer Support.hardware.Scanner.install
BSOD Issue	Priority 1	DCI.Customer Support.hardware.Desktop.hardware failure
User E014080 password res	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
Printer and Scanner install	Priority 3	DCI.Customer Support.printer.Desktop.Install Printer Driver
Drop Call	Priority 3	DCI.Customer Support.Question
RE: More computer outlets in	Priority 3	DCI.Customer Support.Question
Status update request	Priority 3	DCI.Customer Support.service desk.Ticket Status
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
requesting a nsr form to be s	Priority 3	DCI.Customer Support.Question
ARS Issue	Priority 3	BUS.ARS.Technical support.BTSS
User stated that she needs a	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
CTF System Check - Evenin	Priority None	Applications
peoplesoft FIN account locke	Priority 3	MIT.S.Apps Security.PSFIN.password reset
User stated that she needs a	Priority 3	DCI.Customer Support.Active Directory.Password reset
wanted a tech to come down	Priority 3	DCI.Customer Support.hardware.Monitor.configuration
Submit NSR	Priority 3	DCI.Customer Support.Question
security Certificate Request f	Priority 3	DCI.Customer Support.Question
Scanner error*	Priority 3	DCI.Customer Support.Break-Fix.Printer
User E014784 password res	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset for Peopleso	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
installed software	Priority 3	DCI.Customer Support.Desktop Support

software install	Priority 3	DCI.Customer Support.Desktop Support
software installed	Priority 3	DCI.Customer Support.Desktop Support
External Applicant Job Status	Priority 3	DCI.Customer Support.Question
software install	Priority 3	DCI.Customer Support.Desktop Support
IT Security Awareness Issue	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
User E014465 called to speak	Priority 3	DCI.Customer Support.service desk.Ticket Status
no connectivity	Priority 3	DCI.Customer Support.Desktop Support
IT Security Awareness Training	Priority 3	DCI.Customer Support.Question
Email - E4 license provision	Priority 3	DCI.Customer Support.Question
Xerox Printer Install (4th Floor)	Priority 3	DCI.Customer Support.printer.Network.Install Printer
Please add Diane and Henri	Priority 3	DCI.Customer Support.Active Directory.Drive Access
third party software install	Priority 3	DCI.Customer Support.Desktop Support
Password reset maximo	Priority 3	DCI.Customer Support.Maximo.Password Reset
Canceled Chat	Priority 3	DCI.Customer Support.Question
forgotten password reset for	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
unable to login PS HPQC	Priority 3	HR.PSHCM.Support
see ticket 69137 and attached	Priority 3	HR.PSHCM.HR solutions support
new web server SSL certificate	Priority 3	MIT.Engineering.VPN.Technical support
Password Reset	Priority 3	DCI.Customer Support.Question
close ticket request	Priority 3	DCI.Customer Support.service desk.Ticket Status
IT Security Awareness Test Plan	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
sharepoint support	Priority 3	DCI.Customer Support.Question
NSR Request - Mokrousov, Y	Priority 3	DCI.SYSADMIN.Server.Access
Maximo profile locked.	Priority 3	DCI.Customer Support.Question
changed battery on her wireless	Priority 1	DCI.Customer Support.hardware.Mouse.break/fix
phone not physically connected	Priority 3	DCI.Customer Support.Desktop Support
Ticket Status 72258	Priority 3	DCI.Customer Support.service desk.Ticket Status
Status update request	Priority 3	DCI.Customer Support.service desk.Ticket Status
D-127 Data Center Cleanup	Priority 3	ROCS.All.Requests
Security Certificate Update	Priority 3	DCI.Customer Support.Question
Security Certificate Update	Priority 3	DCI.Customer Support.Question
network account locked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
run the following on cb701a0	Priority 3	DCI.SYSADMIN.Server.UNIX Support
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo password Reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Email Issue	Priority 2	DCI.Customer Support.Software.MS Outlook.Repair
run script by root on cb701a0	Priority 3	DCI.SYSADMIN.Server.UNIX Support
JGB Weekly AIM System Check	Priority 5	ROCS.Applications.AIM.App
unable to access training tra	Priority 3	DCI.Customer Support.Question
Missing Hard Drive Files on	Priority 3	DCI.Customer Support.hardware.Desktop.hardware failure
Email Issue	Priority 3	DCI.SYSADMIN.office 365.Technical support
Loaner Laptop Request for M	Priority 3	DCI.Customer Support.Inventory.Loaner Laptop
Customer needs network dri	Priority 3	DCI.Customer Support.Question
Loaner Laptop Request	Priority 3	DCI.Customer Support.Inventory.Loaner Laptop
Password Reset for Self-Ser	Priority 3	DCI.Customer Support.Active Directory.Password reset

Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
NSR Request	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
unlocked account	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Station Manager Question	Priority 3	DCI.Customer Support.Question
Maximo Password Reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
SmartPhone-Android not up	Priority 3	DCI.SYSADMIN.Mobile Device Management.Technical support.S
Windchill Password Reset	Priority 3	APPS.Technical support.Windchill
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Station Manager Login	Priority 3	DCI.Customer Support.Question
support cancelled	Priority 3	DCI.Customer Support.Question
Constant Invitation in Outloo	Priority 3	DCI.SYSADMIN.Mobile Device Management.Technical support.S
Ticket for AIX	Priority 3	DCI.SYSADMIN.Server.UNIX Support
ITSAT pw reset	Priority 3	MIT.S.OPS.ILMS ITSA.registration
unable to retrieve file	Priority 3	DCI.Customer Support.Question
Computer Relocation (Move)	Priority 4	DCI.Customer Support.Equipment Move.Project
Add To RPM Cars 7432-743	Priority None	ROCS.Appliications.RPM.DB
Needs password for W5139	Priority 3	DCI.Customer Support.Desktop Support
unable to access terminal se	Priority 3	NCS.Access point.Unreachable
Maximo Access Request Fo	Priority 3	DCI.Customer Support.Question
Former Employees File Acce	Priority 3	DCI.Customer Support.Question
Ticket for MITS	Priority 3	MIT.S.OPS.security.scan request
Call disconnected	Priority 3	DCI.Customer Support.Question
support cancelled	Priority 3	DCI.Customer Support.Question
Connie Miller Itunes Installat	Priority 3	DCI.Customer Support.Desktop Support
User stated that she needs t	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
Server Access	Priority 3	DCI.SYSADMIN.Server.Access
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Unable to Access Outlook M	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
Security Certificate Update	Priority 3	DCI.Customer Support.Question
HR Solutions	Priority 3	HR.PSHCM.Report
ITSAT pw reset	Priority 3	MIT.S.OPS.ILMS ITSA.registration
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Network Service Request Fo	Priority 3	DCI.Customer Support.Question
network pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
User stated that she needs t	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
It security password reset	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
Login Assistance	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Email Group Update	Priority 3	DCI.SYSADMIN.Server.Access
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
needs assistance changing p	Priority 3	DCI.Customer Support.Active Directory.Password reset
IP address	Priority 3	NCS.Data Circuit.Issues
User stated that he needs to	Priority 3	MIT.S.OPS.ILMS ITSA.password reset

Password Reset for PC	Priority 3	DCI.Customer Support.Active Directory.Password reset
Surface Pro Issue	Priority 2	DCI.SYSADMIN.Mobile Device Management.Technical supportT
HR Solutions	Priority 3	HR.PSHCM.Support
Ticket for MITS	Priority 3	MITS.Apps.Security Access.PSEPM
network pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset for Self-Ser	Priority 3	DCI.Customer Support.Active Directory.Password reset
HR Solutions	Priority 3	HR.PSHCM.Access
Email won't load, it keeps loc	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
network pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
User needs to locate laptop	Priority 3	DCI.Customer Support.Inventory.Loaner Laptop
Security Awareness Training	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Question
Security Awareness Training	Priority 3	DCI.Customer Support.Question
Password Reset for Self-Ser	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Upgrade Java on 515812	Priority 3	DCI.Customer Support.Software.Java.upgrade
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
HR Solutions	Priority 3	HR.PSHCM.Report
How to Change Maximo Pas	Priority 3	APPS.Training.Maximo
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Customer's phone handset n	Priority 3	NCS.Telephone.digital phone.Hardware
User stated that he needs a	Priority 3	DCI.Customer Support.Question
Customer cannot send or rec	Priority 2	MITS.OPS.security.firewall
Maximo Password Reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Documentum Issue	Priority 3	DCI.Customer Support.Question
Account is locked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
PW reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Insall Scansnap	Priority 3	DCI.Customer Support.Desktop Support
PW reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
PW RESET	Priority 3	DCI.Customer Support.Active Directory.Password reset
Email Access at the kiosk	Priority 3	DCI.Customer Support.Active Directory.Password reset
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
QA Jazz NSR status	Priority 3	DCI.Customer Support.Desktop Support
Monitor Assistance Request	Priority 3	DCI.Customer Support.hardware.Monitor.configuration
People Soft HCM	Priority 3	HR.PSHCM.Support
Corrupt Internet explorer	Priority 3	DCI.Customer Support.Question
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
PW reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Scan Snap Configuration	Priority 3	DCI.Customer Support.Hardware.Scanner.Reconfigure
HR Solutions-desimone	Priority 3	HR.PSHCM.Access
HR Solutions-duvall	Priority 3	HR.PSHCM.Access
status update	Priority 3	DCI.Customer Support.service desk.Ticket Status
HR Solutions-saul	Priority 3	HR.PSHCM.Access
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
User stated that she needs a	Priority 3	DCI.Customer Support.Active Directory.Password reset
HR Solutions-gomillion	Priority 3	HR.PSHCM.Access



Customer calling for Ticket S	Priority 3	DCI.Customer Support.service desk.Ticket Status
Sharepoint aaccess	Priority 3	DCI.Customer Support.Question
HR Solutions-clark	Priority 3	HR.PSHCM.Access
non compliance	Priority 3	DCI.Customer Support.Question
PW reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
HR Solutions-baker	Priority 3	HR.PSHCM.Access
IT Security Awareness traini	Priority 3	DCI.Customer Support.Question
IT Security Awareness Test	Priority 3	DCI.Customer Support.Question
PW reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
HR-greenfield	Priority 3	HR.PSHCM.Access
Maximo Password Reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
HR Solutions-bowie	Priority 3	HR.PSHCM.Access
Adobe Update on 605109	Priority 3	DCI.Customer Support.Desktop Support
User stated that she passwo	Priority 3	DCI.Customer Support.Active Directory.Password reset
audivisual support request fo	Priority 3	DCI.Customer Support.Desktop Support
NSR-St. John	Priority 3	DCI.Customer Support.Active Directory.Drive Access
NSR-fuller	Priority 3	DCI.Customer Support.Active Directory.Drive Access
Ticket for AIX	Priority 3	DCI.SYSADMIN.Server.UNIX Support
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
EUP	Priority 3	DCI.Customer Support.management.Delegation Request.Escalat
checking status of ITSAT co	Priority 3	DCI.Customer Support.Question
Password Rest	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo Access Request Sta	Priority 3	MIT.S.OPS.security.scan request
User does not have access t	Priority 3	DCI.Customer Support.Desktop Support
Ticket for AIX	Priority 3	DCI.SYSADMIN.Server.UNIX Support
Ticket created for Araina Wa	Priority 3	DCI.Customer Support.Question
IT Security Awareness Train	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
Dropped Call	Priority 3	DCI.Customer Support.Question
Exchange Issue	Priority 1	DCI.SYSADMIN.office 365.Technical support
User needs a maximo passw	Priority 3	DCI.Customer Support.Maximo.Password Reset
Dropped Call from Ford Cred	Priority 3	DCI.Customer Support.Question
NSR-aderoju	Priority 3	DCI.Customer Support.management.Delegation Request.Escalat
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
ITSAT pw reset	Priority 3	MIT.S.OPS.ILMS ITSA.registration
PW reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
HR Solutions	Priority 3	HR.PSHCM.Support
HR Solutions	Priority 3	HR.PSHCM.Support
network account locked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
it security password reset	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
unable to access terminal se	Priority 3	DCI.Customer Support.Software.VPN.Training
Loaner Request	Priority 3	DCI.Customer Support.Inventory.Loaner Laptop
Outlook Email Settings On V	Priority 2	DCI.SYSADMIN.Mobile Device Management.Password reset.Sm
User needs Escalated Privile	Priority 3	DCI.Customer Support.Question
Assisted user with access to	Priority 3	DCI.Customer Support.office 365.Technical support
inquiry 71967	Priority 3	DCI.Customer Support.service desk.Ticket Status
VPN Web Address	Priority 3	DCI.Customer Support.Software.VPN.Training
CTF System Check - Day - 9	Priority None	ROCS.All.Requests

Training Tracker	Priority 3	DCI.Customer Support.Question
HCM pw reset	Priority 3	DCI.Customer Support.Question
Reset Windows	Priority 3	DCI.Customer Support.Active Directory.Password reset
Account Locked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Accessing MetroWeb	Priority 3	DCI.Customer Support.Question
Allocate Space for Network I	Priority 3	DCI.SYSADMIN.network driveClean Disk Space
General Questions or No Wi	Priority 3	DCI.Customer Support.Desktop Support
Videowall network account l	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Maximo password reset.	Priority 3	DCI.Customer Support.Question
Password Reset for PC	Priority 3	DCI.Customer Support.Active Directory.Password reset
Reset ILMS	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
IT Security Awareness Test	Priority 3	DCI.Customer Support.Question
Maximo Password Reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
User has the Video Wall Car	Priority 3	DCI.Customer Support.Question
RPM Password Reset	Priority 3	APPS.Technical support.ROCC
Maximo password reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Account Locked	Priority 3	DCI.Customer Support.Active Directory.Password reset
Kiosks SSK-027 - Barcode I	Priority 3	DCI.Customer Support.SSK Kiosk
Login Assistance	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
RPM Log In	Priority 3	APPS.Technical support.ROCC
Install Adobe Acrobat on 513	Priority 3	DCI.Customer Support.Desktop Support
Java Installation on 513954	Priority 3	DCI.Customer Support.Software.Java.Install
Unlocked AD	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Request Computer Repair	Priority 3	DCI.Customer Support.Break-Fix.Computer
Trapeze Password Reset	Priority 3	APPS.Technical Support.Trapeze
Trapeze Password	Priority 3	DCI.Customer Support.Question
Supervisor cannot change di	Priority 3	HR.PSHCM.Access
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo reset	Priority 3	APPS.Training.Maximo
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
Install printer Xerox Workcer	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
No Support Needed	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Payroll Support	Priority 3	DCI.Customer Support.Question
E04-1 Device Stopped Resp	Priority None	ROCS.All.Requests
Network Drive No Longer Av	Priority 3	DCI.Customer Support.Desktop Support
User could not access netwo	Priority 3	DCI.Customer Support.Desktop Support
Unable to copy and paste an	Priority 3	HR.PSHCM.ESS technical support
User reported that he is unat	Priority 3	DCI.Customer Support.Desktop Support
Wrong Number	Priority 3	DCI.Customer Support.Question
Network Drive No Longer Av	Priority 3	DCI.Customer Support.Desktop Support
Reset PS HCM	Priority 3	DCI.Customer Support.Active Directory.Password reset
Network Drive No Longer Av	Priority 3	DCI.Customer Support.Desktop Support
Network Drive No Longer Av	Priority 3	DCI.Customer Support.Desktop Support
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
IT Security Awareness Train	Priority 3	MIT.S.OPS.ILMS ITSA.password reset

IOS Upgrade for A08, CCB#	Priority None	ROCS.All.Requests
Reset Windows	Priority 3	DCI.Customer Support.Active Directory.Password reset
Customer called to have Q: l	Priority 3	DCI.Customer Support.Active Directory.Password reset
CTF System Check - Mids -	Priority None	Software
Assisted with access to ema	Priority 3	DCI.Customer Support.office 365.Technical support
Reset Windows	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset Kiosk	Priority 3	DCI.Customer Support.Active Directory.Password reset
IT AWARENESS Test	Priority 3	DCI.Customer Support.Question
HP Printer issue	Priority 3	DCI.Customer Support.printer.Desktop.Install Printer Driver
Account Locked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
User E007334 password res	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Locked out of account	Priority 3	DCI.Customer Support.Active Directory.Password reset
User E010432 password res	Priority 3	MIT.S.OPS.I.LMS ITSA.password reset
The user is requested a tech	Priority 3	DCI.Customer Support.Question
eservice.wmata.com access	Priority 3	DCI.Customer Support.Question
User requested password re	Priority 3	DCI.Customer Support.Active Directory.Password reset
User E009423 not able to pla	Priority 2	DCI.Customer Support.Question
Password reset for maximo	Priority 3	DCI.Customer Support.Maximo.Password Reset
User E026372 password res	Priority 3	DCI.Customer Support.Active Directory.Password reset
unable to open sms	Priority 3	DCI.Customer Support.Question
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Pay statement Question	Priority 3	HR.PSHCM.Support
Low Disk Space	Priority 3	DCI.Customer Support.Desktop Support
RE: Request - Map XEROX	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
DCI.Customer Support.Activ	Priority 3	DCI.Customer Support.Active Directory.New Contractor
PeopleSoft access Issue	Priority 3	DCI.Customer Support.Desktop Support
RE: ticket 71952	Priority 3	DCI.Customer Support.service desk.Ticket Status
RE: HR _Report_Request_F	Priority 3	HR.PSHCM.Report
RE: Request Assistance to C	Priority 3	DCI.Customer Support.Desktop Support
Dropped Call	Priority 3	DCI.Customer Support.Question
User E004964 password res	Priority 3	DCI.Customer Support.Question
Password RESET	Priority 3	DCI.Customer Support.Active Directory.Password reset
requesting to get codecs inst	Priority 3	DCI.Customer Support.Desktop Support
RE: Trapeze V15 Server Sca	Priority 3	MIT.S.OPS.security.scan request
unable to connect to her des	Priority 3	DCI.Customer Support.Software.VPN.Install
User E006236 password res	Priority 3	DCI.Customer Support.Active Directory.Password reset
Laptops for training	Priority None	ROCS - Hardware
Error notification for machine	Priority 3	DCI.Customer Support.SSK Kiosk
requesting his voicemail Pas	Priority 3	NCS.Telephone.digital phone.Voice Mail Password Reset
Email - E4 license provision	Priority 3	DCI.Customer Support.Question
User E015913 password res	Priority 3	MIT.S.OPS.I.LMS ITSA.password reset
User stated that she is trying	Priority 3	DCI.Customer Support.Question
IT Awareness Password	Priority 3	DCI.Customer Support.Question
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
User stated that he needs a	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset for laptop	Priority 2	DCI.Customer Support.Active Directory.Password Unlock
Password reset for training	Priority 3	DCI.Customer Support.Question

User E027261 wanted to kno	Priority 3	DCI.Customer Support.Question
System Running Slow	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Question
Printer Troubleshooting	Priority 3	DCI.Customer Support.printer.Desktop.Cycle Printer
NSR-johnson	Priority 3	DCI.Customer Support.Active Directory.Drive Access
User E005045 password res	Priority 3	DCI.Customer Support.Active Directory.Password reset
User stated that he would lik	Priority 3	DCI.Customer Support.Desktop Support
Call from 1800#	Priority 3	DCI.Customer Support.Question
Call Dropped	Priority 3	DCI.Customer Support.Question
NSR-st.vil	Priority 3	DCI.Customer Support.Active Directory.New Employee
Security Certificate Update	Priority 3	DCI.Customer Support.Question
Cafe question	Priority 3	DCI.Customer Support.Question
CTF System Check - Evenin	Priority None	Applications
Tablet on 5E	Priority 2	DCI.Customer Support.Break-Fix.Laptop
Oracle Database Access Fo	Priority 3	DCI.Customer Support.Question
Call disconnected	Priority 3	DCI.Customer Support.Question
EUP	Priority 3	DCI.SYSADMIN.Server.UNIX Support
Account Questions	Priority 3	DCI.Customer Support.Question
Pick up two hard drives from	Priority None	Hardware
Network password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Upgrade RAM to 8GB	Priority 3	DCI.Customer Support.Break-Fix.Memory Upgrade
account disabled for non-cor	Priority 3	DCI.Customer Support.Question
Internet 11 installation.	Priority 3	DCI.Customer Support.Software.Internet Explorer
User stated that she cant log	Priority 3	DCI.Customer Support.Question
Supply Order	Priority 3	DCI.Customer Support.Question
Pay Information	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Question
General Question	Priority 3	DCI.Customer Support.Question
Security Concern	Priority 3	DCI.Customer Support.Question
Users tablet is not turning on	Priority 2	DCI.SYSADMIN.Mobile Device Management.Technical support T
Ticket created for Ronald Kli	Priority 3	DCI.Customer Support.Question
Password Reset for Self-Ser	Priority 3	DCI.Customer Support.Active Directory.Password reset
Needs assistance with deleti	Priority 3	DCI.Customer Support.Question
Relocation	Priority 3	DCI.Customer Support.Desktop Support
adobe acrobat pro 11 install	Priority 3	DCI.Customer Support.Desktop Support
No dial tone on fax line - 202	Priority 1	NCS.Telephone.digital phone.Other
Network Printer Issue	Priority 3	DCI.Customer Support.Desktop Support
Laptop Won't Boot Up*	Priority 2	DCI.Customer Support.hardware.Laptop.break/fix
Move Training Scripts From	Priority None	ROCS.Applications
support cancelled	Priority 3	DCI.Customer Support.Question
Can't save excel spreadshee	Priority 3	DCI.Customer Support.Software.MS Excel.Install
Printer Install	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
xerox printer issues	Priority 3	DCI.Customer Support.printer.Xerox.technical support
Reimage of 348995	Priority 3	DCI.Customer Support.hardware.Desktop.reimage
<a href="http://hdwiki/display/SOPs/C">http://hdwiki/display/SOPs/C</a>	Priority 3	DCI.Customer Support.Question
Caller requested ticket status	Priority 3	DCI.Customer Support.Question
Entrust Identity Guard Accou	Priority 3	MIT.Engineering.VPN.Technical support

Security Certificate Update	Priority 3	DCI.Customer Support.Question
I was saying my greeting wh	Priority 3	DCI.Customer Support.Question
Memory Upgrade	Priority 3	DCI.Customer Support.Break-Fix.Memory Upgrade
Call Dropped	Priority 3	DCI.Customer Support.Question
RPM Workstation at B98 Mo	Priority 3	ROCS - Hardware
IT Security Awareness Test	Priority 3	DCI.Customer Support.Question
Account Issues	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
NSR-ben	Priority 3	DCI.Customer Support.Active Directory.New Contractor
needed sensorview installed	Priority 3	DCI.Customer Support.Desktop Support
Password Reset for PC	Priority 3	DCI.Customer Support.Active Directory.Password reset
NSR-jazz	Priority 3	DCI.Customer Support.management.Delegation Request.Escalat
Archived Email	Priority 3	DCI.Customer Support.Desktop Support
Local Generic Accounts Acc	Priority 3	DCI.Customer Support.Desktop Support
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo pw reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Status Update	Priority 3	DCI.Customer Support.service desk.Ticket Status
assisted editing form from m	Priority 3	DCI.Customer Support.Desktop Support
Network Service Requests	Priority 3	DCI.Customer Support.Question
Security Certificate Update	Priority 3	DCI.Customer Support.Question
Ticket for Suresh	Priority 3	DCI.SYSADMIN.Server.Access
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
NSR Request	Priority 3	DCI.Customer Support.Question
Password Reset for Self-Ser	Priority 3	DCI.Customer Support.Active Directory.Password reset
User needs help with shared	Priority 3	DCI.Customer Support.Question
missed security certificate up	Priority 3	DCI.Customer Support.Question
Outlook Login Assistance	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
User stated that he needs st	Priority 3	DCI.Customer Support.service desk.Ticket Status
Xerox printer installation requ	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Account Locked	Priority 3	DCI.Customer Support.Question
User stated that he needs st	Priority 3	DCI.Customer Support.service desk.Ticket Status
Adobe Pro Install	Priority 3	DCI.Customer Support.Desktop Support
Ticket for Suresh	Priority 3	DCI.SYSADMIN.Server.Access
Caller wants Perry to return c	Priority 3	DCI.Customer Support.Question
Status Update on 8135693	Priority 3	DCI.Customer Support.service desk.Ticket Status
User stated that she needs t	Priority 3	DCI.Customer Support.Active Directory.Password reset
Label Writer 450 not working	Priority 3	DCI.Customer Support.Desktop Support
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
NSR-curry	Priority 3	DCI.Customer Support.Active Directory.New Contractor
Password Reset for PC	Priority 3	DCI.Customer Support.Active Directory.Password reset
printer install	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
Printing to a Xerox 7855 CTF	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
voicemail pw reset	Priority 3	NCS.Telephone.digital phone.Voice Mail Password Reset
Status Update	Priority 3	DCI.Customer Support.service desk.Ticket Status
User stated that he cannot lo	Priority 3	DCI.Customer Support.Maximo.Password Reset
CUstomer has question rega	Priority 3	DCI.Customer Support.Question

User is having issues with M	Priority 3	DCI.Customer Support.Question
Windchill Password Reset	Priority 3	APPS.Technical support.Windchill
HR Solutions	Priority 3	HR.PSHCM.Access
User stated that he is having	Priority 3	DCI.Customer Support.Question
No dial tone and does not pr	Priority 1	DCI.Customer Support.printer.Desktop.Cycle Printer
Status Update on 71874	Priority 3	DCI.Customer Support.service desk.Ticket Status
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Forgotten Password	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
Install Local Printer on 6049	Priority 3	DCI.Customer Support.printer.Desktop.Install Printer Driver
Logon Request for MOC/CB	Priority None	ROCS.All.Requests
TSR	Priority 3	DCI.Customer Support.Question
Maximo Password Reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
MS Outlook Issue: Missing F	Priority 3	DCI.Customer Support.Active Directory.Password reset
Customer wants to added t	Priority 3	DCI.Customer Support.Question
status update	Priority 3	DCI.Customer Support.service desk.Ticket Status
HP Printer install	Priority 3	DCI.Customer Support.Desktop Support
Password Reset for PC	Priority 3	DCI.Customer Support.Active Directory.Password reset
User stated that he needs to	Priority 3	DCI.Customer Support.Question
It Security Awareness Traini	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
Xerox printer on 4Hall North,	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
User is requesting that a prin	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
inquiry	Priority 3	DCI.Customer Support.service desk.Ticket Status
IT Security Awareness Test	Priority 3	DCI.Customer Support.Question
Email Confirmation for TKT #	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Laptop Issue	Priority 2	DCI.Customer Support.Break-Fix.Laptop
Relocate the Color Printer Fr	Priority None	ROCS - Hardware
<a href="http://hdwiki/display/SOPs/M">http://hdwiki/display/SOPs/M</a>	Priority 3	NCS.Telephone.digital phone.Other
NSR attached - Wallace, Ara	Priority 3	DCI.Customer Support.Active Directory.New Employee
Status update	Priority 3	NCS.Telephone.digital phone.Other
User needs a password rese	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
resolved per customer 7184	Priority 3	DCI.Customer Support.Desktop Support
Customer wants metroweb h	Priority 3	DCI.Customer Support.Question
Deleting approved sick day r	Priority 3	HR.PSHCM.Support
Voice Mail PW Reset	Priority 3	NCS.Telephone.digital phone.Voice Mail Password Reset
User stated that he is locked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Entrust Mobile App	Priority 3	MIT.S.Engineering.VPN.Technical support
NSR attached	Priority 3	DCI.Customer Support.Active Directory.New Employee
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
wants to use wmata issued c	Priority 3	DCI.SYSADMIN.Mobile Device Management.Technical support.S
User stated that she needs a	Priority 3	DCI.Customer Support.Question
printer	Priority 3	DCI.Customer Support.Break-Fix.Printer
Security Certificate Update	Priority 3	DCI.Customer Support.Question
General Question regarding	Priority 3	DCI.Customer Support.Question
User stated that he cannot g	Priority 3	DCI.Customer Support.Question

Question regarding Bank AM	Priority 3	DCI.Customer Support.Question
Voicemail Pin	Priority 3	NCS.Telephone.digital phone.Voice Mail Password Reset
IT Security Awareness Train	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
Surface Pro will not shut off	Priority 3	DCI.Customer Support.Desktop Support
System Down	Priority 3	DCI.Customer Support.Question
Sound Card Needed	Priority 3	DCI.Customer Support.Break-Fix.Computer
question about printers	Priority 3	DCI.Customer Support.Question
Uninstall office 2007 and ma	Priority 3	DCI.Customer Support.Desktop Support
User stated that he cannot c	Priority 3	DCI.Customer Support.Software.VPN.Training
Add Training Equipment To	Priority None	ROCS - Hardware
Printer Not Printing at SSK02	Priority 3	DCI.Customer Support.SSK Kiosk
IT Security Awareness Test	Priority 3	DCI.Customer Support.Question
Password and Login Assista	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
MS Visio	Priority 3	DCI.Customer Support.Question
Email Account Questions	Priority 3	DCI.Customer Support.Question
Monitor Configuration	Priority 2	DCI.Customer Support.hardware.Monitor.configuration
User stated that he needs a	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset HCM	Priority 3	DCI.Customer Support.Desktop Support
IT Security Awareness Train	Priority 3	DCI.Customer Support.Question
Customer is trying to delet pi	Priority 3	DCI.Customer Support.Question
Outlook Error "We are havin	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
IT Security Awareness Train	Priority 3	MIT.S.OPS.ILMS ITSA.registration
User stated that his outlook r	Priority 3	DCI.Customer Support.Software.MS Outlook.Problem Not Found
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
printer install	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
Dell 9020 at Brentwood*	Priority 1	DCI.Customer Support.Break-Fix.Computer
MS Project Request	Priority 3	DCI.Customer Support.Question
User stated that she wanted	Priority 3	DCI.Customer Support.Active Directory.Password reset
Status Update	Priority 3	DCI.Customer Support.service desk.Ticket Status
Printer Prints Blank sheets o	Priority 3	DCI.Customer Support.printer.Desktop.Install Printer Driver
inquiry	Priority 3	DCI.Customer Support.service desk.Ticket Status
email password clarified	Priority 3	DCI.Customer Support.Desktop Support
User stated that he needs to	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset for PC	Priority 3	DCI.Customer Support.Active Directory.Password reset
Trapeze Issue	Priority 3	APPS.Technical Support.Trapeze
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
PeopleSoft FIN Login Issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Account keeps locking	Priority 3	DCI.Customer Support.Desktop Support
Escalated User Privilege (EU	Priority 3	DCI.Customer Support.management.Delegation Request.Escalat
Printing to a Xerox 7855	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
Common Spot	Priority 1	DCI.Customer Support.Question
Password Reset for PC	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset for Peopleso	Priority 3	DCI.Customer Support.Active Directory.Password reset
PW reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Internet Certificate Error Mes	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset

Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Security popuo	Priority 3	DCI.Customer Support.Desktop Support
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset for PC	Priority 3	DCI.Customer Support.Active Directory.Password reset
Adobe Flash upgrade on two	Priority 3	DCI.Customer Support.Desktop Support
71277 status	Priority 3	DCI.Customer Support.service desk.Ticket Status
not receiving emails w-51263	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset for Peopleso	Priority 3	DCI.Customer Support.Active Directory.Password reset
Logon Error: Trust Relations	Priority 3	DCI.Customer Support.Network.Server
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Reset Windows	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset for PC	Priority 3	DCI.Customer Support.Active Directory.Password reset
kiosk machine out of service	Priority 3	DCI.Customer Support.SSK Kiosk
Call dropped	Priority 3	DCI.Customer Support.Question
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
No Dial Tone (after moving k	Priority 3	NCS.Telephone.digital phone.No Dial Tone
Status updated for ticket 712	Priority 3	DCI.Customer Support.service desk.Ticket Status
The name displayed on the p	Priority 3	NCS.Telephone.digital phone.Other
IT Security Awareness Train	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
Account locked	Priority 3	DCI.Customer Support.Active Directory.Password reset
Account locked	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo PW reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset for peopleso	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password Reset for PC	Priority 3	DCI.Customer Support.Active Directory.Password reset
CTF System Check - Days -	Priority None	ROCS - Hardware
Status Update on 70769	Priority 3	DCI.Customer Support.service desk.Ticket Status
Computer not booting	Priority 2	DCI.Customer Support.hardware.Desktop.break/fix
PW Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password Reset for Self-Ser	Priority 3	DCI.Customer Support.Active Directory.Password reset
Please assist user with Wind	Priority 3	DCI.SYSADMIN.Mobile Device Management.Password reset.mo
Peoplesoft password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
PW reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
computer not booting	Priority 2	DCI.Customer Support.hardware.Desktop.break/fix
Password Reset	Priority 3	DCI.Customer Support.Question
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
Peoplesoft password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo pw reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
PW reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
IT Security Awareness Train	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
Call dropped	Priority 3	DCI.Customer Support.Question
NSR Request - Gaffney, Joh	Priority 3	DCI.Customer Support.Active Directory.Drive Access
Group Policy Failed Error	Priority 3	DCI.Customer Support.Equipment Move.Surplus removal
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
Disk Drive Space Error	Priority 3	DCI.Customer Support.Desktop Support



Call dropped. Customer was	Priority 3	DCI.Customer Support.Question
Outlook Not Updating	Priority 3	DCI.Customer Support.Desktop Support
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Gave the dates, POC, and l	Priority 3	DCI.Customer Support.Question
User is at JGB in 4C corrido	Priority 3	DCI.Customer Support.hardware.Monitor.break/fix
Peoplesoft password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset for Self-Ser	Priority 3	DCI.Customer Support.Active Directory.Password reset
Account Unlocked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
User unable to user VPN co	Priority 3	DCI.Customer Support.Software.Java.upgrade
Unlock password	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Reset Maximo	Priority 3	APPS.Training.Maximo
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
maximo password reset	Priority 3	DCI.Customer Support.Question
Status update request for Ma	Priority 3	APPS.Access.Maximo
Maximo account password re	Priority 3	DCI.Customer Support.Maximo.Password Reset
Maximo password reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Account Unlocked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Finalizing printer testing for X	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
Support Not Needed	Priority 3	DCI.Customer Support.Question
Installed Xerox Workcenter5	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
Call dropped	Priority 3	DCI.Customer Support.Question
IOS Upgrade for N91 - CCB	Priority None	ROCS.All.Requests
Maximo reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Call dropped - incomplete a	Priority 3	DCI.Customer Support.Question
User would like to get the ce	Priority 3	DCI.Customer Support.Question
Restart Predictor /Reset TW	Priority None	APPS.Access.PIDS
User E012039 is trying to ge	Priority 3	MIT.S.OPS.ILMS ITSA.registration
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
CTF 2Hr. System Check - M	Priority None	ROCS.All.Requests
Maximo password Reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
drop call	Priority 3	DCI.Customer Support.Question
IT Awareness	Priority 3	DCI.Customer Support.Question
User E014051 is trying to log	Priority 2	DCI.Customer Support.Desktop Support
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
User E002436 password res	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
Maximo update/access	Priority 3	APPS.Access.Maximo
Access to the Guest login po	Priority 3	DCI.Customer Support.Desktop Support
User E008536 password res	Priority 3	DCI.Customer Support.Active Directory.Password reset
User E003805 password res	Priority 3	DCI.Customer Support.Active Directory.Password reset
User E013648 password res	Priority 3	DCI.Customer Support.Active Directory.Password reset
Access to ILMS Launch Cou	Priority 3	DCI.Customer Support.Question
User E023092 password res	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
Password Reset	Priority 3	DCI.Customer Support.office 365.Technical support
User E004402 user needs to	Priority 3	DCI.Customer Support.Question
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset

IT Security Awareness Test	Priority 3	DCI.Customer Support.Question
User E004230 password res	Priority 3	DCI.Customer Support.Active Directory.Password reset
IT Security Awareness Test	Priority 3	DCI.Customer Support.Question
IT Security Awareness Test	Priority 3	DCI.Customer Support.Question
IT Security Awareness Test	Priority 3	DCI.Customer Support.Question
PeopleSoft access Issue	Priority 3	DCI.Customer Support.Software.Internet Explorer
IT Security Awareness Test	Priority 3	DCI.Customer Support.Question
CTF System Check - Evenin	Priority None	Applications
Trapeze Issue	Priority 3	DCI.Customer Support.Question
No Network Connection for 5	Priority 3	DCI.Customer Support.Desktop Support
Password Reset for Self-Ser	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset for Self-Ser	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
IT Security Awareness Train	Priority 3	MITS.OPS.ILMS ITSA.password reset
Call Dropped	Priority 3	DCI.Customer Support.Question
Status Update on 71669	Priority 3	DCI.Customer Support.service desk.Ticket Status
Call canceled	Priority 3	DCI.Customer Support.Question
Avaya Phone has No Power	Priority 3	NCS.Telephone.digital phone.Other
Account Locked	Priority 3	DCI.Customer Support.Question
Password Reset for Self-Ser	Priority 3	DCI.Customer Support.Active Directory.Password reset
Laptop Malfunctioning	Priority 3	DCI.Customer Support.Desktop Support
Request password to Verint	Priority None	ROCS.All.Requests
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset for Self-Ser	Priority 3	DCI.Customer Support.Active Directory.Password reset
IT Security Awareness Test	Priority 3	DCI.Customer Support.Question
IT Security Awareness Train	Priority 3	MITS.OPS.ILMS ITSA.password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
CTF System Check - Days -	Priority None	ROCS.All.Requests
Password Reset for PC	Priority 3	DCI.Customer Support.Active Directory.Password reset
Status Update on 69483	Priority 3	DCI.Customer Support.service desk.Ticket Status
Password Reset for PC	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo not updating	Priority 3	APPS.Technical support.Maximo
Documentum Password Res	Priority 3	APPS.Access.DOCUMENTUM
Password Reset for PC	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
called dropped	Priority 3	DCI.Customer Support.Question
User E011867 password res	Priority 3	DCI.Customer Support.Maximo.Password Reset
Canceled	Priority 3	DCI.Customer Support.Question
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
User E024667 Mr. Obi Ogbu	Priority 3	DCI.Customer Support.Question
Ticket Assigned for User 026	Priority 2	DCI.Customer Support.Break-Fix.Laptop
Local printer install	Priority 3	DCI.Customer Support.hardware.Scanner.install
User E003625 - password re	Priority 3	DCI.Customer Support.Maximo.Password Reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
User E011867 password res	Priority 3	DCI.Customer Support.Question
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset

password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Question
CTF 2Hr. System Check - M	Priority None	ROCS.All.Requests
RE: Remote connection	Priority 3	DCI.Customer Support.Desktop Support
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
User E001829 - Needs Trap	Priority 3	DCI.Customer Support.Question
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
User E013516 password res	Priority 3	DCI.Customer Support.Active Directory.Password reset
User E018513 Maximo / Mai	Priority 3	DCI.Customer Support.Question
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
User E003295 password res	Priority 3	DCI.Customer Support.Active Directory.Password reset
MAXIMO DOWN...	Priority 3	DCI.Customer Support.Question
Block External Email	Priority 5	MIT.S.OPS.security.firewall
User E012632 Maximo / Mai	Priority 3	DCI.Customer Support.Question
Dropped Call	Priority 3	DCI.Customer Support.Question
User E004753 - Maximo / Ma	Priority 3	DCI.Customer Support.Question
User E599282 Maximo / Mai	Priority 3	DCI.Customer Support.Question
MAXIMO Down	Priority 3	DCI.Customer Support.Question
Maximo Down	Priority 3	DCI.Customer Support.Question
User E007469 Maximo / Mai	Priority 3	DCI.Customer Support.Maximo.Password Reset
User E011031 Maximo/Main	Priority 3	DCI.Customer Support.Question
PC Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
User E006582 Maximo / Mai	Priority 3	DCI.Customer Support.Question
User E003516 - iLMS Mainte	Priority 3	DCI.Customer Support.Question
User E012693 Maximo / Mai	Priority 3	DCI.Customer Support.Maximo.Password Reset
Maximo Down	Priority 3	DCI.Customer Support.Desktop Support
User E012100 setting the FC	Priority 3	DCI.Customer Support.Question
User E022679 password res	Priority 3	DCI.Customer Support.Active Directory.Password reset
CTF System Check - Evenin	Priority None	Applications
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
User E003209 Password Re	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
User E006246 password res	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
WMATA Mobile has no servi	Priority 2	NCS.Telephone.mobile phone.No Service
Account Locked	Priority 3	DCI.Customer Support.Question
Password Reset for Self-Ser	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset for Self-Ser	Priority 3	DCI.Customer Support.Active Directory.Password reset
Request for PC Installation	Priority 3	DCI.Customer Support.Desktop Support
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
IT Security Awareness Train	Priority 3	MIT.S.OPS.iLMS ITSA.password reset
IT Security Awareness Train	Priority 3	DCI.Customer Support.Desktop Support
Password Reset for Self-Ser	Priority 3	DCI.Customer Support.Active Directory.Password reset

WMATA Intranet Website	Priority 3	DCI.Customer Support.Question
Customer would like a special	Priority 3	DCI.Customer Support.Wifi.Configuration
VPN Connection Error	Priority 2	DCI.Customer Support.Desktop Support
Password Reset for Self-Service	Priority 3	DCI.Customer Support.Active Directory.Password reset
Change Password Error	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Maximo Password Reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
IT Security Awareness Training	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
Maximo Password Reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
CTF System Check - Day - 9	Priority None	ROCS.All.Requests
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo Password Reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Peoplesoft issue	Priority 3	HR.PSHCM.Access
CTF System Check - Mids -	Priority None	Software
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
drop call	Priority 3	DCI.Customer Support.Question
File Sharing	Priority 3	DCI.Customer Support.Question
Maximo password	Priority 3	DCI.Customer Support.Maximo.Password Reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Maximo Access	Priority 3	DCI.Customer Support.Maximo.Password Reset
Maximo Password	Priority 3	DCI.Customer Support.Question
EService	Priority 3	DCI.Customer Support.Question
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
The user is unable to move files	Priority 3	DCI.Customer Support.Desktop Support
Password reset	Priority 3	DCI.Customer Support.Question
VPN Issues	Priority 3	DCI.Customer Support.Software.VPN.Install
PASSWORD CANCEL CALL	Priority 3	DCI.Customer Support.Question
Password for ILMS	Priority 3	DCI.Customer Support.Question
Verify Warranty Inventory in	Priority 3	Applications
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
PIDS Special Schedule Update	Priority None	Applications
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo Password	Priority 3	DCI.Customer Support.Maximo.Password Reset
email	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
unlocked account	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
NSR form	Priority 3	DCI.Customer Support.Active Directory.Drive Access
password	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
IT Security awareness password	Priority 3	DCI.Customer Support.Question
Install Label Printer	Priority 3	DCI.Customer Support.printer.Desktop.Install Printer Driver
SSK App was not running	Priority 3	DCI.Customer Support.SSK Kiosk
Metro Time Servers Access	Priority 3	DCI.SYSADMIN.Server.Access
Email Icon Not working on SSK	Priority 3	DCI.Customer Support.SSK Kiosk
install adobe	Priority 3	DCI.Customer Support.Desktop Support
unable to connect the following	Priority 3	DCI.Customer Support.Desktop Support
Locked out of him	Priority 3	NCS.Telephone.digital phone.Voice Mail Password Reset

the following customer is req	Priority 3	DCI.SYSADMIN.network driveClean Disk Space
Password reset for maximo	Priority 3	DCI.Customer Support.Maximo.Password Reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
CTF System Check - Evenin	Priority None	Applications
Subject: HP LaserJet 3600 c	Priority 3	DCI.Customer Support.Desktop Support
EUP attached	Priority 3	DCI.Customer Support.management.Delegation Request.Escalat
RE: Job Code Missing Fatigu	Priority 3	HR.PSHCM.HR solutions support
Visio	Priority 3	DCI.Customer Support.Question
Unable to launch outlook	Priority 3	DCI.Customer Support.Desktop Support
needed help retrieve her w-4	Priority 3	DCI.Customer Support.Question
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Shared Calendar	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
Disconnected Call	Priority 3	DCI.Customer Support.Question
Call Dropped	Priority 3	DCI.Customer Support.Question
Password reset for maximo	Priority 3	DCI.Customer Support.Maximo.Password Reset
password reset	Priority 3	DCI.Customer Support.Desktop Support
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Rollback Port 9001	Priority 5	ROCS.Applications.AIM.TPS-API
http://hdwiki/display/SOPs/S	Priority 4	DCI.Customer Support.Equipment Move.Surplus removal
reimage request	Priority 3	DCI.Customer Support.hardware.Desktop.reimage
ITSAT pw reset	Priority 3	MIT.S.OPS.ILMS ITSA.registration
Pick Up Hard Drive From JG	Priority None	ROCS - Hardware
Password reset for maximo	Priority 3	DCI.Customer Support.Maximo.Password Reset
RPM Service Request for W	Priority None	ROCS.Appliications.RPM.App
support cancelled	Priority 3	DCI.Customer Support.Question
needs cats log in	Priority 3	DCI.Customer Support.Desktop Support
Install METRONET certificat	Priority 3	DCI.Customer Support.Question
called to report Xerox printer	Priority 3	DCI.Customer Support.Question
APSCCU1 service account l	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
FW: CAD/BIM access	Priority 3	DCI.Customer Support.Active Directory.Drive Access
Account Locked	Priority 3	DCI.Customer Support.Question
NSR request for MITS to ope	Priority 3	MIT.S.OPS.security.firewall
needs oracle CRM installed	Priority 3	DCI.Customer Support.Desktop Support
it security awareness training	Priority 3	DCI.Customer Support.Question
Re-imaging Request for devi	Priority 3	DCI.Customer Support.hardware.Tablet.reimage
Re-Install Office 365	Priority 3	DCI.Customer Support.office 365.Technical support
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
peoplesoft FIN account locke	Priority 3	MIT.S.Apps Security.PSFIN.password reset
Network Drives Issue	Priority 3	DCI.Customer Support.Desktop Support
unable to see pids	Priority 3	DCI.Customer Support.Desktop Support
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Broken Laptop Screen at CT	Priority 3	DCI.Customer Support.Break-Fix.Laptop
Password reset for training	Priority 3	DCI.Customer Support.Question
Maximo Password	Priority 3	APPS.Training.Maximo
pids access	Priority 3	DCI.Customer Support.Desktop Support

Avaya Aura Conferencing	Priority 3	NCS.Telephone.digital phone.Other
Password Requirements	Priority 3	DCI.Customer Support.Question
Job Code Missing Workers C	Priority 3	HR.PSHCM.Support
Support cancelled	Priority 3	DCI.Customer Support.Question
support cancelled. Customer	Priority 3	DCI.Customer Support.Question
call dropped	Priority 3	DCI.Customer Support.Question
mouse is stuck Eisenhower	Priority 2	DCI.Customer Support.hardware.Mouse.break/fix
Test Score Request	Priority 3	HR.PSHCM.HR solutions support
password reset	Priority 3	DCI.Customer Support.Desktop Support
NSR attached	Priority 3	DCI.Customer Support.Active Directory.New Employee
battery for Libbi*	Priority 3	DCI.Customer Support.Break-Fix.Laptop
unable to open outlook.	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
outlook disappeared	Priority 3	DCI.Customer Support.Desktop Support
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
People Soft HCM	Priority 3	HR.PSHCM.Support
IT Customer Support Securiti	Priority 3	DCI.Customer Support.Active Directory.Password reset
completed ITSAT but course	Priority 3	MIT.S.OPS.ILMS ITSA.disabled account
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
HCM permissions issue for c	Priority 2	HR.PSHCM.Support
Unable to print	Priority 3	DCI.Customer Support.Desktop Support
Multiple Vulnerabilities in Apa	Priority 5	ROCS.All.Requests
ITSAT frozen	Priority 3	DCI.Customer Support.Desktop Support
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
network pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Question	Priority 3	DCI.Customer Support.Desktop Support
wants to block external send	Priority 3	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Desktop Support
NSR Request	Priority 3	DCI.Customer Support.Active Directory.New Employee
network account locked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Ethernet Jack Install Request	Priority 3	DCI.Customer Support.Desktop Support
were to send nsr	Priority 3	DCI.Customer Support.Desktop Support
NSR attached	Priority 3	DCI.Customer Support.Active Directory.Drive Access
Security Certificate Update fo	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo	Priority 3	DCI.Customer Support.Desktop Support
test	Priority 3	DCI.Customer Support.Question
PW reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Additional Memory Needed	Priority 3	DCI.Customer Support.Inventory.Upgrade Case
Re-imaging Request for devi	Priority 3	DCI.Customer Support.hardware.Tablet.reimage
Maximo Access	Priority 3	DCI.Customer Support.Maximo.Password Reset
NSR form attached	Priority 3	DCI.Customer Support.office 365.Technical support
Xerox Printer Install 4th Floor	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
Memory at Greenbelt*	Priority 3	DCI.Customer Support.Inventory.Upgrade Case

Access Prohibited	Priority 3	DCI.Customer Support.Internet.Access prohibited
Customer wanted to know th	Priority 3	DCI.Customer Support.Question
Memory	Priority 3	DCI.Customer Support.Inventory.Upgrade Case
Reset Password - IT Security	Priority 3	DCI.Customer Support.Question
IT Security Awareness Test	Priority 3	DCI.Customer Support.Question
Move computer	Priority 3	DCI.Customer Support.Desktop Support
Ticket for MITS	Priority 3	MIT.S.OPS.security.firewall
IT Security Awareness Train	Priority 3	DCI.Customer Support.Active Directory.Password reset
PEOPLESOFT ACCESS RE	Priority 3	HR.PSHCM.Support
Printer in 2C-07 - Nicholas P	Priority 1	DCI.Customer Support.printer.Desktop.Cycle Printer
67824 inquiry	Priority 3	DCI.Customer Support.service desk.Ticket Status
Account Questions	Priority 3	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Ticket for Suresh	Priority 3	DCI.SYSADMIN.Server.Access
Review and Update Inventor	Priority None	ROCS - Hardware
HCM pw reset	Priority 3	DCI.Customer Support.Question
question	Priority 3	DCI.Customer Support.Desktop Support
Verify Email	Priority 3	DCI.Customer Support.Question
eservices web address	Priority 3	DCI.Customer Support.Desktop Support
general question	Priority 3	DCI.Customer Support.Question
windows not genuine	Priority 3	DCI.Customer Support.Desktop Support
account unlock	Priority 3	DCI.Customer Support.Desktop Support
HR Solutions	Priority 3	HR.PSHCM.Report
IT Security Awareness Train	Priority 3	DCI.Customer Support.Desktop Support
HR Solutions	Priority 3	HR.PSHCM.Report
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
PW reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Lumen Studio Software Drive	Priority 3	DCI.Customer Support.Desktop Support
pc replacement	Priority 3	DCI.Customer Support.Desktop Support
Ticket for MITS	Priority 3	MIT.S.OPS.security.firewall
PW reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
70634 inquiry	Priority 3	DCI.Customer Support.service desk.Ticket Status
Customer's account was loc	Priority 3	DCI.Customer Support.Question
IT Security Awareness Train	Priority 3	MIT.S.OPS.ILMS ITSA.registration
VPN error	Priority 3	DCI.Customer Support.Desktop Support
Account Question	Priority 3	DCI.Customer Support.Question
Verify Email Account	Priority 3	DCI.Customer Support.Question
question	Priority 3	DCI.Customer Support.Desktop Support
Network Printer Install	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
NextFare Password Reset	Priority 3	APPS.Technical Support.FARE_COLLECTION
status update	Priority 3	DCI.Customer Support.service desk.Ticket Status
network printer install	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
Question about password	Priority 3	DCI.Customer Support.Question
Tier 3	Priority 3	DCI.SYSADMIN.Server.UNIX Support
Unlocked PW	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset

Request for Access install or	Priority 3	DCI.Customer Support.Question
Customer will drop off PC	Priority 3	DCI.Customer Support.Desktop Support
General Question	Priority 3	DCI.Customer Support.Question
user profile service service fa	Priority 3	DCI.Customer Support.Desktop Support
Visio Question	Priority 3	DCI.Customer Support.Question
Internet Issues	Priority 3	DCI.Customer Support.Question
Adobe pro install	Priority 3	DCI.Customer Support.Desktop Support
IT Security Awareness Train	Priority 3	MIT.S.OPS.I.LMS ITSA.password reset
Customer wants to have his	Priority 3	DCI.Customer Support.hardware.Laptop.reimage
PW question	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo pw reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
install printer	Priority 3	DCI.Customer Support.Desktop Support
Maximo account locked	Priority 3	DCI.Customer Support.Maximo.Password Reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Desktop Support
needs chrome install	Priority 3	DCI.Customer Support.Desktop Support
account lockout	Priority 3	DCI.Customer Support.Desktop Support
PDF Issue	Priority 3	DCI.Customer Support.Question
Customer wants to send a fil	Priority 3	DCI.Customer Support.Desktop Support
Server Access	Priority 3	DCI.SYSADMIN.Server.Access
ilm password reset	Priority 3	DCI.Customer Support.Desktop Support
adobe professional install	Priority 3	DCI.Customer Support.Desktop Support
hp toner	Priority 3	DCI.Customer Support.Desktop Support
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
USB Port Broken	Priority 3	DCI.Customer Support.Question
HR Solutions	Priority 3	HR.PSHCM.Report
Clone Training Room Works	Priority None	ROCS.All.Requests
CTF System Check - Day - 9	Priority None	ROCS.All.Requests
Telecommunications	Priority 3	NCS.Telephone.digital phone.Other
Maximo PW Reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
ITSAT pw reset	Priority 3	MIT.S.OPS.I.LMS ITSA.registration
Termination	Priority 3	DCI.Customer Support.Question
Please reset voicemail passv	Priority 3	NCS.Telephone.digital phone.Voice Mail Password Reset
Connectivity Issues - Workst	Priority 3	DCI.Customer Support.Question
No Service	Priority 3	NCS.Telephone.digital phone.No Dial Tone
Dual Monitors	Priority 3	DCI.Customer Support.hardware.Monitor.configuration
Submit NSR	Priority 3	DCI.Customer Support.Question
printer install	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
rpm password	Priority 3	APPS.Technical support.ROCC
Maximo Password Reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Install priinter	Priority 3	DCI.Customer Support.Desktop Support
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Question	Priority 3	DCI.Customer Support.Desktop Support
Access to Documentum	Priority 3	APPS.Access.DOCUMENTUM
Adobe Acrobat Pro Installatid	Priority 3	DCI.Customer Support.Desktop Support



NSR-battle	Priority 3	DCI.Customer Support.Active Directory.New Employee
Access to Group Email	Priority 3	DCI.Customer Support.Desktop Support
http://hdwiki/display/SOPs/A	Priority 3	DCI.SYSADMIN.network driveClean Disk Space
Call Dropped	Priority 3	DCI.Customer Support.Question
Network password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
User needs assistance acce	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Question
wants to know how to create	Priority 3	DCI.Customer Support.Question
Generic Account Setup	Priority 3	DCI.Customer Support.Question
network pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Network password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo Password Reset	Priority 3	DCI.Customer Support.Question
network pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
map network drive	Priority 3	DCI.Customer Support.Desktop Support
Maximo Password Reset	Priority 3	DCI.Customer Support.Question
Maximo Password Reset	Priority 3	DCI.Customer Support.Question
Log In	Priority 3	DCI.SYSADMIN.office 365.Technical support
AIM Playback B10 Traction P	Priority None	ROCS.Applications.AIM.App
Log In Issue	Priority 3	DCI.Customer Support.PC Replacement.Question
network account is disabled	Priority 3	DCI.Customer Support.Desktop Support
IT Security Awareness Test	Priority 3	DCI.Customer Support.Question
Internet Access	Priority 3	DCI.Customer Support.Active Directory.Drive Access
Unable to Access Metroweb	Priority 3	DCI.Customer Support.Desktop Support
IT Security awareness passv	Priority 3	MITS.OPS.ILMS ITSA.password reset
Adpbe pro	Priority 3	DCI.Customer Support.Desktop Support
IT security awareness trainin	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
IT Security Awareness Train	Priority 3	DCI.Customer Support.Question
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Local Printer issue	Priority 3	DCI.Customer Support.printer.Desktop.Cycle Printer
Unable to See Outgoing Em	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
Unlock account	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo Password Reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Unable to use remote access	Priority 3	DCI.Customer Support.Question
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
unlocked customer account	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
call drop	Priority 3	DCI.Customer Support.Question
Notification of iOS 11 Incom	Priority 3	DCI.Customer Support.Question
IT security training	Priority 3	DCI.Customer Support.Desktop Support
CTF System Check - Mids -	Priority None	Software
Unable to Launch IT Security	Priority 3	DCI.Customer Support.Desktop Support
metroweb	Priority 3	DCI.Customer Support.Desktop Support
IOS Upgrade for N03	Priority None	ROCS.All.Requests

Request Mouse and Keyboa	Priority 2	DCI.Customer Support.hardware.Keyboard.break/fix
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
update stATUS	Priority 3	DCI.Customer Support.service desk.Ticket Status
Unable to Access Metroweb	Priority 3	DCI.Customer Support.Desktop Support
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Locked Account	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
ILMS Password Reset	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
IT security training	Priority 3	MIT.S.OPS.ILMS ITSA.registration
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Access	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset for maximo	Priority 3	DCI.Customer Support.Maximo.Password Reset
Unlocked account	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
unable to launch IT Security	Priority 3	DCI.Customer Support.Desktop Support
ILMS Password	Priority 3	DCI.Customer Support.Question
support cancelled	Priority 3	DCI.Customer Support.Question
Basic Monitor or Display Tro	Priority 3	DCI.Customer Support.hardware.Monitor.hardware failure
IT Security Awareness Train	Priority 3	DCI.Customer Support.Desktop Support
Call Dropped, Disconnected,	Priority 3	DCI.Customer Support.Question
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
CTF System Check - Evenin	Priority None	Applications
Playback Request for B10 tra	Priority None	Applications
Kiosk Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset for training	Priority 3	DCI.Customer Support.Question
Oracle Service Cloud Login	Priority 3	DCI.Customer Support.Desktop Support
Oracle Service Cloud	Priority 3	DCI.Customer Support.Desktop Support
IT Security Awareness Train	Priority 3	DCI.Customer Support.Desktop Support
User getting emails for peop	Priority 3	DCI.Customer Support.Question
unlocked account	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
install sound drivers	Priority 3	DCI.Customer Support.Desktop Support
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Oracle Service Cloud	Priority 3	DCI.Customer Support.Desktop Support
install autocad trueview	Priority 3	DCI.Customer Support.Desktop Support
install autocad truview	Priority 3	DCI.Customer Support.Desktop Support
install auto cad true view	Priority 3	DCI.Customer Support.Desktop Support
install auto cad truview	Priority 3	DCI.Customer Support.Desktop Support
installed true view	Priority 3	DCI.Customer Support.Desktop Support
SSL Certificate	Priority 3	MIT.S.OPS.security.firewall
"the set of folders could not b	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
Questions about eservice	Priority 3	DCI.Customer Support.Question
IT SECURITY AWAERNESS	Priority 3	DCI.Customer Support.Question
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
MS Word document unsave	Priority 3	DCI.Customer Support.Question
Password reset for training	Priority 3	DCI.Customer Support.Question

Install Office 365	Priority 3	DCI.Customer Support.office 365.Technical support
User stated that he needs a	Priority 3	DCI.Customer Support.Active Directory.Password reset
He is unable to start a termi	Priority 3	DCI.Customer Support.Software.VPN.Install
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Printer Low Memory	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Unable to access Peoplesoft	Priority 2	HR.PSHCM.Support
User stated that he needs a	Priority 3	DCI.Customer Support.Active Directory.Password reset
assisted with installatin Metr	Priority 3	DCI.Customer Support.Question
IT Security Awareness PW R	Priority 3	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
RE: IT Employee Resignatio	Priority 3	DCI.Customer Support.Question
PeopleSoft HR Application p	Priority 3	MIT.S.OPS.security.scan request
PS Access Request	Priority 3	HR.PSHCM.Access
John Tosches HR Report Re	Priority 3	HR.PSHCM.Report
PC Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
User having outlook update i	Priority 3	DCI.Customer Support.Software.MS Outlook.Problem Not Found
NSR Request	Priority 3	DCI.SYSADMIN.Server.Access
Unable to access Onbase	Priority 3	DCI.Customer Support.Desktop Support
status 71015	Priority 3	DCI.Customer Support.service desk.Ticket Status
Desktop Not Online	Priority 3	DCI.Customer Support.Software.VPN.Install
User stated that he needs a	Priority 3	DCI.Customer Support.Active Directory.Password reset
account unlocked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password requirements	Priority 3	DCI.Customer Support.Active Directory.Password reset
User stated that he needs a	Priority 3	DCI.Customer Support.Active Directory.Password reset
PW Reset for SSO	Priority 3	DCI.Customer Support.Active Directory.Password reset
PC INSTALL - Empty Cube/c	Priority 3	DCI.Customer Support.Desktop Support
PC INSTALL	Priority 3	DCI.Customer Support.Desktop Support
PC Install	Priority 3	DCI.Customer Support.Desktop Support
Application Status	Priority 3	DCI.Customer Support.Question
Intranet Access	Priority 3	DCI.Customer Support.Question
PW RESET	Priority 3	DCI.Customer Support.Active Directory.Password reset
additional support needed	Priority 3	DCI.Customer Support.Desktop Support
User stated that he needs a	Priority 3	DCI.Customer Support.Active Directory.Password reset
EUP issue	Priority 3	DCI.Customer Support.service desk.Ticket Status
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
User is locked out of his acco	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Auto CAD Issue	Priority 3	DCI.Customer Support.Desktop Support
NSR-coney	Priority 3	DCI.SYSADMIN.Server.Access
User stated that he needs a	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
Unable to attach PDF	Priority 3	DCI.Customer Support.Desktop Support
Dual Screen Monitor	Priority 3	DCI.Customer Support.hardware.Monitor.configuration
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
User stated that she needs a	Priority 3	DCI.Customer Support.Active Directory.Password reset
Entrust Soft Token	Priority 3	MIT.S.Engineering.VPN.Technical support
unable to change pw via kios	Priority 3	DCI.Customer Support.Question
HR Solutions	Priority 3	DCI.Customer Support.Question

rings once and goes straight	Priority 3	NCS.Telephone.digital phone.Other
VDI NSR form attached Ran	Priority 3	DCI.SYSADMIN.Server.Access
Laptop battery/power issue	Priority 3	DCI.Customer Support.Break-Fix.Laptop
Maximo Access	Priority 3	MIT.S.OPS.security.firewall
support cancelled	Priority 3	DCI.Customer Support.Active Directory.Password reset
User needs WiFi Drivers inst	Priority 3	DCI.Customer Support.Question
Memory Upgrade to 8GB	Priority 3	DCI.Customer Support.Inventory.Upgrade Case
unable to take audio version	Priority 3	DCI.Customer Support.Desktop Support
User Needs Certificate instal	Priority 3	DCI.Customer Support.Question
Password reset for training	Priority 3	DCI.Customer Support.Question
Re-image Computer	Priority 3	DCI.Customer Support.hardware.Desktop.reimage
User stated that she needs a	Priority 3	APPS.Access.Maximo
Password reset for training	Priority 3	DCI.Customer Support.Question
Not Receiving Emails	Priority 3	DCI.SYSADMIN.office 365.Technical support
needs link for metroweb	Priority 3	DCI.Customer Support.Software.Internet Explorer
User stated that she needs a	Priority 3	DCI.Customer Support.Active Directory.Password reset
account disabled	Priority 3	DCI.Customer Support.Question
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Documentum Password Res	Priority 3	APPS.Access.DOCUMENTUM
User stated that he needs a	Priority 3	DCI.Customer Support.Active Directory.Password reset
Tablet won't boot	Priority 3	DCI.Customer Support.Desktop Support
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
updates	Priority 3	DCI.Customer Support.Desktop Support
User Profile Error	Priority 3	DCI.Customer Support.Desktop Support
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset for training	Priority 3	DCI.Customer Support.Question
User stated that he needs a	Priority 3	DCI.Customer Support.Active Directory.Password reset
Cannot Remote in to Machin	Priority 3	DCI.Customer Support.Software.VPN.Training
HR Solutions	Priority 3	HR.PSHCM.Report
adobe pro install	Priority 3	DCI.Customer Support.Desktop Support
IT Security Awareness Train	Priority 3	DCI.Customer Support.Question
TSR status update	Priority 3	DCI.Customer Support.Maximo.TSR Status
IT Security Awareness Train	Priority 3	DCI.Customer Support.Desktop Support
User needs password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Outlook login questions	Priority 3	DCI.Customer Support.Question
Status update	Priority 3	DCI.Customer Support.service desk.Ticket Status
IT Security Awareness Train	Priority 3	MIT.S.OPS.ILMS ITSA.registration
Password Reset for PC and	Priority 3	DCI.Customer Support.Active Directory.Password reset
User stated that she is havin	Priority 3	DCI.Customer Support.Software.MS Outlook.Problem Not Found
Fax Machine Issue	Priority 3	NCS.Telephone.digital phone.No Dial Tone
User stated that he needs to	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
CERTIFICATE ERROR	Priority 3	DCI.Customer Support.Question
Maximo Password Reset	Priority 1	DCI.Customer Support.Maximo.Password Reset
Scanner Issue	Priority 3	DCI.Customer Support.Question
Add Rail Car Pair 7426/27 G	Priority None	ROCS.Applliications.RPM.App
itsat pw reset	Priority 3	MIT.S.OPS.ILMS ITSA.registration
MS Windows Issue: User Pr	Priority 3	DCI.Customer Support.Desktop Support

network pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
email pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Increase space allocation	Priority 3	DCI.SYSADMIN.network driveClean Disk Space
Kiosk internet down .... He is	Priority 3	DCI.Customer Support.Desktop Support
PW reset for SSO	Priority 3	DCI.Customer Support.Active Directory.Password reset
User requested to install HP	Priority 3	DCI.Customer Support.printer.Desktop.Install Printer Driver
itsat pw reset	Priority 3	MIT.S.OPS.IILMS ITSA.registration
User needed office installed	Priority 3	DCI.Customer Support.office 365.Technical support
ITSAT pw reset	Priority 3	MIT.S.OPS.IILMS ITSA.registration
Need PW for LMS	Priority 3	DCI.Customer Support.Question
monitor swap	Priority 3	DCI.Customer Support.Equipment Move.Project
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
User stated that she needs a	Priority 3	DCI.Customer Support.Question
Customer called to close tick	Priority 3	DCI.Customer Support.service desk.Ticket Status
User unable to login/access	Priority 3	DCI.Customer Support.Question
email pw reset E027360	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
unable to login to ITSAT	Priority 3	MIT.S.OPS.IILMS ITSA.registration
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
User requested network acco	Priority 3	DCI.Customer Support.Active Directory.Password reset
User stated that she needs a	Priority 3	DCI.Customer Support.Question
IT Security Awareness Pass	Priority 3	DCI.Customer Support.Desktop Support
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Account still locked due to IT	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Security Certificate Update fo	Priority 3	DCI.Customer Support.Desktop Support
password reset	Priority 3	MIT.S.OPS.IILMS ITSA.password reset
Internet Explorer Error	Priority 3	DCI.Customer Support.Software.Internet Explorer
Setup Avaya Password	Priority 3	DCI.Customer Support.Telephone.Other
User stated that he needs a	Priority 3	MIT.S.OPS.IILMS ITSA.registration
no access to metronet	Priority 3	DCI.Customer Support.Desktop Support
User cannot save scanned d	Priority 3	DCI.Customer Support.hardware.Scanner.install
IT Security certificate update	Priority 3	DCI.Customer Support.Question
User cannot access contacts	Priority 2	DCI.Customer Support.Software.MS Outlook.Problem Not Found
User stated that he needs to	Priority 3	DCI.Customer Support.Telephone.Other
IT Security Awareness Train	Priority 3	MIT.S.OPS.IILMS ITSA.registration
70419 inquiry	Priority 3	DCI.Customer Support.service desk.Ticket Status
Not receiving emails..he is lo	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
User needs a people soft pa	Priority 3	DCI.Customer Support.Active Directory.Password reset
Printer Install	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
Van Reservation For Wed 9/	Priority None	ROCS.All.Requests
Van Reservation For Tues 9/	Priority None	ROCS.All.Requests
IT Security Awareness Train	Priority 3	DCI.Customer Support.Question
User requested account pas	Priority 3	DCI.Customer Support.Active Directory.Password reset
User needs to put in a purch	Priority 3	DCI.Customer Support.Question
unable to connect to MetroN	Priority 3	DCI.Customer Support.Question
network printer install	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver

IT Security Awareness Train	Priority 3	MIT.S.OPS.ILMS ITSA.registration
Calling for a ticket status upd	Priority 3	DCI.Customer Support.service desk.Ticket Status
People Soft access Request	Priority 3	HR.PSHCM.Support
User stated that he needs a	Priority 3	DCI.Customer Support.Active Directory.Password reset
IT Security Awareness Train	Priority 3	MIT.S.OPS.ILMS ITSA.registration
User requested network acco	Priority 3	DCI.Customer Support.Active Directory.Password reset
User needs email address to	Priority 3	DCI.Customer Support.Question
Longer cable for telephone	Priority 3	NCS.Telephone.digital phone.Hardware
needs payroll number	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Needs Network Printer Insta	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
User stated that he needs to	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
network pw reset	Priority 3	MIT.S.OPS.ILMS ITSA.registration
IT Security Awareness Train	Priority 3	MIT.S.OPS.ILMS ITSA.registration
Memory Upgrade & bad HD*	Priority 3	DCI.Customer Support.hardware.Desktop.hardware upgrade
cert update	Priority 3	DCI.Customer Support.Desktop Support
PW Reset (SSO)	Priority 3	DCI.Customer Support.Active Directory.Password reset
Call Dropped, Disconnected,	Priority 3	DCI.Customer Support.Question
SSO url setup for MetroTime	Priority 3	MIT.S.OPS.security.firewall
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
ELM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Security training	Priority 3	DCI.Customer Support.Question
Customer Request Close Tid	Priority 3	DCI.Customer Support.service desk.Ticket Status
network account locked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
w-515405	Priority 3	DCI.Customer Support.Desktop Support
PW reset for ITSecurity Awe	Priority 3	DCI.Customer Support.Question
User stated that he needs a	Priority 3	DCI.Customer Support.Active Directory.Password reset
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
ELM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
User stated that he needs to	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
Maximo Password Reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Disable popup blocker	Priority 3	DCI.Customer Support.Desktop Support
Request for MS Project, Acc	Priority 3	DCI.Customer Support.Question
User needs PW reset for ITS	Priority 3	DCI.Customer Support.Question
User stated that he cannot c	Priority 3	DCI.Customer Support.Question
FIN account locked	Priority 3	MIT.S.Apps Security.PSFIN.password reset
User stated that she needs a	Priority 3	DCI.Customer Support.Desktop Support
Visio	Priority 3	DCI.SYSADMIN.Software.installation.MS Visio
outlook error	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
USer needs to disable popu	Priority 3	DCI.Customer Support.Desktop Support
User stated that he needs to	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
Errors logging in granting re	Priority 3	DCI.Customer Support.Desktop Support
RPM login password reset is	Priority None	ROCS.Applications.RPM.App
Network Printer Installation	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
User stated that he needs to	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
adobe professional	Priority 3	DCI.Customer Support.Desktop Support

Caller hung up	Priority 3	DCI.Customer Support.Question
Computer won't display video	Priority 3	DCI.Customer Support.hardware.Monitor.hardware failure
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
surface pro certificate update	Priority 2	DCI.Customer Support.Desktop Support
Status update on ticket 7049	Priority 3	DCI.Customer Support.service desk.Ticket Status
PDF Issue	Priority 3	DCI.Customer Support.Desktop Support
CTF System Check - Day - 9	Priority None	ROCS.All.Requests
Caller hung up as soon as I a	Priority 3	DCI.Customer Support.Question
User could not find his e-mail	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
User stated that his account	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
User Profile Error	Priority 3	DCI.Customer Support.Desktop Support
User needed the security up	Priority 3	DCI.Customer Support.Question
Access to drives	Priority 3	DCI.SYSADMIN.Server.Access
User is disabled due to non c	Priority 3	DCI.Customer Support.Question
Network password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
User stated he needs a pass	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
IT Health Check	Priority 3	DCI.Customer Support.hardware.Desktop.configuration
Low disk space	Priority 3	DCI.Customer Support.Desktop Support
No logon server available	Priority 3	DCI.Customer Support.Desktop Support
PW reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Network password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
365 Outlook is accessible, b	Priority 3	DCI.Customer Support.Desktop Support
Avaya Phone	Priority 3	NCS.Telephone.digital phone.No Dial Tone
User called because his dire	Priority 3	DCI.Customer Support.Question
User stated he needs a pass	Priority 3	DCI.Customer Support.Active Directory.Password reset
Caller disconnected.	Priority 3	DCI.Customer Support.Question
Status update for ticket 5955	Priority 3	DCI.Customer Support.service desk.Ticket Status
Network password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
ITSAT pw reset	Priority 3	MIT.S.OPS.ILMS ITSA.registration
Printer install	Priority 3	DCI.Customer Support.Desktop Support
It security awareness passw	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
Status update for ticket 7068	Priority 3	DCI.Customer Support.service desk.Ticket Status
IT Health check	Priority 3	DCI.Customer Support.Desktop Support
pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
NRS	Priority 3	DCI.Customer Support.Active Directory.Drive Access
Access Prohibited	Priority 3	DCI.Customer Support.Internet.Access prohibited
Avaya phone 202-962-5128	Priority 3	NCS.Telephone.digital phone.End User Training
IT security awareness trainin	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
PW reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
computer frozen	Priority 3	DCI.Customer Support.Desktop Support
People Soft HCM Support	Priority 3	HR.PSHCM.Support
IT Security awareness gener	Priority 3	DCI.Customer Support.Desktop Support
IT Security Awareness Train	Priority 3	MIT.S.OPS.ILMS ITSA.registration
Account is locked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
ILMS reset	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
Peoplesoft password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Unlock account	Priority 3	DCI.Customer Support.Active Directory.Password Unlock

Desktop not working (No dis	Priority 3	DCI.Customer Support.hardware.Desktop.break/fix
slow machine	Priority 3	DCI.Customer Support.Software.Internet Explorer
Maximo password reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
User cannot access Clever C	Priority 3	APPS.Technical Support.CleverCAD
unlock account	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Java update	Priority 3	DCI.Customer Support.Question
User trying to access Virtual	Priority 3	DCI.Customer Support.Question
Reset Windows Internet Virtu	Priority 3	DCI.Customer Support.Active Directory.Password reset
drop call	Priority 3	DCI.Customer Support.Question
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo reset	Priority 3	APPS.Access.Maximo
Maximo password reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Reset Windows	Priority 3	DCI.Customer Support.Active Directory.Password reset
Security awareness training	Priority 3	DCI.Customer Support.Question
CTF System Check - MID - C	Priority None	ROCS.All.Requests
Maximo password reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Reset ILMS	Priority 3	MIT.OPS.ILMS ITSA.password reset
Update ticket	Priority 3	DCI.Customer Support.service desk.Ticket Status
MetroNet security certificate	Priority 3	DCI.Customer Support.Question
Reset PS HCM	Priority 3	DCI.Customer Support.Active Directory.Password reset
Walked user through login to	Priority 3	DCI.Customer Support.Desktop Support
drop call	Priority 3	DCI.Customer Support.Question
This ticket 70888 and 70881	Priority 3	MIT.OPS.ILMS ITSA.password reset
Reset ILMS pswd	Priority 3	MIT.OPS.ILMS ITSA.password reset
Job Application Submittal	Priority 3	HR.PSHCM.TAM support (talent aquisition management)
Resume	Priority 3	HR.PSHCM.ESS technical support
Walked user through self se	Priority 3	DCI.Customer Support.Active Directory.Password Self-Service A
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
User E004536 password res	Priority 3	DCI.Customer Support.Active Directory.Password reset
Resume	Priority 3	DCI.Customer Support.Question
User E341263 Paul Gordon	Priority 3	DCI.Customer Support.Active Directory.Password reset
Peoplesoft login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
IT security awareness	Priority 3	DCI.Customer Support.Question
System login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
User E014953 password res	Priority 3	DCI.Customer Support.Active Directory.Password reset
User E009046 wants files sa	Priority 3	DCI.Customer Support.Question
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
RE: Job Code Missing Fatigu	Priority 3	HR.PSHCM.HR solutions support
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
wanted the option of answer	Priority 3	DCI.Customer Support.Question
User E014749 needs pc to h	Priority 3	DCI.Customer Support.Desktop Support
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
user was unable to login rem	Priority 3	DCI.Customer Support.Software.VPN.Training
no logon servers available m	Priority 3	DCI.Customer Support.Network.Server



Verify Acronis Cloning proce	Priority 3	ROCS.Applications
User requested network acco	Priority 3	DCI.Customer Support.Active Directory.Password reset
Subject: Delegation Request	Priority 3	HR.PSHCM.Access
webmail access	Priority 3	DCI.Customer Support.Question
E003042 Wants phone num	Priority 3	NCS.Telephone.digital phone.Other
Avaya Phone Jack broken	Priority 3	NCS.Telephone.digital phone.Hardware
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset for training	Priority 3	DCI.Customer Support.Question
User needs a new password	Priority 3	DCI.Customer Support.Active Directory.Password reset
User E780155 password res	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset for maximo	Priority 3	DCI.Customer Support.Maximo.Password Reset
installed MITS certs and con	Priority 3	DCI.Customer Support.Desktop Support
wireless card not detected	Priority 3	DCI.Customer Support.Break-Fix.Laptop
Rockwell/Collins will come o	Priority 5	ROCS.All.Requests
user is unable to launch train	Priority 3	DCI.Customer Support.Desktop Support
Subject: Peoplesoft Access r	Priority 3	HR.PSHCM.Access
Drop Call	Priority 3	DCI.Customer Support.Question
User requesting iOS informa	Priority 3	DCI.SYSADMIN.Mobile Device Management.Technical support.S
Please see attached.	Priority 3	DCI.Customer Support.Active Directory.Drive Access
User called in reference to e	Priority 3	DCI.Customer Support.Question
Drop Call	Priority 3	DCI.Customer Support.Question
codecs install	Priority 3	DCI.Customer Support.Desktop Support
unlock account	Priority 3	DCI.Customer Support.Desktop Support
User E012177 accessing ou	Priority 3	DCI.Customer Support.Question
CTF System Check - Evenin	Priority None	Applications
Outlook Account Issue	Priority 3	DCI.Customer Support.Software.MS Outlook.Problem Not Found
User needs multiple PC repla	Priority 2	DCI.Customer Support.PC Replacement.Question
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
"there are currently no logon	Priority 3	DCI.Customer Support.Network.Server
Request for ShortCut for V14	Priority 3	DCI.Customer Support.Desktop Support
Wifi guest login	Priority 3	DCI.Customer Support.Question
User is requesting Informati	Priority 3	DCI.SYSADMIN.Mobile Device Management.Technical support.S
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Email - E4 license provision	Priority 3	DCI.Customer Support.Question
metroweb access	Priority 3	DCI.Customer Support.Question
Printer Install	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
call dropped	Priority 3	DCI.Customer Support.Question
course just spinning	Priority 3	DCI.Customer Support.Desktop Support
PIN Reset for Voicemail.	Priority 3	NCS.Telephone.digital phone.Voice Mail Password Reset
assistance launching training	Priority 3	DCI.Customer Support.Desktop Support
user id question	Priority 3	DCI.Customer Support.Desktop Support
Users mobile phone cannot c	Priority 2	NCS.Telephone.mobile phone.No Service
User E536029 is locked out	Priority 3	DCI.Customer Support.Active Directory.Password reset
Needed Certificate Update fo	Priority 3	DCI.Customer Support.Question
User needs a password rese	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password requirements	Priority 3	DCI.Customer Support.Question
User E311025 review paystu	Priority 3	DCI.Customer Support.Question

Xerox MACHine	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
Status Update	Priority 3	DCI.Customer Support.service desk.Ticket Status
Drop Call	Priority 3	DCI.Customer Support.Question
Limited Disk Space	Priority 3	DCI.Customer Support.Desktop Support
User E000705 needs voicemail	Priority 3	NCS.Telephone.digital phone.Voice Mail Password Reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
MetroNet surface pro connect	Priority 3	DCI.Customer Support.Wifi.Configuration
Prowatch work station admin	Priority 3	DCI.Customer Support.Desktop Support
User needs a password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset for Peoplesoft	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Identify Projectors	Priority None	ROCS.Applications
IT Security Awareness Training	Priority 3	MIT.S.OPS.ILMS ITSA.registration
User E014321 password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
PW RESET	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset for Peoplesoft	Priority 3	DCI.Customer Support.Active Directory.Password reset
NSR Robert Gawler c027536	Priority 3	DCI.Customer Support.Active Directory.Drive Access
ELM issues	Priority 3	APPS.Technical support.PSELM
NSR - v	Priority 3	DCI.Customer Support.Active Directory.New Employee
User is requesting Admin Rights	Priority 3	DCI.Customer Support.Question
Email Issues	Priority 2	DCI.Customer Support.Software.MS Outlook.Repair
requesting internet access	Priority 3	DCI.Customer Support.Question
IT Security Awareness Training	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
Verify Email Address	Priority 3	DCI.Customer Support.Question
ITSAT pw reset	Priority 3	MIT.S.OPS.ILMS ITSA.registration
Issue with Avaya Phone	Priority 3	NCS.Telephone.digital phone.Other
Picked Up AIM Pre-Imaged Laptop	Priority None	ROCS.Applications
Maximo Password Reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
network account locked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
User cannot connect to MetroNet	Priority 3	DCI.Customer Support.Desktop Support
Install Printer on 516001	Priority 3	DCI.Customer Support.printer.Desktop.Install Printer Driver
Status Updates on Open Ticket	Priority 3	DCI.Customer Support.service desk.Ticket Status
computer frozen since 1PM	Priority 3	DCI.Customer Support.hardware.Desktop.configuration
printer mapping	Priority 3	DCI.Customer Support.Desktop Support
User is requesting access to HR	Priority 3	HR.PSHCM.Access
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Payroll Support	Priority 3	DCI.Customer Support.Question
IT Security Awareness Training	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
NSR form attached, ESSO form	Priority 3	DCI.Customer Support.Active Directory.Drive Access
network pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
NSR Request Gartrell, James	Priority 3	DCI.Customer Support.Active Directory.Drive Access
Support Not Needed	Priority 3	DCI.Customer Support.Question
User needs People soft Access	Priority 3	HR.PSHCM.Access
Printer Issue	Priority 3	DCI.Customer Support.printer.Desktop.Cycle Printer
Maximo Password Reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
NSR form attached, ESSO form	Priority 3	DCI.Customer Support.Active Directory.Drive Access
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
network pw reset	Priority 3	DCI.Customer Support.Question

Password Reset for Self-Ser	Priority 3	DCI.Customer Support.Active Directory.Password reset
Metronet Issue	Priority 3	DCI.Customer Support.Wifi.Configuration
no connectivity to unused po	Priority 3	DCI.Customer Support.Question
NSR attached	Priority 3	DCI.Customer Support.Active Directory.New Employee
Unlock Account	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
completed ITSAT	Priority 3	MIT.S.OPS.ILMS ITSA.disabled account
Requests for I Drive Access	Priority 3	DCI.Customer Support.Question
HCM reset pw	Priority 2	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
MetroNet Internal WMATA V	Priority 3	DCI.Customer Support.Wifi.Configuration
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Visio Install Requested	Priority 3	DCI.SYSADMIN.Software.installation.MS Visio
User is having connectivity is	Priority 2	DCI.Customer Support.Desktop Support
needs assistance changing r	Priority 3	DCI.Customer Support.Active Directory.Password reset
Outlook Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
unable to login to VPN	Priority 3	DCI.Customer Support.Question
NSR Request - Schaeffer, K	Priority 3	DCI.Customer Support.Active Directory.Drive Access
3rd Party Request	Priority 3	DCI.Customer Support.Desktop Support
NSR Request	Priority 3	DCI.Customer Support.Active Directory.Drive Access
70708 status	Priority 3	DCI.Customer Support.service desk.Ticket Status
Replace drive for this tablet.	Priority 3	DCI.Customer Support.Break-Fix.Tablet
User needs a password rese	Priority 3	DCI.Customer Support.Active Directory.Password reset
Customer has question rega	Priority 2	DCI.Customer Support.Question
User wanted to check ticket	Priority 3	DCI.Customer Support.service desk.Ticket Status
remote access	Priority 3	DCI.Customer Support.Desktop Support
RE: New Account Informatio	Priority 2	DCI.Customer Support.Question
Security Certificate Update	Priority 3	DCI.Customer Support.Question
Unlock Account	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
won't power up and connect	Priority 3	DCI.Customer Support.hardware.Laptop.break/fix
MetroNet	Priority 3	DCI.Customer Support.Desktop Support
status 69942	Priority 3	DCI.Customer Support.service desk.Ticket Status
Password Reset for Self-Ser	Priority 3	DCI.Customer Support.Active Directory.Password reset
Install printer	Priority 3	DCI.Customer Support.Desktop Support
Excel Issue	Priority 3	DCI.Customer Support.Software.MS Excel.Install
User needs a password rese	Priority 3	DCI.Customer Support.Active Directory.Password reset
Suspicious Email with Attach	Priority 2	DCI.Customer Support.Question
PeopleSoft HR	Priority 3	DCI.Customer Support.Question
Email not updating can only	Priority 3	DCI.Customer Support.Desktop Support
IT Security Issue	Priority 3	MIT.S.OPS.ILMS ITSA.post training escalation
User stated that he needs to	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo Access Request	Priority 3	DCI.Customer Support.Maximo.Password Reset
PICK Password Reset	Priority 3	DCI.Customer Support.Question
PICK Password Reset	Priority 3	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
update of the security certific	Priority 3	DCI.Customer Support.Question
Password Reset for Self-Ser	Priority 3	DCI.Customer Support.Active Directory.Password reset
User needs a status update	Priority 3	DCI.Customer Support.service desk.Ticket Status

Printer Installation	Priority 3	DCI.Customer Support.Desktop Support
RE: IMID software Install/Co	Priority 3	DCI.Customer Support.Desktop Support
SharePoint Request Ticket	Priority 3	DCI.Customer Support.Question
User stated that he needs a	Priority 3	DCI.Customer Support.Active Directory.Password reset
Snag It install request	Priority 3	DCI.Customer Support.Desktop Support
PW RESET	Priority 3	DCI.Customer Support.Active Directory.Password reset
VPn Log in issue	Priority 3	DCI.Customer Support.Software.VPN.Training
PW reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Delegation Form	Priority 3	HR.PSHCM.Access
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
User received a suspicious e	Priority 3	DCI.Customer Support.Question
Metronet cert update	Priority 3	DCI.Customer Support.Desktop Support
FW: Urgent Assistance Need	Priority 3	DCI.Customer Support.Question
Move Computers	Priority 5	DCI.Customer Support.Equipment Move.Project
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Unable to access Metroweb	Priority 3	DCI.Customer Support.Question
status 70207	Priority 3	DCI.Customer Support.service desk.Ticket Status
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
IT Security Awareness Train	Priority 3	DCI.Customer Support.Question
Computer move	Priority 1	DCI.Customer Support.Equipment Move.Project
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Drop Call	Priority 3	DCI.Customer Support.Question
Security Certificate Update	Priority 3	DCI.Customer Support.Question
VPN remote connection	Priority 3	DCI.Customer Support.Desktop Support
View Pay Statement	Priority 3	DCI.Customer Support.Question
network admin pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Printer Install	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
Third Party Software	Priority 3	DCI.Customer Support.Desktop Support
User needs to add a desktop	Priority 3	DCI.Customer Support.printer.Desktop.Install Printer Driver
FW: Requirements for admin	Priority 3	DCI.SYSADMIN.Server.Access
AIM Playback C05 to C01 09	Priority 5	ROCS.Appliications.AIM.App
network admin pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset for Self-Ser	Priority 3	DCI.Customer Support.Active Directory.Password reset
PW Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
User needs computer log in	Priority 3	DCI.Customer Support.Question
Security Certificate Update	Priority 3	DCI.Customer Support.Question
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
PDF Issue	Priority 3	DCI.Customer Support.Question
User wants to check the stat	Priority 3	DCI.Customer Support.service desk.Ticket Status
unable to hear caller	Priority 3	DCI.Customer Support.Question
Status Update on 70125	Priority 3	DCI.Customer Support.service desk.Ticket Status
password reset for Peopleso	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Weifen Liu requested system	Priority None	ROCS.All.Requests
Metronet	Priority 3	DCI.Customer Support.Desktop Support
Security Warnings in IE	Priority 3	DCI.Customer Support.Question
User needs to have his comp	Priority 3	DCI.Customer Support.Question
Telecommunications	Priority 3	DCI.Customer Support.Question

Set up Printer 5790 4th floor	Priority 3	DCI.Customer Support.printer.Desktop.Install Printer Driver
Trouble Printing	Priority 3	DCI.Customer Support.Desktop Support
Blackscreen on Laptop 3493	Priority 3	DCI.Customer Support.Break-Fix.Laptop
Printer Issue	Priority 3	DCI.Customer Support.printer.Desktop.Cycle Printer
User needs a password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
User Profile Error	Priority 3	DCI.Customer Support.Desktop Support
Maximo Access Request	Priority 3	DCI.Customer Support.Question
User needs to be unlocked	Priority 3	DCI.Customer Support.Active Directory.Password reset
TSR Status Update on 8261	Priority 3	DCI.Customer Support.Maximo.TSR Status
Mobile Support	Priority 2	MIT.Engineering.VPN.Technical support
no connectivity	Priority 3	NCS.Router.Unreachable
W-514238	Priority 3	DCI.Customer Support.Network.Server
PW reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
network pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Peoplesoft password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
IE Buttons Missing	Priority 3	DCI.Customer Support.Question
User tries to access PS Fina	Priority 3	MIT.Apps Security.PSFIN.password reset
E020914 network pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
CTF System Check - Day - 9	Priority None	ROCS.All.Requests
Status update	Priority 3	DCI.Customer Support.service desk.Ticket Status
MetroAccess Trapeze Issue	Priority 3	DCI.Customer Support.Desktop Support
Password Reset for PC	Priority 3	DCI.Customer Support.Active Directory.Password reset
lost archive files	Priority 3	DCI.Customer Support.Question
Drop Off Hard Drive for Deco	Priority None	ROCS.All.Requests
Peoplesoft password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Security Certificate Update	Priority 3	DCI.Customer Support.Question
Pickup Remaining Items for	Priority None	ROCS.All.Requests
Call Dropped	Priority 3	DCI.Customer Support.Question
Adobe Flash Player	Priority 3	DCI.Customer Support.Desktop Support
Assisted user with access to	Priority 3	DCI.Customer Support.Question
ITSAT pw reset	Priority 3	MIT.OPS.ILMS ITSA.registration
Security Certificate Update	Priority 3	DCI.Customer Support.Question
Maximo password reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Maximo pw reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
accidentally deleted come file	Priority 3	DCI.Customer Support.Desktop Support
Reset PS HCM	Priority 3	DCI.Customer Support.Active Directory.Password reset
IT Security Awareness Train	Priority 3	MIT.OPS.ILMS ITSA.password reset
PC Clean-up	Priority 3	DCI.Customer Support.hardware.Desktop.configuration
IT Security Awareness Train	Priority 3	MIT.OPS.ILMS ITSA.password reset
User is trying to complete the	Priority 3	DCI.Customer Support.Question
Change Maximo Password	Priority 3	DCI.Customer Support.Desktop Support
network account locked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Request to install Java on W	Priority 3	DCI.Customer Support.Software.Java.Install
Network password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset for PC	Priority 3	DCI.Customer Support.Active Directory.Password reset
IT Security Awareness	Priority 3	DCI.Customer Support.Desktop Support
network pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset

Unlocked AD	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
network account locked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
IT Security Awareness Train	Priority 3	MIT.S.OPS.I.LMS ITSA.password reset
Password Reset for PC	Priority 3	DCI.Customer Support.Active Directory.Password reset
Customer needs monitor pic	Priority 3	DCI.Customer Support.Equipment Move.Surplus removal
Rotate Kiosk Display Image	Priority 3	DCI.Customer Support.Desktop Support
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Status update for ticket 7057	Priority 3	DCI.Customer Support.service desk.Ticket Status
Explained that user must sub	Priority 3	DCI.Customer Support.Question
Account Unlocked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Cancelled call - did not have	Priority 3	DCI.Customer Support.Question
Maximo Password Reset	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
MS Outlook Issue: Missing F	Priority 3	DCI.Customer Support.office 365.Technical support
Decommission Cars 1154-58	Priority None	ROCS.Applications.RPM.DB
CTF System Check - Mids -	Priority None	Software
Reset Maximo	Priority 3	APPS.Access.Maximo
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Unlocked Windows pswd	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Reset PS HCM	Priority 3	DCI.Customer Support.Active Directory.Password reset
Entrust Mobile App issue	Priority 2	MIT.S.Engineering.VPN.Technical support
Reset PS HCM	Priority 3	DCI.Customer Support.Active Directory.Password reset
User E005270 email	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
Install Microsoft Silverlight	Priority 3	DCI.Customer Support.Desktop Support
User E023872 password res	Priority 3	DCI.Customer Support.Active Directory.Password reset
User E006535 Metroweb	Priority 3	DCI.Customer Support.Question
Maximo Password Reset	Priority 3	DCI.Customer Support.Question
Ticket Assigned	Priority 1	DCI.Customer Support.Question
Black Screen Monitor Issues	Priority 3	DCI.Customer Support.hardware.Monitor.break/fix
User E017457 Password res	Priority 3	DCI.Customer Support.Active Directory.Password reset
User E000219 not able to ge	Priority 3	DCI.Customer Support.Question
Soft Token Requests for VPI	Priority 3	DCI.SYSADMIN.Mobile Device Management.Technical support.S
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
E022788 Password reset Se	Priority 3	DCI.Customer Support.Active Directory.Password reset
User E444133 Password res	Priority 3	DCI.Customer Support.Question
webmail access	Priority 3	DCI.Customer Support.Question
password reset for training.	Priority 3	DCI.Customer Support.Question
unable to connect to metrone	Priority 3	DCI.Customer Support.Question
User E016194 password res	Priority 3	DCI.Customer Support.Active Directory.Password reset
unable to apply to jobs from	Priority 3	DCI.Customer Support.Desktop Support
User E012505 access to Me	Priority 3	DCI.Customer Support.Active Directory.Password reset
User E021265 Question rega	Priority 3	DCI.Customer Support.Question
User E020950 password res	Priority 3	DCI.Customer Support.Active Directory.Password reset
called to close to 70522	Priority 3	DCI.Customer Support.Question
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset

The user wanted to report th	Priority 3	DCI.Customer Support.Desktop Support
User E015664 password res	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset for training	Priority 3	DCI.Customer Support.Question
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Subject: RE: Access to Job C	Priority 3	MIT.S.OPS.security.firewall
User (E071236 WMATA Ser	Priority 3	DCI.Customer Support.Active Directory.Password reset
VPN issue	Priority 3	DCI.Customer Support.Desktop Support
CTF System Check - Evenin	Priority None	Applications
Email - E4 license provision	Priority 3	DCI.Customer Support.Question
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
User computer startup issue	Priority 3	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Modification of Exisiting Ema	Priority 3	DCI.Customer Support.Question
User E004278 not able to ge	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
HRK-515740 Printer Install	Priority 3	DCI.Customer Support.SSK Kiosk
User stated that he needs a	Priority 3	DCI.Customer Support.Active Directory.Password reset
SSK-515444 Not working	Priority 3	DCI.Customer Support.SSK Kiosk
SSK-515447 - SSK screen tv	Priority 3	DCI.Customer Support.SSK Kiosk
HRK-51527 - Kiosk not work	Priority 3	DCI.Customer Support.SSK Kiosk
support cancelled	Priority 3	DCI.Customer Support.Question
User E011796 user is locked	Priority 3	MIT.S.Apps Security.PSFIN.password reset
User needs to set up her voi	Priority 3	DCI.Customer Support.Telephone.Other
reimage request	Priority 3	DCI.Customer Support.hardware.Desktop.reimage
unable to play dvd on machin	Priority 3	DCI.Customer Support.Question
Password reset	Priority 3	DCI.Customer Support.Software.VPN.Training
Maximo Password Reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
User needs a password rese	Priority 3	DCI.Customer Support.Active Directory.Password reset
Badge Issue	Priority 3	DCI.Customer Support.Question
User wants to be unlocked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
User E014131 canceled call	Priority 3	DCI.Customer Support.Question
Subject: RE: DIRECTORY P	Priority 3	HR.PSHCM.HR solutions support
User needs a password rese	Priority 3	DCI.Customer Support.Active Directory.Password reset
Status Update	Priority 3	DCI.Customer Support.service desk.Ticket Status
Metroweb Homepage	Priority 3	DCI.Customer Support.Question
People Soft Epm	Priority 3	MIT.S.Apps.Security Access.PSEPM
Request Assistance FW: Ma	Priority 3	APPS.Technical support.Maximo
User stated that he needs six	Priority 3	DCI.Customer Support.Desktop Support
User E018694 Maximo pass	Priority 3	DCI.Customer Support.Question
skype audio issues	Priority 3	DCI.Customer Support.Question
unable to connect to the inte	Priority 3	DCI.Customer Support.Desktop Support
RE: Page Blocked - demo1.c	Priority 1	MIT.S.OPS.security.firewall
password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
User needs to be unlocked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
ITSAT pw reset	Priority 3	MIT.S.OPS.ILMS ITSA.registration
Subject: Position Managemen	Priority 3	HR.PSHCM.HR solutions support

hardware problem detected;	Priority 3	DCI.Customer Support.Break-Fix.Computer
Add user to his desktop as a	Priority 3	DCI.Customer Support.Software.VPN.Training
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
PC Log On Assistance	Priority 3	DCI.Customer Support.Question
see attached NSR	Priority 3	DCI.Customer Support.Active Directory.Drive Access
FW: Department Manager N	Priority 3	HR.PSHCM.HR solutions support
See attached NSR ...	Priority 3	DCI.Customer Support.Active Directory.Drive Access
NSR Chiang, Dennis	Priority 3	DCI.Customer Support.Active Directory.Drive Access
Password Reset Question	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
IT Security Awareness Issue	Priority 3	DCI.Customer Support.Desktop Support
Local Printer Install Request	Priority 3	DCI.Customer Support.printer.Desktop.Cycle Printer
Security Certificate Update	Priority 3	DCI.Customer Support.Question
Printer Install	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
Call dropped	Priority 3	DCI.Customer Support.Question
called to find out ITCS hours	Priority 3	DCI.Customer Support.Question
RE: Please approve the time	Priority 3	HR.PSHCM.Access
Password Requirements	Priority 3	DCI.Customer Support.Question
IT Employee Resignation	Priority 3	DCI.Customer Support.Question
Call Canceled	Priority 3	DCI.Customer Support.Question
Called dropped	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
unable to connect to laptop t	Priority 3	DCI.Customer Support.Question
Password Reset for Self-Ser	Priority 3	DCI.Customer Support.Active Directory.Password reset
User needs last name chang	Priority 3	DCI.Customer Support.Question
NSR attached	Priority 3	DCI.Customer Support.Active Directory.New Employee
NSR attached	Priority 3	DCI.Customer Support.Active Directory.New Employee
Password Reset for PC	Priority 3	DCI.Customer Support.Active Directory.Password reset
Security Certificate Update	Priority 3	DCI.Customer Support.Question
Password reset for training	Priority 3	DCI.Customer Support.Question
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
User needs a specific adobe	Priority 3	DCI.Customer Support.Question
Maximo pw reset	Priority 3	DCI.Customer Support.Question
password reset for Peopleso	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Job Application and Resume	Priority 3	DCI.Customer Support.Question
The user is working from hor	Priority 1	DCI.Customer Support.Software.VPN.Install
Ticket Created for Amber Ba	Priority 3	DCI.Customer Support.Desktop Support
IT Security Awareness Train	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
Security Certificate Update	Priority 3	DCI.Customer Support.Question
Documentum Access	Priority 3	APPS.Access.DOCUMENTUM
User is calling because she c	Priority 3	MIT.S.OPS.security.scan request
unable to access archived en	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	APPS.Training.Maximo
Customer said account was	Priority 3	DCI.Customer Support.Question
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset



Security Certificate Update	Priority 3	DCI.Customer Support.Question
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset for maximo	Priority 3	APPS.Training.Maximo
password reset for Peoplesoft	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
ITSAT pw reset	Priority 3	MIT.S.OPS.IILMS ITSA.registration
The general council is trying	Priority 3	NCS.Telephone.digital phone.Other
Password Reset for Self-Ser	Priority 3	DCI.Customer Support.Active Directory.Password reset
Status Update	Priority 3	DCI.Customer Support.service desk.Ticket Status
Login Assistance	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Disabled Contractor Account	Priority 3	MIT.S.OPS.security.firewall
Password Reset	Priority 3	DCI.Customer Support.Active Directory.New Employee
LE PC Surplus Pick Up 9/21	Priority None	ROCS - Hardware
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
IT Security Awareness Train	Priority 3	MIT.S.OPS.IILMS ITSA.password reset
A99 Interlocking Operator ha	Priority 5	ROCS.Applications.RPM.App
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Submit NSR	Priority 3	DCI.Customer Support.Question
CRM Question	Priority 3	DCI.Customer Support.Desktop Support
Add To RPM Cars 7424-742	Priority 3	ROCS.Applications.RPM.App
Maximo permissions change	Priority 3	MIT.S.OPS.security.firewall
Password Reset for PC	Priority 3	DCI.Customer Support.Active Directory.Password reset
network account locked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password and Login Assista	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
VPN and VDI CCB	Priority 2	DCI.Customer Support.Software.VPN.Install
status updates	Priority 3	DCI.Customer Support.service desk.Ticket Status
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset for PC	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Security Certificate Update	Priority 3	DCI.Customer Support.Question
Install Printer on 349236	Priority 3	DCI.Customer Support.printer.Desktop.Install Printer Driver
HCM pw reset	Priority 3	DCI.Customer Support.Question
Reset Password	Priority 3	DCI.Customer Support.Active Directory.Password reset
email pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
IT Awareness Password	Priority 3	MIT.S.OPS.IILMS ITSA.password reset
Password Reset for Self-Ser	Priority 3	DCI.Customer Support.Active Directory.Password reset
Security Certificate Update	Priority 3	DCI.Customer Support.Question
Customer said account was	Priority 3	DCI.Customer Support.Question
Install Printer	Priority 3	DCI.Customer Support.printer.Desktop.Install Printer Driver
User stated that she needs a	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo Password Reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Status Update for TSR	Priority 3	DCI.Customer Support.Maximo.TSR Status
Password Reset for PC	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Question
Skype Setup for Meeting	Priority 3	DCI.Customer Support.Question
PS Access Request	Priority 3	HR.PSHCM.Support

Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
departments changed	Priority 3	HR.PSHCM.Support
Cameras in ID Office	Priority 3	DCI.Customer Support.Question
User stated that she needs h	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo Password Reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
CUstomer is requesting Sca	Priority 3	DCI.Customer Support.Hardware.Scanner.Reconfigure
Security Update	Priority 3	DCI.Customer Support.Question
User stated he needs a pass	Priority 3	DCI.Customer Support.Maximo.Password Reset
Maximo Password Reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Payroll Question	Priority 3	DCI.Customer Support.Question
Status Update	Priority 3	DCI.Customer Support.service desk.Ticket Status
User needs assistance on he	Priority 2	DCI.Customer Support.Question
Install Printer	Priority 3	DCI.Customer Support.printer.Desktop.Install Printer Driver
User stated that he wants to	Priority 3	DCI.Customer Support.Question
Payroll Support	Priority 3	DCI.Customer Support.Question
Password Reset - Then, Rec	Priority 3	DCI.Customer Support.Active Directory.Password reset
People Soft Access	Priority 3	HR.PSHCM.Support
Security Certificate Update fo	Priority 3	DCI.Customer Support.Desktop Support
Login Assistance	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset Thomas J Ba	Priority 3	DCI.Customer Support.Desktop Support
User needs a password rese	Priority 3	DCI.Customer Support.Active Directory.Password reset
HP Laserjet Copier	Priority 4	DCI.Customer Support.Equipment Move.Surplus removal
java install 510864	Priority 3	DCI.Customer Support.Software.Java.Install
open ports	Priority 3	MIT.OPS.security.firewall
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
User is calling about ticket st	Priority 3	DCI.Customer Support.service desk.Ticket Status
Request Access to PeopleSc	Priority 3	MIT.Apps.Security Access.PSEPM
Customer has question rega	Priority 3	DCI.Customer Support.Question
Maximo Access form	Priority 3	DCI.Customer Support.Maximo.Password Reset
PS Access Request	Priority 3	HR.PSHCM.Support
password reset for Peopleso	Priority 3	DCI.Customer Support.Active Directory.Password reset
NSR attached	Priority 3	DCI.Customer Support.Active Directory.New Employee
<a href="http://hdwiki/display/SOPs/Pe">http://hdwiki/display/SOPs/Pe</a>	Priority 3	MIT.Apps Security.PSFIN.password reset
IT Health Check	Priority 3	DCI.Customer Support.hardware.Desktop.configuration
IT Security Awareness Issue	Priority 3	MIT.OPS.ILMS ITSA.password reset
network account locked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Maximo Password Reset	Priority 3	APPS.Training.Maximo
password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
User stated that he needs a	Priority 3	DCI.Customer Support.Active Directory.Password reset
Request to Install Neweset V	Priority 3	DCI.Customer Support.Desktop Support
User needs to be unlocked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Network Account	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
IT security awareness trainin	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset

Password Reset for PC	Priority 3	DCI.Customer Support.Active Directory.Password reset
black screen monitor	Priority 3	DCI.Customer Support.hardware.Monitor.break/fix
Password Reset	Priority 2	DCI.Customer Support.Active Directory.Password reset
unable to save to network dr	Priority 3	DCI.Customer Support.Desktop Support
Users Avaya phone has no d	Priority 3	NCS.Telephone.digital phone.No Dial Tone
IT Security Awareness Train	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
Status Update	Priority 3	DCI.Customer Support.service desk.Ticket Status
Security Certificate Update+fi	Priority 3	DCI.Customer Support.Question
Google Earth, Network Printe	Priority 3	DCI.Customer Support.Desktop Support
Printer Install	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
Call Disconnected	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Call from Thomas J. Batema	Priority 3	DCI.Customer Support.Question
User needs password for Se	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
Call dropped	Priority 3	DCI.Customer Support.Question
Request for Internet Access	Priority 3	MIT.S.OPS.security.firewall
Computer is having issues, k	Priority 3	DCI.Customer Support.Break-Fix.Computer
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset for Mobile D	Priority 3	DCI.Customer Support.Active Directory.Password reset
Time Approval	Priority 3	HR.PSHCM.Support
User stated that she needs a	Priority 3	DCI.Customer Support.Active Directory.Password reset
Unlock Account	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Maximo Password Reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
password	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
User stated that she needs h	Priority 3	DCI.Customer Support.Maximo.Password Reset
Flashdrive Download Error	Priority 3	DCI.Customer Support.Break-Fix.Computer
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Customer's account deactiva	Priority 3	DCI.Customer Support.Question
Dropped Call	Priority 3	DCI.Customer Support.Question
Name Display on Avaya Pho	Priority 3	NCS.Telephone.digital phone.Other
Change Password	Priority 3	DCI.Customer Support.Question
Call Drop	Priority 3	DCI.Customer Support.Question
Drop Call	Priority 3	DCI.Customer Support.Question
Account is locked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Avaya Phone Jack Broken	Priority 3	NCS.Telephone.digital phone.Hardware
Access Request Question	Priority 3	DCI.Customer Support.Question
Maximo Password Reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
IT Security Awareness Test	Priority 3	DCI.Customer Support.Question
Move Request	Priority 3	DCI.Customer Support.Desktop Support
Unable to logon to PTU laptc	Priority 3	DCI.Customer Support.Desktop Support
Internet Explorer	Priority 3	DCI.Customer Support.Question
Project and Visio install	Priority 3	DCI.SYSADMIN.Software.installation.MS Visio
Provided instructions for crea	Priority 3	DCI.Customer Support.Question
Login Assistance Question	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
JGB Weekly AIM System Ch	Priority 5	ROCS.Applications.AIM.App

CTF System Check - Day - 9	Priority None	ROCS.All.Requests
Status Update on 68954	Priority 3	DCI.Customer Support.service desk.Ticket Status
User had to leave abruptly -	Priority 3	DCI.Customer Support.Question
PW reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
ClaimPilot account request	Priority 3	DCI.Customer Support.Desktop Support
Maximo Password Reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
SMS account request	Priority 3	APPS.Technical support.SMS
ROCS- Video Capture Softw	Priority 3	ROCS.All.Requests
IT Security Awareness Train	Priority 3	DCI.Customer Support.Desktop Support
Maximo Password Reset	Priority 3	DCI.Customer Support.Question
Password Reset for PC	Priority 3	DCI.Customer Support.Active Directory.Password reset
LAN cable	Priority 3	DCI.Customer Support.hardware.Cable.replace
Reset ILMS E015697	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
Account Questions	Priority 3	DCI.Customer Support.Question
Password Reset for Self-Ser	Priority 3	DCI.Customer Support.Active Directory.Password reset
Call dropped	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
ELM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Mackall stated that he does	Priority 3	HR.PSHCM.Support
No internet access	Priority 3	DCI.Customer Support.Desktop Support
User was unable to enter tim	Priority 3	DCI.Customer Support.Desktop Support
Trouble Applying for Job	Priority 3	HR.PSHCM.ESS technical support
Security Certificate Update fo	Priority 3	DCI.Customer Support.Question
Outlook Not Updating	Priority 3	DCI.Customer Support.Software.MS Outlook.Problem Not Found
PW reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset for Self-Ser	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Account Locked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Reset Maximo	Priority 3	APPS.Training.Maximo
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo Password Reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
Security Camera Outages	Priority 3	DCI.Customer Support.Question
Kiosk HRK-515735 is not pri	Priority 3	DCI.Customer Support.SSK Kiosk
Health & Wellness Contact I	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Reset PS HCM	Priority 3	DCI.Customer Support.Active Directory.Password reset
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
IT Security Awareness Train	Priority 3	DCI.Customer Support.Question
User attempting to send one	Priority 3	DCI.Customer Support.Question
User, Randy Albright, reque	Priority 3	DCI.Customer Support.Question
Maximo deactivated for inact	Priority 3	DCI.Customer Support.Question
Updated emails that were no	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
Reset PS HCM	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Account Locked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock

CTF System Check - Mids -	Priority None	Software
Logon Error: Trust Relations	Priority 3	DCI.Customer Support.Network.Server
Laptop login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
User E014139 password res	Priority 3	DCI.Customer Support.Active Directory.Password reset
User E008934 login to email	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
User E014487 Maximo Pass	Priority 3	DCI.Customer Support.Maximo.Password Reset
mapped to Xerox 5150	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
support cancelled	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset for training.	Priority 3	DCI.Customer Support.Question
User E013120 password res	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
User E012019 needs Interne	Priority 3	DCI.Customer Support.Desktop Support
Password Reset	Priority 3	DCI.Customer Support.Question
support cancelled	Priority 3	DCI.Customer Support.Question
Work assignment Issue	Priority 3	DCI.Customer Support.Question
User E597203 password res	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Subject: Critical Update for V	Priority 3	DCI.Customer Support.Question
Avaya phone Voice Mail Pin/	Priority 3	NCS.Telephone.digital phone.Voice Mail Password Reset
User E018425 needs SilverL	Priority 3	DCI.Customer Support.Desktop Support
User E000972 password res	Priority 3	DCI.Customer Support.Active Directory.Password reset
Please check McAfee versio	Priority 3	MIT.S.OPS.security.firewall
ILMS Access	Priority 3	DCI.Customer Support.Question
User E000972 not able to lau	Priority 3	DCI.Customer Support.Question
Subject: FW: V14 QA Fx Se	Priority 3	DCI.Customer Support.Question
User E000972 Canceled call	Priority 3	DCI.Customer Support.Question
Subject: Jobs	Priority 3	DCI.Customer Support.Question
Drop Call	Priority 3	DCI.Customer Support.Question
User stated that he needs to	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Drop Call	Priority 3	DCI.Customer Support.Question
Drop Call	Priority 3	DCI.Customer Support.Question
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
NSR Request	Priority 3	DCI.Customer Support.Active Directory.Drive Access
see attached	Priority 3	DCI.Customer Support.Active Directory.New Employee
Drop Call	Priority 3	DCI.Customer Support.Question
see attached	Priority 3	DCI.Customer Support.Active Directory.Drive Access
User E012317 password res	Priority 3	DCI.Customer Support.Active Directory.Password reset
xerox printer jamming	Priority 3	DCI.Customer Support.printer.Xerox.technical support
Password Reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
webmail access	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
O365 requisition	Priority 3	DCI.SYSADMIN.Server.Access
User E008361 reset after ve	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
User needs security IT Awar	Priority 3	MIT.S.OPS.ILMS ITSA.password reset

Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
User E006193 needs printer	Priority 2	DCI.Customer Support.Desktop Support
IT Security Awareness Train	Priority 3	MIT.S.OPS.ILMS ITSA.registration
IT Security Awareness Test	Priority 3	DCI.Customer Support.Question
NSR needed	Priority 3	DCI.Customer Support.Question
email name change	Priority 3	DCI.Customer Support.Question
he wanted to make sure that	Priority 3	DCI.SYSADMIN.Mobile Device Management.Technical support.S
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Customer says break-fix will	Priority 3	DCI.Customer Support.hardware.Mouse.break/fix
Customer says break-fix will	Priority 3	DCI.Customer Support.hardware.Mouse.break/fix
User E007642 needs Windo	Priority 3	DCI.Customer Support.Desktop Support
User stated that he needs to	Priority 3	DCI.Customer Support.Active Directory.Password reset
User E012662 Microsoft Out	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Visio Questions	Priority 3	DCI.Customer Support.Question
RPM Issue	Priority 3	APPS.Technical support.ROCC
CTF System Check - Evenin	Priority None	Applications
Maximo password reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Customer is not able to oper	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
User E007642 needs sound	Priority 3	DCI.Customer Support.Break-Fix.Computer
Ticket Status - #70084	Priority 3	DCI.Customer Support.Question
the user wanted to change h	Priority 3	DCI.Customer Support.Question
pw reset for email	Priority 3	DCI.Customer Support.Active Directory.Password reset
SStatus Updates	Priority 3	DCI.Customer Support.service desk.Ticket Status
User Profile Error	Priority 3	DCI.Customer Support.Desktop Support
NSR New contractor; Marvir	Priority 3	DCI.Customer Support.Active Directory.New Contractor
PPLSoft access request - Ar	Priority 3	HR.PSHCM.Support
Password Reset	Priority 2	DCI.Customer Support.Question
Install Autodesk TrueView fo	Priority 3	DCI.Customer Support.hardware.Desktop.break/fix
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Authorized Purchaser chang	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Question
Install Adobe Acrobat XI Pro	Priority 3	DCI.Customer Support.hardware.Desktop.break/fix
Logon Error: Trust Relations	Priority 3	DCI.Customer Support.hardware.Desktop.break/fix
Laptops setup request for NE	Priority 3	DCI.Customer Support.Inventory.Loaner Laptop
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Unlocked Account\ Password	Priority 3	DCI.Customer Support.Active Directory.Password reset
Delete Old LE (JGB) Assets	Priority None	ROCS.Applications
Metro Directory Update Instr	Priority 3	DCI.Customer Support.Desktop Support
Telecommuincations Reques	Priority 3	NCS.Telephone.digital phone.Other
unlocked kxp account	Priority 3	DCI.Customer Support.SSK Kiosk
unlocked kxp account	Priority 3	DCI.Customer Support.SSK Kiosk
IT Security Awareness Train	Priority 3	MIT.S.OPS.ILMS ITSA.registration
Status Update on 68969	Priority 3	DCI.Customer Support.service desk.Ticket Status
unlocked account. user state	Priority 3	DCI.Customer Support.Question
User stated that he needs a	Priority 3	DCI.Customer Support.Active Directory.Password reset
External access to email	Priority 3	DCI.Customer Support.Active Directory.Administrative Rights

Account is locked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
NSR attached - user access	Priority 3	DCI.Customer Support.Active Directory.Drive Access
User cannot access VDI	Priority 3	DCI.Customer Support.Desktop Support
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
User profile service failed the	Priority 3	DCI.Customer Support.Desktop Support
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Showed the customer how to	Priority 3	DCI.Customer Support.Active Directory.Password Self-Service A
User is locked out her accou	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Payroll.PeopleSoft.Upgrade.	Priority 3	Payroll.PeopleSoft.Upgrade.Inquiry
Customer cannot connect to	Priority 3	DCI.Customer Support.Wifi.Configuration
IT Security Awareness Train	Priority 3	MITS.OPS.IILMS ITSA.password reset
Webmail	Priority 3	DCI.Customer Support.Question
Support cancelled	Priority 3	DCI.Customer Support.Question
Payroll Support Team Conta	Priority 3	DCI.Customer Support.Question
Requesting new phone choro	Priority 3	NCS.Telephone.digital phone.Hardware
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
other Calls are being routed	Priority 3	NCS.Telephone.digital phone.Other
Security Certificate Update	Priority 3	DCI.Customer Support.Question
Password Reset for PC	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
RPM - Cannot Not See RDD	Priority 5	ROCS.Applications.RPM.App
New Job Code Slotting - Job	Priority 3	HR.PSHCM.Support
Maximo Password Reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Dropped calls	Priority 3	DCI.Customer Support.Question
NSR Form	Priority 3	DCI.Customer Support.Active Directory.New Employee
Password Reset for Self-Ser	Priority 3	DCI.Customer Support.Active Directory.Password reset
SPAM - possible malware	Priority 3	MITS.OPS.security.scan request
Password Reset - IT Security	Priority 3	DCI.Customer Support.Question
Voicemail Pin	Priority 3	NCS.Telephone.digital phone.Voice Mail Password Reset
User disconnected the call	Priority 3	DCI.Customer Support.Question
Ticket status regarding imag	Priority 3	DCI.Customer Support.service desk.Ticket Status
Folder Request	Priority 3	DCI.Customer Support.Question
Stolen laptop scheduled for r	Priority 3	DCI.Customer Support.PC Replacement.Question
OneDrive folder request	Priority 3	DCI.Customer Support.Desktop Support
Password Reset	Priority 3	DCI.Customer Support.Question
User needs a password rese	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
How to order equipment	Priority 3	DCI.Customer Support.Question
User requested network acco	Priority 3	DCI.Customer Support.Active Directory.Password reset
Changing Password Questio	Priority 3	DCI.Customer Support.Question
InfoPath install	Priority 3	DCI.Customer Support.Desktop Support
Password Reset for PC	Priority 3	DCI.Customer Support.Active Directory.Password reset
Printer Install	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
password and login	Priority 3	DCI.Customer Support.Active Directory.Password reset
laptop needs updates	Priority 3	DCI.Customer Support.Desktop Support
MS Project	Priority 3	DCI.Customer Support.Question

User stated she needs a pas	Priority 3	DCI.Customer Support.Active Directory.Password reset
Install Local Printer	Priority 3	DCI.Customer Support.printer.Desktop.Install Printer Driver
Disconnected Call	Priority 3	DCI.Customer Support.Question
Did not receive paystub by e	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
PW RESET	Priority 3	DCI.Customer Support.Active Directory.Password reset
local printer offline after mov	Priority 3	DCI.Customer Support.printer.Desktop.Cycle Printer
Question for IT Customer Su	Priority 3	DCI.Customer Support.Question
User needs a password rese	Priority 3	DCI.Customer Support.Active Directory.Password reset
Account is locked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Payroll Question	Priority 3	DCI.Customer Support.Question
cusotmer needs phone cord	Priority 3	NCS.Telephone.digital phone.Other
Requested to Decommission	Priority None	ROCS.Applications.RPM.App
Security Certificate Update	Priority 3	DCI.Customer Support.Question
Security Certificate Update	Priority 3	DCI.Customer Support.Question
Security Certificate Update	Priority 3	DCI.Customer Support.Question
IT Security Awareness Train	Priority 3	MIT.S.OPS.ILMS ITSA.registration
Password Reset for Self-Ser	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo Access Request	Priority 3	APPS.Access.Maximo
Unable to open Outlook	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
User needs a password rese	Priority 3	DCI.Customer Support.Desktop Support
Unlock Account	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password Reset for PC	Priority 3	DCI.Customer Support.Active Directory.Password reset
NSR attched for new imagin	Priority 3	DCI.Customer Support.Active Directory.New Contractor
Request to clear orphan rep	Priority 3	MIT.S.OPS.security.scan request
Maximo Issue	Priority 3	APPS.Technical support.Maximo
Unable to Send/Receive Em	Priority 2	DCI.Customer Support.Software.MS Outlook.Repair
Install third party software	Priority 3	DCI.Customer Support.Desktop Support
Printer Issue	Priority 3	DCI.Customer Support.printer.Desktop.Cycle Printer
Decommission Car Pair 1060	Priority None	ROCS.All.Requests
Ticket Created for Yanfen Le	Priority 3	MIT.S.OPS.security.scan request
Security Certificate Update f	Priority 3	DCI.Customer Support.Question
User needs two computers r	Priority 4	DCI.Customer Support.Equipment Move.Project
Account is locked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
NSR Submitted for Processi	Priority 3	DCI.Customer Support.Active Directory.Drive Access
printer install	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
Password Reset for Self-Ser	Priority 3	DCI.Customer Support.Active Directory.Password reset
cred provided for ITSAT at h	Priority 3	DCI.Customer Support.Desktop Support
Password reset	Priority 3	DCI.Customer Support.Question
Maximo Password Reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Laptop fan for James B.	Priority 3	DCI.Customer Support.Break-Fix.Computer
email pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Questions	Priority 3	DCI.Customer Support.Question
User needs a new password	Priority 3	DCI.Customer Support.Active Directory.Password reset
MOC-PLANT Needed Acces	Priority None	ROCS.All.Requests



unable to hear caller	Priority 3	DCI.Customer Support.Question
FW: T-drive access Renishield	Priority 3	DCI.Customer Support.Active Directory.Drive Access
Free Up Disk Space: Disk C	Priority 3	DCI.Customer Support.Desktop Support
Account locked	Priority 3	DCI.Customer Support.Active Directory.Password reset
IT Security Awareness Train	Priority 3	MIT.S.OPS.ILMS ITSA.registration
internet access	Priority 3	DCI.Customer Support.Desktop Support
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
account disabled due to non	Priority 3	DCI.Customer Support.Question
User stated that she cannot	Priority 3	DCI.Customer Support.Maximo.Password Reset
Customer cannot connect to	Priority 3	DCI.Customer Support.Wifi.Configuration
printer install	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
FW: Signed version FW: sig	Priority 3	DCI.SYSADMIN.SMKiosk.Support
User is locked out of his acco	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Cannot login remotely to des	Priority 2	DCI.Customer Support.Desktop Support
IT Security Awareness Train	Priority 3	DCI.Customer Support.Question
Thank you for 9/25/17.	Priority 3	HR.PSHCM.HR solutions support
computer is slow	Priority 3	DCI.Customer Support.hardware.Desktop.configuration
RE: Remote desktop access	Priority 3	DCI.Customer Support.Software.VPN.Install
Password Reset for Self-Ser	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo Access for Shaver	Priority 3	DCI.Customer Support.Question
User stated that he DYMO45	Priority 3	DCI.Customer Support.Question
66489 status	Priority 3	DCI.Customer Support.service desk.Ticket Status
<a href="http://hdwiki/pages/viewpage">http://hdwiki/pages/viewpage</a>	Priority 2	DCI.Customer Support.Desktop Support
Internet explorer being prom	Priority 3	DCI.Customer Support.Desktop Support
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Skype	Priority 3	DCI.Customer Support.Desktop Support
MetroNet	Priority 3	DCI.Customer Support.Desktop Support
MetroNet	Priority 3	DCI.Customer Support.Desktop Support
NSR Processing Request	Priority 3	DCI.Customer Support.Active Directory.Drive Access
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
User stated that she has an	Priority 3	DCI.Customer Support.Desktop Support
Call dropped	Priority 3	DCI.Customer Support.Question
Check if ticket was placed	Priority 3	DCI.Customer Support.service desk.Ticket Status
unable to complete inventory	Priority 3	DCI.Customer Support.Desktop Support
Work Stoppage	Priority 3	DCI.Customer Support.Desktop Support
User stated that he needs to	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset for Self-Ser	Priority 3	DCI.Customer Support.Active Directory.Password reset
User stated that she needs a	Priority 3	DCI.Customer Support.Active Directory.Password reset
Locked out of account	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
password reset for Peopleso	Priority 3	DCI.Customer Support.Active Directory.Password reset
User stated that he needs a	Priority 3	DCI.Customer Support.Active Directory.Password reset
Login Assistance	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
IT Security Awareness Train	Priority 3	MIT.S.OPS.ILMS ITSA.registration
needs assistance changing r	Priority 3	DCI.Customer Support.Active Directory.Password Self-Service A
Relocation Of PIDS Protocol	Priority None	ROCS.All.Requests
unlocked account	Priority 3	DCI.Customer Support.Active Directory.Password Unlock

User needs a password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset for PC	Priority 3	DCI.Customer Support.Active Directory.Password reset
computer not turning on, has	Priority 1	DCI.Customer Support.Break-Fix.Computer
Password Reset for PC	Priority 3	DCI.Customer Support.Active Directory.Password reset
VPN login issues	Priority 3	DCI.Customer Support.Desktop Support
Forgotten Password	Priority 3	DCI.Customer Support.Question
User needs a password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Customer needs to submit T	Priority 3	DCI.Customer Support.Question
PW reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
network pw reset c024266	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset for PC	Priority 3	DCI.Customer Support.Active Directory.Password reset
PW reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset for PC	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
ELM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
PW reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
ELM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Status update on ticket 6958	Priority 3	DCI.Customer Support.service desk.Ticket Status
Pw reset network	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
SMoKe coming from COmpu	Priority 2	DCI.Customer Support.hardware.Desktop.break/fix
ELM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
touch screen not working at	Priority 3	DCI.Customer Support.Break-Fix.Computer
PW reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
STatus Updates	Priority 3	DCI.Customer Support.service desk.Ticket Status
ELM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo reset	Priority 3	APPS.Training.Maximo
Status 69853 69857	Priority 3	DCI.Customer Support.Desktop Support
Password Reset	Priority 3	DCI.Customer Support.Desktop Support
Reset ILMS	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
Password Reset for PC	Priority 3	DCI.Customer Support.Active Directory.Password reset
Locked out of computer.	Priority 3	DCI.Customer Support.Active Directory.Password reset
Customer is encountering an	Priority 3	DCI.Customer Support.Desktop Support
Security Certificate Update	Priority 3	DCI.Customer Support.Question
Access to Metroweb	Priority 3	DCI.Customer Support.Desktop Support
User stated his name would	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
missing all the files in My Do	Priority 3	DCI.Customer Support.Desktop Support
MS Office is deactivated.	Priority 3	DCI.Customer Support.Desktop Support
Unable to login to website	Priority 3	DCI.Customer Support.Desktop Support
status inquiry	Priority 3	DCI.Customer Support.service desk.Ticket Status
Password Reset for PC	Priority 3	DCI.Customer Support.Active Directory.Password reset
ITSAT pw reset	Priority 3	MIT.S.OPS.ILMS ITSA.registration
network pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Change Maximo Password	Priority 3	DCI.Customer Support.Desktop Support
User gets an error message	Priority 3	DCI.Customer Support.hardware.Keyboard.hardware failure
Status updated for ticket 694	Priority 3	DCI.Customer Support.service desk.Ticket Status

CTF System Check - Days -	Priority None	ROCS.All.Requests
Internet Access Prohibited M	Priority 3	DCI.Customer Support.Active Directory.Password reset
Security Certificate Update	Priority 3	DCI.Customer Support.Question
PW RESET	Priority 3	DCI.Customer Support.Active Directory.Password reset
Keyboard Support	Priority 2	DCI.Customer Support.hardware.Keyboard.break/fix
Reset Maximo	Priority 3	APPS.Access.Maximo
unexplained emails	Priority 3	DCI.SYSADMIN.office 365.Technical support
Network Connectivity Issues	Priority 3	DCI.Customer Support.Desktop Support
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset for PC	Priority 3	DCI.Customer Support.Active Directory.Password reset
Issue with Avaya Phone	Priority 3	NCS.Telephone.digital phone.No Dial Tone
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
See attached NSR ...	Priority 3	DCI.Customer Support.Active Directory.Drive Access
Network password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Security Certificate Update fo	Priority 3	DCI.Customer Support.Question
Access Prohibited Error	Priority 2	DCI.Customer Support.Internet.Access prohibited
Account locked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
MetroGuest WiFi Service	Priority 3	DCI.Customer Support.Wifi.Configuration
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Status Updates on Open Tic	Priority 3	DCI.Customer Support.service desk.Ticket Status
User has a black screen/mo	Priority 3	DCI.Customer Support.hardware.Monitor.break/fix
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo reset	Priority 3	APPS.Access.Maximo
Black Screen Monitor Issues	Priority 3	DCI.Customer Support.hardware.Monitor.break/fix
Call Dropped	Priority 3	DCI.Customer Support.Question
Reset PS HCM	Priority 3	DCI.Customer Support.Active Directory.Password reset
Message to manager	Priority 3	DCI.Customer Support.Question
Maximo account password re	Priority 3	DCI.Customer Support.Question
Update status	Priority 3	DCI.Customer Support.service desk.Ticket Status
Maximo password reset	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Unlocked AD	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Reset Windows	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
E09 IOS Upgrade	Priority None	ROCS.All.Requests
Pay stub issue	Priority 3	DCI.Customer Support.Question
Unlocked customer	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Called Transferred	Priority 3	DCI.Customer Support.Question
Call dropped	Priority 3	DCI.Customer Support.Question
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
CTF System Check - MID - C	Priority None	ROCS.All.Requests
System Running Slow	Priority 3	APPS.Technical support.PSELM
Account Locked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
User E009586 password res	Priority 3	DCI.Customer Support.Active Directory.Password reset
Dropped Call	Priority 3	DCI.Customer Support.Question

Password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
IT security awarness training	Priority 3	MIT.S.OPS.IILMS ITSA.disabled account
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
User E010304 password res	Priority 3	DCI.Customer Support.Question
Maximo Log in	Priority 3	DCI.Customer Support.Maximo.Password Reset
Software Update	Priority 3	DCI.Customer Support.Desktop Support
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Cert Access	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo Password Reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Dropped Call	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
User E005270 - unlock acct	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
User E023125 needed info o	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Account Questions	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Question
CTF System Check - EVES	Priority None	ROCS.All.Requests
Status Update on Ticket 697	Priority 3	DCI.Customer Support.service desk.Ticket Status
Password Reset	Priority 3	DCI.Customer Support.Question
KXP-User Login Error	Priority 3	DCI.Customer Support.SSK Kiosk
Network Printer Installation	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
Password Reset	Priority 3	DCI.Customer Support.Question
Call dropped	Priority 3	DCI.Customer Support.Question
Account Question	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset for Self-Ser	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset for Self-Ser	Priority 3	DCI.Customer Support.Active Directory.Password reset
Kiosk Information Display Sy	Priority 3	DCI.Customer Support.SSK Kiosk
VPN Access Issue	Priority 3	DCI.Customer Support.Desktop Support
Password Reset for PC	Priority 3	DCI.Customer Support.Active Directory.Password reset
Login Assistance for Active D	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Chat - Entitled "Password Re	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
RPM - Carter Location Chan	Priority 5	ROCS.Applications.RPM.App
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset for Self-Ser	Priority 3	DCI.Customer Support.Active Directory.Password reset
Collect AIM Historian Data 9	Priority None	ROCS.Applications.AIM.App
CTF System Check - Days -	Priority None	ROCS.All.Requests
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
MetroNe WiFi Access	Priority 3	DCI.Customer Support.Wifi.Configuration
Reset PS HCM	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset for Self-Ser	Priority 3	DCI.Customer Support.Active Directory.Password reset
Unlocked AD	Priority 3	DCI.Customer Support.Active Directory.Password Unlock

Maximo Account Activation	Priority 3	DCI.Customer Support.Question
Password Reset for AIM Wir	Priority None	ROCS.Applications.AIM.App
Cancelled call, userwas unsu	Priority 3	DCI.Customer Support.Question
IT Security Awareness Train	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
Password Reset for AIM Wir	Priority None	ROCS.Applications.AIM.App
Password	Priority 3	DCI.Customer Support.Active Directory.Password reset
Reset Maximo	Priority 3	APPS.Access.Maximo
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
IT Security Awareness Train	Priority 3	DCI.Customer Support.Question
drop call	Priority 3	DCI.Customer Support.Question
Restart Predictor for Septem	Priority None	ROCS.Applications.PIDS.Other
User cannot save or access	Priority 3	DCI.Customer Support.Desktop Support
Use stated she could not rea	Priority 3	DCI.Customer Support.Question
Install	Priority 3	DCI.Customer Support.Desktop Support
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
CTF System Check - MID - C	Priority None	ROCS.All.Requests
User E024639 password res	Priority 3	DCI.Customer Support.Active Directory.Password reset
Outlook Log in Issue	Priority 3	DCI.Customer Support.office 365.Technical support
User E702357 password res	Priority 3	DCI.Customer Support.Active Directory.Password reset
User E016465 wants the sta	Priority 3	DCI.Customer Support.Maximo.Password Reset
Trapeze Blank Screen	Priority 3	APPS.Technical Support.Trapeze
User E702357 - disconnecte	Priority 3	DCI.Customer Support.Question
Phones in the office	Priority 3	NCS.Telephone.digital phone.Other
User E005270 logged into ne	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
E009618 Ticket Assigned	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Dropped Call	Priority 3	DCI.Customer Support.Question
User E024733 needing assis	Priority 3	DCI.Customer Support.Question
User E009510 needed passv	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
Password to log on to ILMS	Priority 3	DCI.Customer Support.Question
eservices.wmata.com Unava	Priority 3	DCI.Customer Support.Question
Cert needed	Priority 3	DCI.Customer Support.Question
CTF System Check - Evenin	Priority None	Applications
Call disconnected	Priority 3	DCI.Customer Support.Question
Account Questions	Priority 3	DCI.Customer Support.Question
Avaya Phone (Position #1) li	Priority 3	NCS.Telephone.digital phone.Other
User Profile Service Failure	Priority 3	DCI.Customer Support.Desktop Support
Call dropped	Priority 3	DCI.Customer Support.Question
Password Reset for PC	Priority 3	DCI.Customer Support.Active Directory.Password reset
Map to :N Drive (New Carol	Priority 3	DCI.Customer Support.Desktop Support
Account Questions	Priority 3	DCI.Customer Support.Question
Account Questions	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset for Self-Ser	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset for PC	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password and Login Assista	Priority 3	DCI.Customer Support.Active Directory.Password Unlock

RE: Location move request	Priority 5	DCI.Customer Support.Equipment Move.Project
Status on 68365	Priority 3	DCI.Customer Support.service desk.Ticket Status
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
IT Security Awareness Train	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
PC Move Question	Priority 3	DCI.Customer Support.Question
PC Replacement Question	Priority 4	DCI.Customer Support.PC Replacement.Question
Scanner Not Working	Priority 3	DCI.Customer Support.printer.Desktop.Cycle Printer
IT Security Awareness Train	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
AIM Playback CD A06-A08 9	Priority None	ROCS.Applications.AIM.App
MetroGuest WiFi Service	Priority 3	DCI.Customer Support.Wifi.Configuration
IT Security Awareness Test	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset for Self-Ser	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Question
CTF System Check - Day - 9	Priority None	ROCS.All.Requests
Password Reset for Self-Ser	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Connection Issues	Priority 3	DCI.Customer Support.Question
Password Reset for PC	Priority 3	DCI.Customer Support.Active Directory.Password reset
Network Connection Issue	Priority 3	DCI.Customer Support.Desktop Support
Maximo password reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
IT security Training	Priority 3	DCI.Customer Support.Question
IT Security Awareness Train	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
Peoplesoft login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Peoplesoft login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Resume	Priority 3	HR.PSHCM.HR solutions support
IT Security Awareness Train	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
IT security training	Priority 3	DCI.Customer Support.Question
CTF System Check - Mids -	Priority None	Software
IT security training	Priority 3	DCI.Customer Support.Question
Maximo password reset	Priority 3	DCI.Customer Support.Question
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Work Stoppage	Priority 3	DCI.Customer Support.hardware.Desktop.break/fix
PeopleSoft Password Login	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
ILMS	Priority 3	DCI.Customer Support.Question
IT Security Awareness Train	Priority 3	MIT.S.OPS.ILMS ITSA.registration
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Support predictor End-to End	Priority 1	Applications
Change Network Password	Priority 3	DCI.Customer Support.Active Directory.Password reset
Support AIM software update	Priority 1	Applications
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
NSR Forms	Priority 3	DCI.Customer Support.Active Directory.New Employee

Distribution Groups	Priority 3	DCI.Customer Support.Question
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Hard Drive Issue	Priority 3	DCI.Customer Support.hardware.Desktop.hardware failure
Keyboard not working	Priority 3	DCI.Customer Support.Desktop Support
HCM password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Install two AIM workstations.	Priority 3	Applications
Password reset for training	Priority 3	DCI.Customer Support.Question
PIDS Special Schedule Update	Priority 3	Applications
Computer Reimaging Request	Priority 3	DCI.Customer Support.hardware.Desktop.reimage
New Software update for the	Priority 1	Applications
webmail.wmata.com access	Priority 3	DCI.Customer Support.Question
unable to start training	Priority 3	DCI.Customer Support.Desktop Support
CTF System Check - Evenin	Priority None	Applications
NSR Form	Priority 3	DCI.Customer Support.Active Directory.New Employee
support cancelled	Priority 3	DCI.Customer Support.Question
HR Solutions	Priority 3	HR.PSHCM.Access
User needs help logging in	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
install programs	Priority 3	DCI.Customer Support.Desktop Support
Install MS Access	Priority 3	DCI.SYSADMIN.Software.installation.MS Visio
HR Solutions	Priority 3	HR.PSHCM.Access
Install MS Access	Priority 3	DCI.SYSADMIN.Software.installation.MS Visio
Install MS Access	Priority 3	DCI.SYSADMIN.Software.installation.MS Visio
Status update 69279	Priority 3	DCI.Customer Support.Question
Visio/Project	Priority 3	DCI.SYSADMIN.Software.installation.MS Visio
Visio/Project	Priority 3	DCI.SYSADMIN.Software.installation.MS Visio
Visio/Project	Priority 3	DCI.SYSADMIN.Software.installation.MS Visio
NSR Forms	Priority 3	DCI.Customer Support.Active Directory.New Employee
Maximo Full Access Request	Priority 3	MIT.S.OPS.security.scan request
unlocked account	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
pc move	Priority 5	DCI.Customer Support.Equipment Move.Project
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
support cancelled	Priority 3	DCI.Customer Support.Question
it awareness	Priority 3	DCI.Customer Support.Question
User cannot receive emails i	Priority 3	DCI.Customer Support.Software.MS Outlook.Problem Not Found
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Desktop Support
IT Security Awareness Train	Priority 3	MIT.S.OPS.ILMS ITSA.registration
user profile failed to logon	Priority 3	DCI.Customer Support.Desktop Support
password reset	Priority 3	DCI.Customer Support.Desktop Support
User needs new equipment i	Priority 2	DCI.Customer Support.Desktop Support
hcm resume	Priority 3	DCI.Customer Support.Desktop Support
status update 69474	Priority 3	DCI.Customer Support.service desk.Ticket Status
Add ROCS Personal Account	Priority None	ROCS.Applications
Drop Call	Priority 3	DCI.Customer Support.Question
Employee Termination	Priority 3	DCI.Customer Support.Question
IT Security Awareness Train	Priority 3	MIT.S.OPS.ILMS ITSA.registration
User stated he needs a pass	Priority 3	DCI.Customer Support.Active Directory.Password reset

unlocked account	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Drop Call	Priority 3	DCI.Customer Support.Question
IT Security Awareness Train	Priority 3	DCI.Customer Support.hardware.Desktop.configuration
test resolved by	Priority 3	Software
User needs to connect laptop	Priority 3	DCI.Customer Support.Desktop Support
Phone Support	Priority 2	DCI.SYSADMIN.Mobile Device Management.Technical support.S
Hard Drive Failure	Priority 3	DCI.Customer Support.hardware.Desktop.hardware failure
Status update	Priority 3	DCI.Customer Support.service desk.Ticket Status
Email - E4 license provision	Priority 3	DCI.Customer Support.Question
requesting to getting software	Priority 3	DCI.Customer Support.Desktop Support
requesting to getting software	Priority 3	DCI.Customer Support.Desktop Support
User needs a password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Customer requested assistance	Priority 3	DCI.Customer Support.Question
Status Update Request for T	Priority 3	DCI.Customer Support.Question
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Call disconnected	Priority 3	DCI.Customer Support.Question
unable to take training	Priority 3	DCI.Customer Support.Desktop Support
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
<a href="https://www.inspiredlms.com">https://www.inspiredlms.com</a>	Priority 3	DCI.Customer Support.Desktop Support
Call was disconnected	Priority 3	DCI.Customer Support.Question
pc update	Priority 3	DCI.Customer Support.service desk.Ticket Status
pc update	Priority 3	DCI.Customer Support.service desk.Ticket Status
Path for Interim Build	Priority 3	DCI.SYSADMIN.Server.Access
CRM Issue	Priority 3	DCI.Customer Support.Desktop Support
pc update	Priority 3	DCI.Customer Support.service desk.Ticket Status
V15 QA FX Security	Priority 3	DCI.SYSADMIN.Server.Access
pc update	Priority 3	DCI.Customer Support.service desk.Ticket Status
status update 69023	Priority 3	DCI.Customer Support.service desk.Ticket Status
Assist MITS with McAfee Ins	Priority None	ROCS.All.Requests
People Soft ELM Issue	Priority 3	APPS.Technical support.PSELM
AD groups	Priority 3	DCI.SYSADMIN.Server.Access
Caller needed assistance with	Priority 3	DCI.Customer Support.Question
termination	Priority 3	DCI.Customer Support.Question
User needs password for Se	Priority 3	DCI.Customer Support.Active Directory.Password reset
unable to save documents.	Priority 3	DCI.Customer Support.Desktop Support
Absenteeism Policy Tracking	Priority 3	MIT.S.OPS.security.firewall
User needs to access excel	Priority 3	DCI.Customer Support.Question
unable to access email	Priority 3	MIT.S.OPS.security.firewall
VDI Access	Priority 3	DCI.SYSADMIN.Software.Technical support.Operating Systems
Customer needed assistance	Priority 3	DCI.Customer Support.Question
unlocked account	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
password reset	Priority 3	DCI.Customer Support.Desktop Support
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
AIM - RED WRKST Console	Priority 5	ROCS.All.Requests
password reset	Priority 3	DCI.Customer Support.Desktop Support
Requested To Drop Car 221	Priority 3	ROCS.All.Requests
Network Printer Email Not W	Priority 3	DCI.SYSADMIN.Server.Access



Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
NSR Request	Priority 3	DCI.Customer Support.Active Directory.New Contractor
Maximo Password Reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Customer needed access to	Priority 3	DCI.Customer Support.Question
NSR attached	Priority 3	DCI.Customer Support.Active Directory.New Employee
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password	Priority 3	DCI.Customer Support.Desktop Support
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
JAVA Upgrade	Priority 3	DCI.Customer Support.Software.Java.upgrade
password reset	Priority 3	DCI.Customer Support.Desktop Support
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Desktop Support
walkin printing issue on laptc	Priority 3	DCI.Customer Support.Desktop Support
password reset	Priority 3	DCI.Customer Support.Desktop Support
Call Dropped	Priority 3	DCI.Customer Support.Question
WMATA Certificate update fo	Priority 3	DCI.Customer Support.Desktop Support
IT Security Awareness Train	Priority 3	MIT.S.OPS.I.LMS ITSA.registration
PIDS has no map	Priority 3	APPS.Technical support.PIDS
Maximo Password Reset	Priority 2	DCI.Customer Support.Question
unlocked account	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
how to get access to vlc	Priority 3	DCI.Customer Support.Desktop Support
Maximo Password	Priority 3	DCI.Customer Support.Question
Assistance with direct depos	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
email issue	Priority 3	DCI.Customer Support.Desktop Support
Port 9002 Java Memory Usa	Priority 5	ROCS.Applications.PIDS.Other
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Entrust Mobile (Soft Token)	Priority 3	MIT.S.Engineering.VPN.Technical support
password reset	Priority 3	DCI.Customer Support.Desktop Support
VPN Tablet Issue	Priority 3	DCI.Customer Support.Software.VPN.Install
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Printer Install	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
User needs a password rese	Priority 3	MIT.S.OPS.I.LMS ITSA.password reset
Image Computer	Priority 3	DCI.Customer Support.hardware.Desktop.reimage
Call Handling: General Ques	Priority 3	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Desktop Support
network pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Question
hcm pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
External Access to Email	Priority 3	DCI.Customer Support.Question
Account Questions	Priority 3	DCI.Customer Support.Question
NSR attached	Priority 3	DCI.Customer Support.Active Directory.Drive Access
NSR attached - Meredith, La	Priority 3	DCI.Customer Support.Active Directory.Drive Access

User needs status update on	Priority 3	DCI.Customer Support.Maximo.TSR Status
NSR attached - Rojas, Marco	Priority 3	DCI.Customer Support.Active Directory.Drive Access
Training Room Workstations	Priority None	ROCS.All.Requests
EUP attached	Priority 3	DCI.Customer Support.management.Delegation Request.Escalat
Memory Upgrade	Priority 3	DCI.Customer Support.hardware.Desktop.hardware upgrade
AIM User Access Service Re	Priority 5	ROCS.Applications.AIM.App
reimage request; related tick	Priority 3	DCI.Customer Support.hardware.Desktop.reimage
Called about a hold on accou	Priority 3	DCI.Customer Support.Question
SSL certificate request	Priority 3	MIT.S.OPS.security.firewall
Create Site SSL Certificate	Priority 3	MIT.S.OPS.security.firewall
User needs to take IT Secur	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
IT Security Awareness Test	Priority 3	DCI.Customer Support.Question
Unable to launch outlook	Priority 3	DCI.Customer Support.Desktop Support
MS Visio	Priority 3	DCI.SYSADMIN.Software.installation.MS Visio
Account still disabled	Priority 3	DCI.Customer Support.Question
MS Project	Priority 3	DCI.SYSADMIN.Software.installation.MS Project
unable to access email	Priority 3	DCI.Customer Support.Desktop Support
Status on ticket	Priority 3	DCI.Customer Support.Question
User needs server informatio	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
NSR-hultsch	Priority 3	DCI.Customer Support.Active Directory.New Contractor
NSR-powell	Priority 3	DCI.Customer Support.Active Directory.New Contractor
pc provisioning question	Priority 3	DCI.Customer Support.Desktop Support
NSR-murthy	Priority 3	DCI.Customer Support.Active Directory.New Contractor
NSR-giovando	Priority 3	DCI.Customer Support.Active Directory.New Contractor
NSR-vitale	Priority 3	DCI.Customer Support.Active Directory.New Contractor
adf kit install	Priority 3	DCI.Customer Support.Break-Fix.Printer
NSR-batman	Priority 3	DCI.Customer Support.Active Directory.New Contractor
email pw	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
open pdf attachments in ema	Priority 3	DCI.Customer Support.Desktop Support
Install Quick Time	Priority 3	DCI.Customer Support.Desktop Support
update on tsr	Priority 3	DCI.Customer Support.Maximo.TSR Status
MS Visio	Priority 3	DCI.SYSADMIN.Software.installation.MS Visio
IT Security Awareness Issue	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
Printer Issue	Priority 3	DCI.Customer Support.Break-Fix.Printer
network printer IP configurat	Priority 3	DCI.Customer Support.Desktop Support
pc clean up	Priority 3	DCI.Customer Support.Desktop Support
Customer has no sound whe	Priority 3	DCI.Customer Support.Question
needs to update and check c	Priority 3	DCI.Customer Support.hardware.Desktop.configuration
Submit NSR	Priority 3	DCI.Customer Support.Question
Ticket for Suresh	Priority 3	DCI.SYSADMIN.Server.Access
User wants a status update c	Priority 3	DCI.Customer Support.service desk.Ticket Status
IT Security Awareness Train	Priority 3	DCI.Customer Support.Question
Cannot Access MetroNet	Priority 2	DCI.Customer Support.Desktop Support
Computer/Laptop Setup	Priority 3	DCI.Customer Support.Desktop Support
MS Access	Priority 3	DCI.Customer Support.Software.MS Access
pc crashed	Priority 3	DCI.Customer Support.Desktop Support

status update	Priority 3	DCI.Customer Support.service desk.Ticket Status
IT Security Awareness Train	Priority 3	MITS.OPS.ILMS ITSA.registration
needs access to people soft	Priority 3	DCI.Customer Support.Desktop Support
Dual Monitor Issue	Priority 3	DCI.Customer Support.Desktop Support
User needs two mouse adde	Priority 3	DCI.Customer Support.hardware.Mouse.hardware failure
JAvA Update	Priority 3	DCI.Customer Support.Software.Java.upgrade
wants to know how to access	Priority 3	DCI.Customer Support.Desktop Support
MS Outlook Issue	Priority 2	DCI.Customer Support.Software.MS Outlook.Repair
IT Security Awareness Test	Priority 3	DCI.Customer Support.Question
how to log in to view paystub	Priority 3	DCI.Customer Support.Desktop Support
Laptop Issue	Priority 3	DCI.Customer Support.Desktop Support
User needs a password rese	Priority 3	MITS.OPS.ILMS ITSA.password reset
status 68635	Priority 3	DCI.Customer Support.service desk.Ticket Status
IT Security Awareness Train	Priority 3	MITS.OPS.ILMS ITSA.registration
password reset HCM	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
computer stuck in windows u	Priority 3	DCI.Customer Support.Desktop Support
User cannot log into outlook	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
MS Visio	Priority 3	DCI.SYSADMIN.Software.installation.MS Visio
TSR Instructions	Priority 3	DCI.Customer Support.Question
Release of new PIDS port 90	Priority 5	ROCS.Applications.PIDS.Other
password reset	Priority 3	DCI.Customer Support.Desktop Support
account disabled per badging	Priority 2	MITS.OPS.security.firewall
Customer inquired about iss	Priority 3	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Desktop Support
IT Security Awareness Test	Priority 3	DCI.Customer Support.Question
password reset for Peopleso	Priority 3	DCI.Customer Support.Active Directory.Password reset
unable to create out of office	Priority 3	DCI.Customer Support.Question
MS Project	Priority 3	DCI.SYSADMIN.Software.installation.MS Project
No assistance needed	Priority 3	DCI.Customer Support.Question
Office 365 Email Access Rec	Priority 3	DCI.Customer Support.Question
password reset for Peopleso	Priority 2	DCI.Customer Support.Active Directory.Password reset
needs new printer connected	Priority 3	DCI.Customer Support.Question
Customer cannot access em	Priority 2	DCI.Customer Support.Desktop Support
HR Solutions	Priority 3	HR.PSHCM.Support
User needs a password rese	Priority 3	DCI.Customer Support.Active Directory.Password reset
network pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
needs password for training	Priority 3	DCI.Customer Support.Desktop Support
IT Security Account Request	Priority 2	MITS.OPS.ILMS ITSA.registration
Disconnected call accidentally	Priority 3	DCI.Customer Support.Question
One Drive access issues	Priority 3	DCI.Customer Support.Desktop Support
MS Upgrade	Priority 3	DCI.Customer Support.Question
Map to :T Drive	Priority 3	DCI.Customer Support.Desktop Support
PW RESET	Priority 3	DCI.Customer Support.Active Directory.Password reset
Unlock Account	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Customer is stuck at startup	Priority 2	DCI.Customer Support.Desktop Support
User needs to have a pc mo	Priority 5	DCI.Customer Support.Equipment Move.Project

Login Issue/Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
low disk space	Priority 3	DCI.Customer Support.Desktop Support
it security password reset	Priority 3	MIT.S.OPS.I.LMS ITSA.password reset
stuck in windows update	Priority 3	DCI.Customer Support.Desktop Support
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Question
windows update question	Priority 3	DCI.Customer Support.Desktop Support
Chrome Default	Priority 3	DCI.Customer Support.Question
Called to check status of tick	Priority 3	DCI.Customer Support.Question
User needs to take the IT se	Priority 3	MIT.S.OPS.I.LMS ITSA.password reset
inquiry	Priority 3	DCI.Customer Support.service desk.Ticket Status
User needs account unlocke	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
unable to boot up pc	Priority 5	DCI.Customer Support.Desktop Support
Update JGB Weekly System	Priority None	ROCS.All.Requests
Install Storage Drive	Priority 3	DCI.Customer Support.Desktop Support
HCM Question	Priority 3	DCI.Customer Support.Question
Customer needs printer drive	Priority 3	DCI.Customer Support.Desktop Support
update status	Priority 3	DCI.Customer Support.Desktop Support
inquiry 69030	Priority 3	DCI.Customer Support.service desk.Ticket Status
Printer install	Priority 3	DCI.Customer Support.Desktop Support
Account reported locked	Priority 3	DCI.Customer Support.Question
Check Laptop Eligibility for R	Priority None	ROCS - Hardware
It Awareness Test	Priority 3	DCI.Customer Support.Desktop Support
Question about email access	Priority 3	DCI.Customer Support.Question
PW reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
email pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
E Service	Priority 3	Payroll.PeopleSoft.Upgrade.Inquiry
VPN and VDI Outage	Priority 3	DCI.Customer Support.Software.VPN.Training
CTF System Check - Day - 9	Priority None	ROCS.All.Requests
password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Voicemail Password Reset R	Priority 3	NCS.Telephone.digital phone.Voice Mail Password Reset
IT Health Check	Priority 3	DCI.Customer Support.hardware.Desktop.configuration
it security password	Priority 3	MIT.S.OPS.I.LMS ITSA.password reset
Maximo PW	Priority 3	DCI.Customer Support.Desktop Support
Peoplesoft password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
PW Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Adobe reader install	Priority 3	DCI.Customer Support.Desktop Support
IT Security Awareness passv	Priority 3	MIT.S.OPS.I.LMS ITSA.password reset
PW reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Status update for 68534	Priority 3	DCI.Customer Support.service desk.Ticket Status
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
network pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
ITSAT pw reset	Priority 3	MIT.S.OPS.I.LMS ITSA.registration
Request to map to Z drive (ti	Priority 3	DCI.Customer Support.Question
Request to install driver on H	Priority 3	DCI.Customer Support.hardware.Scanner.install
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset

Peoplesoft password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
PW reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
E027266 HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Voicemail Password Reset	Priority 3	NCS.Telephone.digital phone.Voice Mail Password Reset
Reset ILMS	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
IT Security Awareness passv	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
IT Security Awareness	Priority 3	DCI.Customer Support.PC Replacement.Question
User called to make sure Cy	Priority 3	DCI.Customer Support.Question
Peoplesoft password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
ITSA Training login	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
System login issue	Priority 3	DCI.Customer Support.Question
User called for IT Security A	Priority 2	MIT.S.OPS.ILMS ITSA.registration
Peoplesoft login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
System login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Request for MetroNet securi	Priority 3	DCI.Customer Support.Question
Request for replacement lap	Priority 3	DCI.Customer Support.Question
ITSA training login issue	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
System login issue	Priority 3	MIT.S.OPS.security.firewall
Reset Windows	Priority 3	DCI.Customer Support.Active Directory.Password reset
ITSA training login	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
Reset PS HCM	Priority 3	DCI.Customer Support.Active Directory.Password reset
Reset ILMS	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
Install or Update Adobe Acro	Priority 3	DCI.Customer Support.Desktop Support
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
IT security training	Priority 3	DCI.Customer Support.Question
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
CTF System Check - Mids -	Priority None	Software
Network connectivity	Priority 3	DCI.Customer Support.Desktop Support
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
ITSA login issue	Priority 3	MIT.S.OPS.ILMS ITSA.registration
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
ITSA Training login issue	Priority 3	MIT.S.OPS.ILMS ITSA.registration
IT security awareness	Priority 3	DCI.Customer Support.Question
ILMS Password	Priority 3	DCI.Customer Support.Question
Reset ILMS	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
Password Reset	Priority 3	DCI.Customer Support.Question
ITSA Training completion	Priority 3	MIT.S.OPS.ILMS ITSA.disabled account
Reset ILMS	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
Password Reset	Priority 3	DCI.Customer Support.Question
lack of storage	Priority 3	DCI.Customer Support.Question
Peoplesoft login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Reset ILMS	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock

PASSWORD RESET	Priority 3	DCI.Customer Support.Active Directory.Password reset
Status update for ticket 6922	Priority 3	DCI.Customer Support.service desk.Ticket Status
It security awareness training	Priority 3	DCI.Customer Support.Question
IT security awareness training	Priority 3	DCI.Customer Support.Question
IT Security awareness training	Priority 3	DCI.Customer Support.Question
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset for training	Priority 3	DCI.Customer Support.Question
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
maximo password reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
VPN Access	Priority 3	DCI.Customer Support.Software.VPN.Training
user stated that he does not	Priority 3	DCI.Customer Support.Question
Printer Issue	Priority 3	DCI.Customer Support.printer.Desktop.Training
password reset for training	Priority 3	DCI.Customer Support.Question
support cancelled	Priority 3	DCI.Customer Support.Question
status update 69222	Priority 3	DCI.Customer Support.service desk.Ticket Status
verify email address	Priority 3	DCI.Customer Support.Active Directory.Password reset
Cert Update	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Playback Request for 1120p	Priority 3	Applications
Please find signed form attached	Priority 3	HR.PSHCM.HR solutions support
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
IT Security Awareness Training	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
ILMS Password	Priority 3	DCI.Customer Support.Question
IT Security Awareness Training	Priority 3	DCI.Customer Support.Question
CTF System Check - Evenin	Priority None	Applications
Server Issue	Priority 3	NCS.Data Circuit.Issues
password reset	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Work stoppage escalation re	Priority 3	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Cert Update	Priority 3	DCI.Customer Support.Question
NSR for Melissa Fitzgerald C	Priority 3	DCI.Customer Support.Active Directory.New Contractor
O365 requisition	Priority 3	DCI.SYSADMIN.Server.Access
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Subject: [Wmata-DCI] Mach	Priority 3	DCI.Customer Support.SSK Kiosk
Password Reset	Priority 3	DCI.Customer Support.Question
It Security Awareness Training	Priority 3	DCI.Customer Support.Question
password reset for training s	Priority 3	DCI.Customer Support.Desktop Support
EMP access request attached	Priority 3	MIT.S.Apps.Security Access.PSEPM
adobe pro install request	Priority 3	DCI.Customer Support.Desktop Support
Unable to log in to SMS	Priority 3	APPS.Technical support.SMS
User cannot log into lms	Priority 3	DCI.Customer Support.Question
status needed	Priority 3	DCI.Customer Support.service desk.Ticket Status
ilm password reset	Priority 3	DCI.Customer Support.Desktop Support
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset

Skype not working	Priority 3	DCI.Customer Support.Desktop Support
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Customer needs help with P	Priority 4	DCI.Customer Support.PC Replacement.Question
status update on ticket 6863	Priority 3	DCI.Customer Support.service desk.Ticket Status
SSO Account Locked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Ticket for UNIX Admin Supp	Priority 3	DCI.SYSADMIN.Server.UNIX Support
Password Reset	Priority 3	DCI.Customer Support.Question
NIC/ethernet port defective;	Priority 3	DCI.Customer Support.Break-Fix.Computer
NSR-chow	Priority 3	DCI.Customer Support.Active Directory.Drive Access
User needs a password rese	Priority 3	DCI.Customer Support.Active Directory.Password reset
Computer/Laptop Setup	Priority 3	DCI.Customer Support.Desktop Support
Security Certificate Update	Priority 3	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Ticket for MITS	Priority 3	MITS.OPS.security.firewall
Xerox Printer mapping on us	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
Password and Username	Priority 3	DCI.Customer Support.Question
wanted to get the critical upd	Priority 3	DCI.Customer Support.Question
RE: Printer mapping on user	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
Ticket for Exchange Team	Priority 1	DCI.SYSADMIN.Server.Access
ILMS Access	Priority 3	DCI.Customer Support.Question
User needs a password rese	Priority 3	DCI.Customer Support.Active Directory.Password reset
"USB has exceeded the pow	Priority 3	DCI.Customer Support.Question
Mobile Issue	Priority 1	DCI.SYSADMIN.Mobile Device Management.Technical support.S
Call got disconnected	Priority 3	DCI.Customer Support.Question
unable to print	Priority 3	APPS.Technical support.GOTRS
Xerox Firmware Update	Priority 3	DCI.Customer Support.printer.Xerox.technical support
status update 67342	Priority 3	DCI.Customer Support.service desk.Ticket Status
TSR	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Customer Needs Phone in n	Priority 3	NCS.Telephone.digital phone.Other
Problems uploading their res	Priority 3	HR.PSHCM.Support
slow connectivity with pro wa	Priority 3	DCI.Customer Support.Desktop Support
PW RESET	Priority 3	DCI.Customer Support.Active Directory.Password reset
HR Solutions	Priority 3	DCI.Customer Support.Question
PIDS Infrastructure Pre-Test	Priority None	ROCS.Applications.PIDS.Sniffer
Call Dropped	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
HR Solutions	Priority 3	HR.PSHCM.Report
Password reset for maximo	Priority 3	DCI.Customer Support.Maximo.Password Reset
Support not needed	Priority 3	DCI.Customer Support.Question
NSR Request	Priority 3	DCI.Customer Support.Question
Outlook Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
OHAW- paulk	Priority 3	HR.PSHCM.Report
OHAW- richardson	Priority 3	HR.PSHCM.Report
RC Request For VPN Token	Priority 5	ROCS.Applications.AIM.App
OHAW- strange	Priority 3	HR.PSHCM.Report
support cancelled	Priority 3	DCI.Customer Support.Question

User needs password for Se	Priority 3	MIT.S.OPS.I.LMS ITSA.password reset
OHAW- davis	Priority 3	HR.PSHCM.Report
OHAW- fincham	Priority 3	HR.PSHCM.Report
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Memory upgrade	Priority 3	DCI.Customer Support.Inventory.Upgrade Case
Status update 66469	Priority 3	DCI.Customer Support.service desk.Ticket Status
I Phone VPN Issue	Priority 3	MIT.S.Engineering.VPN.Technical support
email pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
requesting to getting softwar	Priority 3	DCI.Customer Support.Desktop Support
Directory Information	Priority 3	DCI.Customer Support.Question
printer install	Priority 3	DCI.Customer Support.printer.Desktop.Install Printer Driver
QuickTime Install	Priority 3	DCI.Customer Support.Desktop Support
OHAW- barnes	Priority 3	HR.PSHCM.Report
QuickTime Installation	Priority 3	DCI.Customer Support.Question
Dual Monitor Setup	Priority 3	DCI.Customer Support.hardware.Monitor.configuration
unable to connect to termina	Priority 3	DCI.Customer Support.Software.VPN.Training
IT Security Password reset	Priority 3	MIT.S.OPS.I.LMS ITSA.password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Account locked	Priority 3	DCI.Customer Support.Active Directory.Password reset
User is requesting a passwo	Priority 3	DCI.Customer Support.Active Directory.Password reset
Security Certificate Update	Priority 3	DCI.Customer Support.Question
Call disconnected	Priority 3	DCI.Customer Support.Question
unable to connect to MetroN	Priority 3	DCI.Customer Support.Desktop Support
unable to update security ce	Priority 3	DCI.Customer Support.Question
Call received and disconnect	Priority 3	DCI.Customer Support.Question
Software.MS Outlook.Repair	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
HR Solutions	Priority 3	HR.PSHCM.Report
needs printers installed	Priority 3	DCI.Customer Support.Desktop Support
ITSAT cred	Priority 3	DCI.Customer Support.Desktop Support
User needs password for Se	Priority 3	MIT.S.OPS.I.LMS ITSA.password reset
Password reset for maximo	Priority 3	DCI.Customer Support.Maximo.Password Reset
DCI.Customer Support.Activ	Priority 3	DCI.Customer Support.Desktop Support
User needs the the security u	Priority 3	DCI.Customer Support.Question
Need Java Installed	Priority 3	DCI.Customer Support.Software.Java.Install
Security Certificate Update fo	Priority 3	DCI.Customer Support.Question
SharePoint Support	Priority 3	DCI.Customer Support.Question
pw reset HCM	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password reset	Priority 3	DCI.Customer Support.Question
Network Printer Install	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
When user enters informatio	Priority 3	HR.PSHCM.Support
Network password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Network password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
eservice request	Priority 3	Payroll.PeopleSoft.Upgrade.Inquiry
unable to login	Priority 3	DCI.Customer Support.Active Directory.Password reset
VPN juniper install issue	Priority 3	DCI.Customer Support.Software.VPN.Training
Unable to Access MetroWeb	Priority 3	DCI.Customer Support.Question



user lost email	Priority 3	DCI.Customer Support.Question
User requested password re	Priority 3	DCI.Customer Support.Active Directory.Password reset
VPN login issue	Priority 3	DCI.Customer Support.Question
user needs excel to pdf conv	Priority 3	DCI.Customer Support.Question
Xerox Printer not on network	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
maximo password reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
User requested password re	Priority 3	DCI.Customer Support.Active Directory.Password reset
Customer checking on SR#	Priority 3	DCI.Customer Support.service desk.Ticket Status
temporary profile 347520	Priority 3	DCI.Customer Support.Desktop Support
User asked for users names	Priority 3	DCI.Customer Support.Desktop Support
Maximo PW reset	Priority 3	DCI.Customer Support.Desktop Support
Question about email access	Priority 3	DCI.Customer Support.Active Directory.Password reset
Missing Emails	Priority 3	DCI.SYSADMIN.Software.Technical support.MS Office
Account Disabled for Non-co	Priority 3	DCI.Customer Support.Question
Peoplesoft password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Active Directory.Password re	Priority 3	DCI.Customer Support.Active Directory.Password reset
User Locked out of SSO	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
User wanted to know how to	Priority 3	MIT.S.OPS.I LMS ITSA.password reset
computer making loud noise	Priority 2	DCI.Customer Support.Break-Fix.Computer
Report Request for Emplo	Priority 3	HR.PSHCM.Support
Surface Pro 4	Priority 2	DCI.SYSADMIN.Mobile Device Management.Technical supportT
User needs a password rese	Priority 3	DCI.Customer Support.Active Directory.Password reset
Add To RPM Cars 7422-742	Priority None	ROCS.Applications.RPM.App
PIDS issue - West Falls Chu	Priority 3	APPS.Technical support.PIDS
Security training password re	Priority 3	MIT.S.OPS.I LMS ITSA.password reset
Provide Camera Links For P	Priority None	ROCS.All.Requests
User Profile Service Failure	Priority 3	DCI.Customer Support.Desktop Support
ITSAT pw reset	Priority 3	MIT.S.OPS.I LMS ITSA.registration
Tablet Not connecting to Wif	Priority 3	DCI.Customer Support.Wifi.Configuration
network pw reset c027408	Priority 3	DCI.Customer Support.Active Directory.Password reset
IT Security Awareness Issue	Priority 3	MIT.S.OPS.I LMS ITSA.password reset
User wants to add a printer	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
PW RESET	Priority 3	DCI.Customer Support.Active Directory.Password reset
Call received disconnected	Priority 3	DCI.Customer Support.Question
User needs a password rese	Priority 3	DCI.Customer Support.Question
Security Certificate Update	Priority 3	DCI.Customer Support.Question
ITSAT pw reset	Priority 3	DCI.Customer Support.Desktop Support
Unable to log in to the works	Priority 3	DCI.Customer Support.Active Directory.Password reset
Security Certificate Update	Priority 3	DCI.Customer Support.Question
User wants to change her pa	Priority 3	DCI.Customer Support.Question
User is having issues logging	Priority 3	DCI.SYSADMIN.Mobile Device Management.Technical supportT
Maximo pw reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Request for OS Upgrade fro	Priority 3	DCI.Customer Support.Question
IT Security Awareness Train	Priority 3	DCI.Customer Support.Question
PW RESET	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
HCM pw reset e026371	Priority 3	DCI.Customer Support.Active Directory.Password reset
User needs a password rese	Priority 3	DCI.Customer Support.Active Directory.Password reset

Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
NSR attached	Priority 3	DCI.Customer Support.Active Directory.New Employee
maximo access reactivation	Priority 3	DCI.Customer Support.Maximo.Password Reset
Flash not working for ASQ	Priority 3	DCI.Customer Support.Desktop Support
Printer not working	Priority 3	DCI.Customer Support.printer.Desktop.Cycle Printer
Procedure for activating Pre	Priority 5	ROCS.All.Requests
Status on open ticket	Priority 3	DCI.Customer Support.service desk.Ticket Status
IT Security Awareness Train	Priority 3	MIT.S.OPS.ILMS ITSA.registration
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
LUMEN STUDIO SOFTWARE	Priority 3	DCI.Customer Support.Desktop Support
Cerificate questions resolved	Priority 3	DCI.Customer Support.Question
User is having issues in MS	Priority 3	DCI.Customer Support.Software.MS Outlook.Problem Not Found
ELM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
status update	Priority 3	DCI.Customer Support.service desk.Ticket Status
Install RightNow software	Priority 3	DCI.Customer Support.Desktop Support
updated certificate	Priority 3	DCI.Customer Support.Desktop Support
PW RESET	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Need to Change Password	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
ITSAT pw reset	Priority 3	MIT.S.OPS.ILMS ITSA.registration
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
computer freezing	Priority 3	DCI.Customer Support.Question
Account locked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
PC Replacement	Priority 3	DCI.Customer Support.PC Replacement.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
User is requesting that we m	Priority 3	DCI.Customer Support.Question
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Unlock Account	Priority 1	DCI.Customer Support.Active Directory.Password Unlock
External Wifi Service	Priority 3	DCI.Customer Support.Wifi.Configuration
User needs a password rese	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Desktop Support
Maximo pw reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Call dropped	Priority 3	DCI.Customer Support.Question
it security awareness	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
PC Replacement	Priority 3	DCI.Customer Support.PC Replacement.Question
User needs a password rese	Priority 3	DCI.Customer Support.Active Directory.Password reset
It Awareness	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
stuck in windows update	Priority 3	DCI.Customer Support.Desktop Support
customer is receiving email f	Priority 3	MIT.S.OPS.ILMS ITSA.post training escalation
Google Chrome Needed on	Priority 3	DCI.Customer Support.Desktop Support
User needs a password rese	Priority 3	DCI.Customer Support.Active Directory.Password reset
unable to use badge at metro	Priority 3	DCI.Customer Support.Question
PC replacement question	Priority 3	DCI.Customer Support.PC Replacement.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
ITSAT pw reset	Priority 3	MIT.S.OPS.ILMS ITSA.registration
User keeps getting prompted	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
Password reset for Peoplesc	Priority 2	DCI.Customer Support.Active Directory.Password Unlock

Construction Inspector job po	Priority 3	DCI.Customer Support.Question
User needs help with absent	Priority 3	HR.PSHCM.Support
Laptop battery won't charge	Priority 3	DCI.Customer Support.Break-Fix.Laptop
Avaya Issues	Priority 3	NCS.Telephone.digital phone.Other
One Drive Error	Priority 3	DCI.Customer Support.office 365.Technical support
User needs a password rese	Priority 3	DCI.Customer Support.Active Directory.Password reset
Google Earth Pro Install	Priority 3	DCI.Customer Support.Desktop Support
CTF System Check - Day - 9	Priority None	ROCS.All.Requests
MCAFEЕ Error Message	Priority 3	DCI.Customer Support.Question
DL add	Priority 3	DCI.SYSADMIN.Server.Access
User cannot log into his com	Priority 3	DCI.Customer Support.Question
Clear Cache	Priority 3	DCI.Customer Support.Desktop Support
Metro Webpage Information	Priority 3	HR.PSHCM.Support
AutoCad Installation	Priority 3	DCI.Customer Support.Desktop Support
User needs a password rese	Priority 3	DCI.Customer Support.Active Directory.Password reset
IT Security Awareness passv	Priority 3	MIT.S.OPS.I.LMS ITSA.password reset
User needs a printer added	Priority 2	DCI.Customer Support.printer.Network.Install Printer Driver
IT Security Awareness Train	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
reset pw	Priority 3	DCI.Customer Support.Desktop Support
User has a missing folder tha	Priority 3	DCI.Customer Support.Desktop Support
Question regarding setting u	Priority 3	DCI.Customer Support.Question
IT Security Awareness Train	Priority 3	MIT.S.OPS.I.LMS ITSA.registration
IT Security Awareness Train	Priority 3	DCI.Customer Support.Desktop Support
Internet Explorer	Priority 3	DCI.Customer Support.Question
Mr. Charles Balling is getting	Priority 3	DCI.Customer Support.Network.Server
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
User needs a password rese	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
needs metroweb link	Priority 3	DCI.Customer Support.Software.Internet Explorer
Webmail Link	Priority 3	DCI.Customer Support.Question
Reset ILMS	Priority 3	MIT.S.OPS.I.LMS ITSA.password reset
password reset For Peoples	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Question about it security	Priority 3	DCI.Customer Support.Question
Email slow	Priority 3	DCI.Customer Support.Active Directory.Password reset
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
Request for IT Security Awar	Priority 3	MIT.S.OPS.I.LMS ITSA.password reset
Network password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Playback Largo Terminal Op	Priority None	ROCS.Applications.AIM.App
Request to install Google Ma	Priority 3	DCI.Customer Support.Desktop Support
PW reset	Priority 3	DCI.Customer Support.Desktop Support
Status update	Priority 3	DCI.Customer Support.service desk.Ticket Status
IT Security Awareness passv	Priority 3	MIT.S.OPS.I.LMS ITSA.password reset
Reset password	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
PW reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Windows Phone Issue	Priority 3	DCI.SYSADMIN.Mobile Device Management.Technical support.S
VPN issues.	Priority 3	DCI.Customer Support.Software.VPN.Install

IT Security Awareness passv	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
LMS PW reset	Priority 3	DCI.Customer Support.Desktop Support
Assisted user with WiFi "g	Priority 3	DCI.Customer Support.Wifi.Configuration
Reset and unlocked AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset for Peoplesc	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Locked account	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Signature block	Priority 3	DCI.Customer Support.Question
VPN Issue	Priority 2	DCI.Customer Support.Software.VPN.Install
Training IT security	Priority 3	DCI.Customer Support.Question
User trying to connect ot Me	Priority 3	DCI.Customer Support.Software.VPN.Training
ITSA training login issue	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
Maximo Password reset	Priority 3	DCI.Customer Support.Question
Peoplesoft login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
ITSA training login issue	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
Email address question	Priority 3	DCI.Customer Support.Question
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
reset maximo password	Priority 3	DCI.Customer Support.Maximo.Password Reset
ITSA Login issue	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Maximo reset	Priority 3	APPS.Access.Maximo
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset for IT traini	Priority 3	DCI.Customer Support.Question
Maximo login issue	Priority 3	DCI.Customer Support.Maximo.Password Reset
User needs the certificate up	Priority 3	DCI.Customer Support.Question
Peoplesoft login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
NICE media file.	Priority 3	APPS.Training.ROCC
ITSA Training login issue	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
IT security awareness	Priority 3	DCI.Customer Support.Question
Status update on ticket 6608	Priority 3	DCI.Customer Support.service desk.Ticket Status
Maximo login issue	Priority 3	DCI.Customer Support.Maximo.Password Reset
Reset ILMS	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
ITSA training password rese	Priority 3	MIT.S.OPS.ILMS ITSA.registration
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
Chris Helton informed ROCS	Priority None	Hardware
CTF System Check - Mids -	Priority None	Software
ITSA Training login issue	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
ITSA training login issue	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
Sent Mr. Brodie NSR for IE a	Priority 3	DCI.Customer Support.Question
System login issue	Priority 3	DCI.Customer Support.Question
Assisted user with sending p	Priority 3	DCI.Customer Support.Question
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Reset ILMS	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
System login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
ITSA training login issue	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
Maximo login issue	Priority 3	DCI.Customer Support.Maximo.Password Reset
Resume	Priority 3	DCI.Customer Support.service desk.Ticket Status

System login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
This is a duplicate ticket . Ticket	Priority 3	DCI.Customer Support.Question
ITSA training login issue	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
Resume	Priority 3	HR.PSHCM.ESS technical support
Install Adobe Pro or greater	Priority 3	DCI.Customer Support.Desktop Support
System login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
User canceled call	Priority 3	DCI.Customer Support.Question
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
ILMS reset	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
User E010097 Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
Job Application question	Priority 3	DCI.Customer Support.Question
User E017165 Password reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
E011185	Priority 3	DCI.Customer Support.Question
Maximo password reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
User E005099 wanted to speak	Priority 3	DCI.Customer Support.Question
System login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
No service needed	Priority 3	DCI.Customer Support.Question
User E014539 Maximo password	Priority 3	DCI.Customer Support.Maximo.Password Reset
ITSA training login issue	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
The called requesting the status	Priority 3	DCI.Customer Support.service desk.Ticket Status
CTF System Check - Evenin	Priority None	Applications
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
User E001888 - Ticket Assigned	Priority 3	DCI.Customer Support.Question
System login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Eservice login issue	Priority 3	Payroll.PeopleSoft.Upgrade.Inquiry
unlocked account	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
E011306 eservice.wmata.com	Priority 3	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
User E012378 IT Security Av	Priority 3	DCI.Customer Support.Question
requesting to have a copy of	Priority 3	DCI.Customer Support.Question
Call Handling: General Question	Priority 3	DCI.Customer Support.Question
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
User E012403 password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
User E008162 copy of IT Security	Priority 3	DCI.Customer Support.Question
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset for PC and	Priority 3	DCI.Customer Support.Active Directory.Password reset
it sec password reset	Priority 3	DCI.Customer Support.Question
Make Metroweb the Internet	Priority 3	DCI.Customer Support.Software.Internet Explorer
password reset for training	Priority 3	DCI.Customer Support.Question
User E011507 password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
unlocked account	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
support cancelled	Priority 3	DCI.Customer Support.Question

Microsoft Access error	Priority 3	DCI.Customer Support.Question
NSR attached	Priority 3	DCI.Customer Support.Active Directory.Drive Access
called for an update regarding	Priority 3	DCI.Customer Support.service desk.Ticket Status
User E005270 password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset for training	Priority 3	DCI.Customer Support.Question
Microsoft Access - Ticket As	Priority 3	DCI.Customer Support.Question
unlocked account	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Printer Install	Priority 3	DCI.Customer Support.printer.Desktop.Install Printer Driver
User needs a password reset	Priority 3	DCI.Customer Support.Question
printer install	Priority 3	DCI.Customer Support.Desktop Support
Escort NCS at JGB PET room	Priority 3	Hardware
status update	Priority 3	DCI.Customer Support.service desk.Ticket Status
Ticket for MITS	Priority 3	MIT.S.OPS.security.firewall
User E005104 needs update	Priority 3	DCI.Customer Support.Question
Password Reset for PC and	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Decommission Surplus Old L	Priority 3	Hardware
User E009585 password was	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
User needs password for Se	Priority 3	DCI.Customer Support.Desktop Support
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
New PIDS workstation is ava	Priority None	ROCS - Hardware
Issues with Avaya and Other	Priority 3	NCS.Telephone.digital phone.Other
Verify Email Address	Priority 3	DCI.Customer Support.Question
Drop Call	Priority 3	DCI.Customer Support.Question
User E001321 having issues	Priority 3	DCI.Customer Support.Desktop Support
Drop Call	Priority 3	DCI.Customer Support.Question
Printer Install on Self Service	Priority 3	DCI.Customer Support.printer.Desktop.Cycle Printer
Security Certificate Update fo	Priority 3	DCI.Customer Support.Question
Drop Call	Priority 3	DCI.Customer Support.Question
kiosk on white screen after r	Priority 3	DCI.Customer Support.SSK Kiosk
kiosk on white screen and pr	Priority 3	DCI.Customer Support.SSK Kiosk
HR Solutions	Priority 3	HR.PSHCM.HR solutions support
unable to connect to desktop	Priority 3	DCI.Customer Support.Software.VPN.Install
IT Security Awareness Train	Priority 3	MIT.S.OPS.ILMS ITSA.registration
HR Solutions	Priority 3	HR.PSHCM.HR solutions support
User E021595 password res	Priority 3	DCI.Customer Support.Active Directory.Password reset
Position Management Report	Priority 3	HR.PSHCM.HR solutions support
Printer Issue	Priority 3	DCI.Customer Support.printer.Desktop.Cycle Printer
HR Solutions	Priority 3	HR.PSHCM.Access
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Policy Tracking	Priority 3	DCI.Customer Support.Question
maximo password reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
User needs her password re	Priority 3	DCI.Customer Support.Active Directory.Password reset
NSR Request	Priority 3	DCI.Customer Support.Active Directory.New Employee
requested to send his trainin	Priority 3	DCI.Customer Support.Question
IT Security Awareness Issue	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
User E025606 password res	Priority 3	DCI.Customer Support.Active Directory.Password reset

Email - E4 license provision	Priority 3	DCI.Customer Support.Question
User wants link for IT security	Priority 3	MIT.S.OPS.I.LMS ITSA.password reset
HR Solutions	Priority 3	HR.PSHCM.HR solutions support
Access Request	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset for training	Priority 3	DCI.Customer Support.Question
User E001321 password reset	Priority 3	MIT.S.OPS.I.LMS ITSA.password reset
IT Security Awareness Training	Priority 3	DCI.Customer Support.Question
password reset for ITSAT	Priority 3	MIT.S.OPS.I.LMS ITSA.registration
User needs a password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Computer Boots in to Start-up	Priority 3	DCI.Customer Support.Desktop Support
password reset for Peoplesoft	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
User E006348 - iLMS password	Priority 3	MIT.S.OPS.I.LMS ITSA.password reset
NSR Request	Priority 3	DCI.Customer Support.Active Directory.New Employee
User requesting access to veeva	Priority 3	DCI.Customer Support.Question
Quicktime install	Priority 3	DCI.Customer Support.Desktop Support
Install Google Earth	Priority 3	DCI.Customer Support.Desktop Support
User calling for status update	Priority 3	DCI.Customer Support.service desk.Ticket Status
Digital Signature	Priority 3	DCI.Customer Support.Question
network pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
NSR Request	Priority 3	DCI.Customer Support.Active Directory.New Employee
Install Google Earth Pro on Laptop	Priority 3	DCI.Customer Support.Desktop Support
Pickup Items for ROCC Training	Priority None	ROCS.All.Requests
Maximo Password Reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Admin Tasks	Priority 3	DCI.Customer Support.Question
network pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
wants to access ITSAT from home	Priority 3	MIT.S.OPS.I.LMS ITSA.registration
verify email address	Priority 3	DCI.Customer Support.Question
Maximo password reset request	Priority 3	DCI.Customer Support.Maximo.Password Reset
inquiry about the critical update	Priority 3	DCI.Customer Support.Question
inquiry 68672	Priority 3	DCI.Customer Support.service desk.Ticket Status
Password Reset for PC	Priority 3	DCI.Customer Support.Active Directory.Password reset
User needs a password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
only has intermittent access	Priority 3	DCI.Customer Support.Desktop Support
W-355691	Priority 2	DCI.Customer Support.Software.MS Outlook.Repair
IT Health Check	Priority 3	DCI.Customer Support.hardware.Desktop.configuration
Security Certificate Update	Priority 3	DCI.Customer Support.Question
User stated that he is not able to	Priority 3	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Creating Dump Files	Priority 3	DCI.Customer Support.Question
support cancelled	Priority 3	DCI.Customer Support.Question
Password and Login Assistance	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
EUP Request	Priority 3	DCI.Customer Support.management.Delegation Request.Escalation
User needs access to Documentum	Priority 3	APPS.Access.DOCUMENTUM

Add rail car pair 7420-7421 t	Priority None	ROCS.Applications.RPM.App
Maximo Password Reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
account disabled	Priority 3	DCI.Customer Support.Active Directory.Password reset
NSR Request	Priority 3	DCI.Customer Support.Active Directory.New Employee
Maximo pw reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Password Reset for PC	Priority 3	DCI.Customer Support.Active Directory.Password reset
Unlock users account	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
User stated that he is locked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Printer Issue	Priority 3	DCI.Customer Support.printer.Desktop.Cycle Printer
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
IT Security Awareness Train	Priority 3	DCI.Customer Support.Question
User needs password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset for PC	Priority 2	DCI.Customer Support.Desktop Support
unable to print.	Priority 3	DCI.Customer Support.printer.Desktop.Cycle Printer
unable to print.	Priority 3	DCI.Customer Support.Question
ITSAT pw reset	Priority 3	MIT.SOPS.ILMS ITSA.registration
Maximo Issue	Priority 3	APPS.Technical support.Maximo
Security Certificate Update	Priority 3	DCI.Customer Support.Question
NSR Request	Priority 3	DCI.Customer Support.Question
Status Update on 67971	Priority 3	DCI.Customer Support.service desk.Ticket Status
Call dropped	Priority 3	DCI.Customer Support.Question
network account locked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
PayRoll Question	Priority 3	DCI.Customer Support.Question
Needs MetroNet Access	Priority 3	DCI.Customer Support.Wifi.Configuration
Move Request	Priority 3	DCI.Customer Support.Equipment Move.Project
MS Outlook	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
PC Replacement request	Priority 3	DCI.Customer Support.PC Replacement.Question
Facilities Telephone Contact	Priority 3	DCI.Customer Support.Question
Requests for Installing or Su	Priority 3	DCI.Customer Support.Desktop Support
IT Security Awareness Train	Priority 3	MIT.SOPS.ILMS ITSA.password reset
VDI access NSR form attach	Priority 3	DCI.SYSADMIN.Server.Access
Call Dropped	Priority 3	DCI.Customer Support.Question
ITSAT pw reset	Priority 3	MIT.SOPS.ILMS ITSA.registration
Password Reset for Self-Ser	Priority 3	DCI.Customer Support.Active Directory.Password reset
NSR Request	Priority 3	DCI.Customer Support.Active Directory.New Employee
ITSAT pw reset	Priority 3	MIT.SOPS.ILMS ITSA.registration
it security awarness	Priority 3	MIT.SOPS.ILMS ITSA.password reset
Password Resets with Syste	Priority 3	DCI.Customer Support.Active Directory.Password reset
pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
User needs a password rese	Priority 3	DCI.Customer Support.Active Directory.Password reset
network pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
pw reset	Priority 3	DCI.Customer Support.Question
dropped calls	Priority 3	DCI.Customer Support.Question
Network Printer Installation	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
IT Security Awareness Train	Priority 3	DCI.Customer Support.Question



It security password reset	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
unable to login after changin	Priority 3	DCI.Customer Support.Active Directory.Password reset
ITSEC pw reset	Priority 3	DCI.Customer Support.Desktop Support
User requested password re	Priority 3	DCI.Customer Support.Active Directory.Password reset
Screen Shots Of S9600 FEP	Priority None	ROCS.All.Requests
Trust relationship Error	Priority 2	DCI.Customer Support.Network.Server
NSR Form Attached	Priority 3	DCI.SYSADMIN.Server.Access
password reset for Peopleso	Priority 3	DCI.Customer Support.Active Directory.Password reset
ELM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
It security password	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
User needs a password rese	Priority 3	DCI.Customer Support.Active Directory.Password reset
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
O365 Password	Priority 3	DCI.Customer Support.Question
Status Update on Maximo Ac	Priority 3	MIT.Apps Security.Access.PSCRM
Requests for Livestream Vid	Priority 3	DCI.Customer Support.Question
needs assistance accessing	Priority 3	DCI.Customer Support.Question
User needs admin rights on	Priority 3	DCI.Customer Support.Question
User requested network acco	Priority 3	DCI.Customer Support.Active Directory.Password reset
it security password	Priority 3	DCI.Customer Support.Question
Password Reset for Self-Ser	Priority 3	DCI.Customer Support.Active Directory.Password reset
Removing some desktop ico	Priority 3	DCI.Customer Support.Question
security certificate not install	Priority 3	DCI.Customer Support.Desktop Support
PW RESET	Priority 3	DCI.Customer Support.Active Directory.Password reset
Security Certificate Update	Priority 3	DCI.Customer Support.Question
Virtual Private Network (VPN	Priority 3	DCI.Customer Support.Software.VPN.Install
it security password reset	Priority 3	DCI.Customer Support.Question
User needs a password rese	Priority 3	DCI.Customer Support.Active Directory.Password reset
Outlook not accepting new c	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
Trust Relationship Error	Priority 3	DCI.Customer Support.Network.Server
User needs password for Se	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
ITSAT request account	Priority 2	MIT.S.OPS.ILMS ITSA.registration
Status Update on 67056	Priority 3	DCI.Customer Support.service desk.Ticket Status
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Unable to send large files fro	Priority 3	DCI.SYSADMIN.Software.Technical support.MS Office
IT Security Awareness Train	Priority 3	DCI.Customer Support.Question
Monitor Issue	Priority 3	DCI.Customer Support.hardware.Monitor.configuration
NSR form attached	Priority 3	DCI.SYSADMIN.Server.Access
it security password reset	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
Has passed IT Awareness tr	Priority 3	MIT.S.OPS.ILMS ITSA.registration
http://hdwiki/display/SOPs/Pa	Priority 3	DCI.Customer Support.Active Directory.Password reset
User requested network acco	Priority 3	DCI.Customer Support.Active Directory.Password reset
User Would like Computer re	Priority 3	DCI.Customer Support.hardware.Desktop.reimage
No caller available	Priority 3	DCI.Customer Support.Question
Submit a Maximo Access Re	Priority 3	DCI.Customer Support.Question
RE: Emailing: A. Braithwaite	Priority 3	DCI.Customer Support.Active Directory.Drive Access
password reset for peopleso	Priority 3	DCI.Customer Support.Active Directory.Password reset
E-Service Question	Priority 3	Payroll.PeopleSoft.Upgrade.Inquiry

call dropped	Priority 3	DCI.Customer Support.Question
PW RESET	Priority 3	DCI.Customer Support.Active Directory.Password reset
User needs a password rese	Priority 3	DCI.Customer Support.Question
Canceled (Support Not Need	Priority 3	DCI.Customer Support.Question
Request to install Microsoft T	Priority 3	DCI.Customer Support.Desktop Support
Windows Error Given After S	Priority 3	DCI.Customer Support.Break-Fix.Computer
Name displayed on the phone	Priority 3	NCS.Telephone.digital phone.Other
User needs to take IT Secur	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
password reset for Peopleso	Priority 3	DCI.Customer Support.Active Directory.Password reset
statusonapp	Priority 3	DCI.Customer Support.Question
SERVICE REQUEST	Priority 3	DCI.Customer Support.Desktop Support
i need to connect to METRO	Priority 3	DCI.Customer Support.Wifi.Configuration
ITSAT pw reset	Priority 3	MIT.S.OPS.ILMS ITSA.registration
ITSAT pw reset	Priority 3	MIT.S.OPS.ILMS ITSA.registration
User stated that she needs t	Priority 3	DCI.Customer Support.Active Directory.Password reset
PIDS/MAPS Install	Priority 3	APPS.Technical support.PIDS
ITSAT pw reset	Priority 3	MIT.S.OPS.ILMS ITSA.registration
question regarding nsr	Priority 3	DCI.Customer Support.Question
NSR attached	Priority 3	DCI.Customer Support.Active Directory.New Contractor
ITSAT pw reset	Priority 3	MIT.S.OPS.ILMS ITSA.registration
IT Security Awareness Train	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
User received Security Upda	Priority 2	DCI.Customer Support.Question
RE: Payroll Correction for R	Priority 3	HR.PSHCM.Support
Status updates	Priority 3	DCI.Customer Support.service desk.Ticket Status
IT Security Awareness Train	Priority 3	MIT.S.OPS.ILMS ITSA.registration
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
status updates	Priority 3	DCI.Customer Support.service desk.Ticket Status
User needs to take IT Secur	Priority 3	DCI.Customer Support.Question
Password Reset for Self-Ser	Priority 3	DCI.Customer Support.Active Directory.Password reset
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
IT Security Awareness Issue	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
Verify Email Address	Priority 3	DCI.Customer Support.Question
pw reset for email	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
it security awarness	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
Password Reset for Self-Ser	Priority 3	DCI.Customer Support.Active Directory.Password reset
User needs a maximo passv	Priority 3	DCI.Customer Support.Maximo.Password Reset
email not updating on WMA	Priority 3	DCI.SYSADMIN.Mobile Device Management.Technical support.S
IT Security Awareness Train	Priority 3	DCI.Customer Support.Question
RE: NSRs to remove networ	Priority 3	DCI.SYSADMIN.Server.Access
Group Policy Failed Error Ba	Priority 2	DCI.Customer Support.Desktop Support
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Security Certificate Update	Priority 3	DCI.Customer Support.Question
MetroNet Credentials for Ta	Priority 3	DCI.Customer Support.Wifi.Configuration
Security update	Priority 3	DCI.Customer Support.Question
iLMS email for test already p	Priority 3	MIT.S.OPS.ILMS ITSA.post training escalation
Badge or Scanner Issue	Priority 3	DCI.Customer Support.Question
Security Certificate Update	Priority 3	DCI.Customer Support.Question

unable to print	Priority 3	DCI.Customer Support.Desktop Support
Installing New PC Equipmen	Priority 3	DCI.Customer Support.Equipment Move.Project
IT Security Awareness Train	Priority 4	MIT.S.OPS.ILMS ITSA.registration
Outlook issues with scheduli	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
User stated that he needs his	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Tablet	Priority 2	DCI.Customer Support.Desktop Support
email pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
HR Access Form for Darryl S	Priority 3	HR.PSHCM.Access
Status update	Priority 3	DCI.Customer Support.service desk.Ticket Status
User stated that he needs a	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
user id	Priority 3	DCI.SYSADMIN.Server.UNIX Support
Password Reset for PC	Priority 3	DCI.Customer Support.Active Directory.Password reset
HCM pw reset	Priority 3	DCI.Customer Support.Question
Status updates	Priority 3	DCI.Customer Support.service desk.Ticket Status
Local Printer Install	Priority 3	DCI.Customer Support.printer.Desktop.Install Printer Driver
User needs a password rese	Priority 3	DCI.Customer Support.Maximo.Password Reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
status 67913	Priority 3	DCI.Customer Support.service desk.Ticket Status
Secure Print	Priority 3	DCI.Customer Support.printer.Network.Training
NSR Forms - Training Instru	Priority 3	DCI.Customer Support.Active Directory.Drive Access
network account locked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Update information on Ticke	Priority 3	DCI.Customer Support.service desk.Ticket Status
Printer Install	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
Status Update on 68085	Priority 3	DCI.Customer Support.service desk.Ticket Status
Password Reset for PC	Priority 3	DCI.Customer Support.Active Directory.Password reset
JAVa Upgrade	Priority 3	DCI.Customer Support.Software.Java.Install
Account unlock	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo account deactivated	Priority 3	DCI.Customer Support.Question
Network Printer Intall	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
Group Mailbox Access Requ	Priority 3	DCI.SYSADMIN.Server.Access
PW reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
missed security certificate up	Priority 3	DCI.Customer Support.Question
CTF System Check - Day - 9	Priority None	ROCS.All.Requests
New pc setup - data transfer	Priority 3	DCI.Customer Support.Desktop Support
Password Reset for PC	Priority 3	DCI.Customer Support.Active Directory.Password reset
Reset ILMS	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
IT Security Awareness Train	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
Adobe Acrobat Pro Install	Priority 3	DCI.Customer Support.Desktop Support
PeopleSoft HCM/HR Support	Priority 3	HR.PSHCM.Support
email pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
IT Security Awareness Train	Priority 3	DCI.Customer Support.Desktop Support
IT Security Awareness test t	Priority 3	DCI.Customer Support.Desktop Support
Update Personal Information	Priority 3	HR.PSHCM.Support
Maximo password reset	Priority 3	DCI.Customer Support.Maximo.Password Reset

network pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
How to reset IT Security Awareness	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
Paystubs	Priority 3	DCI.Customer Support.Question
AD unlocked	Priority 3	DCI.Customer Support.Active Directory.Password reset
inquiry	Priority 3	DCI.Customer Support.service desk.Ticket Status
IT Security Awareness Training	Priority 3	DCI.Customer Support.Question
IT Security Password Reset	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
ELM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Reset ILMS	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
IT Security Awareness Training	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
Account locked	Priority 3	DCI.Customer Support.Active Directory.Password reset
Local Printer Install	Priority 3	HR.PSHCM.Support
Tim Shoppa will be starting A	Priority None	Software
HCM leave approval issue	Priority 3	HR.PSHCM.Support
IT Security Awareness Training	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
Reset ILMS	Priority 4	MIT.S.OPS.ILMS ITSA.password reset
Customer did not receive certificate	Priority 3	MIT.S.OPS.ILMS ITSA.post training escalation
Customer is trying to log into	Priority 3	BUS.ARS.Technical support.BTSS
Password Reset for PC	Priority 3	DCI.Customer Support.Active Directory.Password reset
Reset ILMS	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
Provided ILMS test link and	Priority 3	DCI.Customer Support.Desktop Support
Maximo Password Reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
IT Security Awareness Password	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
System login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Assisted with VDI login	Priority 3	DCI.Customer Support.Question
ITSA training login issue	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
Provided information for PIC	Priority 3	DCI.Customer Support.Question
Paul from Rockwell Collins R	Priority None	Software
DriveCam Login Issue	Priority 3	DCI.Customer Support.Question
System login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
When attempting to update e	Priority 3	DCI.Customer Support.Question
Maximo Password Reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Reset PS HCM	Priority 3	DCI.Customer Support.Active Directory.Password reset
Peoplesoft login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
PS HCM reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Stop Responding To Polls (C	Priority None	ROCS - Hardware
Assisted with access to ema	Priority 3	DCI.Customer Support.office 365.Technical support
User trying to access PS HC	Priority 3	DCI.Customer Support.Desktop Support
Assisted user with access to	Priority 3	DCI.Customer Support.Question
Peoplesoft login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Java install request	Priority 3	DCI.Customer Support.Software.Java.upgrade
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Webmail login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Reset ILMS	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
AD disabled due to ILMS non	Priority 3	DCI.Customer Support.Question
Java Upgrade	Priority 3	DCI.Customer Support.Software.Java.upgrade

CTF System Check - Mids -	Priority None	Software
Monitor display issue	Priority 3	DCI.Customer Support.Question
User is requesting tech uploa	Priority 3	DCI.Customer Support.Question
User needs to have hot spot	Priority 2	DCI.SYSADMIN.Mobile Device Management.Technical support.S
ITSA training login issue	Priority 3	MIT.S.OPS.ILMS ITSA.registration
Maximo Reset	Priority 3	APPS.Access.Maximo
ITSA training login issue	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
Reset Maximo	Priority 3	APPS.Access.Maximo
User E014139 password res	Priority 3	DCI.Customer Support.Active Directory.Password reset
ITSA training login issue	Priority 3	MIT.S.OPS.ILMS ITSA.registration
IT Security Awareness Train	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
User E003770 needed assis	Priority 3	DCI.Customer Support.Question
IT Security Awareness Train	Priority 3	DCI.Customer Support.Question
Ticket Assigned - User E014	Priority 3	DCI.Customer Support.Desktop Support
Unable to Print From Kiosk	Priority 3	DCI.Customer Support.SSK Kiosk
Password Reset Request	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
User stated he needs to cha	Priority 3	DCI.Customer Support.Active Directory.Password reset
User needs a password rese	Priority 3	DCI.Customer Support.Active Directory.Password reset
User E015801 was able to a	Priority 3	HR.PSHCM.Support
User E015801 needed assis	Priority 3	HR.PSHCM.Support
Security Certificate Update f	Priority 3	DCI.Customer Support.Question
User needs a password rese	Priority 3	DCI.Customer Support.Active Directory.Password reset
User E004677 password res	Priority 3	DCI.Customer Support.Question
Change Network Password	Priority 3	DCI.Customer Support.Active Directory.Password reset
User E012276 password res	Priority 3	DCI.Customer Support.Active Directory.Password reset
User needs a password rese	Priority 3	DCI.Customer Support.Active Directory.Password reset
Change Network Password	Priority 3	MIT.S.Apps Security.PSFIN.password reset
email access	Priority 3	DCI.Customer Support.Question
NSR form attached, ESSO f	Priority 3	DCI.Customer Support.Active Directory.Drive Access
User Unable To View ROCS	Priority 3	Applications
password reset	Priority 3	DCI.Customer Support.Desktop Support
Verify corporate PC to be en	Priority None	ROCS - Hardware
NSR form attached, ESSO f	Priority 3	DCI.Customer Support.Active Directory.Drive Access
Local Administrator Passwor	Priority None	DCI.Customer Support.Desktop Support
Requests for Installing or Su	Priority 3	DCI.Customer Support.Desktop Support
NSR form attached, ESSO f	Priority 3	DCI.Customer Support.Active Directory.Drive Access
User E002810 password res	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset for training	Priority 3	DCI.Customer Support.Question
question about it customer s	Priority 3	DCI.Customer Support.Question
Maximo issue	Priority 3	APPS.Technical support.Maximo
User E008016 Question rega	Priority 3	DCI.Customer Support.Question
trust relation error	Priority 3	DCI.Customer Support.Desktop Support
Email: User having issues P	Priority 3	DCI.Customer Support.Break-Fix.Printer
peoplesoft FIN account locke	Priority 1	MIT.S.Apps Security.PSFIN.password reset
install cert	Priority 3	DCI.Customer Support.Desktop Support

E007256	Priority 3	APPS.Technical support.Maximo
status update 68342	Priority 3	DCI.Customer Support.service desk.Ticket Status
cert installed	Priority 3	DCI.Customer Support.Desktop Support
install cert metronet	Priority 3	DCI.Customer Support.Desktop Support
Maximo error in reporting	Priority 3	APPS.Access.Maximo
Active Directory.Password re	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Keyboard Replacement	Priority 3	DCI.Customer Support.hardware.Keyboard.break/fix
User wanted to change his p	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
unable to connect to metrone	Priority 3	DCI.Customer Support.Wifi.Configuration
no bootable device bc t-5138	Priority 3	DCI.Customer Support.Desktop Support
IT Security Awareness Train	Priority 3	MIT.OPS.ILMS ITSA.registration
User needs a password rese	Priority 3	DCI.Customer Support.Active Directory.Password reset
Verify cooperate PC to be en	Priority None	ROCS - Hardware
User C108355 password res	Priority 3	DCI.Customer Support.Active Directory.Password reset
Email retention policy	Priority 3	DCI.Customer Support.Question
CTF System Check - Evenin	Priority None	Applications
User E003468 password res	Priority 3	DCI.Customer Support.Active Directory.Password reset
IT Security Awareness Train	Priority 3	DCI.Customer Support.Question
RE: Microsoft Office installat	Priority 3	DCI.Customer Support.Software.MS Outlook.Migrated
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
User E002287 not able to sa	Priority 3	APPS.Technical support.Maximo
RE: Printer set-up	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
IT Security Awareness	Priority 3	MIT.OPS.ILMS ITSA.password reset
Customer not able to create	Priority 3	APPS.Technical support.Maximo
NSR Request	Priority 3	DCI.SYSADMIN.Server.Access
Subject: Fwd: MAXIMO MAL	Priority 3	APPS.Technical support.Maximo
User is not able to go to rep	Priority 2	APPS.Access.Maximo
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Subject: Need HP Quality Ce	Priority 3	DCI.Customer Support.Desktop Support
Security Certificate Update fo	Priority 3	DCI.Customer Support.Question
Drop Call	Priority 3	DCI.Customer Support.Question
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
User E000618 had to retype	Priority 3	DCI.Customer Support.Active Directory.Password reset
User needs a password rese	Priority 3	DCI.Customer Support.Active Directory.Password reset
Install Silverlight - Internet Ad	Priority 3	DCI.Customer Support.Desktop Support
Laptop certificates installed	Priority 3	DCI.Customer Support.Desktop Support
Disconnection	Priority 3	DCI.Customer Support.Question
Email - E4 license provision	Priority 3	DCI.Customer Support.Question
HP Printer installation reques	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
Maximo Assistance Request	Priority 3	APPS.Technical support.Maximo
Call dropped	Priority 3	DCI.Customer Support.Question
Call dropped	Priority 3	DCI.Customer Support.Question
ROC - F09 Waterfront Kisok	Priority None	ROCS.All.Requests
Shared Mailbox	Priority 3	DCI.Customer Support.Question
RE: Adding MDM Devices to	Priority 3	DCI.Customer Support.Question

wants to know how to chang	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Requests for Installing or Su	Priority 3	DCI.Customer Support.Desktop Support
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Tablet Support	Priority 3	DCI.SYSADMIN.Mobile Device Management.Technical supportT
computer will not boot	Priority 2	DCI.Customer Support.hardware.Desktop.break/fix
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
NSR attached	Priority 3	DCI.Customer Support.Active Directory.Drive Access
User needs a network accou	Priority 3	DCI.Customer Support.Question
Cannot see email from metro	Priority 3	DCI.Customer Support.Question
NSR attached	Priority 3	DCI.Customer Support.Active Directory.Drive Access
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Status Update on 67342	Priority 3	DCI.Customer Support.service desk.Ticket Status
Status update on ticket 6782	Priority 3	DCI.Customer Support.service desk.Ticket Status
Tablet Support	Priority 2	DCI.SYSADMIN.Mobile Device Management.Technical supportT
phone rings once and goes t	Priority 3	NCS.Telephone.digital phone.Other
E-Service Unavailable	Priority 3	Payroll.PeopleSoft.Upgrade.Inquiry
Customer has printer issue a	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
checking network account st	Priority 3	DCI.Customer Support.Active Directory.Password reset
Subject: Good afternoon, c	Priority 3	DCI.Customer Support.Question
Maximo Password Reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Subject: Position Managemen	Priority 3	HR.PSHCM.Access
Password Reset for Self-Ser	Priority 3	DCI.Customer Support.Active Directory.Password reset
Active Directory Password re	Priority 3	DCI.Customer Support.Active Directory.Password reset
request for Adobe and MS A	Priority 3	DCI.Customer Support.Desktop Support
visio request	Priority 3	DCI.Customer Support.Question
Customer returned David O.	Priority 3	DCI.Customer Support.Question
sec cert update l-513910	Priority 3	DCI.Customer Support.Desktop Support
Question regarding wifi netw	Priority 3	DCI.Customer Support.Question
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
All Kiosks at Four Mile Run r	Priority 2	DCI.Customer Support.SSK Kiosk
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Call Dropped	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Question regarding a ticket	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset for PC	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
MetroGuest Credentials	Priority 3	DCI.Customer Support.Question
Security Certificate Update fo	Priority 3	DCI.Customer Support.Question
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
PDF Issue	Priority 3	DCI.Customer Support.Desktop Support
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
NSR-singh	Priority 3	DCI.Customer Support.Active Directory.New Contractor
Network Printer Installation	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
Create Digital Signature	Priority 3	DCI.Customer Support.Question

account disabled due to non-	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
network pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
iPhone calendar issues	Priority 2	NCS.Telephone.mobile phone.Other
Password Reset for Self-Ser	Priority 3	DCI.Customer Support.Active Directory.Password reset
network account locked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
NSR-campbell	Priority 3	DCI.Customer Support.Active Directory.New Employee
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
RPM - Add To RPM Cars 74	Priority 5	ROCS.Applications.RPM.App
E-Service	Priority 3	Payroll.PeopleSoft.Upgrade.Inquiry
request for Silverlight installa	Priority 3	DCI.Customer Support.Desktop Support
EUP	Priority 3	DCI.Customer Support.Question
network pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
External Access to PeopleSc	Priority 3	DCI.Customer Support.Question
ITSAT pw reset	Priority 3	MIT.S.OPS.I.LMS ITSA.registration
Password Reset	Priority 3	DCI.Customer Support.Active Directory.New Employee
Password Reset for PC	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
PC Replacement Question	Priority 3	DCI.Customer Support.PC Replacement.Question
68184 inquiry	Priority 3	DCI.Customer Support.service desk.Ticket Status
Password Reset for Self-Ser	Priority 3	DCI.Customer Support.Active Directory.Password reset
unable to use "from" option i	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
61279 inquiry	Priority 3	DCI.Customer Support.service desk.Ticket Status
password reset for peopleso	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Network Printer Installation	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
IT Security Awareness Issue	Priority 3	MIT.S.OPS.I.LMS ITSA.password reset
Replace fuser. 215729 HP d	Priority 3	DCI.Customer Support.Break-Fix.Computer
MS Outlook Issue	Priority 3	DCI.Customer Support.Question
Drivecam not working may n	Priority 3	DCI.Customer Support.Desktop Support
Procore Error message	Priority 3	DCI.Customer Support.Question
Email on iOS Device	Priority 3	DCI.SYSADMIN.Software.Technical support.MS Office
HR Solutions	Priority 3	HR.PSHCM.Support
unable to send emails with a	Priority 3	DCI.Customer Support.Software.MS Outlook.Problem Not Found
NSR-witherspoon	Priority 3	DCI.Customer Support.Active Directory.New Contractor
Unlocked Account	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Regain access to the MetroN	Priority 3	DCI.Customer Support.Question
Status Update on 67904	Priority 3	DCI.Customer Support.service desk.Ticket Status
HP Printer has no network co	Priority 3	NCS.Telephone.digital phone.Other
password reset for Peopleso	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
HR Solutions	Priority 3	HR.PSHCM.Support
Password reset for Maximo	Priority 3	DCI.Customer Support.Maximo.Password Reset
Maximo Access Request Fo	Priority 3	DCI.Customer Support.Question
Password Reset for PC	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo Password Reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
hp mfp m476dn Roller	Priority 3	DCI.Customer Support.Break-Fix.Computer
It security password reset	Priority 3	MIT.S.OPS.I.LMS ITSA.password reset



Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset for Peopleso	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
I am responsible for WMATA	Priority 3	DCI.SYSADMIN.office 365.Technical support
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
MS Project Install	Priority 3	DCI.SYSADMIN.Software.installation.MS Project
password reset for peopleso	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Ticket for MITS	Priority 3	MITS.OPS.security.firewall
Ticket created for Willie Judk	Priority 3	DCI.Customer Support.Desktop Support
Customer remembered her P	Priority 3	DCI.Customer Support.Question
phone says extension in use	Priority 3	NCS.Telephone.digital phone.No Dial Tone
PC Replacement Question	Priority 3	DCI.Customer Support.PC Replacement.Question
Security Certificate Update	Priority 3	DCI.Customer Support.Question
password reset for training	Priority 3	DCI.Customer Support.Question
unable to change temp pw	Priority 3	DCI.Customer Support.Question
Maximo Password Reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Password Reset for Self-Ser	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo Password Reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Maximo Password Reset	Priority 3	DCI.Customer Support.Active Directory.New Employee
Missed Security Certificate U	Priority 3	DCI.Customer Support.Question
critical update inquiry	Priority 3	DCI.Customer Support.Question
Customer requested the roo	Priority 3	DCI.Customer Support.Question
unable to print - scanner erro	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
Customer needs Oracle SQL	Priority 3	DCI.Customer Support.Desktop Support
Status Update on 67913	Priority 3	DCI.Customer Support.service desk.Ticket Status
025989 - Craig Stewart has t	Priority 3	HR.PSHCM.Support
Maximo Password Reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Security Certificate Update	Priority 3	DCI.Customer Support.Question
HCM authorization error	Priority 3	MITS.Apps Security.PSFIN.Access
status update 67132	Priority 3	DCI.Customer Support.service desk.Ticket Status
EUP Request	Priority 3	DCI.Customer Support.management.Delegation Request.Escalat
Please Install Printer	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
Login Assistance for Email	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Customer Request New Des	Priority 2	DCI.Customer Support.Desktop Support
Security Certificate Update	Priority 3	DCI.Customer Support.Question
mobile print icon is missing f	Priority 3	DCI.Customer Support.printer.Xerox.technical support
Password Reset for Self-Ser	Priority 3	DCI.Customer Support.Active Directory.Password reset
network account locked	Priority 3	DCI.SYSADMIN.Server.Access
NSR-bondalapati	Priority 3	DCI.Customer Support.Active Directory.Drive Access
Turn off autologon for CETP	Priority 3	DCI.Customer Support.Desktop Support
call to close 68118	Priority 3	DCI.Customer Support.service desk.Ticket Status
Xerox Printer is Jammimg	Priority 3	DCI.Customer Support.printer.Xerox.technical support
Security Certificate Update	Priority 3	DCI.Customer Support.Question
Maximo Password Reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Security Certificate Update	Priority 3	DCI.Customer Support.Question

Customer needs Xerox Print	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
Password Reset for PC	Priority 3	DCI.Customer Support.Active Directory.Password reset
IT Security Awareness Test	Priority 3	DCI.Customer Support.Question
NSR-desoto	Priority 1	DCI.Customer Support.Active Directory.Drive Access
JGB Weekly AIM System Ch	Priority 5	ROCS.Applications.AIM.App
NSR-hamilton	Priority 1	DCI.Customer Support.Active Directory.Drive Access
Webmail	Priority 3	DCI.Customer Support.Question
Possible SPam	Priority 3	MIT.OPS.security.firewall
NSR-martin	Priority 1	DCI.Customer Support.Active Directory.Drive Access
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
NSR-talbert	Priority 1	DCI.Customer Support.Active Directory.Drive Access
Question regarding ticket clo	Priority 3	DCI.Customer Support.Question
NSR-nizer	Priority 1	DCI.Customer Support.Active Directory.Drive Access
Disabled Account	Priority 3	DCI.Customer Support.Question
Password reset for discover	Priority 3	DCI.Customer Support.Question
It security password reset	Priority 3	MIT.OPS.ILMS ITSA.password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset for Self-Ser	Priority 3	DCI.Customer Support.Active Directory.Password reset
CTF System Check - Day - 9	Priority None	ROCS.All.Requests
Password Reset for PC	Priority 3	DCI.Customer Support.Active Directory.Password reset
NSR-sullivan	Priority 1	DCI.Customer Support.Active Directory.Drive Access
Forgotten Password	Priority 3	MIT.OPS.ILMS ITSA.password reset
Password Reset for PC	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset for Self-Ser	Priority 3	DCI.Customer Support.Active Directory.Password reset
NSR attached	Priority 3	DCI.Customer Support.Active Directory.New Contractor
Customer has question rega	Priority 3	DCI.Customer Support.printer.Network.Training
ITSAT pw reset	Priority 3	MIT.OPS.ILMS ITSA.registration
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password Self-Service A
status update	Priority 3	DCI.Customer Support.service desk.Ticket Status
Security Certificate Update	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Question
did not receive security upda	Priority 2	DCI.Customer Support.Question
Maximo Password Reset	Priority 3	DCI.Customer Support.Question
ilms credentials clarified	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password question	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Maximo password reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
network acaccount locked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
No Available Servers	Priority 3	DCI.Customer Support.Desktop Support
Password Reset for Self-Ser	Priority 3	DCI.Customer Support.Active Directory.Password reset
HR Solutions	Priority 3	HR.PSHCM.Support
67858 inquiry	Priority 3	DCI.Customer Support.service desk.Ticket Status
PW reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Call disconnected	Priority 3	DCI.Customer Support.Question
HR Solutions	Priority 3	HR.PSHCM.Access
PW reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
HR Solutions	Priority 3	HR.PSHCM.Access

HCM pw reset	Priority 3	DCI.Customer Support.Question
Surveillance camera gives "v	Priority 3	DCI.Customer Support.Question
Equipment Loan Requests	Priority 3	DCI.Customer Support.Inventory.Loaner Desktop
Adobe Pro Installation	Priority 3	DCI.Customer Support.Desktop Support
User brought in his tablet for	Priority 3	DCI.Customer Support.Question
adobe pro install	Priority 3	DCI.Customer Support.Desktop Support
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Cancelled call	Priority 3	DCI.Customer Support.Question
Password Reset for PC	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 2	DCI.Customer Support.Active Directory.Password reset
Peoplesoft password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Security Certificate Update	Priority 3	DCI.Customer Support.Question
AD reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
PW Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Peoplesoft password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
PW reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Security Certificate Update	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Peoplesoft password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Hard Drive will not boot up	Priority 3	DCI.Customer Support.Break-Fix.Computer
ELM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
No power to PC	Priority 3	DCI.Customer Support.Break-Fix.Computer
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
ELM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
IT Security Awareness Train	Priority 3	DCI.Customer Support.Question
Password Reset for PC	Priority 3	DCI.Customer Support.Active Directory.Password reset
PW reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Reset ILMS	Priority 3	MTS.OPS.ILMS ITSA.password reset
ELM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
SharePoint Support	Priority 3	DCI.Customer Support.Question
User called for Security Cert	Priority 3	DCI.Customer Support.Question
PW reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Install MS Outlook	Priority 3	DCI.Customer Support.Software.MS Outlook.Install
Account is locked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Logon Error: No Available Se	Priority 3	DCI.Customer Support.Network.Server
Account Locked	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo reset	Priority 3	APPS.Access.Maximo
Account is locked	Priority 3	DCI.Customer Support.Active Directory.Password reset
No response	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Assisted with access to ema	Priority 3	DCI.Customer Support.office 365.Technical support
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
Reset PS HCM	Priority 3	DCI.Customer Support.Active Directory.Password reset

Maximo login issue	Priority 3	DCI.Customer Support.Question
System login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Maximo Password Reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
SSPW Q&A profile assistanc	Priority 3	DCI.Customer Support.Active Directory.Password Self-Service A
Alonzo Cohen Request Play	Priority None	Software
Peoplesoft login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Reset PS HCM	Priority 3	DCI.Customer Support.Active Directory.Password reset
Walked user through access	Priority 3	DCI.Customer Support.Question
Printing issue	Priority 3	DCI.Customer Support.Desktop Support
Reset PS HCM	Priority 3	DCI.Customer Support.Active Directory.Password reset
Unable to Print in PeopleSoft	Priority 3	DCI.Customer Support.Question
Unable to Access Intranet	Priority 3	DCI.Customer Support.Internet.Access prohibited
Reset ILMS	Priority 3	MIT.OPS.ILMS ITSA.password reset
Assist with access to Metrow	Priority 3	DCI.Customer Support.Question
CTF System Check - Mids -	Priority None	Software
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Inquiry regarding contact info	Priority 3	DCI.Customer Support.Question
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo reset	Priority 3	APPS.Access.Maximo
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
Changed Maximo password	Priority 3	APPS.Access.Maximo
Webmail password	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo Password Reset	Priority 3	APPS.Access.Maximo
User E149617 password res	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Maximo Reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
NSR form attached, ESSO fo	Priority 3	DCI.Customer Support.Active Directory.New Contractor
Unable to print	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
Status update 67679	Priority 3	DCI.Customer Support.service desk.Ticket Status
User E012570 - General Que	Priority 3	DCI.Customer Support.Question
support cancelled	Priority 3	DCI.Customer Support.Question
support cancelled	Priority 3	DCI.Customer Support.Question
User E004775 needed to re-	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
user E017381 needed assist	Priority 3	DCI.Customer Support.Software.VPN.Install
Payroll Issues	Priority 3	DCI.Customer Support.Question
Printer Error	Priority 3	DCI.Customer Support.service desk.Ticket Status
User E015963 password res	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
User E757062 password res	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
RE: Need to Confirm if Upda	Priority 3	DCI.Customer Support.Question
support cancelled	Priority 3	DCI.Customer Support.Question
User requested network acc	Priority 3	DCI.Customer Support.Active Directory.Password reset
IT Security Awareness Train	Priority 3	MIT.OPS.ILMS ITSA.password reset
User E012448 password res	Priority 3	DCI.Customer Support.Active Directory.Password reset

Kiosk Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
O365 provisioning	Priority 3	DCI.SYSADMIN.office 365.Technical support
Support cancelled	Priority 3	DCI.Customer Support.Question
printer install	Priority 3	DCI.Customer Support.Hardware.Printer.Install
email is disconnected	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
Caller ID and Voicemail Pass	Priority 3	NCS.Telephone.digital phone.Other
multiple printer installs	Priority 3	DCI.Customer Support.Hardware.Printer.Install
Received a call and user got	Priority 3	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Printer and Chrome Install	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
ILM training portal	Priority 3	DCI.Customer Support.Desktop Support
Connectivity Issues- Work S	Priority 2	NCS.Telephone.digital phone.End User Training
Machine Failed to install wind	Priority 3	DCI.Customer Support.hardware.Laptop.reimage
User E654539 eservice.wma	Priority 3	DCI.Customer Support.Question
status update 67553	Priority 3	DCI.Customer Support.service desk.Ticket Status
Firstview password request	Priority None	ROCS.All.Requests
Call Dropped	Priority 3	DCI.Customer Support.Question
Password Reset for Outlook	Priority 3	DCI.Customer Support.office 365.Technical support
Password Reset	Priority 3	DCI.Customer Support.Question
Called Dropped	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Question
User needs rail access to Ma	Priority 3	DCI.Customer Support.Question
Call Dropped	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Question
Ref 46210 - NSR for Servis,	Priority 3	DCI.Customer Support.Active Directory.Drive Access
User E002810 Inquired abou	Priority 3	DCI.Customer Support.Question
printer issue	Priority 3	DCI.Customer Support.Desktop Support
User needs a password rese	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset - Login Issu	Priority 3	DCI.Customer Support.Question
User needs 64 bit MS Office	Priority 3	DCI.Customer Support.Software.MS Outlook.Install
User E007370 rebooted pc t	Priority 3	DCI.Customer Support.Desktop Support
laptop makes loud sound wh	Priority 3	DCI.Customer Support.Break-Fix.Laptop
Password Reset	Priority 3	DCI.Customer Support.Question
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Call Dropped	Priority 3	DCI.Customer Support.Question
certificate installed	Priority 3	DCI.Customer Support.Desktop Support
User E005270 password res	Priority 3	DCI.Customer Support.Active Directory.Password reset
Request for wireless mouse	Priority 3	DCI.Customer Support.Desktop Support
network pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Question
Network Printer Installation	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Question
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
CTF System Check - Evenin	Priority None	Applications
Call disconnected	Priority 3	DCI.Customer Support.Question
remove from list and keep N	Priority 3	DCI.SYSADMIN.Quest self service.Technical support

Password Reset	Priority 3	DCI.Customer Support.Question
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Lock out issue.	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
Update on Ticket 67921	Priority 3	DCI.Customer Support.service desk.Ticket Status
Password Reset	Priority 3	DCI.Customer Support.Question
User stated that she needs t	Priority 3	MIT.S.Apps.Security Access.PSEPM
unable to activate Excel	Priority 3	DCI.Customer Support.Software.MS Excel.Install
Password Reset for PC	Priority 3	DCI.Customer Support.Active Directory.Password reset
Customer said account was	Priority 3	DCI.Customer Support.Question
located in 3D she is requesti	Priority 3	DCI.Customer Support.Question
Customer said account was	Priority 3	DCI.Customer Support.Question
Security Update for laptops	Priority 3	DCI.Customer Support.Question
Password Reset for PC	Priority 3	DCI.Customer Support.Active Directory.Password reset
Cert update error on Kiosk	Priority 3	DCI.Customer Support.Question
User stated that she cannot	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
network account locked	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
needs assistance accessing	Priority 3	DCI.Customer Support.Question
Password Reset for PC and	Priority 3	DCI.Customer Support.Active Directory.Password reset
user called requesting to spe	Priority 3	DCI.Customer Support.Question
Missed Security Certificate U	Priority 3	DCI.Customer Support.Question
User needs a password rese	Priority 3	DCI.Customer Support.Active Directory.Password reset
User needs email address to	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
email not updating	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
Maximo pw reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
network pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Cannot see paycheck becau	Priority 3	DCI.Customer Support.Question
Could not see paycheck	Priority 3	DCI.Customer Support.Question
Install Printer	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
Password Reset	Priority 3	DCI.Customer Support.Question
NSR Request	Priority 3	DCI.Customer Support.Active Directory.New Employee
Open 67756	Priority 3	DCI.Customer Support.service desk.Ticket Status
Password Reset	Priority 3	DCI.Customer Support.Question
NSR Request	Priority 3	DCI.Customer Support.Active Directory.New Employee
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
unable to access documets a	Priority 3	DCI.Customer Support.Question
password reset question	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Question
Password Reset for PC	Priority 3	DCI.Customer Support.Active Directory.Password reset
status update 66489	Priority 3	DCI.Customer Support.service desk.Ticket Status
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
ITSAT pw reset	Priority 3	MIT.S.OPS.ILMS ITSA.registration
crack on tablet screen	Priority 3	DCI.Customer Support.Break-Fix.Tablet
ROCS - User wanted inform	Priority None	ROCS.All.Requests
Assign to MITS	Priority 3	DCI.Customer Support.Question
Update on tickets 62751 and	Priority 3	DCI.Customer Support.service desk.Ticket Status
it security pw reset	Priority 3	DCI.Customer Support.Desktop Support

Access Outlook outside WM	Priority 3	DCI.Customer Support.Question
Call Dropped	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
network pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset for PC	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Question
User needs a password rese	Priority 3	DCI.Customer Support.Active Directory.Password reset
oracle crm pw reset	Priority 2	DCI.Customer Support.Desktop Support
MetroNet connection issue	Priority 3	DCI.Customer Support.Question
IT Security Awareness Train	Priority 3	MIT.S.OPS.I.LMS ITSA.password reset
unable to hear caller	Priority 3	DCI.Customer Support.Question
User stated that he could no	Priority 3	DCI.Customer Support.Question
Security Certificate Update	Priority 3	DCI.Customer Support.Question
Password Reset for Self-Ser	Priority 3	DCI.Customer Support.Active Directory.Password reset
NSr Requests-mailbox	Priority 3	DCI.SYSADMIN.office 365.Technical support
HCM reset pw	Priority 3	DCI.Customer Support.Active Directory.Password reset
Status Updates on Open Tic	Priority 3	DCI.Customer Support.service desk.Ticket Status
network account locked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
User stated she cannot log in	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Question
PC Replacement: General Q	Priority 3	DCI.Customer Support.PC Replacement.Question
Password Reset	Priority 3	DCI.Customer Support.Question
User stated that he needs to	Priority 3	DCI.Customer Support.Question
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Upload Resume in HCM	Priority 3	DCI.Customer Support.Question
Password Reset for PC	Priority 3	DCI.Customer Support.Active Directory.Password reset
reimage laptop 323874	Priority 3	DCI.Customer Support.hardware.Desktop.reimage
Visio not working well with O	Priority 3	DCI.Customer Support.Question
Issues with Avaya Phone an	Priority 3	NCS.Telephone.digital phone.Other
Email Domain	Priority 3	MIT.S.OPS.security.firewall
HR Solutions	Priority 3	HR.PSHCM.HR solutions support
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
SUBmit NSRS	Priority 3	DCI.SYSADMIN.Server.Access
Email Attachments are Not S	Priority 3	DCI.SYSADMIN.Software.Technical support.MS Office
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Peoplesoft Financial	Priority 3	MIT.S.Apps Security.PSFIN.password reset
MetroNet Internal WMATA V	Priority 3	DCI.Customer Support.Wifi.Configuration
Submit NSr	Priority 3	DCI.Customer Support.Question
Reset Maximo password	Priority 3	DCI.Customer Support.Maximo.Password Reset
outlook not loading emails	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
network account locked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password Reset for Self-Ser	Priority 3	DCI.Customer Support.Active Directory.Password reset
User needs a password rese	Priority 3	DCI.Customer Support.Active Directory.Password reset
W-513190	Priority 3	APPS.Technical support.Maximo
Password Reset for Self-Ser	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock

User needs a password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
User Request to have 6 com	Priority 3	DCI.Customer Support.hardware.Desktop.reimage
Password Reset for Self-Ser	Priority 3	DCI.Customer Support.Active Directory.Password reset
Access Issues	Priority 3	DCI.Customer Support.Desktop Support
NSR Request	Priority 3	DCI.SYSADMIN.Server.Access
WMATA Pay Statements	Priority 3	DCI.Customer Support.Question
User needs the metro net up	Priority 3	DCI.Customer Support.Question
MetroNet connection issue to	Priority 3	DCI.Customer Support.Desktop Support
Non compliance	Priority 3	DCI.Customer Support.Question
Password Reset for Self-Ser	Priority 3	DCI.Customer Support.Active Directory.Password reset
Account disabled in ARS CO	Priority 3	DCI.Customer Support.Desktop Support
User is having issues with th	Priority 2	DCI.Customer Support.Internet.Access prohibited
unlock password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Maximo pw reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Security Certificate Update fo	Priority 3	DCI.Customer Support.Question
pw reset	Priority 3	DCI.Customer Support.Desktop Support
Customer needs to access e	Priority 2	Payroll.PeopleSoft.Upgrade.Inquiry
RPM Password Reset - 9/11	Priority None	ROCS.All.Requests
Ms. Ballard called on behalf	Priority 3	NCS.Telephone.digital phone.No Dial Tone
User stated that her system	Priority 2	DCI.Customer Support.Question
PEOPLESOFT ACCESS RE	Priority 3	DCI.Customer Support.Desktop Support
Ms Brice found Adrian Burto	Priority 3	DCI.Customer Support.Question
NSR attached	Priority 3	DCI.SYSADMIN.Server.Access
status 67160	Priority 3	DCI.Customer Support.service desk.Ticket Status
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset for Self-Ser	Priority 3	DCI.Customer Support.Active Directory.Password reset
call dropped	Priority 3	DCI.Customer Support.Question
Network Printer Installation	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
Critical Update for WMATA-I	Priority 3	DCI.Customer Support.Question
hcm pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
NCS CPOS Request (CVS-1	Priority 3	NCS.Telephone.digital phone.No Dial Tone
User stated that she needs a	Priority 3	BUS.ARS.Technical support.BTSS
Password Reset for PC	Priority 3	DCI.Customer Support.Active Directory.Password reset
MetroNet connection on tab	Priority 3	DCI.Customer Support.Question
eservice status	Priority 3	Payroll.PeopleSoft.Upgrade.Inquiry
User needs her laptop updat	Priority 3	DCI.Customer Support.Question
IT Security Awareness Issue	Priority 3	DCI.Customer Support.Desktop Support
PC Offline	Priority 3	DCI.Customer Support.Desktop Support
Password Reset for PC	Priority 3	DCI.Customer Support.Active Directory.Password reset
User needs adobe acrobat ir	Priority 3	DCI.Customer Support.Desktop Support
Password Reset	Priority 3	MIT.OPS.ILMS ITSA.disabled account
inquiry	Priority 3	DCI.Customer Support.service desk.Ticket Status
Mouse stopped working	Priority 2	DCI.Customer Support.hardware.Mouse.break/fix
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Drop Call	Priority 3	DCI.Customer Support.Question
Security Certificate Update fo	Priority 3	DCI.Customer Support.Question



Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
NSR attached	Priority 3	DCI.Customer Support.Active Directory.Drive Access
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Call Dropped, Disconnected,	Priority 3	DCI.Customer Support.Question
MTPD Additional Workstation	Priority 3	DCI.Customer Support.Question
IT Security Awareness Training	Priority 3	MIT.S.OPS.ILMS ITSA.registration
Unable to access report	Priority 3	DCI.Customer Support.Desktop Support
Network Printer Installation	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
User is disabled due to non-compliance	Priority 3	DCI.Customer Support.Question
install printer issues. error print	Priority 3	DCI.Customer Support.Desktop Support
Security Certificate Update	Priority 3	DCI.Customer Support.Question
Customer cannot view pay statement	Priority 3	DCI.Customer Support.Desktop Support
Metronet wifi	Priority 3	DCI.Customer Support.Question
Tablet from Bladensburg*	Priority 3	DCI.Customer Support.Break-Fix.Tablet
Security Certificate Update for laptop	Priority 3	DCI.Customer Support.Desktop Support
Security Certificate Update for laptop	Priority 3	DCI.Customer Support.Question
Update on 67296	Priority 3	DCI.Customer Support.service desk.Ticket Status
User needed a password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
support cancelled for Sabrina	Priority 3	DCI.Customer Support.Desktop Support
Access Issues	Priority 3	DCI.Customer Support.Desktop Support
User stated that she is not receiving	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
metro alerts question	Priority 3	DCI.Customer Support.Question
This ticket is for Chuke, Ken	Priority 3	DCI.Customer Support.Desktop Support
metro phone directory	Priority 3	DCI.Customer Support.Question
connect to metroNet	Priority 3	DCI.Customer Support.Desktop Support
Password Reset for PC	Priority 3	DCI.Customer Support.Active Directory.Password reset
word issues	Priority 3	DCI.Customer Support.Desktop Support
IT Security Awareness Test	Priority 3	DCI.Customer Support.Question
User needs an adobe flash player	Priority 3	DCI.Customer Support.Desktop Support
Certificate issue	Priority 3	DCI.Customer Support.Question
OMBS Server Reboot	Priority 3	DCI.SYSADMIN.Server.Access
Status	Priority 3	DCI.Customer Support.service desk.Ticket Status
Customer will call back with	Priority 3	DCI.Customer Support.Question
IT Security Awareness Test	Priority 3	DCI.Customer Support.Question
No longer has access to CLM	Priority 3	DCI.Customer Support.office 365.Technical support
Maximo Password Reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Account is locked	Priority 3	DCI.Customer Support.Active Directory.Password reset
computer extremely slow	Priority 3	DCI.Customer Support.Desktop Support
IT Security Awareness Password	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
Customers Name is Edward	Priority 3	DCI.Customer Support.Question
IT Security Awareness Test	Priority 3	DCI.Customer Support.Question
I drive request	Priority 3	DCI.Customer Support.Desktop Support
Security Certificate Update for laptop	Priority 3	DCI.Customer Support.Desktop Support
WMATA Pay Statements: Customer	Priority 3	DCI.Customer Support.Question
User stated she has no internet	Priority 3	DCI.Customer Support.Desktop Support
Start Up Repair	Priority 3	DCI.Customer Support.Desktop Support
network account locked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock

Keyboard keys stuck	Priority 3	DCI.Customer Support.hardware.Keyboard.break/fix
Password Reset	Priority 3	DCI.Customer Support.Question
Explained that person must s	Priority 3	DCI.Customer Support.Question
Can't connect to Metronet	Priority 3	DCI.Customer Support.Wifi.Configuration
Outlook Email Rule Settings	Priority 3	DCI.Customer Support.Question
question	Priority 3	DCI.Customer Support.Desktop Support
Password Reset for PC	Priority 3	DCI.Customer Support.Active Directory.Password reset
Install New PC	Priority 3	DCI.Customer Support.Desktop Support
Account Locked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
PW reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Peoplesoft password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
CTF System Check - Days -	Priority None	ROCS.All.Requests
Trains Not Visible on Rail Kid	Priority 2	DCI.Customer Support.Desktop Support
Network Printer Install	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
Reset PS HCM	Priority 3	DCI.Customer Support.Active Directory.Password reset
PW reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Unable to connect laptop to r	Priority 3	DCI.Customer Support.Desktop Support
Maximo Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Security Certificate Update E	Priority 3	DCI.Customer Support.Question
Network password reset.	Priority 3	DCI.Customer Support.Active Directory.Password reset
Unable to take item off hold	Priority 3	APPS.Technical support.Maximo
Customer cancelled the call.	Priority 3	DCI.Customer Support.Question
User is bringing up her lapto	Priority 3	DCI.Customer Support.Question
MetroNet Internal WMATA V	Priority 3	DCI.Customer Support.Wifi.Configuration
Create Digital Signature in A	Priority 3	DCI.Customer Support.Question
Security Certificate Update	Priority 3	DCI.Customer Support.Question
Network connection disconn	Priority 3	DCI.Customer Support.Desktop Support
Reset PS HCM	Priority 3	DCI.Customer Support.Active Directory.Password reset
Add MetroWeb HyperLink to	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo Password Reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Google Chrome Assistance	Priority 3	DCI.Customer Support.Question
External Access to eservice.	Priority 3	Payroll.PeopleSoft.Upgrade.Inquiry
Reset Maximo	Priority 3	APPS.Training.Maximo
Internet Access Issue	Priority 3	DCI.Customer Support.Question
Explained to user that he mu	Priority 3	DCI.Customer Support.Question
Reset AD for Sisounthone,V	Priority 3	DCI.Customer Support.Active Directory.Password reset
Account Locked	Priority 4	DCI.Customer Support.Active Directory.Password Unlock
IOS Upgrade for B11	Priority None	ROCS.All.Requests
Reset PS HCM	Priority 3	DCI.Customer Support.Active Directory.Password reset
User's email not updating sir	Priority 3	DCI.Customer Support.Desktop Support
Reset ILMS	Priority 3	MIT.OPS.ILMS ITSA.password reset
Security Certificate Error	Priority 3	DCI.Customer Support.Question
User informed of test locatio	Priority 3	DCI.Customer Support.Desktop Support
Update password	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset

Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
User tries to access MetroNe	Priority 3	DCI.Customer Support.Wifi.Configuration
User E351270 password res	Priority 3	DCI.Customer Support.Maximo.Password Reset
Trapeze Access Issues	Priority 3	APPS.Technical Support.Trapeze
Printer Issue	Priority 3	DCI.Customer Support.printer.Desktop.Cycle Printer
Maximo Password Reset	Priority 3	DCI.Customer Support.Question
drop call	Priority 3	DCI.Customer Support.Question
Reset ILMS	Priority 3	MIT.OPS.ILMS ITSA.password reset
Call Dropped	Priority 3	DCI.Customer Support.Question
AD disabled due to ILMS no	Priority 3	DCI.Customer Support.Question
Restart Predictor /Reset TW	Priority None	ROCS.Applications.PIDS.Other
Email address needed	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
CTF System Check - MID - C	Priority None	ROCS.All.Requests
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Network drive	Priority 3	DCI.Customer Support.Desktop Support
Disconnected Call	Priority 3	DCI.Customer Support.Question
Maximo	Priority 3	DCI.Customer Support.Maximo.Password Reset
User E014150 was prompted	Priority 3	DCI.Customer Support.Active Directory.Password reset
Network Drive Access	Priority 3	DCI.Customer Support.Question
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
IT awareness training	Priority 3	DCI.Customer Support.Question
UPdates security certificate	Priority 3	DCI.Customer Support.Question
Email in Draft	Priority 3	DCI.Customer Support.Desktop Support
User E009107 password res	Priority 3	DCI.Customer Support.Active Directory.Password reset
User E009107 Canceled Cal	Priority 3	DCI.Customer Support.Question
Maximo Password Reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
User E012570 needs printer	Priority 3	DCI.Customer Support.Break-Fix.Printer
Maximo Password Reset	Priority 3	DCI.Customer Support.Question
User E013163 needs to acce	Priority 3	DCI.Customer Support.Question
ILMS Password	Priority 3	DCI.Customer Support.Question
User E008356 password res	Priority 3	DCI.Customer Support.Active Directory.Password reset
User E016074 called back to	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
IT Security Awareness Test	Priority 3	DCI.Customer Support.Question
User E016074 password res	Priority 3	DCI.Customer Support.Question
Call from 1-800 #	Priority 3	DCI.Customer Support.Question
Call Disconnected	Priority 3	DCI.Customer Support.Question
OFFICE365	Priority 3	DCI.Customer Support.Question
Dropped In	Priority 3	DCI.Customer Support.Question
Call Disconnected	Priority 3	DCI.Customer Support.Question
Cert Update	Priority 3	DCI.Customer Support.Question
CTF System Check - Evenin	Priority None	Applications
Metro Rider lost at Rosslyn S	Priority 3	DCI.Customer Support.Question
VDI Issue	Priority 3	DCI.Customer Support.Desktop Support
VDI Issue	Priority 3	DCI.Customer Support.Desktop Support
Bus ETA Screen Error Mess	Priority 3	APPS.Technical support.BOCC

Request a Virtual Private Ne	Priority 3	DCI.Customer Support.Question
Password Reset for PC	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Emergency phone malfuncio	Priority 3	NCS.Telephone.digital phone.Other
Password Reset	Priority 3	DCI.Customer Support.Question
Security Certificate Update fo	Priority 3	DCI.Customer Support.Question
Maximo Password Reset	Priority 3	DCI.Customer Support.Question
Call Dropped	Priority 3	DCI.Customer Support.Question
Call Dropped	Priority 3	DCI.Customer Support.Question
IT Security Awareness Test	Priority 3	DCI.Customer Support.Question
Customer requested Access	Priority 3	DCI.Customer Support.Question
IT Security Awareness Test	Priority 3	DCI.Customer Support.Question
Maximo Password Reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Black Monitor Issue	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset for PC	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo Password Reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Install Scanner	Priority 3	DCI.Customer Support.Desktop Support
KXP-User Password	Priority 3	DCI.Customer Support.SSK Kiosk
IT Security Awareness Train	Priority 3	DCI.Customer Support.Desktop Support
Pop-up for IT Security Aware	Priority 3	DCI.Customer Support.Desktop Support
Black Monitor	Priority 3	DCI.Customer Support.Question
IT Security Awareness Test	Priority 3	DCI.Customer Support.Question
Change Display Settings on	Priority 3	DCI.Customer Support.Desktop Support
IT Security Awareness Train	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Courthouse rk-511454 rand	Priority 3	DCI.Customer Support.hardware.Desktop.break/fix
IT Security Awareness Train	Priority 3	MIT.S.OPS.I.LMS ITSA.password reset
IT Security Awareness Train	Priority 3	MIT.S.OPS.I.LMS ITSA.password reset
Maximo password reset	Priority 3	DCI.Customer Support.Question
IT Security Awareness Train	Priority 3	MIT.S.OPS.I.LMS ITSA.password reset
CTF System Check - Days -	Priority None	ROCS.All.Requests
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset for PC	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Trapeze Support	Priority 3	APPS.Technical Support.Trapeze
Status of HCM	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
IT Security Awareness Train	Priority 3	DCI.Customer Support.Question
Password Reset for Self-Ser	Priority 3	DCI.Customer Support.Active Directory.Password reset
PeopleSoft Access	Priority 3	HR.PSHCM.Support
Account Locked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password Reset for Self-Ser	Priority 3	DCI.Customer Support.Active Directory.Password reset
Outage HCM	Priority 3	HR.PSHCM.Support
Maximo password reset	Priority 3	DCI.Customer Support.Maximo.Password Reset

Password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Maximo Password Reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
MetroNet security certificate	Priority 3	DCI.Customer Support.Question
MS Outlook Issue	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
Account Locked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Peoplesoft HCH log in	Priority 3	DCI.Customer Support.Desktop Support
IT Security Awareness Train	Priority 3	MIT.S.OPS.I.LMS ITSA.password reset
Reset password training	Priority 3	DCI.Customer Support.Question
Metroweb	Priority 3	DCI.Customer Support.Question
Desktop Issues	Priority 2	DCI.Customer Support.Break-Fix.Computer
Locked Account	Priority 3	DCI.Customer Support.Active Directory.Password reset
User E013195 logged back i	Priority 3	DCI.Customer Support.Question
CTF System Check - MID - C	Priority None	ROCS.All.Requests
Maximo Password Reset	Priority 3	DCI.Customer Support.Question
Paystubs Issues	Priority 3	DCI.Customer Support.Question
IT Security Awareness Train	Priority 3	DCI.Customer Support.Question
Maximo Password Reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
User E011212 password res	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Reset password	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
E005703 password reset Se	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Locker account	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
User E026392 user called ea	Priority 3	DCI.Customer Support.Active Directory.Password reset
User E018151 password res	Priority 3	DCI.Customer Support.Active Directory.Password reset
User E007663 was inquiring	Priority 3	DCI.Customer Support.Question
User E026392 Mayhew Murr	Priority 3	DCI.Customer Support.Active Directory.Password reset
Kiosk Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
User E005252 password res	Priority 3	DCI.Customer Support.Active Directory.Password reset
Kiosk Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
User E008597 password res	Priority 3	DCI.Customer Support.Active Directory.Password reset
User E008661 password use	Priority 3	DCI.Customer Support.Active Directory.Password reset
ILMS Password	Priority 3	DCI.Customer Support.Question
User E006717 called regardi	Priority 3	Payroll.PeopleSoft.Upgrade.Inquiry
New Email Issue	Priority 3	DCI.Customer Support.Desktop Support
User E002836 is trying to vie	Priority 3	Payroll.PeopleSoft.Upgrade.Inquiry
User E011830 password res	Priority 3	DCI.Customer Support.Question
Hard Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
User E006195 not able to log	Priority 3	DCI.Customer Support.Question
LMS Issue	Priority 3	DCI.Customer Support.Question
User E002125 was able to lo	Priority 3	MIT.S.OPS.I.LMS ITSA.registration
ILMS Password	Priority 3	DCI.Customer Support.Question
User E003915 password res	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset

Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
User E003674 was able to lo	Priority 3	DCI.Customer Support.Active Directory.Password reset
User E012201 wanted acces	Priority 3	Payroll.PeopleSoft.Upgrade.Inquiry
User E012201 - Canceled (S	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
PC Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Kiosk Password	Priority 3	DCI.Customer Support.Active Directory.Password reset
User E020171 password res	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Kiosk Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
CTF System Check - Evenin	Priority None	Applications
Questions about how to save	Priority 3	DCI.Customer Support.Question
Password Reset for Self-Ser	Priority 3	DCI.Customer Support.Active Directory.Password reset
DISREGARD THIS IS A TES	Priority 3	HR.PSHCM.Support
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Accessing EService	Priority 3	Payroll.PeopleSoft.Upgrade.Inquiry
Call Dropped	Priority 3	DCI.Customer Support.Question
PayStub Error "Certificate er	Priority 3	DCI.Customer Support.Question
Question about password	Priority 3	DCI.Customer Support.Question
CTF System Check - Day - 9	Priority None	ROCS.All.Requests
<a href="http://hdwiki/display/SOPs/M">http://hdwiki/display/SOPs/M</a>	Priority 3	DCI.Customer Support.Question
IT Security Awareness Test	Priority 3	DCI.Customer Support.Question
Password Reset for Self-Ser	Priority 3	DCI.Customer Support.Active Directory.Password reset
Account Disabled for Non-co	Priority 3	DCI.Customer Support.Question
Needs to access payroll from	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset for PC	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
IT Security Awareness Train	Priority 3	DCI.Customer Support.Desktop Support
Password Reset for PC	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Security Certificate Update fo	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Social Relationship Manager	Priority 3	DCI.Customer Support.Question
Password Reset for PC	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
IT Security Awareness Train	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
Password Reset for Self-Ser	Priority 3	DCI.Customer Support.Active Directory.Password reset
Adobe Pro Installation	Priority 3	DCI.Customer Support.Desktop Support
WMATA Intranet	Priority 3	DCI.Customer Support.Question
Could not see pay informatio	Priority 3	DCI.Customer Support.Question
Call dropped	Priority 3	DCI.Customer Support.Question
IT Security Awareness Test	Priority 3	DCI.Customer Support.Question
SVG viewer download neede	Priority 3	DCI.Customer Support.Desktop Support
Account	Priority 3	DCI.Customer Support.Question

Password Reset for PC/IT S	Priority 3	DCI.Customer Support.Active Directory.Password reset
Increase Speed @ Station M	Priority 3	DCI.Customer Support.hardware.Desktop.configuration
Password and Login Assista	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password and Login Assista	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Issues Accessing Trapeze	Priority 3	DCI.Customer Support.Question
Maximo Login issue	Priority 3	DCI.Customer Support.Maximo.Password Reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Peoplesoft login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Security Certificate Update	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Peoplesoft paycheck view is	Priority 3	DCI.Customer Support.Question
CTF System Check - Mids -	Priority None	Software
Internet access issue	Priority 3	DCI.Customer Support.Question
Cannot view paystub	Priority 3	DCI.Customer Support.Question
User Profile Error	Priority 3	DCI.Customer Support.Desktop Support
Security Certificate Update fo	Priority 3	DCI.Customer Support.Desktop Support
IT security awareness trainin	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo Password Reset	Priority 3	DCI.Customer Support.Question
Reset password	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Jobs Application	Priority 3	HR.PSHCM.Support
Update certificate	Priority 3	DCI.Customer Support.Question
Support cancelled	Priority 3	DCI.Customer Support.Question
Support cancelled	Priority 3	DCI.Customer Support.Question
requesting to get java update	Priority 3	DCI.Customer Support.Software.Java.Install
Resume Upload	Priority 3	DCI.Customer Support.Question
AIM User AD Password Res	Priority None	ROCS.Applications.AIM.App
unlocked account	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset for PC and	Priority 3	DCI.Customer Support.Active Directory.Password reset
it security awareness	Priority 3	DCI.Customer Support.Question
ILMS	Priority 3	DCI.Customer Support.Question
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
PIDS Special Schedule Upda	Priority None	Applications
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
wants to enroll the soft token	Priority 3	MITS.Engineering.VPN.Access
wanted to reset questions fo	Priority 3	DCI.Customer Support.Question
unlocked account	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
NSR FORM	Priority 3	DCI.Customer Support.Active Directory.New Employee
Virtual Private Network (VPN	Priority 3	DCI.Customer Support.Software.VPN.Install
Access Issue	Priority 3	HR.PSHCM.Access
Password for ILMS	Priority 3	DCI.Customer Support.Question
ROCC Corporate PC not Sh	Priority 3	DCI.Customer Support.Desktop Support

Conference Room Booking	Priority 3	DCI.Customer Support.Software.MS Outlook.Calender Assistanc
Cert Update	Priority 3	DCI.Customer Support.Question
kiosk PC at U st not working	Priority 3	DCI.Customer Support.hardware.Monitor.break/fix
NSR Form Access	Priority 3	DCI.Customer Support.Active Directory.New Employee
ipad not connecting to metro	Priority 3	DCI.SYSADMIN.Mobile Device Management.Technical support.S
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
server access request	Priority 3	DCI.SYSADMIN.Server.UNIX Support
PC Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
AGM/RAIL: Conference Roo	Priority 1	DCI.SYSADMIN.office 365.Technical support
requesting access to crystal	Priority 3	DCI.Customer Support.Question
user is trying to use his soft t	Priority 3	MIT.S.Engineering.VPN.Technical support
Workstation does not have I	Priority 3	NCS.Telephone.digital phone.Other
the user is unable to to conn	Priority 2	DCI.Customer Support.Wifi.Configuration
Decommissioned rail car pai	Priority 3	Applications
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset for LMS	Priority 3	DCI.Customer Support.Question
the following user is unable t	Priority 3	DCI.Customer Support.Wifi.Configuration
connected laptop to MetroNe	Priority 3	DCI.Customer Support.Desktop Support
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Memory Needed	Priority 3	DCI.Customer Support.Inventory.Upgrade Case
outlook	Priority 3	DCI.Customer Support.Desktop Support
CTF System Check - Evenin	Priority None	Applications
support cancelled	Priority 3	DCI.Customer Support.Question
New Account	Priority 3	DCI.Customer Support.Active Directory.Password reset
unable to login to e service	Priority 3	Payroll.PeopleSoft.Upgrade.Inquiry
User Profile Service Failure	Priority 3	DCI.Customer Support.Desktop Support
CMS- database for fleet info	Priority 3	DCI.Customer Support.Question
IT Security Awareness Train	Priority 3	MIT.S.OPS.ILMS ITSA.registration
need password reset	Priority 3	DCI.Customer Support.Desktop Support
Security Certificate Update fo	Priority 3	DCI.Customer Support.Question
Status update 67300	Priority 3	DCI.Customer Support.service desk.Ticket Status
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Support cancelled	Priority 3	DCI.Customer Support.Question
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Wrong number	Priority 3	DCI.Customer Support.Question
MetroNet connection	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Question
PC Replacement: Open Enr	Priority 3	DCI.Customer Support.PC Replacement.Question
Email - E4 license provision	Priority 3	DCI.Customer Support.Question
Caller said "wrong #" and the	Priority 3	DCI.Customer Support.Question
Maximo Password Reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Call dropped	Priority 3	DCI.Customer Support.Question
Call disconnected	Priority 3	DCI.Customer Support.Question
password reset for Peopleso	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
unlocked account for laptop	Priority 3	DCI.Customer Support.Desktop Support
IT Security Awareness Train	Priority 3	MIT.S.OPS.ILMS ITSA.registration



need printer install	Priority 3	DCI.Customer Support.Desktop Support
Certificate Update request	Priority 3	DCI.Customer Support.Question
IT Security Awareness Test	Priority 3	DCI.Customer Support.Question
IT Security Awareness Test	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	HR.PSHCM.Support
metronet certificate update	Priority 3	DCI.Customer Support.Question
requesting a new phone cord	Priority 3	NCS.Telephone.digital phone.Other
MetroNet security certificate	Priority 3	DCI.Customer Support.Question
IT Security Awareness Issue	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
IT Security Awareness Train	Priority 3	DCI.Customer Support.Question
wanted to know who the app	Priority 3	DCI.Customer Support.Question
Call from a person soliciting	Priority 3	DCI.Customer Support.Question
Assistance with account acco	Priority 3	DCI.Customer Support.Active Directory.Password reset
Customer does not want Wir	Priority 3	DCI.Customer Support.Desktop Support
Install Xerox network printer	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
Install Xerox network printer	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Install Xerox network printer	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
assistance changing temp pa	Priority 3	DCI.Customer Support.Active Directory.Password reset
Install Chrome	Priority 3	DCI.Customer Support.Desktop Support
possible SPAM	Priority 3	MIT.S.OPS.security.firewall
Call Disconnected	Priority 3	DCI.Customer Support.Question
interactive map that shows p	Priority 3	APPS.Technical support.PIDS
MetroNet security certificate	Priority 3	DCI.Customer Support.Question
MetroNet security certificate	Priority 3	DCI.Customer Support.Question
Call from 1-800#	Priority 3	DCI.Customer Support.Question
ROCS System Freeze 9/8/17	Priority None	ROCS.All.Requests
Call from a 1-800#	Priority 3	DCI.Customer Support.Question
Install Office 365	Priority 3	DCI.Customer Support.Software.MS Outlook.Install
Unlock Account	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Critical Update for WMATA-I	Priority 3	DCI.SYSADMIN.Mobile Device Management.Password reset.Sm
No Telephone or Network Ac	Priority 3	NCS.Telephone.digital phone.Hardware
question about metronet upo	Priority 3	DCI.Customer Support.Question
Critical Update for WMATA-I	Priority 3	DCI.Customer Support.Question
x21075 calls are getting rout	Priority 3	NCS.Telephone.digital phone.Other
Security Certificate	Priority 3	DCI.Customer Support.Question
account disbaled	Priority 3	DCI.Customer Support.Question
Install Xerox network printer	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
Install Xerox network printer	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
HR request	Priority 3	HR.PSHCM.Support
Unlock Account	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
trying to get access to micros	Priority 3	DCI.Customer Support.Question
Metro Webpage Information	Priority 3	HR.PSHCM.Support
Account password reset	Priority 3	DCI.Customer Support.Question
Request laptop re-image	Priority 3	DCI.Customer Support.hardware.Laptop.reimage
set up email group	Priority 3	DCI.Customer Support.Question

Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
NSR attached	Priority 3	DCI.Customer Support.Active Directory.New Contractor
needs to log in	Priority 3	DCI.Customer Support.Desktop Support
HR Access Forms	Priority 3	HR.PSHCM.Access
Email Issue	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
access right for other user	Priority 3	DCI.Customer Support.Desktop Support
soft token	Priority 3	DCI.SYSADMIN.Mobile Device Management.Technical support.S
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Software Updates	Priority 3	DCI.Customer Support.Question
TSR Instructions	Priority 3	DCI.Customer Support.Question
Sent TSR Instructions via email	Priority 3	DCI.Customer Support.Question
RAM Added	Priority 3	DCI.Customer Support.Inventory.Upgrade Case
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
questions about security update	Priority 3	DCI.Customer Support.Question
software update	Priority 3	DCI.Customer Support.Desktop Support
Call Dropped	Priority 3	DCI.Customer Support.Question
NSR attached	Priority 3	DCI.Customer Support.Active Directory.New Employee
Maximo Password Reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
VPN and VDI	Priority 3	DCI.Customer Support.Software.VPN.Training
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset for PC and	Priority 3	DCI.Customer Support.Active Directory.Password reset
Call Dropped	Priority 3	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Customer said account was	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Customer thought account was	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
PC Replacement: Eligibility C	Priority 3	DCI.Customer Support.PC Replacement.Question
Customer needs Special Ass	Priority 3	DCI.Customer Support.Question
Customer wants someone to	Priority 3	MIT.Engineering.VPN.Technical support
Issues with Avaya and Other	Priority 3	NCS.Telephone.digital phone.Other
metronet connection issue	Priority 3	DCI.Customer Support.Desktop Support
maximo password reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Maximo Password Reset	Priority 3	DCI.Customer Support.Question
Maximo password reset	Priority 3	DCI.Customer Support.Question
IT Security Awareness Train	Priority 3	DCI.Customer Support.Question
unable to connect to MetroN	Priority 3	DCI.Customer Support.Wifi.Configuration
WINDOWS UPDATES WILL	Priority 3	DCI.Customer Support.Desktop Support
Automatic Updates Issue	Priority 2	DCI.Customer Support.Question
Wireless connection issue	Priority 3	DCI.Customer Support.Desktop Support
Outlook App Assistance	Priority 3	DCI.Customer Support.Question
USB Port Broken	Priority 3	DCI.Customer Support.Break-Fix.Computer
USB Port Broken	Priority 3	DCI.Customer Support.Break-Fix.Computer
USB Port Broken	Priority 3	DCI.Customer Support.Break-Fix.Computer
Documentum issue	Priority 3	APPS.Technical support.DOCUMENTUM
USB Port Broken	Priority 3	DCI.Customer Support.Break-Fix.Computer
Metronet question	Priority 3	DCI.Customer Support.Question
cobalt login issue	Priority 3	DCI.Customer Support.Question

needs snagit	Priority 3	DCI.Customer Support.Desktop Support
USB Port Broken	Priority 3	DCI.Customer Support.Break-Fix.Computer
Cerificate Update	Priority 3	DCI.Customer Support.Question
Security Certificate Update fo	Priority 3	DCI.Customer Support.Question
NSR-Rawlings2 VDI	Priority 3	DCI.SYSADMIN.Server.Access
Security Certificate	Priority 3	DCI.Customer Support.Question
unable to connect to MetroN	Priority 1	DCI.SYSADMIN.Mobile Device Management.Technical supportT
Power supply	Priority 3	DCI.Customer Support.Break-Fix.Computer
HR Solutions	Priority 3	HR.PSHCM.Access
PW RESET	Priority 3	DCI.Customer Support.Active Directory.Password reset
HR Solutions	Priority 3	HR.PSHCM.Report
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
unable to get into email	Priority 3	DCI.Customer Support.Question
Security Certificate Update fo	Priority 3	DCI.Customer Support.Question
tablet wont boot	Priority 2	DCI.SYSADMIN.Mobile Device Management.Technical supportT
Mobile Issue	Priority 2	DCI.SYSADMIN.Mobile Device Management.Technical support.S
PW Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
<a href="http://hdwiki/display/SOPs/S">http://hdwiki/display/SOPs/S</a>	Priority 3	DCI.Customer Support.Desktop Support
Security Certificate Update fo	Priority 3	DCI.Customer Support.Question
Ticket for NCS Operations	Priority 3	NCS.Data Circuit.Issues
User requested network acco	Priority 3	DCI.Customer Support.Active Directory.Password reset
Security Certificate Update fo	Priority 3	DCI.Customer Support.Question
Oracle CRM pw reset	Priority 3	DCI.Customer Support.Desktop Support
change search provider in ch	Priority 3	DCI.Customer Support.Desktop Support
VDI Access	Priority 3	DCI.Customer Support.Question
Security certificate update	Priority 3	DCI.Customer Support.Question
Drop Call	Priority 3	DCI.Customer Support.Question
PW RESET	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
PeopleSoft HCM/HR Support	Priority 3	HR.PSHCM.Support
PC Replacement Question	Priority 3	DCI.Customer Support.PC Replacement.Question
Silverlight Install	Priority 3	DCI.Customer Support.Desktop Support
Security Certificate Update fo	Priority 3	DCI.Customer Support.Question
Maximo Access Issue	Priority 3	DCI.Customer Support.Maximo.Password Reset
Laptop with Broken Ethernet	Priority 3	DCI.Customer Support.hardware.Laptop.break/fix
Unlock Account	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Windows invalid	Priority 3	DCI.Customer Support.Desktop Support
Customer needs Peoplesoft	Priority 3	HR.PSHCM.Access
Maximo pw reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Customer needs Peoplesoft	Priority 3	HR.PSHCM.Access
Customer needs Peoplesoft	Priority 3	HR.PSHCM.Access
Customer needs Peoplesoft	Priority 3	HR.PSHCM.Access
Customer needs Peoplesoft	Priority 3	HR.PSHCM.Access
customers needs loaner mou	Priority 3	DCI.Customer Support.Desktop Support
account unlocked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Customer needs Peoplesoft	Priority 3	HR.PSHCM.Access

question about critical update	Priority 3	DCI.Customer Support.Desktop Support
Email address	Priority 3	DCI.Customer Support.Question
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Surface Pro	Priority 2	DCI.SYSADMIN.Mobile Device Management.Technical supportT
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Chat - <a href="http://hdwiki/display/S">http://hdwiki/display/S</a>	Priority 3	DCI.Customer Support.Question
Printer Install	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
unable to connect to metrone	Priority 3	DCI.Customer Support.Wifi.Configuration
Customer needs Peoplesoft	Priority 3	HR.PSHCM.Access
unable to connect to metrone	Priority 3	DCI.Customer Support.Desktop Support
Direct Deposit Changes	Priority 3	DCI.Customer Support.Question
password reset for Peopoles	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
questions about security upd	Priority 3	DCI.Customer Support.Question
Certificate Update	Priority 3	DCI.Customer Support.Question
Mead Support	Priority 3	DCI.Customer Support.Question
metroNet connection issue	Priority 3	DCI.Customer Support.Question
question about security upda	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Question
VDI Issue	Priority 2	DCI.Customer Support.Desktop Support
Unable to Log Into Corp PC	Priority 5	ROCS.All.Requests
password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
W-515819 Mead Support	Priority 3	DCI.Customer Support.Question
PS FIN locked	Priority 3	MIT.Apps Security.PSFIN.password reset
Maximo access	Priority 3	DCI.Customer Support.Desktop Support
Fax Machine	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Administrative Rights
Security Update	Priority 3	DCI.Customer Support.Question
not connecting to network	Priority 3	NCS.Switch.Unreachable
Security Certificate for Metro	Priority 3	DCI.Customer Support.Wifi.Configuration
HR Solutions	Priority 3	HR.PSHCM.Report
adobe professional install	Priority 3	DCI.Customer Support.Desktop Support
External Access to Email	Priority 3	DCI.Customer Support.Question
MetroNet connection questio	Priority 3	DCI.Customer Support.Question
Security update	Priority 3	DCI.Customer Support.Question
PC equipment, keyboard, mo	Priority 3	DCI.Customer Support.Equipment Move.Project
phone is requesting him to lo	Priority 3	NCS.Telephone.digital phone.No Dial Tone
unlocked account	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Account locked	Priority 3	DCI.SYSADMIN.Server.Access
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
External Access to Email	Priority 3	DCI.Customer Support.Question
NSR-jones,k	Priority 3	DCI.Customer Support.Active Directory.Drive Access
questions about metronet se	Priority 3	DCI.Customer Support.Question
Question regarding refresher	Priority 3	DCI.Customer Support.Question
Maximo Password Reset	Priority 3	DCI.Customer Support.Question
needs wifi location	Priority 3	DCI.Customer Support.Wifi.Configuration
Maximo Password Reset	Priority 3	DCI.Customer Support.Maximo.Password Reset

critical updates question	Priority 3	DCI.Customer Support.Question
Security Update	Priority 3	DCI.Customer Support.Question
Maximo pw reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
IT Security Awareness Train	Priority 3	DCI.Customer Support.Question
Account Password Reset	Priority 3	DCI.Customer Support.Question
NSR-sawant	Priority 3	DCI.Customer Support.Active Directory.New Contractor
Tablet Support	Priority 2	DCI.SYSADMIN.Mobile Device Management.Technical supportT
Security Certificate Update fo	Priority 3	DCI.Customer Support.Question
unable to login to VPN	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
laptop issues logging	Priority 3	DCI.Customer Support.Question
network pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
wants copy of ITSAT certifica	Priority 3	DCI.Customer Support.Question
Status Update	Priority 3	DCI.Customer Support.service desk.Ticket Status
question	Priority 3	DCI.Customer Support.Question
MetroNet security certificate	Priority 3	DCI.Customer Support.Question
Cannot open Outlook	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
Dual Monitor	Priority 3	DCI.Customer Support.hardware.Monitor.configuration
CTF System Check - Day - 9	Priority None	ROCS.All.Requests
Security Update Question	Priority 3	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Wireless Networkl	Priority 3	DCI.Customer Support.Question
CA PPM	Priority 3	DCI.Customer Support.Question
6 monitors not connected in	Priority 3	DCI.Customer Support.Question
Security Certificate	Priority 3	DCI.Customer Support.Question
Windchill and Windchill Proje	Priority 3	APPS.Access.Windchill
status update	Priority 3	DCI.Customer Support.service desk.Ticket Status
NSR Request	Priority 3	DCI.Customer Support.Question
NSR - Customer requesting	Priority 3	DCI.SYSADMIN.office 365.Technical support
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
needs to be added to MetroN	Priority 3	DCI.Customer Support.Wifi.Configuration
Maximo Password Reset	Priority 3	DCI.Customer Support.Question
Customer needs assistance	Priority 3	DCI.Customer Support.Desktop Support
Request for a Mouse - BC 5	Priority 3	DCI.Customer Support.hardware.Mouse.hardware failure
Account creation question	Priority 3	DCI.Customer Support.Question
network account locked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Security Certificate Update fo	Priority 3	DCI.Customer Support.Question
Internet Explorer Issue	Priority 3	DCI.Customer Support.Software.Internet Explorer
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Wifi	Priority 3	DCI.Customer Support.Wifi.Configuration
IT Security Awareness Test	Priority 3	DCI.Customer Support.Question
access prohibited when acce	Priority 3	DCI.Customer Support.Internet.Access prohibited
IT Security Awareness Test	Priority 3	DCI.Customer Support.Question
Call Dropped	Priority 3	DCI.Customer Support.Question
Call Dropped	Priority 3	DCI.Customer Support.Question
Security Certificate	Priority 3	DCI.Customer Support.Question
User does not have her WM	Priority 3	DCI.Customer Support.Question
Documentum	Priority 3	APPS.Access.DOCUMENTUM

wants to make sure he is ab	Priority 3	DCI.Customer Support.Question
IT Security Awareness Train	Priority 3	DCI.Customer Support.Desktop Support
User needs a laptop in the J	Priority 3	DCI.Customer Support.Inventory.Loaner Laptop
IT Security Awareness Test	Priority 3	DCI.Customer Support.Question
Timetrax error code	Priority 3	DCI.Customer Support.Question
Station time issue - Metro Ce	Priority 3	APPS.Technical support.PIDS
Troubleshooting ILMS test .	Priority 3	DCI.Customer Support.Desktop Support
unable to connect to Metrone	Priority 3	DCI.Customer Support.Wifi.Configuration
question	Priority 3	DCI.Customer Support.Desktop Support
ITSAT pw reset	Priority 3	MIT.S.OPS.ILMS ITSA.registration
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Status Update for ticket 633	Priority 3	DCI.Customer Support.service desk.Ticket Status
Assistance requested for Me	Priority 3	DCI.Customer Support.Question
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
ITSA training login	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
drop call	Priority 3	DCI.Customer Support.Question
Unlock account	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
SMARTRIP ALERT !! *** INI	Priority 3	DCI.Customer Support.Question
Peoplesoft login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Unlocked AD	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Print certificate	Priority 3	DCI.Customer Support.Question
Peoplesoft login issue	Priority 3	DCI.Customer Support.Question
Maximo reset	Priority 3	APPS.Access.Maximo
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
Cancelled call	Priority 3	DCI.Customer Support.Question
ITSA training login issue	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo login issue	Priority 3	DCI.Customer Support.Maximo.Password Reset
Reset PS HCM	Priority 3	DCI.Customer Support.Active Directory.Password reset
CTF System Check - Mids -	Priority None	Software
ITSA training login issue	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
drop call	Priority 3	DCI.Customer Support.Question
ITSA training login	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Laptop issue	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo login issue	Priority 3	DCI.Customer Support.Maximo.Password Reset
Profile will not load	Priority 3	DCI.Customer Support.Desktop Support
Email address question	Priority 3	DCI.Customer Support.Question
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Subject: Outlook Calendar M	Priority 3	DCI.Customer Support.Question
Request to review CA Servic	Priority 3	Applications
Password reset	Priority 3	DCI.Customer Support.Question
System login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
ILMS PASSWORD	Priority 3	DCI.Customer Support.Question
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset

Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
PIDS/ROC	Priority 3	APPS.Technical support.PIDS
Xerox printer install	Priority 3	DCI.Customer Support.Desktop Support
Office 365 Cloud and OneDr	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Xerox printer install	Priority 3	DCI.Customer Support.Desktop Support
Kiosk Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Security Cert	Priority 3	DCI.Customer Support.Question
suspected spyware	Priority 2	MIT.S.OPS.security.scan request
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset for PC and	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
IT Security Awareness Train	Priority 3	MIT.S.OPS.ILMS ITSA.disabled account
user called to inquire about u	Priority 3	DCI.Customer Support.Question
user called to inquire about u	Priority 3	DCI.Customer Support.Question
User requested network acco	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset training	Priority 3	DCI.Customer Support.Question
eservice access	Priority 3	DCI.Customer Support.Question
Add rail car pair 7416/17, an	Priority 3	Applications
User requested network acco	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Request to reset password o	Priority 1	Applications
call dropped	Priority 3	DCI.Customer Support.Question
CTF System Check - Evenin	Priority None	Applications
Job Status	Priority 3	DCI.Customer Support.Question
User requested network acco	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
NSR Form	Priority 3	DCI.Customer Support.Active Directory.New Employee
HCM external access via ess	Priority 3	Payroll.PeopleSoft.Upgrade.Inquiry
Visio Form sent	Priority 3	DCI.SYSADMIN.Software.installation.MS Visio
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
security awarness test	Priority 3	MIT.S.OPS.ILMS ITSA.registration
Reboot Issues	Priority 3	DCI.Customer Support.Desktop Support
Updated CMDB With Corres	Priority None	ROCS.All.Requests
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Unable to login on table	Priority 3	DCI.SYSADMIN.Mobile Device Management.Technical supportT
Security Certificate Update fo	Priority 3	DCI.Customer Support.Question
Page upload issue	Priority 3	DCI.Customer Support.Desktop Support
IT Security Awareness Train	Priority 3	DCI.Customer Support.Question
question about update	Priority 3	DCI.Customer Support.Question
questions about IT security a	Priority 3	DCI.Customer Support.Question
Security Certificate Update fo	Priority 3	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
support cancelled	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset

IP adresse	Priority 3	DCI.Customer Support.Desktop Support
password reset for training	Priority 3	DCI.Customer Support.Question
it awareness password reset	Priority 3	MIT.S.OPS.I.LMS ITSA.password reset
ILMS Password	Priority 3	DCI.Customer Support.Question
The user stated that when he	Priority 3	DCI.Customer Support.Question
Security Certificate	Priority 3	DCI.Customer Support.Question
cooutlook issue	Priority 3	DCI.Customer Support.office 365.Technical support
Password reset for maximo	Priority 3	DCI.Customer Support.Maximo.Password Reset
unlocked account	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Critical Update for WMATA-I	Priority 3	DCI.Customer Support.Question
unlocked account	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Single Sign on	Priority 3	DCI.Customer Support.Active Directory.Password reset
Cable Issues	Priority 3	DCI.Customer Support.Desktop Support
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
"you are not connected to the	Priority 3	DCI.Customer Support.Question
question about email	Priority 3	DCI.Customer Support.Question
question about update	Priority 3	DCI.Customer Support.Question
Critical Update for WMATA-I	Priority 1	DCI.Customer Support.Question
Outlook Calendar Sharing	Priority 3	DCI.Customer Support.Question
wanted to know if wifi is avail	Priority 3	DCI.Customer Support.Wifi.Configuration
Password Reset Managers h	Priority 3	DCI.Customer Support.Active Directory.Password reset
called about news letter	Priority 3	DCI.Customer Support.Question
PW Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Remote Desktop Connector	Priority 3	DCI.Customer Support.Question
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Replace Toner	Priority 3	DCI.Customer Support.printer.Xerox.technical support
Create Spread Sheet For LE	Priority None	ROCS.All.Requests
pids display issue	Priority 3	APPS.Technical support.PIDS
TouchPad not work at Penns	Priority 2	DCI.Customer Support.hardware.Mouse.break/fix
Security Certificate	Priority 3	DCI.Customer Support.Question
password reset for maximo	Priority 3	DCI.Customer Support.Question
disabled account due to non	Priority 3	DCI.Customer Support.Question
Voice mail reset	Priority 3	NCS.Telephone.digital phone.Voice Mail Password Reset
Printer Install	Priority 3	DCI.Customer Support.printer.Desktop.Install Printer Driver
IT Security Awareness Train	Priority 3	MIT.S.OPS.I.LMS ITSA.registration
email not updating	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
Maximo Passwaord Reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Status Updates on Open Tic	Priority 3	DCI.Customer Support.service desk.Ticket Status
Printer Install	Priority 3	DCI.Customer Support.printer.Desktop.Install Printer Driver
Requests for Installing or Su	Priority 3	DCI.Customer Support.Desktop Support
RTU/ BCH Issue	Priority 3	DCI.Customer Support.Desktop Support
e service access	Priority 3	Payroll.PeopleSoft.Upgrade.Inquiry
Xerox printer install	Priority 3	DCI.Customer Support.Desktop Support
W-512102	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
Adobe Professional install	Priority 3	DCI.Customer Support.Desktop Support
Adobe Professional install	Priority 3	DCI.Customer Support.Desktop Support
HR Solutions	Priority 3	HR.PSHCM.Access



"choose fax modem or serve	Priority 3	DCI.Customer Support.printer.Desktop.Cycle Printer
NSR	Priority 3	DCI.Customer Support.Question
Ticket for Suresh	Priority 3	DCI.SYSADMIN.Server.Access
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
peoplesoft fin account locked	Priority 3	MIT.S.Apps Security.PSFIN.password reset
MetroWeb Access	Priority 3	DCI.Customer Support.Question
NSR-jones3	Priority 3	DCI.Customer Support.Active Directory.Drive Access
Connectivity Issues - Unable	Priority 3	NCS.Telephone.digital phone.Other
Password reset for maximo	Priority 3	DCI.Customer Support.Maximo.Password Reset
password reset for training	Priority 3	DCI.Customer Support.Question
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
paper jam 5B*	Priority 3	DCI.Customer Support.Break-Fix.Printer
ITSAT pw reset	Priority 3	MIT.S.OPS.ILMS ITSA.registration
T drive mapped on tablet	Priority 3	DCI.Customer Support.Question
issues logging into ITSAT	Priority 3	MIT.S.OPS.ILMS ITSA.registration
Account locked due to IT Se	Priority 3	DCI.Customer Support.Question
HR Solutions	Priority 3	HR.PSHCM.Support
Customer needs junk files cl	Priority 3	DCI.Customer Support.Desktop Support
Unlock Account	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
HR Solutions	Priority 3	HR.PSHCM.Support
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password and Login	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Outlook Emails Not Updating	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
SSL Certificate Request	Priority 3	MIT.S.OPS.security.firewall
dual monitor install	Priority 3	DCI.Customer Support.hardware.Monitor.configuration
Maximo Password reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Drop Call	Priority 3	DCI.Customer Support.Question
SMS Support	Priority 3	APPS.Technical support.SMS
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
unable to retrieve deleted ite	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
customer account repeatedly	Priority 3	DCI.SYSADMIN.Server.Access
password reset for Peopleso	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Maximo access Issue	Priority 3	DCI.Customer Support.Maximo.Password Reset
password reset for HCM kios	Priority 3	DCI.Customer Support.Active Directory.Password reset
Payroll Support	Priority 3	DCI.Customer Support.Question
Unable to launch Apps from	Priority 3	DCI.Customer Support.Question
LAPTOP FREEZING	Priority 3	DCI.Customer Support.hardware.Laptop.hardware failure
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset for peopleso	Priority 3	DCI.Customer Support.Active Directory.Password reset
NSR-raspberry	Priority 3	DCI.Customer Support.Active Directory.New Employee
User cannot access HCM	Priority 3	HR.PSHCM.Support
Customer needs Video Card	Priority 3	DCI.Customer Support.Question
Dual Monitor Setup	Priority 3	DCI.Customer Support.hardware.Monitor.hardware failure
AIM Video Palyback D04-C0	Priority None	ROCS.Applications.AIM.App

NSR Request	Priority 3	DCI.SYSADMIN.office 365.Technical support
customer unable to access e	Priority 3	DCI.Customer Support.Active Directory.Password reset
Re-estimated employee needs	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
VPN token Battery Dead	Priority 3	MIT.S.Engineering.VPN.Technical support
User was unable to access n	Priority 3	DCI.Customer Support.Question
Call dropped	Priority 3	DCI.Customer Support.Question
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
HCM questions	Priority 3	HR.PSHCM.Support
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
PC Boot Error at MetroCtr*	Priority 1	DCI.Customer Support.Question
Excel issue	Priority 3	DCI.Customer Support.Software.MS Excel.Training
Cannot Print Images Properl	Priority 3	DCI.Customer Support.Question
Phone Issue	Priority 2	NCS.Telephone.digital phone.Other
NSR Request_mailbox creat	Priority 3	DCI.SYSADMIN.office 365.Technical support
Health Check on PC located	Priority 3	DCI.Customer Support.Desktop Support
Request for a mouse - BC 34	Priority 2	DCI.Customer Support.hardware.Mouse.break/fix
RC Request For VPN Token	Priority None	ROCS.All.Requests
Timesheet Issues	Priority 3	DCI.Customer Support.Question
Replace All-in-One (Cracked	Priority 2	DCI.Customer Support.Break-Fix.Computer
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Server Request	Priority 3	DCI.SYSADMIN.Server.Access
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
IPhone Issue	Priority 3	DCI.SYSADMIN.Mobile Device Management.Technical support.S
Server Request	Priority 3	DCI.SYSADMIN.Server.Access
Status Updates on Open Tic	Priority 3	DCI.Customer Support.service desk.Ticket Status
setup auto reply for depart	Priority 3	DCI.SYSADMIN.office 365.Technical support
PW Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Install desktop	Priority 3	DCI.Customer Support.Desktop Support
TSR status update	Priority 3	DCI.Customer Support.Maximo.TSR Status
Customer needs USB Cord t	Priority 3	DCI.Customer Support.Question
PW RESET	Priority 3	DCI.Customer Support.Active Directory.Password reset
Chrome Issue	Priority 3	DCI.Customer Support.Desktop Support
email is not opening	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
Workstation will not bootup p	Priority 3	DCI.Customer Support.hardware.Desktop.reimage
NSR Request	Priority 3	DCI.Customer Support.Active Directory.New Employee
needs to get an employee ad	Priority 3	DCI.Customer Support.Question
Question regarding ticket	Priority 3	DCI.Customer Support.Question
NSR Distribution List	Priority 3	DCI.Customer Support.Question
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Ticket Status update	Priority 3	DCI.Customer Support.service desk.Ticket Status
Escalated User Privilege Req	Priority 3	DCI.Customer Support.Desktop Support
Printer Installation	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
phone rings once and then g	Priority 3	NCS.Telephone.digital phone.Other
Maximo Password Reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
unable to access sql after ins	Priority 3	DCI.Customer Support.Desktop Support

ITSAT pw reset	Priority 4	MIT.S.OPS.I.LMS ITSA.registration
Adobe Pro	Priority 3	DCI.Customer Support.Desktop Support
password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Escalated User Privilege Req	Priority 4	DCI.Customer Support.management.Delegation Request.Escalat
VPN Token Issue	Priority 3	MIT.S.Engineering.VPN.Technical support
unable to save document in	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Update on ticket status	Priority 3	DCI.Customer Support.service desk.Ticket Status
Maximo pw reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
IT Security Awareness	Priority 3	DCI.Customer Support.Desktop Support
Maximo pw reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
PeopleSoft FIN not working f	Priority 3	DCI.Customer Support.Desktop Support
HR Solutions	Priority 3	HR.PSHCM.Access
wants to access email from h	Priority 3	DCI.Customer Support.office 365.Technical support
JGB Legacy AIM Workstatio	Priority None	ROCS.Hardware.AIM
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
VPN Issue	Priority 2	DCI.Customer Support.Software.VPN.Install
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset for PC and	Priority 3	DCI.Customer Support.Active Directory.Password reset
Request a Virtual Private Ne	Priority 3	DCI.Customer Support.Question
PC replacement question	Priority 3	DCI.Customer Support.PC Replacement.Question
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Unable to connect to printers	Priority 3	DCI.Customer Support.Desktop Support
Label Maker	Priority 3	DCI.Customer Support.Question
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
NSR Request	Priority 3	DCI.Customer Support.Active Directory.New Employee
Maximo Password Reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Printer Install	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
Status Updates on Open Tic	Priority 3	DCI.Customer Support.service desk.Ticket Status
NSR Request	Priority 3	DCI.Customer Support.Active Directory.New Employee
bad network port	Priority 3	NCS.Telephone.digital phone.Hardware
Printer Install	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
desktop support	Priority 3	DCI.Customer Support.Desktop Support
password reset	Priority 3	MIT.S.OPS.I.LMS ITSA.password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Skype sound settings	Priority 3	DCI.Customer Support.Desktop Support
customer needs to change IP	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
IT Security Awareness Train	Priority 3	DCI.Customer Support.Desktop Support
RPM Issue	Priority 3	APPS.Technical support.ROCC
unable to change pw after ge	Priority 3	DCI.Customer Support.Active Directory.Password reset
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
Trust Relationship Failed	Priority 3	DCI.Customer Support.Desktop Support
Bus Garage Sever Issue	Priority 3	DCI.Customer Support.Question
CTF System Check - Day - 9	Priority None	ROCS.All.Requests
Drop Called	Priority 3	DCI.Customer Support.Question
network pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset

Trust Relationship Failed	Priority 3	DCI.Customer Support.Active Directory.Password reset
unable to access work comp	Priority 3	DCI.Customer Support.Desktop Support
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
Verified user completed ILM	Priority 3	DCI.Customer Support.Desktop Support
NSR Request	Priority 3	DCI.Customer Support.Active Directory.New Employee
It security training question	Priority 3	DCI.Customer Support.Question
union contract	Priority 3	DCI.Customer Support.Question
PW reset	Priority 3	DCI.Customer Support.Desktop Support
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
New PC had power supply a	Priority 2	DCI.Customer Support.Break-Fix.Computer
Maximo password reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
network pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Install printer scanner	Priority 3	DCI.Customer Support.Desktop Support
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
Unlocked AD	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Update silverlight	Priority 3	DCI.Customer Support.Desktop Support
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
MEMC request ROCS Techs	Priority None	Hardware
Reset ILMS	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
System login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Called dropped	Priority 3	DCI.Customer Support.Question
IT Security awareness traini	Priority 3	DCI.Customer Support.Question
AD disabled due to ILMS nor	Priority 3	DCI.Customer Support.Question
ITSA module issue	Priority 4	DCI.Customer Support.Question
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
ITSA training login issue	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
ILMS troubleshooting - User	Priority 3	DCI.Customer Support.Desktop Support
Password reset maximo	Priority 3	DCI.Customer Support.Maximo.Password Reset
Maximo login issue	Priority 3	DCI.Customer Support.Maximo.Password Reset
System login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Cancelled call - User stated	Priority 3	DCI.Customer Support.Question
Maximo password reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
ITSA training login issue	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
Email password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Status updated for ticket 655	Priority 3	DCI.Customer Support.service desk.Ticket Status
User getting error: " Unknow	Priority 3	DCI.Customer Support.Break-Fix.Computer
Eservice being down	Priority 3	Payroll.PeopleSoft.Upgrade.Inquiry
Maximo deactivated due to i	Priority 3	DCI.Customer Support.Question
ITSA training login issue	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
System login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Open ticket follow up.	Priority 3	DCI.Customer Support.service desk.Ticket Status
Request for Rail Assistant S	Priority None	ROCS.All.Requests
CTF System Check - Mids -	Priority None	Software
Assisted user with access to	Priority 3	DCI.Customer Support.office 365.Technical support
Trapeze login issue	Priority 3	Apps.Access.Trapeze
Unlocked and reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
User E934219 password res	Priority 3	DCI.Customer Support.Active Directory.Password reset

Power outage	Priority 3	Service.Outage
Maximo password reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
User E003829 had to plug in	Priority 3	DCI.Customer Support.Question
Dropped Call	Priority 3	DCI.Customer Support.Question
Maximo login issue	Priority 3	DCI.Customer Support.Maximo.Password Reset
Account initially inactive . Us	Priority 3	DCI.Customer Support.Question
User E002678 Maximo pass	Priority 3	DCI.Customer Support.Maximo.Password Reset
Call Dropped	Priority 3	DCI.Customer Support.Question
Maximo password reset	Priority 3	DCI.Customer Support.Question
User E023189 password res	Priority 3	DCI.Customer Support.Maximo.Password Reset
ITSA training login issue	Priority 3	MIT.S.OPS.I.LMS ITSA.password reset
IT security training	Priority 3	DCI.Customer Support.Question
User E021594 was calling at	Priority 3	DCI.Customer Support.Question
Outlook login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
User E007923 password res	Priority 3	MIT.S.OPS.I.LMS ITSA.password reset
password reset for maximo	Priority 3	DCI.Customer Support.Active Directory.Password reset
Webmail login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
User E024231	Priority 3	DCI.Customer Support.Active Directory.Password reset
Peoplesoft login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
User E014455 wanted acces	Priority 3	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Surplus Equipment Support	Priority 3	DCI.Customer Support.Equipment Move.Surplus removal
IT Security Awareness Train	Priority 3	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
printer offline	Priority 3	DCI.Customer Support.printer.Xerox.technical support
User E130258 password res	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
vpn connection	Priority 3	DCI.Customer Support.Desktop Support
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Request Desktop or Laptop	Priority 3	DCI.Customer Support.Desktop Support
Password reset for training	Priority 3	DCI.Customer Support.Question
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
webvpn access	Priority 3	DCI.Customer Support.Software.Internet Explorer
User does not have an acco	Priority 3	MIT.S.OPS.I.LMS ITSA.registration
when he tries to launch the it	Priority 3	MIT.S.OPS.I.LMS ITSA.post training escalation
Subject: Access Request	Priority 3	MIT.S.OPS.security.firewall
User requested network acco	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
see attached	Priority 3	HR.PSHCM.Access
Adobe Pro Needed	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
Subject: Payroll Access - Eu	Priority 3	HR.PSHCM.Access
User unable to login into ema	Priority 3	DCI.Customer Support.Active Directory.Password reset
CTF System Check - Evenin	Priority None	Applications
User E014390 password res	Priority 3	MIT.S.OPS.I.LMS ITSA.password reset

SSK Printer Needs Ink	Priority 3	DCI.Customer Support.SSK Kiosk
question	Priority 3	DCI.Customer Support.Question
User E015482 questions reg	Priority 3	DCI.Customer Support.Active Directory.Password reset
status update 61279	Priority 3	DCI.Customer Support.service desk.Ticket Status
documentum issue	Priority 3	APPS.Access.DOCUMENTUM
Change Network Password	Priority 3	DCI.Customer Support.Active Directory.Password reset
Winchill pw reset	Priority 3	APPS.Technical support.Windchill
People Soft Issue	Priority 3	DCI.Customer Support.Desktop Support
User E003674 password res	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
PASSWORD RESET	Priority 3	DCI.Customer Support.Active Directory.Password reset
customer stated that this is t	Priority 3	DCI.Customer Support.Question
disk space cleanup	Priority 3	DCI.Customer Support.Desktop Support
Verify Email Address	Priority 3	DCI.Customer Support.Question
password reset for Peopleso	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
see attached	Priority 3	HR.PSHCM.Access
Printer Install	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
NSR Attached for the creatio	Priority 3	DCI.SYSADMIN.office 365.Technical support
User E014045 password res	Priority 3	DCI.Customer Support.Question
see attached	Priority 3	HR.PSHCM.Access
NSR attached	Priority 3	DCI.Customer Support.Active Directory.Drive Access
Close Ticket	Priority 3	DCI.Customer Support.service desk.Ticket Status
Laptop battery at Ft Totten* (	Priority 3	DCI.Customer Support.Break-Fix.Laptop
Subject: Access	Priority 3	MIT.S.OPS.security.firewall
User E006307 needs assista	Priority 3	DCI.Customer Support.Break-Fix.Printer
disk cleanup	Priority 3	DCI.Customer Support.Desktop Support
Work Numbers Applications	Priority 3	HR.PSHCM.HR solutions support
Call Handling: General Ques	Priority 3	DCI.Customer Support.Question
Trapeze Support	Priority 3	APPS.Technical Support.Trapeze
password reset for Peopleso	Priority 3	DCI.Customer Support.Active Directory.Password reset
Install Local Printer	Priority 3	DCI.Customer Support.printer.Desktop.Install Printer Driver
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
User E371187 password res	Priority 3	DCI.Customer Support.Active Directory.Password reset
emails not updating	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
Customer states that compu	Priority 3	DCI.Customer Support.Question
emails not updating	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
Payroll.PeopleSoft.Upgrade.	Priority 3	Payroll.PeopleSoft.Upgrade.Inquiry
IT Security Awareness Train	Priority 3	DCI.Customer Support.Question
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
unable to set up outlook prof	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
Computer Issue	Priority 3	DCI.Customer Support.Desktop Support
User C129655 virtual VDI /M	Priority 3	DCI.Customer Support.Question
Server OS Access Form - Na	Priority 3	DCI.SYSADMIN.Server.Access
VPN Issue	Priority 3	DCI.Customer Support.Software.VPN.Training
IT Security Awareness Train	Priority 3	MIT.S.OPS.ILMS ITSA.registration
Server OS Access Form - M	Priority 3	DCI.SYSADMIN.Server.Access
Server OS Access Form - Ja	Priority 3	DCI.SYSADMIN.Server.Access
E Service	Priority 3	Payroll.PeopleSoft.Upgrade.Inquiry

Server OS Access Form - Is	Priority 3	DCI.SYSADMIN.Server.Access
Update Runtime	Priority 3	DCI.Customer Support.Question
PeopleSoft HCM and FIN Ac	Priority 3	DCI.Customer Support.Desktop Support
Server OS Access Form - Ha	Priority 3	DCI.SYSADMIN.Server.Access
Roll Out Of New Port 9001 to	Priority None	ROCS.All.Requests
wants to know if he could red	Priority 3	DCI.Customer Support.Desktop Support
Server OS Access Form - G	Priority 3	DCI.SYSADMIN.Server.Access
How to change password	Priority 3	DCI.Customer Support.Active Directory.Password reset
Third-Party Software Install	Priority 3	DCI.Customer Support.Desktop Support
NSR attached	Priority 3	DCI.Customer Support.Active Directory.Drive Access
error accessing event reports	Priority 3	APPS.Technical support.SMS
Outlook Mail LAYout	Priority 3	DCI.Customer Support.Question
Certificate Request for IBM B	Priority 3	MIT.SOPS.security.firewall
Security awareness S-103	Priority 3	MIT.SOPS.ILMS ITSA.post training escalation
inquiry	Priority 3	DCI.Customer Support.service desk.Ticket Status
unlocked account	Priority 3	DCI.Customer Support.Active Directory.Password reset
Reimage Laptop	Priority 3	DCI.Customer Support.hardware.Laptop.reimage
network pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
see ticket 64817	Priority 3	DCI.SYSADMIN.Server.Access
NSR attached ref: 64934	Priority 3	DCI.Customer Support.Active Directory.Drive Access
Password Reset for PC	Priority 3	DCI.Customer Support.Active Directory.Password reset
server access request	Priority 3	DCI.SYSADMIN.Server.Access
PeopleSoft Access - Disable	Priority 3	MIT.SOPS.security.firewall
EUP	Priority 3	DCI.Customer Support.management.Delegation Request.Escalat
IT Security Awareness Train	Priority 2	MIT.SOPS.ILMS ITSA.disabled account
Oracle CRM Password Rese	Priority 3	DCI.Customer Support.Desktop Support
Department Tree update	Priority 3	MIT.SOPS.security.firewall
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Account Modification	Priority 3	DCI.Customer Support.Active Directory.New Employee
Unlock Account	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Allocate more Space on Net	Priority 3	DCI.SYSADMIN.network driveClean Disk Space
login issues	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset for Self-Ser	Priority 3	DCI.Customer Support.Active Directory.Password reset
Request to install Frame ma	Priority 3	DCI.Customer Support.Desktop Support
password reset for peopleso	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo Issue	Priority 3	APPS.Technical support.Maximo
ars login issues	Priority 3	BUS.ARS.Technical support.BTSS
User computer sound issue	Priority 3	DCI.Customer Support.Desktop Support
Password Reset for Self-Ser	Priority 3	DCI.Customer Support.Active Directory.Password reset
Thomas Opick requested Ca	Priority None	ROCS.All.Requests
Request Former Employee's	Priority 3	DCI.Customer Support.Question
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
unable to login to maximo	Priority 3	DCI.Customer Support.Question
Request to create orphan re	Priority 3	MIT.SOPS.security.firewall
USB Not Recognized in 8F*	Priority 3	DCI.Customer Support.Break-Fix.Computer
Computer Issue	Priority 3	DCI.Customer Support.Break-Fix.Computer

Password reset for maximo	Priority 3	DCI.Customer Support.Maximo.Password Reset
NSR attached	Priority 3	DCI.Customer Support.Active Directory.New Employee
Maximo Access	Priority 3	APPS.Access.Maximo
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Request to create orphan re	Priority 3	MIT.S.OPS.security.firewall
Question regarding Visio	Priority 3	DCI.Customer Support.Question
It security password reset	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
BORMS Support Contact	Priority 3	DCI.Customer Support.Question
OneDrive folder request	Priority 3	DCI.Customer Support.Desktop Support
Account Still locked	Priority 3	DCI.Customer Support.Question
Password Reset for Self-Ser	Priority 3	DCI.Customer Support.Active Directory.Password reset
Request to create orphan re	Priority 3	MIT.S.OPS.security.firewall
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Ticket Update	Priority 3	DCI.Customer Support.service desk.Ticket Status
Clean Out Remainder Of Ou	Priority None	ROCS.All.Requests
Maximo password reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Maximo Password Reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
SharePoint Access	Priority 3	DCI.Customer Support.Question
Change password	Priority 3	DCI.Customer Support.Active Directory.Password reset
Computer Printer Setup	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
IT Security Awareness Pass	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
Move Request	Priority 3	DCI.Customer Support.Equipment Move.Project
Request Trash Pick Up In C-	Priority None	ROCS.All.Requests
Call Handling: General Ques	Priority 3	DCI.Customer Support.Question
PW reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
IT Security Awareness Train	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
password reset for peopleso	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password Reset for PC	Priority 3	DCI.Customer Support.Active Directory.Password reset
Greenbelt Station (MEZZ Le	Priority None	ROCS.All.Requests
it security	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
Question concerning PW res	Priority 3	DCI.Customer Support.Desktop Support
Financial Impart Data for LN	Priority 3	HR.PSHCM.Report
IT Security Awareness Train	Priority 3	DCI.Customer Support.Question
Install Safety Dashboard Cor	Priority 3	DCI.Customer Support.Desktop Support
General Questions or No Wi	Priority 3	DCI.Customer Support.Desktop Support
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Account is locked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
IT Security Awareness Train	Priority 3	DCI.Customer Support.Question
unlicensed product	Priority 3	DCI.Customer Support.Desktop Support
Password reset	Priority 3	DCI.Customer Support.Question
T Security Awareness Traini	Priority 3	DCI.Customer Support.Question
Security of Awareness Traini	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
IT Security Awareness Train	Priority 3	DCI.Customer Support.Active Directory.Password reset
network pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Manager Dashboard questio	Priority 3	HR.PSHCM.Support
IT Security Awareness Train	Priority 3	MIT.S.OPS.ILMS ITSA.registration
unable to login	Priority 3	DCI.Customer Support.Network.Server



PeopleSoft login	Priority 3	DCI.Customer Support.Desktop Support
IT Security Awareness Train	Priority 3	DCI.Customer Support.Question
needs metroweb link	Priority 3	DCI.Customer Support.Question
installed for Tarig Islam Sam	Priority 4	DCI.Customer Support.Desktop Support
Requesting admin rights	Priority 3	DCI.Customer Support.Question
Installed SAFTE_FAST cons	Priority 3	DCI.Customer Support.Desktop Support
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Request Wireless Mouse	Priority 2	DCI.Customer Support.hardware.Mouse.hardware failure
IT Security Awareness Train	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
Memory at CTF*	Priority 3	DCI.Customer Support.Inventory.Upgrade Case
Temporary Profile	Priority 3	DCI.Customer Support.Question
Password Reset for PC	Priority 3	DCI.Customer Support.Active Directory.Password reset
Unable to load resume	Priority 3	HR.PSHCM.ESS technical support
Status update on ticket	Priority 3	DCI.Customer Support.service desk.Ticket Status
PW reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
delete email from shared cor	Priority 3	DCI.Customer Support.Question
Adobe Pro Digital Signature	Priority 3	DCI.Customer Support.Question
NSR Attached	Priority 3	DCI.Customer Support.Active Directory.Drive Access
Password Reset for PC	Priority 3	DCI.Customer Support.Active Directory.Password reset
PW reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Ticket Status Update	Priority 3	DCI.Customer Support.service desk.Ticket Status
Status update	Priority 3	DCI.Customer Support.service desk.Ticket Status
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset for PC	Priority 3	DCI.Customer Support.Active Directory.Password reset
Trapeze Support	Priority 3	DCI.Customer Support.Question
General Questions-Email	Priority 3	DCI.Customer Support.Question
Maximo pw reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
PW reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
D07-TRK2IBFTWall-AP-370	Priority 3	NCS.Router.Unreachable
E05-MZ76-AP1-3702I unrea	Priority 3	NCS.Router.Unreachable
PeopleSoft Question	Priority 3	DCI.Customer Support.Question
NSR-crum p it	Priority 3	DCI.Customer Support.Active Directory.New Employee
IT Security Awareness Train	Priority 3	MIT.S.OPS.ILMS ITSA.registration
10.11.60.118 W-350265 Cus	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
No Network Access	Priority 3	DCI.Customer Support.Desktop Support
password reset for Peopleso	Priority 3	DCI.Customer Support.Active Directory.Password reset
c027404 pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
PW RESET	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset for Self-Ser	Priority 3	DCI.Customer Support.Active Directory.Password reset
Request to decommission C	Priority None	ROCS.Applications.RPM.App
Lei Tang is trying to reactiva	Priority 3	DCI.Customer Support.Desktop Support
Television lost signal	Priority 3	DCI.Customer Support.Question
Request to decommission C	Priority None	ROCS.Applications.RPM.App
Account disabled	Priority 3	DCI.Customer Support.Question
Status Update	Priority 3	DCI.Customer Support.service desk.Ticket Status
Computer needs all cables a	Priority 3	DCI.Customer Support.hardware.Cable.replace
User Account Blocked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock

IT Security Awareness Train	Priority 3	DCI.Customer Support.Desktop Support
network pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Ticket 65372 update	Priority 3	DCI.Customer Support.service desk.Ticket Status
ITSAT pw reset	Priority 3	MIT.S.OPS.ILMS ITSA.registration
Change Maximo Password	Priority 3	DCI.Customer Support.Desktop Support
Maximo Issue - Scanning	Priority 3	DCI.Customer Support.Question
Cannot open AVI file	Priority 3	DCI.Customer Support.Question
ITSAT questions	Priority 3	DCI.Customer Support.Question
Customer states that 60 inch	Priority 3	DCI.Customer Support.Question
Account is locked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
network pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
IT Security Awareness Test	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
E service Is down	Priority 3	Payroll.PeopleSoft.Upgrade.Inquiry
ITSAT issues	Priority 3	DCI.Customer Support.Desktop Support
Maximo login issues	Priority 3	DCI.Customer Support.Maximo.Password Reset
Unlock Account	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Imaging Requests	Priority 3	DCI.Customer Support.hardware.Desktop.reimage
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Update Windows Software a	Priority 3	DCI.Customer Support.Desktop Support
IT Security Awareness Train	Priority 3	DCI.Customer Support.Question
Memory Upgrade - 8GB	Priority 3	DCI.Customer Support.Inventory.Upgrade Case
Memory Upgrade - 8GB; use	Priority 3	DCI.Customer Support.Break-Fix.Computer
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Memory Upgrade - 8GB	Priority 3	DCI.Customer Support.hardware.Desktop.hardware upgrade
metroweb homepage request	Priority 3	DCI.Customer Support.Question
Payroll Number	Priority 3	DCI.Customer Support.Question
Remote Desktop Setup for L	Priority 3	DCI.Customer Support.Software.VPN.Training
General Question	Priority 3	DCI.Customer Support.Question
Maximo password reset	Priority 3	DCI.Customer Support.Question
windchill access	Priority 3	APPS.Technical support.Windchill
TSR Question	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
account disabled	Priority 3	DCI.Customer Support.Question
NSR form attached	Priority 3	MIT.S.Apps Security.PSFIN.Access
Question IE 11	Priority 3	DCI.Customer Support.Desktop Support
IT Security Awareness Train	Priority 3	MIT.S.OPS.ILMS ITSA.registration
Maximo Access	Priority 3	APPS.Access.Maximo
Status Update	Priority 3	DCI.Customer Support.service desk.Ticket Status
Install Third Party Software	Priority 3	DCI.Customer Support.Desktop Support
PW reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Never opened ticket but rece	Priority 3	DCI.Customer Support.Question
Account Locked	Priority 3	DCI.Customer Support.Question
Account locked	Priority 3	DCI.Customer Support.Active Directory.Password reset
HP 6040 on 5G*	Priority 3	DCI.Customer Support.Break-Fix.Printer
Re-open/Status of 64934	Priority 3	DCI.Customer Support.service desk.Ticket Status
Activate VPN token that used	Priority 1	MIT.S.Engineering.VPN.Technical support

User tried to access Documentum	Priority 3	APPS.Access.DOCUMENTUM
Account is locked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Documentum account	Priority 3	APPS.Access.DOCUMENTUM
User is unable to access network	Priority 1	DCI.Customer Support.Desktop Support
Password Reset for PC	Priority 3	DCI.Customer Support.Active Directory.Password reset
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Avaya Voicemail PW reset	Priority 3	NCS.Telephone.digital phone.Voice Mail Password Reset
Payroll Support (Pay Stub/Leaves)	Priority 3	DCI.Customer Support.Question
User getting the " No Available IP Address" error	Priority 3	DCI.Customer Support.Network.Server
ITSAT pw reset	Priority 3	MIT.S.OPS.IILMS ITSA.registration
Status on Ticket 66191	Priority 3	DCI.Customer Support.service desk.Ticket Status
Avaya - Unforwarded calls.	Priority 3	NCS.Telephone.digital phone.Other
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
Payroll Issues	Priority 3	DCI.Customer Support.Question
CTF System Check - Days - 1	Priority None	ROCS.Applications
Reset IILMS	Priority 3	MIT.S.OPS.IILMS ITSA.password reset
unable to print to Xerox	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
Quincy Gant has requested (1)	Priority None	ROCS.All.Requests
TSR Status	Priority 3	DCI.Customer Support.Maximo.TSR Status
Account is locked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
stuck in system update loop	Priority 3	DCI.Customer Support.Desktop Support
Decommission Cars 1104 - 1	Priority None	ROCS.Applications.RPM.DB
Maximo password reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
network pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
PW reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Assisted with access to PS H	Priority 3	DCI.Customer Support.Desktop Support
Password resets	Priority 3	MIT.S.OPS.IILMS ITSA.password reset
Peoplesoft password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Status update for ticket 6503	Priority 3	DCI.Customer Support.service desk.Ticket Status
no connectivity - Pentagon M	Priority 2	NCS.Switch.Unreachable
IT Security Awareness Train	Priority 3	MIT.S.OPS.IILMS ITSA.password reset
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
IT Security Awareness Train	Priority 3	MIT.S.OPS.IILMS ITSA.password reset
IT Security Awareness Train	Priority 3	DCI.Customer Support.Question
Reset Maximo	Priority 3	APPS.Access.Maximo
System login issue	Priority 3	DCI.Customer Support.Desktop Support
Spam in Outlook	Priority 3	MIT.S.OPS.security.firewall
Assisted with access to email	Priority 3	DCI.Customer Support.office 365.Technical support
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo login issue	Priority 3	DCI.Customer Support.Maximo.Password Reset
Assisted user with access to	Priority 3	DCI.Customer Support.Desktop Support
PeopleSoft HCM Support	Priority 3	HR.PSHCM.Support
Maximo Account Access	Priority 3	DCI.Customer Support.Maximo.Password Reset
IT Security Awareness Train	Priority 3	DCI.Customer Support.Question
Unlocked AD	Priority 3	DCI.Customer Support.Active Directory.Password Unlock

Peoplesoft login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
IT Security Awareness Train	Priority 3	DCI.Customer Support.Question
Reset ILMS	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
Password Reset Issues	Priority 3	DCI.Customer Support.Active Directory.Password reset
Assisted with access to PS H	Priority 3	DCI.Customer Support.Desktop Support
System login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
MetroNet connection issue	Priority 3	DCI.Customer Support.Wifi.Configuration
Call dropped	Priority 3	DCI.Customer Support.Question
Reset ILMS	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
Office 365 Email Access	Priority 3	DCI.Customer Support.office 365.Technical support
User is unable to find "tools"	Priority 3	DCI.Customer Support.Question
Account Locked Issues	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
User E006036 needs passwo	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
Reset ILMS	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
User E400291 user has to ca	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
CTF System Check - MID -	Priority None	ROCS.All.Requests
Unlock Account and Passwo	Priority 3	DCI.Customer Support.Active Directory.Password reset
User E005095 called regardi	Priority 3	DCI.Customer Support.Desktop Support
Reset ILMS	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
User E006634	Priority 3	NCS.Telephone.digital phone.End User Training
Reset Windows	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo Password Reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
System login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Maximo Password Reset	Priority 3	DCI.Customer Support.Question
ARS login issue	Priority 3	BUS.ARS.Technical support.BTSS
Printer HP Laserjet P2035 B	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
User E017997 password res	Priority 3	DCI.Customer Support.Active Directory.Password reset
ITSA training login issue	Priority 4	MIT.S.OPS.ILMS ITSA.password reset
Account Locked and Passwo	Priority 3	DCI.Customer Support.Active Directory.Password reset
Applying for job question	Priority 3	DCI.Customer Support.hardware.Desktop.training
System login issue	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
IT Security Awareness traini	Priority 3	DCI.Customer Support.Question
User E007969 password res	Priority 3	DCI.Customer Support.Active Directory.Password reset
application status	Priority 3	HR.PSHCM.HR solutions support
User E006087 Password res	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
VPN login issue	Priority 3	DCI.Customer Support.Software.VPN.Install
verify email	Priority 3	DCI.Customer Support.Question
verify email	Priority 3	DCI.Customer Support.Question
User E006454 Metro Webma	Priority 3	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
metroweb page	Priority 3	DCI.Customer Support.Question
Subject: Department Tree U	Priority 3	MIT.S.OPS.security.firewall
NSR attached	Priority 3	DCI.Customer Support.Active Directory.Drive Access
wifi down at glenmont	Priority 3	DCI.Customer Support.Wifi.Configuration

Troubleshoot Virtual Private	Priority 3	DCI.Customer Support.Software.VPN.Training
User E784553 password res	Priority 3	DCI.Customer Support.Active Directory.Password reset
New PC setup and installatio	Priority 3	DCI.Customer Support.Desktop Support
New PC setup and installatio	Priority 3	DCI.Customer Support.Desktop Support
Email - E4 license provision	Priority 3	DCI.Customer Support.Question
password reset for training	Priority 3	DCI.Customer Support.Question
password reset for training	Priority 3	DCI.Customer Support.Question
CTF System Check - Evenin	Priority None	Applications
support cancelled	Priority 3	DCI.Customer Support.Question
computer install request	Priority 3	DCI.Customer Support.Equipment Move.Project
trust relationship error	Priority 3	DCI.Customer Support.Desktop Support
status update 66107	Priority 3	DCI.Customer Support.service desk.Ticket Status
Local Printer Install	Priority 3	DCI.Customer Support.printer.Desktop.Install Printer Driver
User E010171 password res	Priority 3	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
NSR attached	Priority 3	DCI.Customer Support.Active Directory.Drive Access
User E015312 password res	Priority 3	DCI.Customer Support.Active Directory.Password reset
follow up on ticket 54024 (tic	Priority 3	DCI.SYSADMIN.Software.Technical support.Operating Systems
Scan Snap Install	Priority 3	DCI.Customer Support.Hardware.Scanner.Reconfigure
NSR attached	Priority 3	DCI.Customer Support.Question
User needs password for Se	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
status update 37048	Priority 3	DCI.Customer Support.service desk.Ticket Status
User needs a password rese	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
Subject: FW: WARNING -Tir	Priority 3	HR.PSHCM.HR solutions support
User needs the link to log int	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
Customer does not have a N	Priority 3	DCI.Customer Support.Question
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Memory on 2B*	Priority 3	Hardware
IT Security Awareness Train	Priority 3	MIT.S.OPS.ILMS ITSA.registration
Time approval	Priority 3	HR.PSHCM.HR solutions support
User E012901 password res	Priority 3	DCI.Customer Support.Active Directory.Password reset
maximo access request att	Priority 3	DCI.Customer Support.Question
IT Security Awareness Issue	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
maximo access request att	Priority 3	DCI.Customer Support.Question
unable to view paystub or an	Priority 3	HR.PSHCM.Support
User needs a password rese	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
Subject: SVMT Laptops over	Priority 3	DCI.Customer Support.PC Replacement.Question
NSR Request	Priority 3	DCI.Customer Support.Active Directory.New Contractor
Call disconnected	Priority 3	DCI.Customer Support.Question
Please find attached the Ser	Priority 3	DCI.SYSADMIN.Server.Access
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
pc frozen	Priority 3	DCI.Customer Support.Desktop Support
User E749101 reset passwo	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
computer freezing while chat	Priority 3	DCI.Customer Support.hardware.Desktop.configuration
Call Disconnected	Priority 3	DCI.Customer Support.Question

reimage loaner	Priority 3	DCI.Customer Support.hardware.Laptop.reimage
RPM - F99 Could not Bring C	Priority 5	ROCS.Applications.RPM.App
Cannot access a report	Priority 3	DCI.Customer Support.Desktop Support
It security password	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
Remap the N Drive Request	Priority 3	DCI.Customer Support.Desktop Support
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
connected laptop to MetronM	Priority 3	DCI.Customer Support.Question
status 65403	Priority 3	DCI.Customer Support.service desk.Ticket Status
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset for peopleso	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset for PC and	Priority 3	DCI.Customer Support.Active Directory.Password reset
User cannot log into Oracle c	Priority 2	DCI.Customer Support.Question
ITSAT pw reset for his empl	Priority 3	MIT.S.OPS.ILMS ITSA.registration
MetroGuest WiFi Service Pa	Priority 3	DCI.Customer Support.Wifi.Configuration
Server Access	Priority 3	DCI.SYSADMIN.Server.Access
Call disconnected	Priority 3	DCI.Customer Support.Question
QICO Network Drive Update	Priority 3	DCI.Customer Support.Question
PW reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Needs computer synced to n	Priority 3	DCI.Customer Support.Break-Fix.Printer
User stated that the compute	Priority 3	DCI.Customer Support.Question
USB Not Recognized on Pri	Priority 3	DCI.Customer Support.Break-Fix.Printer
Please create a ticket for the	Priority 3	MIT.S.OPS.security.firewall
can't access one drive	Priority 3	DCI.Customer Support.office 365.Technical support
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Active Directory.Password re	Priority 3	DCI.Customer Support.Active Directory.Password reset
support cancelled	Priority 3	DCI.Customer Support.Question
Adobe professional install	Priority 3	DCI.Customer Support.Desktop Support
VPN Issue	Priority 3	DCI.Customer Support.Software.VPN.Install
User needs a password rese	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset for PC	Priority 3	DCI.Customer Support.Active Directory.Password reset
status update 66125	Priority 3	DCI.Customer Support.service desk.Ticket Status
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset for PC	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
User needs a password rese	Priority 3	DCI.Customer Support.Maximo.Password Reset
IT Security Awareness Issue	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
user deletion	Priority 3	DCI.SYSADMIN.Server.UNIX Support
Account is locked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
No Network Access or WiFi	Priority 3	DCI.Customer Support.Desktop Support
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Metronet connection	Priority 3	DCI.Customer Support.Desktop Support
.Customer Question about il	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Question
Internet Prohibited Issue	Priority 3	DCI.Customer Support.Internet.Access prohibited
Password Reset	Priority 3	DCI.Customer Support.Question
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset

Maximo Password Reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
IT Security Awareness Train	Priority 3	DCI.Customer Support.Question
Unlock Account	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Telecommunications	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Subject: Access Request for	Priority 3	MIT.S.OPS.security.firewall
Password Reset	Priority 3	DCI.Customer Support.Question
Request to pick up Tee Shirt	Priority None	ROCS.All.Requests
Adjust Projector Display in E	Priority None	ROCS.All.Requests
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Subject: Suspending Employ	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
User needs a password rese	Priority 3	DCI.Customer Support.Active Directory.Password reset
IT Security Awareness Train	Priority 3	MIT.S.OPS.ILMS ITSA.registration
Avaya Phone Issue	Priority 3	NCS.Telephone.digital phone.Other
Maximo Password Reset	Priority 3	DCI.Customer Support.Question
Maximo Password Reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Duplicate Dynamic Group	Priority 3	MIT.S.OPS.security.firewall
User needs assistance with a	Priority 3	DCI.Customer Support.Question
Active Directory.Password re	Priority 3	DCI.Customer Support.Active Directory.Password reset
inquiry	Priority 3	DCI.Customer Support.service desk.Ticket Status
PC Eligibility Question	Priority 3	DCI.Customer Support.PC Replacement.Question
Password Reset	Priority 3	DCI.Customer Support.Question
Active Directory.Password re	Priority 3	DCI.Customer Support.Active Directory.Password reset
Questions about VPN Acces	Priority 3	DCI.Customer Support.Question
Password Reset for PC and	Priority 3	DCI.Customer Support.Active Directory.Password reset
intranet link request	Priority 3	DCI.Customer Support.Question
IT Security Awareness Test	Priority 3	DCI.Customer Support.Question
Badge printer support	Priority 3	DCI.Customer Support.Desktop Support
C026555 network pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
MetroNet Internal WMATA V	Priority 3	DCI.Customer Support.Wifi.Configuration
Active Directory.Password re	Priority 3	DCI.Customer Support.Active Directory.Password reset
Printer Issue	Priority 3	DCI.Customer Support.printer.Desktop.Cycle Printer
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset for PC	Priority 3	DCI.Customer Support.Active Directory.Password reset
WMATA issued cellphone is	Priority 2	NCS.Telephone.mobile phone.No Service
Question about account	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
PW Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
User needs a password rese	Priority 3	DCI.Customer Support.Active Directory.Password reset
Active Directory.Password re	Priority 3	DCI.Customer Support.Active Directory.Password reset
Keyboard stopped working	Priority 2	DCI.Customer Support.hardware.Keyboard.break/fix
Call Dropped	Priority 3	DCI.Customer Support.Question
User needs a password rese	Priority 3	DCI.Customer Support.Active Directory.Password reset
IT Security Awareness Train	Priority 3	MIT.S.OPS.ILMS ITSA.password reset

Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
User is having issues with Fa	Priority 3	DCI.Customer Support.Break-Fix.Printer
NSR attached	Priority 3	DCI.Customer Support.Active Directory.Drive Access
Password Reset for PC/VPN	Priority 3	DCI.Customer Support.Desktop Support
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Call Back Request	Priority 3	DCI.Customer Support.Question
Active Directory.Password re	Priority 3	DCI.Customer Support.Active Directory.Password reset
User needs her password re	Priority 3	DCI.Customer Support.Active Directory.Password reset
Active Directory.Password re	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset for Self-Ser	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
install HP network printer for	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Node down	Priority 3	NCS.Data Circuit.Issues
Payroll Support	Priority 3	DCI.Customer Support.Question
IT Security Awareness Test	Priority 3	DCI.Customer Support.Active Directory.Password reset
Monitor Issues	Priority 3	DCI.Customer Support.hardware.Monitor.hardware failure
IT Security Awareness Pass	Priority 3	DCI.Customer Support.Question
Memory Upgrade 6 floor*	Priority 3	DCI.Customer Support.Inventory.Upgrade Case
Accounts Disabled for Non-c	Priority 3	DCI.Customer Support.Active Directory.Password reset
IT Security Awareness Pass	Priority 3	DCI.Customer Support.Question
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
NSR attached	Priority 3	DCI.Customer Support.Active Directory.New Employee
Increase PC Speed	Priority 3	DCI.Customer Support.Desktop Support
Payroll Support	Priority 3	DCI.Customer Support.Question
Active Directory.Password re	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
ELM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
User needs a password rese	Priority 3	DCI.Customer Support.Active Directory.Password reset
User requested password re	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Active Directory.Password re	Priority 3	DCI.Customer Support.Active Directory.Password reset
ELM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Xerox Printer Install	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo Password Reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
PW reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Customer not able to use his	Priority 3	DCI.Customer Support.hardware.Monitor.configuration
User needs a password rese	Priority 3	DCI.Customer Support.Active Directory.Password reset
CATS Issue	Priority 3	DCI.Customer Support.Question
Software install	Priority 3	DCI.Customer Support.Desktop Support
Computer Replacement	Priority 3	DCI.Customer Support.PC Replacement.Question



Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Xerox Printer Installation	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
Password Reset for PC	Priority 3	DCI.Customer Support.Active Directory.Password reset
IT Security Awareness Test	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo access request	Priority 3	DCI.Customer Support.Maximo.Password Reset
User needs password for Se	Priority 3	MIT.OPS.ILMS ITSA.password reset
Active Directory.Password re	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo password reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Windchill password reset rec	Priority 3	APPS.Technical support.Windchill
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
User needs password for Se	Priority 3	MIT.OPS.ILMS ITSA.password reset
NSR attached	Priority 3	DCI.Customer Support.Active Directory.Drive Access
Account is locked	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
VPN Connection Issue	Priority 2	DCI.Customer Support.Desktop Support
ITSAT pw reset	Priority 3	MIT.OPS.ILMS ITSA.registration
User needs a password rese	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
<a href="http://hdwiki/pages/viewpage">http://hdwiki/pages/viewpage</a>	Priority 3	DCI.Customer Support.Desktop Support
network account locked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
People Soft Issue	Priority 3	DCI.Customer Support.Desktop Support
Cannot log on via VPN	Priority 3	DCI.Customer Support.Desktop Support
password reset for Peopleso	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset for PC	Priority 3	DCI.Customer Support.Active Directory.Password reset
User cannot connect to the i	Priority 3	DCI.Customer Support.Desktop Support
Voicemail Password Reset	Priority 3	NCS.Telephone.digital phone.Voice Mail Password Reset
JGB AIM Weekly System Ch	Priority 5	ROCS.Applications.AIM.App
User needs a password rese	Priority 3	DCI.Customer Support.Active Directory.Password reset
Fax Machine Issue	Priority 3	NCS.Telephone.digital phone.Other
Avaya extension to group	Priority 3	DCI.Customer Support.Question
User needs new IT security a	Priority 3	MIT.OPS.ILMS ITSA.password reset
Wmata phone won't accept r	Priority 3	DCI.SYSADMIN.Mobile Device Management.Technical support.S
Customer cannot print an im	Priority 3	DCI.Customer Support.Desktop Support
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 1	DCI.Customer Support.Active Directory.Password reset
Password Reset for Self-Ser	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
NEO Loaner Laptop support	Priority 3	DCI.Customer Support.Inventory.Loaner Laptop
Status Update	Priority 3	DCI.Customer Support.service desk.Ticket Status
Laptop latch at Branch Ave*	Priority 2	DCI.Customer Support.Break-Fix.Laptop
Maximo issues with invento	Priority 3	APPS.Technical support.Maximo
Mobile Issue	Priority 3	DCI.Customer Support.Desktop Support
IT Security Awareness Issue	Priority 3	MIT.OPS.ILMS ITSA.password reset
User needs a password rese	Priority 3	DCI.Customer Support.Active Directory.Password reset
Unlock Account	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Question	Priority 3	DCI.Customer Support.Desktop Support

Second Monitor issue	Priority 3	DCI.Customer Support.hardware.Monitor.configuration
PW reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Question
Password Reset for PC	Priority 3	DCI.Customer Support.Active Directory.Password reset
IE Upgrade	Priority 3	DCI.Customer Support.Software.Internet Explorer
network account locked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Equipment loan request; loa	Priority 3	DCI.Customer Support.Desktop Support
Enable Popup to take IT Sec	Priority 3	DCI.Customer Support.Desktop Support
computer does not power on	Priority 3	DCI.Customer Support.hardware.Desktop.hardware failure
Surplus Equipment	Priority 4	DCI.Customer Support.Equipment Move.Surplus removal
A account password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
PW reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
jobs not printing to selected	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
PW reset	Priority 3	DCI.Customer Support.Desktop Support
ELM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Back Up Support	Priority 3	DCI.Customer Support.Question
Group Policy Error Messaag	Priority 2	DCI.Customer Support.Desktop Support
Password Reset for PC	Priority 3	DCI.Customer Support.Active Directory.Password reset
Call Disconnected	Priority 3	DCI.Customer Support.Question
Customer had questions abo	Priority 3	DCI.Customer Support.Question
PW reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
PW RESET	Priority 3	DCI.Customer Support.Active Directory.Password reset
CTF System Check - Day - 9	Priority None	ROCS.All.Requests
PW reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
No Internet Connection or Ph	Priority 3	DCI.Customer Support.Desktop Support
Maximo account	Priority 3	APPS.Access.Maximo
IT Security Awareness Train	Priority 3	DCI.Customer Support.Desktop Support
Password Reset	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Name Changes in WMATA B	Priority 3	DCI.SYSADMIN.office 365.Technical support
IT Security Awareness Train	Priority 3	MIT.SOPS.ILMS ITSA.password reset
Safety Observation Page Wi	Priority 3	DCI.Customer Support.Desktop Support
PW reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password and Login Assista	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
IT Security Awareness Train	Priority 3	DCI.Customer Support.Desktop Support
Account Still Disabled After	Priority 2	MIT.SOPS.ILMS ITSA.disabled account
IT Security Awareness Train	Priority 3	DCI.Customer Support.Desktop Support
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
IT Security Awareness Train	Priority 3	DCI.Customer Support.Active Directory.Password reset
IT Security Awareness Train	Priority 3	MIT.SOPS.ILMS ITSA.password reset
PW reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Keyboard Not Responding	Priority None	ROCS.All.Requests
Password change	Priority 3	DCI.Customer Support.Active Directory.Password reset

Account is locked	Priority 3	DCI.Customer Support.Active Directory.Password reset
Account Locked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Account Locked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Restart Predictor /Reset TW	Priority None	APPS.Access.PIDS
Maximo Password Reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
IT Security Awareness Train	Priority 3	DCI.Customer Support.Desktop Support
IT Security Awareness Train	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
Updating Direct Deposit	Priority 3	DCI.Customer Support.Question
IT Security Awareness Train	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Login Assistance	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
MS Outlook Issue: Cannot S	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
Call Dropped	Priority 3	DCI.Customer Support.Question
CTF System Check - MID - C	Priority None	ROCS.All.Requests
IT Security Awareness Train	Priority 3	DCI.Customer Support.Question
Maximo Password	Priority 3	DCI.Customer Support.Question
Account Locked	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo	Priority 3	DCI.Customer Support.Maximo.Password Reset
Customer thought account w	Priority 3	DCI.Customer Support.Question
Access to Peoplesoft HCM	Priority 3	DCI.Customer Support.Question
Call Dropped	Priority 3	DCI.Customer Support.Question
Call Dropped	Priority 3	DCI.Customer Support.Question
Maximo Password Reset	Priority 3	DCI.Customer Support.Question
<a href="http://hdwiki/display/SOPs/S">http://hdwiki/display/SOPs/S</a>	Priority 3	HR.PSHCM.HR solutions support
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo Password Reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Self-Service Kiosk Alerts: Lo	Priority 3	DCI.Customer Support.SSK Kiosk
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Access to Paystubs	Priority 3	DCI.Customer Support.Question
Microsoft Outlook App Install	Priority 3	DCI.SYSADMIN.Mobile Device Management.Technical support.S
Drop Call	Priority 3	DCI.Customer Support.Question
Email Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
IT Security Awareness Train	Priority 3	MIT.S.OPS.ILMS ITSA.registration
Active Directory.Password re	Priority 3	DCI.Customer Support.Active Directory.Password reset
Disk Cleanup	Priority 3	DCI.Customer Support.Desktop Support
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Email Password	Priority 3	DCI.Customer Support.Active Directory.Password reset
Outlook.Repair	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Customer not able to log into	Priority 3	DCI.Customer Support.SSK Kiosk
CTF System Check - Evenin	Priority None	Applications
Password Reset	Priority 3	DCI.Customer Support.Question
Self-Service Kiosk Alerts: Lo	Priority 3	DCI.Customer Support.SSK Kiosk
It security awarness	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
MS Outlook: Email Issues	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair

IT Security Awareness passv	Priority 3	DCI.Customer Support.Question
Unlock Account	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Metro Access Incident Form	Priority 3	DCI.Customer Support.Question
Pasword Reset	Priority 3	DCI.Customer Support.Question
user need outlook access	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
password reset for Peopleso	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset for Peopleso	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Customer has a question ab	Priority 3	DCI.Customer Support.Question
Active Directory.Password re	Priority 3	DCI.Customer Support.Active Directory.Password reset
Active Directory.Password re	Priority 3	DCI.Customer Support.Active Directory.Password reset
Phone Issue	Priority 3	NCS.Telephone.digital phone.Voice Mail Password Reset
IT Security Awareness Train	Priority 3	MIT.S.OPS.ILMS ITSA.registration
PeopleSoft\External Link	Priority 3	DCI.Customer Support.Question
General Question	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
PeopleSoft Isseu/ External L	Priority 3	DCI.Customer Support.Question
Printer Issue	Priority 3	DCI.Customer Support.printer.Desktop.Cycle Printer
payroll question	Priority 3	DCI.Customer Support.Question
Status Update Maximo Acce	Priority 3	MIT.S.Apps.Security Access.PSEPM
user needs access to VPN	Priority 3	DCI.Customer Support.Software.VPN.Training
RPM - Password Reset Thor	Priority None	ROCS.Applications.RPM.App
PeopleSoft HCM FAQs: Job	Priority 3	DCI.Customer Support.Desktop Support
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
.Active Directory.Password r	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset for Peopleso	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Verified Mr Gomez complete	Priority 3	DCI.Customer Support.Desktop Support
ELM support password	Priority 3	APPS.Technical support.PSELM
It security password reset	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
Maximo Issue	Priority 3	APPS.Technical support.Maximo
Slow opening documents. Er	Priority 3	DCI.Customer Support.hardware.Desktop.configuration
IT Security Awareness Train	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
Assisted,DBMulbah@wmeta	Priority 3	DCI.Customer Support.office 365.Technical support
CTF System Check - Days -	Priority None	ROCS.All.Requests
New user, DBMulbah@wmeta	Priority 3	APPS.Access.Maximo
Maximo Status Update	Priority 3	APPS.Access.Maximo
Verified WMATA email addre	Priority 3	DCI.Customer Support.Question
user password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo deactivated for inact	Priority 3	MIT.S.Apps Security.Access.PSCRM
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
AIM AD Windows Password	Priority None	ROCS.All.Requests
Reset PS HCM	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo password reset	Priority 3	APPS.Training.Maximo
Change Maximo Password	Priority 3	APPS.Training.Maximo
User submitted a Maximo Ad	Priority 3	APPS.Access.Maximo

Reset ILMS	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
Tech gave the dates and loc	Priority 3	DCI.Customer Support.Question
Windows reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
IT Security Awareness Train	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
Walked user through self se	Priority 3	DCI.Customer Support.Active Directory.Password Self-Service A
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
AIM Screenshot of F06 for T	Priority None	ROCS.Applications.AIM.App
Request Access to RPM	Priority None	ROCS.All.Requests
VPN issues	Priority 3	DCI.Customer Support.Software.VPN.Training
User E023832 needs to know	Priority 3	DCI.Customer Support.Question
Reset Windows	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	APPS.Technical support.PSELM
Reset Maximo password	Priority 3	DCI.Customer Support.Maximo.Password Reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Kiosk Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Reset Windows	Priority 3	DCI.Customer Support.Active Directory.Password reset
User E017446 password res	Priority 3	DCI.Customer Support.Active Directory.Password reset
CTF System Check - MID - C	Priority None	ROCS.All.Requests
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Peoplesoft Timesheet issue	Priority 3	HR.PSHCM.Support
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Phone Support	Priority 3	DCI.SYSADMIN.Mobile Device Management.Technical support.S
User E023830 - password re	Priority 3	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Pay stub	Priority 3	DCI.Customer Support.Question
User E008323 - password re	Priority 3	DCI.Customer Support.Question
Call dropped	Priority 3	DCI.Customer Support.Question
IT Awareness Course	Priority 3	DCI.Customer Support.Question
Dropped Call	Priority 3	DCI.Customer Support.Question
Keyboard at Branch Ave*	Priority 3	DCI.Customer Support.hardware.Keyboard.break/fix
User E436568 password res	Priority 3	DCI.Customer Support.Maximo.Password Reset
Non Compliance	Priority 3	DCI.Customer Support.Question
Dropped Call	Priority 3	DCI.Customer Support.Question
PC Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
User E001857 password/log	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
Maximo Password	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
User E86253 Ticket assigne	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Call Dropped	Priority 3	DCI.Customer Support.Question
User E019417 password res	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Question
User E024247 password res	Priority 3	DCI.Customer Support.Active Directory.Password reset

Temp Password	Priority 3	DCI.Customer Support.Question
Caller Hung Up	Priority 3	DCI.Customer Support.Question
CTF System Check - Evenin	Priority None	Applications
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Unable to check email	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
IT Security Awareness Train	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
Customer wants local Xerox	Priority 3	DCI.Customer Support.printer.Desktop.Install Printer Driver
RPM - Password Reset Proc	Priority None	ROCS.Appliications.RPM.App
Maximo Password Reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Access Email from Any Inter	Priority 3	DCI.Customer Support.Question
IT Security Awareness Train	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
External access to email	Priority 3	DCI.Customer Support.Question
External access to email	Priority 3	DCI.Customer Support.Question
Customer Support For Instal	Priority None	ROCS.Appliications.PIDS.Other
RPM - Password Reset Jenk	Priority 3	ROCS.Appliications.RPM.App
How to apply for a job positio	Priority 3	DCI.Customer Support.Question
Unable to see trip planner ic	Priority 3	APPS.Technical support.PIDS
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
CTF System Check - Days -	Priority None	ROCS.All.Requests
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Maximo Password Reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
IT Security Awareness Train	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
Maximo Password Reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Maximo password reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
PICK Password Reset	Priority 3	DCI.Customer Support.Question
upload resume	Priority 3	DCI.Customer Support.Question
Eservice	Priority 3	Payroll.PeopleSoft.Upgrade.Inquiry
PeopleSoft HCM Access Iss	Priority 3	MIT.S.Apps Security.PSFIN.Access
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Request for Password	Priority 3	DCI.Customer Support.Active Directory.Password reset
Direct Deposit Change	Priority 3	DCI.Customer Support.Question
Ticket Assigned	Priority 3	DCI.Customer Support.Question
password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
CTF System Check - MID - C	Priority None	ROCS.All.Requests
User E003042 needed to set	Priority 3	DCI.Customer Support.Question
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
User E007796 needs assista	Priority 2	DCI.Customer Support.hardware.Desktop.break/fix
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Desktop Turn On Issues/Dro	Priority 3	DCI.Customer Support.hardware.Desktop.break/fix
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset

User E013576 password res	Priority 3	DCI.Customer Support.Question
User E013576 was able to lo	Priority 3	DCI.Customer Support.Active Directory.Password reset
IT Awareness Class	Priority 3	DCI.Customer Support.Question
Maximo Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
CTF System Check - Evenin	Priority None	Applications
ESERVICE	Priority 3	Payroll.PeopleSoft.Upgrade.Inquiry
User E015998 password res	Priority 3	DCI.Customer Support.Question
User E018613 password res	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Dropped Call	Priority 3	DCI.Customer Support.Question
Issue Viewing PIDS/ Work S	Priority 3	DCI.Customer Support.Desktop Support
User E020881 password res	Priority 3	DCI.Customer Support.Maximo.Password Reset
E015991 password reset affe	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
PC Replacement	Priority 3	DCI.Customer Support.PC Replacement.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
User E012964 password res	Priority 3	DCI.Customer Support.Active Directory.Password reset
Kiosk Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Kiosk Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Call Dropped	Priority 3	DCI.Customer Support.Question
Maximo Password Reset	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
IT Security Awareness Train	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
Oracle Report request Nbr: A	Priority None	ROCS.Applications.AIM.TPS
CTF System Check - Day - 9	Priority None	ROCS.All.Requests
Security IT Awareness Train	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
Use email out of WMATA	Priority 3	DCI.Customer Support.Question
AIM Playback Request A08 -	Priority 5	ROCS.Applications.AIM.App
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Computer not updating	Priority 3	DCI.Customer Support.Desktop Support
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Reset password	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
IT Security Login	Priority 3	MIT.S.OPS.ILMS ITSA.password reset
Password reset for Kiosk	Priority 3	DCI.Customer Support.Active Directory.Password reset
Email cannot download attac	Priority 3	DCI.Customer Support.Question
Unable to Uploasd Resume	Priority 3	HR.PSHCM.ESS technical support
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset

IT Security Awareness Train	Priority 3	DCI.Customer Support.Question
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
It security awareness training	Priority 3	DCI.Customer Support.Question
It awareness training	Priority 3	DCI.Customer Support.Question
MERCS Box Connection Iss	Priority 3	NCS.Data Circuit.Issues
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Email Login Issue	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
CTF System Check - MIDS	Priority None	ROCS.All.Requests
Log into GOTRS	Priority 3	APPS.Technical support.GOTRS
Account Locked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Ticket Status	Priority 3	DCI.Customer Support.service desk.Ticket Status
Dropped Call	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
LMS Password	Priority 3	DCI.Customer Support.Question
Monitor Display Issue	Priority 3	DCI.Customer Support.hardware.Monitor.hardware failure
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Computer not booting at CTF	Priority 3	DCI.Customer Support.hardware.Desktop.break/fix
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
support cancelled	Priority 3	DCI.Customer Support.Question
support cancelled	Priority 3	DCI.Customer Support.Question
support cancelled.	Priority 3	DCI.Customer Support.Question
PIDS Special Schedule Upda	Priority 3	Applications
IE will not open up files	Priority 3	DCI.Customer Support.Desktop Support
Temp Password	Priority 3	DCI.Customer Support.Question
unlocked account	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
External Access to PeopleSc	Priority 3	Payroll.PeopleSoft.Upgrade.Inquiry
E Service	Priority 3	Payroll.PeopleSoft.Upgrade.Inquiry
New PC setup and installatio	Priority 3	DCI.Customer Support.Desktop Support
New PC setup and installatio	Priority 3	DCI.Customer Support.Desktop Support
Kiosk down	Priority 2	DCI.Customer Support.SSK Kiosk
E SERVICE	Priority 3	Payroll.PeopleSoft.Upgrade.Inquiry
Password Reset for PC and	Priority 3	DCI.Customer Support.Active Directory.Password reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Intranet Issue	Priority 3	DCI.Customer Support.Question
CTF System Check - Evenin	Priority None	Applications
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Phone Issues	Priority 3	NCS.Telephone.digital phone.Other
status update 65503	Priority 3	DCI.Customer Support.service desk.Ticket Status
Temp Password	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset



User needs MS Project 2010	Priority 3	DCI.Customer Support.Question
Trapeze login issue	Priority 3	DCI.Customer Support.Question
Chrome Install	Priority 3	DCI.Customer Support.Desktop Support
access peoplesoft at kiosk	Priority 3	DCI.Customer Support.Desktop Support
Chrome installation	Priority 3	DCI.Customer Support.Desktop Support
http://hdwiki/pages/viewpage	Priority 3	DCI.Customer Support.Desktop Support
Customer unable to print	Priority 3	DCI.Customer Support.printer.Desktop.Install Printer Driver
Status Update on ticket	Priority 3	DCI.Customer Support.service desk.Ticket Status
User cannot log into the IT S	Priority 2	DCI.Customer Support.Desktop Support
User needs password for Se	Priority 3	MITS.OPS.ILMS ITSA.password reset
password reset for training	Priority 3	DCI.Customer Support.Question
User needs the managers ph	Priority 3	DCI.Customer Support.Question
it security awareness login	Priority 3	DCI.Customer Support.Question
it security awareness login	Priority 3	DCI.Customer Support.Question
create a new signature	Priority 3	DCI.Customer Support.Question
User needs password for Se	Priority 3	MITS.OPS.ILMS ITSA.password reset
No network connection	Priority 3	NCS.Switch.Unreachable
Drive Access (I)	Priority 3	DCI.Customer Support.Desktop Support
Replace HD	Priority 3	DCI.Customer Support.hardware.Laptop.hardware failure
User is locked out of the acc	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Xerox Printer Install	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
Digital signature	Priority 3	DCI.Customer Support.Question
IT Security Awareness Train	Priority 3	MITS.OPS.ILMS ITSA.registration
User needs a password rese	Priority 3	MITS.OPS.ILMS ITSA.password reset
Citrix Receiver Error	Priority 3	DCI.Customer Support.Desktop Support
IT Security Awareness Train	Priority 3	MITS.OPS.ILMS ITSA.registration
PC setup	Priority 3	DCI.Customer Support.Desktop Support
unlocked account	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Customer said account was	Priority 3	DCI.Customer Support.Question
Outlook Issues	Priority 3	DCI.Customer Support.Software.MS Outlook.Problem Not Found
Password reset for maximo	Priority 3	DCI.Customer Support.Maximo.Password Reset
Access request	Priority 3	DCI.Customer Support.Question
Epson Scanner is attached b	Priority 3	DCI.Customer Support.hardware.Scanner.install
HR Solutions	Priority 3	DCI.Customer Support.Question
User stated that she needs h	Priority 3	APPS.Technical Support.Trapeze
Printer Install	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
VPN Issue	Priority 3	DCI.Customer Support.Software.VPN.Install
Needs Confirmation that Sec	Priority 3	DCI.Customer Support.Question
User needs a password rese	Priority 3	DCI.Customer Support.Active Directory.Password reset
Please check the TANDBER	Priority 3	NCS.Telephone.digital phone.Other
Password reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
computer does not boot up	Priority 3	DCI.Customer Support.hardware.Desktop.break/fix
ARS Login Issue	Priority 3	BUS.ARS.Technical support.BTSS
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
cognos access	Priority 3	DCI.Customer Support.Question
network account locked	Priority 3	DCI.Customer Support.Active Directory.Password reset
IT Security Awareness Train	Priority 3	DCI.Customer Support.Question

PC Replacement Question	Priority 3	DCI.Customer Support.PC Replacement.Question
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
wanted to make a change or	Priority 3	HR.PSHCM.Support
User computer issues	Priority 3	DCI.Customer Support.Desktop Support
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
IT Health Check	Priority 3	DCI.Customer Support.hardware.Desktop.configuration
NSR Request	Priority 3	DCI.Customer Support.Active Directory.New Employee
HR Solutions	Priority 3	HR.PSHCM.HR solutions support
called about HCM error/unav	Priority 3	DCI.Customer Support.Question
Install Xerox Printer	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
unable to hear caller	Priority 3	DCI.Customer Support.Question
Call Dropped	Priority 3	DCI.Customer Support.Question
question about eservice	Priority 3	Payroll.PeopleSoft.Upgrade.Inquiry
HR Solutions	Priority 3	HR.PSHCM.HR solutions support
Drop Call	Priority 3	DCI.Customer Support.Question
User stated that he cannot lo	Priority 3	DCI.Customer Support.Software.MS Outlook.Problem Not Found
NSR Request	Priority 3	DCI.Customer Support.Active Directory.New Employee
Reported Phishing Attempt	Priority 3	DCI.Customer Support.Question
IT Security Awareness Train	Priority 3	MIT.OPS.ILMS ITSA.registration
FW: IT Access Requests	Priority 3	DCI.Customer Support.Active Directory.Drive Access
requesting website to check	Priority 3	DCI.Customer Support.office 365.Technical support
IT Security Awareness Train	Priority 3	MIT.OPS.ILMS ITSA.registration
email pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
User needs password for Se	Priority 3	MIT.OPS.ILMS ITSA.password reset
ELM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
EUP Request	Priority 3	DCI.Customer Support.Active Directory.Administrative Rights
password needed for email	Priority 3	DCI.Customer Support.Active Directory.Password reset
IT Security Awareness Train	Priority 3	DCI.Customer Support.Active Directory.Password reset
User needs password for Se	Priority 3	MIT.OPS.ILMS ITSA.password reset
NSR - Adam Marsh	Priority 3	DCI.Customer Support.Active Directory.Drive Access
IT Security Awareness Train	Priority 3	MIT.OPS.ILMS ITSA.registration
Maximo pw reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Maximo PW	Priority 3	DCI.Customer Support.Maximo.Password Reset
User needs a password rese	Priority 3	DCI.Customer Support.Active Directory.Password reset
Driver for Printer	Priority 3	DCI.Customer Support.Desktop Support
It security awareness training	Priority 3	DCI.Customer Support.Question
activate softtoken	Priority 3	MIT.Engineering.VPN.Technical support
Network Service Request	Priority 3	DCI.Customer Support.Question
PW reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
DCI.Customer Support.Equip	Priority 3	DCI.Customer Support.Desktop Support
it awareness	Priority 3	DCI.Customer Support.Question
Re-Image Request	Priority 3	DCI.Customer Support.hardware.Desktop.reimage
Link to Security Awareness T	Priority 3	DCI.Customer Support.Question
IT Employee Retirement	Priority 3	DCI.Customer Support.Question
Status update	Priority 3	DCI.Customer Support.service desk.Ticket Status
emails from external work re	Priority 3	MIT.OPS.security.firewall
invalid job code logging into	Priority 3	DCI.Customer Support.Question

call dropped	Priority 3	DCI.Customer Support.Question
Maximo Issue	Priority 3	APPS.Technical support.Maximo
General Question/ Return Pr	Priority 3	DCI.Customer Support.Question
NSR Request	Priority 3	DCI.Customer Support.Question
User needs a password rese	Priority 3	DCI.Customer Support.Active Directory.Password reset
Question	Priority 3	DCI.Customer Support.Desktop Support
PW reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
how to get to owa	Priority 3	DCI.Customer Support.Software.MS Outlook.Repair
Forgotten Password	Priority 3	MIT.S.OPS.I.LMS ITSA.password reset
network account locked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Email notification	Priority 3	HR.PSHCM.Support
Maximo Issue	Priority 3	DCI.Customer Support.Maximo.Password Reset
Mememory Upgrade to 16GB	Priority 3	DCI.Customer Support.Inventory.Upgrade Case
Memory Upgrade to 16GB	Priority 3	DCI.Customer Support.Inventory.Upgrade Case
Please upgrade system to 16	Priority 3	DCI.Customer Support.Inventory.Upgrade Case
Unable to logon to document	Priority 3	APPS.Access.DOCUMENTUM
User cannot log into the VPN	Priority 2	DCI.Customer Support.Desktop Support
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Please upgrade 7450 to 16G	Priority 3	DCI.Customer Support.Inventory.Upgrade Case
People Soft HCM	Priority 3	HR.PSHCM.Support
User needs a maximo passw	Priority 3	DCI.Customer Support.Maximo.Password Reset
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Eservice access	Priority 3	Payroll.PeopleSoft.Upgrade.Inquiry
email not being sent to DDO	Priority 3	MIT.S.OPS.security.firewall
Dropped Call	Priority 3	DCI.Customer Support.Question
Question	Priority 3	DCI.Customer Support.Desktop Support
Windchill Password Reset	Priority 3	APPS.Technical support.Windchill
User stated that he needs to	Priority 3	MIT.S.OPS.I.LMS ITSA.password reset
connectivity issue	Priority 2	NCS.Switch.Unreachable
IT Security Awareness Test	Priority 3	DCI.Customer Support.Question
User needs password for Se	Priority 3	MIT.S.OPS.I.LMS ITSA.password reset
PW reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Access Prohibited - Internet	Priority 3	DCI.Customer Support.Internet.Access prohibited
EUP attached Henry Jones	Priority 3	DCI.SYSADMIN.Server.Access
IT Security Awareness Issue	Priority 3	DCI.Customer Support.Desktop Support
security training request	Priority 3	MIT.S.OPS.I.LMS ITSA.password reset
ITSAT pw reset	Priority 3	MIT.S.OPS.I.LMS ITSA.registration
Data Transfer Requests	Priority 3	DCI.Customer Support.Desktop Support
Avaya Phone Issue	Priority 3	NCS.Telephone.digital phone.Other
Data Transfer Requests	Priority 3	DCI.Customer Support.Desktop Support
RPM Service Request for Ru	Priority None	ROCS.Applications.RPM.App
needs website for vpn	Priority 3	DCI.Customer Support.Software.VPN.Training
IT Security Awareness Train	Priority 3	DCI.Customer Support.Question
IT security Issue	Priority 3	DCI.Customer Support.Desktop Support
pc reimaged	Priority 3	DCI.Customer Support.hardware.Desktop.reimage
User needs a password rese	Priority 3	MIT.S.OPS.I.LMS ITSA.password reset

Time clock in the lobby area	Priority 3	DCI.Customer Support.Question
CTF System Check - Day - 9	Priority None	ROCS.All.Requests
User cannot get his informat	Priority 3	DCI.Customer Support.Desktop Support
It security Awareness Training	Priority 3	MIT.S.OPS.I.LMS ITSA.post training escalation
Maximo pw reset	Priority 3	DCI.Customer Support.Maximo.Password Reset
Token Issue	Priority 3	MIT.S.Engineering.VPN.Technical support
it awareness traing	Priority 3	DCI.Customer Support.Question
test	Priority 5	Payroll.PeopleSoft.Upgrade.Inquiry
it security test info	Priority 3	DCI.Customer Support.Question
network account locked	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Status Update	Priority 3	DCI.Customer Support.service desk.Ticket Status
password reset for itawarene	Priority 3	MIT.S.OPS.I.LMS ITSA.password reset
resume question	Priority 3	DCI.Customer Support.Question
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Xerox Printer Install	Priority 3	DCI.Customer Support.printer.Network.Install Printer Driver
email pw reset	Priority 3	MIT.S.OPS.I.LMS ITSA.registration
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
IT Security Awareness Acco	Priority 3	DCI.Customer Support.Desktop Support
Email Access	Priority 3	DCI.Customer Support.Question
User profile service failed	Priority 3	DCI.Customer Support.Desktop Support
WMATA ID Forms for Rockv	Priority None	ROCS.All.Requests
PDF issue	Priority 3	DCI.Customer Support.Desktop Support
HCM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
File Sharing	Priority 3	DCI.SYSADMIN.Software.Technical support.MS Office
pc replacement program	Priority 3	DCI.Customer Support.PC Replacement.Question
PW reset	Priority 3	DCI.Customer Support.Desktop Support
User would like her number	Priority 3	DCI.SYSADMIN.office 365.Technical support
VoiceMail Password Reset	Priority 3	NCS.Telephone.digital phone.Voice Mail Password Reset
HCM permissions issue	Priority 3	HR.PSHCM.Access
PW Reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
Password Reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
NSR attached	Priority 3	DCI.Customer Support.Active Directory.Drive Access
Office 2016 Issue	Priority 3	DCI.Customer Support.Question
IT security awareness passw	Priority 3	MIT.S.OPS.I.LMS ITSA.password reset
Forgotten It password	Priority 3	MIT.S.OPS.I.LMS ITSA.password reset
It security awareness passw	Priority 3	MIT.S.OPS.I.LMS ITSA.password reset
ELM pw reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
Reset AD	Priority 3	DCI.Customer Support.Active Directory.Password reset
PW reset	Priority 3	DCI.Customer Support.Active Directory.Password reset
The Emergency phone B11X	Priority 3	NCS.Telephone.digital phone.Other
Status update of ticket 6333	Priority 3	DCI.Customer Support.service desk.Ticket Status
Screen upside down	Priority 3	DCI.Customer Support.Desktop Support
Change network password	Priority 3	DCI.Customer Support.Active Directory.Password reset
CTF System Check - Midnig	Priority None	Applications
Reset PS HCM	Priority 3	DCI.Customer Support.Active Directory.Password reset
65305	Priority 5	ROCS - Hardware
Unlocked AD	Priority 3	DCI.Customer Support.Active Directory.Password Unlock

Password reset	Priority 3	DCI.Customer Support.Active Directory.Password Unlock
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