



Service Record Per Category

02/22/2017 04:30 PM

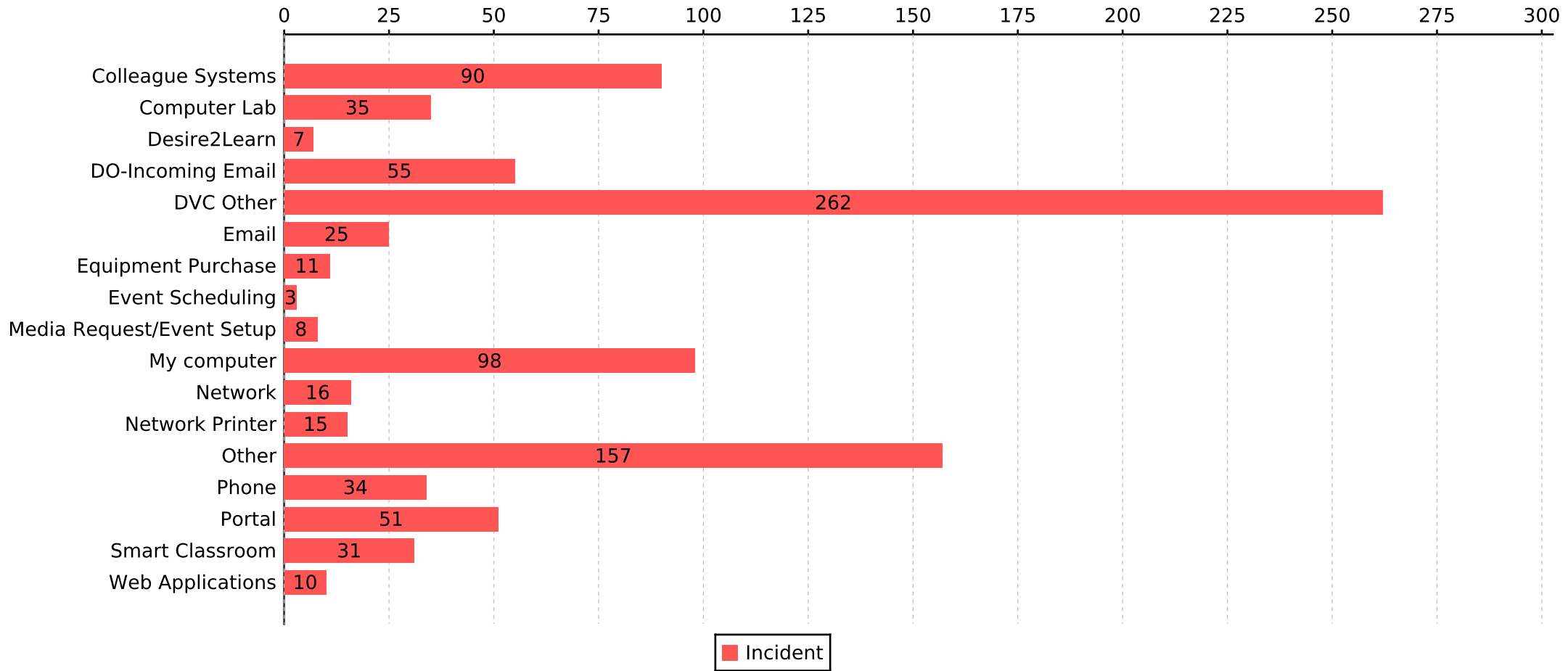
This reports shows the categories with the most SRs stacked by SR type



Basic Filter :

Company equals DVC

Request time between 10/01/2016 - 12/31/2016



Category	count
DVC Other	262
Other	157
My computer	98
Colleague Systems	90
DO-Incoming Email	55
Portal	51
Computer Lab	35



Category	count
Phone	34
Smart Classroom	31
Email	25
Network	16
Network Printer	15
Equipment Purchase	11
Web Applications	10
Media Request/Event Setup	8
Desire2Learn	7
Event Scheduling	3

#	Service Record Type	Subject	Status	Request user	AssignedTo	Priority	Request time
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Category:Colleague Systems

Sub Category:Application Problem

130,244	Incident	RESET clento037	Closed	Coleen Lento	Nina Eusebio	Low	10/05/2016 10:11 AM
132,338	Incident	Cannot review the online applications	Closed	Sonia Herz	Tim McDonald	Low	10/25/2016 09:08 AM
133,031	Incident	Need colleague!	Close-NoEmail	Coleen Lento	Kenneth Blaney	Low	11/01/2016 08:46 AM
136,940	Incident	Non AR Deposit	Close-NoEmail	Rodolfo Herrera	Kenneth Blaney	Low	12/06/2016 12:07 PM

Sub Category:Financial Aid

136,043	Incident	BOGW Rebill	Open	Mai Do	Derek Smith	Low	11/30/2016 10:11 AM
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Sub Category:Login Error

130,118	Incident	Exceeded number of log in times	Closed	Maria Dorado	Nina Eusebio	Low	10/04/2016 10:27 AM
130,535	Incident	Unable to log in to Colleague	Closed	Shari Keller	John Gonzalez	Low	10/07/2016 12:18 PM
130,778	Incident	Colleague	Closed	Maria Dorado	Nina Eusebio	Low	10/11/2016 09:48 AM
130,826	Incident	Cannot login to Colleague	Closed	Despina Prapavessi	Nina Eusebio	Low	10/11/2016 01:10 PM
132,323	Incident	Please reset clento037	Closed	Coleen Lento	Nina Eusebio	Low	10/25/2016 08:11 AM
133,022	Incident	Colleague is frozen	Close-NoEmail	Sonia Herz	Kenneth Blaney	Low	11/01/2016 08:38 AM
133,670	Incident	Kill all sessions for today please asap	Closed	Sonia Herz	Nina Eusebio	Low	11/07/2016 11:59 AM
136,295	Incident	Can't Login	Closed	Rodolfo Herrera	Tim McDonald	Low	12/01/2016 08:50 AM
136,910	Incident	Cannot log into colleague	Closed	Tania Ballesteros	Tim McDonald	Low	12/06/2016 11:16 AM

#	Service Record Type	Subject	Status	Request user	AssignedTo	Priority	Request time
136,916	Incident	Cannot log in to colleague - including attachment	Close-NoEmail	Tania Ballesteros	Tim McDonald	Low	12/06/2016 11:19 AM
137,960	Incident	locked out	Closed	Kim Schenk	Nina Eusebio	Low	12/13/2016 03:52 PM
138,110	Incident	DVC Counseling - Rob Peters for Friday 12.16.16	Closed	Catherine Walton-Woodson	Tim McDonald	Low	12/14/2016 03:29 PM
Sub Category:New Account Request							
129,962	Incident	Access Request for Christopher Long Has Been Approved WITH CHANGES	Closed	Kim Christiana	Tim McDonald	Low	10/03/2016 10:57 AM
135,968	Incident	FW: Assessment Tech. Access-Error Msg	Closed	Evren Gurson	Tim McDonald	Low	11/29/2016 05:24 PM
Sub Category:OnBase Doc Imaging							
129,953	Incident	Access to OnBase	Closed	Alicia Brizzi	Teresa Nicolas	Low	10/03/2016 10:32 AM
Sub Category:Other							
129,959	Incident	cannot logon to Colleague	Closed	Jaclyn Lorenz	John Gonzalez	Low	10/03/2016 10:52 AM
130,661	Incident	Please remove from the EOPS Screen	Closed	Kerry Surman	Nina Eusebio	Low	10/10/2016 11:14 AM
130,790	Incident	Screen Access	Closed	Elizabeth Hauscarriague	Tim McDonald	Low	10/11/2016 10:06 AM
130,904	Incident	Collage Update	Close-NoEmail	Mai Do	Nina Eusebio	Lowest	10/12/2016 08:04 AM
130,925	Incident	loading	Closed	Nicole Gomes	Arvin Victa	Low	10/12/2016 08:57 AM
130,997	Incident	Colleague	Close-NoEmail	Nicole Gomes	Jeana Bottomley	Low	10/12/2016 11:35 AM
131,207	Incident	DVC FALL 16 BOGG SYSTEM ERROR	Closed	Julie Betsekas	Derek Smith	Low	10/13/2016 02:33 PM
131,411	Incident	Colleague locked out	Closed	Zachary Siliga	Teresa Nicolas	Low	10/14/2016 03:40 PM
131,516	Incident	REMOVE from EOPS/MIS	Closed	Priscilla Beas	Nina Eusebio	Low	10/17/2016 10:44 AM
131,606	Incident	COLLEAGUE IS STUCK ON PROCESSING	Closed	Julie Betsekas	John Gonzalez	Low	10/17/2016 04:07 PM
131,657	Incident	Insite Portal: processing drops	Postponed	Frederick Kennedy	none	Low	10/18/2016 08:14 AM
132,053	Incident	Student is requesting email account be closed	Close-NoEmail	Sonia Herz	Fred Tahan	Low	10/20/2016 03:08 PM

#	Service Record Type	Subject	Status	Request user	AssignedTo	Priority	Request time
132,188	Incident	new hourly employee needs access - district webpage doesn't work	Closed	Catherine Walton-Woodson	Tim McDonald	Low	10/24/2016 09:29 AM
132,290	Incident	Re: Course section inadvertently canceled-still have missing students from D2L	Closed	Shelly Pierson	Nina Eusebio	Low	10/24/2016 05:35 PM
132,380	Incident	Still need account reset clento037	Closed	Coleen Lento	John Gonzalez	Low	10/25/2016 12:14 PM
132,626	Incident	Remove from EOPS/MIS	Closed	Priscilla Beas	Nina Eusebio	Low	10/27/2016 10:13 AM
132,929	Incident	Pulling rosters from Colleague	New	Jaclyn Lorenz	Triveni Gorur	Low	10/31/2016 01:39 PM
133,040	Incident	Can you close my sessions please	Close-NoEmail	Noha Basilious	Jeana Bottomley	Low	11/01/2016 08:55 AM
133,067	Incident	Locked by myself reports of incorrect emails coming from WebAdvisor	Close-NoEmail	Sonia Herz	Kenneth Blaney	Low	11/01/2016 09:51 AM
133,223	Incident	Colleague Login Failed	Open	Elizabeth Hauscarriague	Derek Smith	Low	11/02/2016 10:10 AM
133,490	Incident	ATTN: District IT; error in refund date	Close-NoEmail	Angela Parris	Jeana Bottomley	Low	11/04/2016 09:42 AM
133,658	Incident	Outlook Calendar	Closed	Maria Barno	Triveni Gorur	Low	11/07/2016 11:34 AM
133,667	Incident	DVC CASHIER'S OFFICE COLLEAGUE SYSTEM IS RUNNING SLOW PLUS STUCK ON PROCESSING	Closed	Leigh Apodaca	Triveni Gorur	Low	11/07/2016 11:50 AM
133,841	Incident	Code requests	Closed	Julie Betsekas	John Gonzalez	Low	11/08/2016 12:26 PM
134,045	Incident	Welcome Emails	Closed	Obed Vazquez	Tim McDonald	Low	11/09/2016 06:52 PM
134,627	Incident	D2L combo	Closed	Stephanie Alves	Derek Smith	Low	11/15/2016 04:45 PM
134,936	Incident	DVC AUTOMATIC LOG OUT	Closed	Jeanette Peavler	Derek Smith	Low	11/17/2016 03:27 PM
135,296	Incident	More Canvas combos	Close-NoEmail	Julie Betsekas	Jeana Bottomley	Low	11/22/2016 07:19 AM
135,686	Incident	Need staff access to Colleague	Close-NoEmail	Jeanette Peavler	Nina Eusebio	Low	11/28/2016 12:39 PM
135,710	Incident		Closed	Cindy Goga	Tim McDonald	Low	11/28/2016 01:11 PM

#	Service Record Type	Subject	Status	Request user	AssignedTo	Priority	Request time
136,010	Incident	kill all sessions for today	Close-NoEmail	Sonia Herz	Jeana Bottomley	Low	11/30/2016 09:04 AM
136,031	Incident	fees reappearing	User responded	Sonia Herz	Derek Smith	Low	11/30/2016 09:51 AM
136,133	Incident	COLLEAGUE FROZE ON JBETSEKAS797 @DVC	Closed	Julie Betsekas	John Gonzalez	Low	11/30/2016 02:00 PM
136,196	Incident	Jasmine Keyes-Galdamez 1261146	User responded	Mai Do	Derek Smith	Low	11/30/2016 02:45 PM
136,313	Incident	Students on waitlist having difficulty registering	New	Sonia Herz	Triveni Gorur	Low	12/01/2016 09:42 AM
136,388	Incident	National clearinghouse verification error report	Closed	Binh Do	Derek Smith	Low	12/01/2016 01:59 PM
136,403	Incident	WebAdvisor Message	Close-NoEmail	Craig Gerken	Daniel Abbott	Low	12/01/2016 02:55 PM
136,913	Incident	Online transcript request not being charge	Closed	Sonia Herz	Derek Smith	Low	12/06/2016 11:17 AM
137,099	Incident	eTran error	Closed	Constance Konsavage	Derek Smith	Low	12/07/2016 10:18 AM
137,177	Incident	InSite Problems with my Dell laptop	Closed	Kimberly Taugher	Nina Eusebio	Low	12/07/2016 01:41 PM
137,267	Incident	Difficulty rebilling	Pending Close	Sonia Herz	Derek Smith	Low	12/08/2016 07:57 AM
137,672	Incident	Student can't waitlist --- student was prev on waitlist SP16	New	Sonia Herz	Triveni Gorur	Low	12/12/2016 09:42 AM
137,858	Incident	Colleague Issues	Close-NoEmail	Christopher Porfirio	Kenneth Blaney	Low	12/13/2016 09:13 AM
138,185	Incident	Rebill	Open	Sonia Herz	Derek Smith	Low	12/15/2016 09:58 AM
Sub Category:Roster Problem							
136,025	Incident	Fwd: Undeliverable: Prof Burns Spring Comsc Classes	Closed	Robert Burns	Tim McDonald	Low	11/30/2016 09:21 AM
138,056	Incident	SARS Printing Report	Closed	Ralph Depew	Triveni Gorur	Low	12/14/2016 10:24 AM
138,458	Incident	SARS system	Closed	Ligia Morcillo	Triveni Gorur	Low	12/19/2016 12:23 PM
Sub Category:SQL Reporting Services							
130,463	Incident	Colleague report access for K. Jinter	Closed	Richard Robison	Nina Eusebio	Low	10/06/2016 01:41 PM

	#	Service Record Type	Subject	Status	Request user	AssignedTo	Priority	Request time
	132,926	Incident	re: report through Colleague - Nina Eusebio	Close-NoEmail	Kristin Lee-Hesson	Nina Eusebio	Low	10/31/2016 01:19 PM
	133,079	Incident	Error on Sql Report	Closed	Nicole Gomes	Nina Eusebio	Low	11/01/2016 10:51 AM
	133,082	Incident	see error message	Close-NoEmail	Constance Konsavage	Kenneth Blaney	Low	11/01/2016 10:54 AM
	135,677	Incident	SARSTRAK HTC	Closed	Nicole Despins	Triveni Gorur	Low	11/28/2016 12:13 PM
	138,188	Incident	DEFAULT	Closed	David Hagerty	Nina Eusebio	Low	12/15/2016 10:22 AM
Sub Category:Student Planning								
	131,141	Incident	Student Planning	Closed	Catherine Walton-Woodson	Tim McDonald	Low	10/13/2016 09:48 AM
	134,828	Incident	ERROR: Unable to retrieve advising status	Closed	Shaeheha Hollis-Sachau	Tim McDonald	Low	11/17/2016 08:07 AM
Sub Category:Student Registration								
	129,983	Incident	Fall 2017 registration date	Closed	Elizabeth Hauscarriague	Derek Smith	Low	10/03/2016 12:14 PM
	132,917	Incident	Priorities Registration date incorrect	Closed	Binh Do	Derek Smith	Low	10/31/2016 12:46 PM
	134,513	Incident	access to two screens	Closed	Elizabeth Hauscarriague	Daniel Abbott	Low	11/15/2016 09:43 AM
	134,609	Incident	No SREP Dates for DUEHS Students	Closed	Stephanie Alves	Derek Smith	Low	11/15/2016 03:35 PM
	135,485	Incident	SP17 reg blocking to add classes	Open	Sonia Herz	Derek Smith	Low	11/23/2016 02:22 PM
	137,075	Incident	Registration date	Closed	Sonia Herz	Derek Smith	Lowest	12/07/2016 09:13 AM
	137,126	Incident	SREP date	Closed	Sonia Herz	Derek Smith	Low	12/07/2016 11:53 AM
	137,165	Incident	Prereq/Coreq Not Met	Closed	Stephanie Alves	Triveni Gorur	Low	12/07/2016 01:30 PM
	138,332	Incident	Help with webadvisor	Closed	Maria Dorado	none	Low	12/16/2016 01:33 PM
	138,500	Incident	SREP dates	Closed	Sonia Herz	Derek Smith	Low	12/19/2016 04:24 PM
	138,503	Incident	SREP date updated	Closed	Sonia Herz	Derek Smith	Low	12/19/2016 04:34 PM
Sub Category:Transcript								
	130,868	Incident	Silverlight?	Closed	Christie Jamshidnejad	none	Low	10/11/2016 04:52 PM
	132,644	Incident	transcript request problem	Closed	Binh Do	Triveni Gorur	Low	10/27/2016 11:08 AM
	135,326	Incident	SP17 fee is on blocking processing transcripts	Closed	Sonia Herz	Triveni Gorur	Low	11/22/2016 10:38 AM

	#	Service Record Type	Subject	Status	Request user	AssignedTo	Priority	Request time
	138,533	Incident	Process eTran today	Closed	Sonia Herz	Derek Smith	Low	12/20/2016 07:49 AM
Category:Computer Lab								
Sub Category:Individual Workstation								
	130,010	Incident	Print Release StATION	Closed	Leigh Apodaca	Arvin Victa	Low	10/03/2016 01:32 PM
	130,607	Incident	LCommons 31	Closed	Amelie Brown	Arvin Victa	Low	10/10/2016 07:58 AM
	130,889	Incident	ATC112	Closed	Binita Sinha	Michael Gong	Low	10/11/2016 09:11 PM
	130,940	Incident	ET103-01 Instructor Machine - Internet Connectivity	Closed	Grant Adams	Michael Gong	Low	10/12/2016 09:38 AM
	130,952	Incident	ACCUPLACER /LanSchool	Closed	Ligia Morcillo	Rafiqul Bhuiyan	Low	10/12/2016 09:48 AM
	132,374	Incident	SARS.TRAK not responding	Closed	Ligia Morcillo	Arvin Victa	Low	10/25/2016 11:27 AM
	132,674	Incident	PL113 Printer Hookup	Close-NoEmail	Matthew Morrissey	John Vohs	Low	10/27/2016 01:29 PM
	132,677	Incident	PL103	Closed	Matthew Morrissey	Jeffrey Jewell	Low	10/27/2016 01:30 PM
	132,893	Incident	Library Info Commons Computer 15	Closed	Marian Shostrom	Rafiqul Bhuiyan	Low	10/31/2016 11:31 AM
	133,400	Incident	SSC202: one workstation not connecting to internet	Closed	Catherine Franco	Michael Gong	Low	11/03/2016 11:58 AM
	133,691	Incident	laptop	Closed	Rose Desmond	DVC IT Part-time Tech	Low	11/07/2016 01:41 PM
	134,612	Incident	speaker	Closed	Joeretha Mayo	DVC Helpdesk	Low	11/15/2016 03:55 PM
	134,759	Incident	Audio in Room PL103	Closed	Matthew Morrissey	Jeffrey Jewell	Low	11/16/2016 01:15 PM
	135,011	Incident	Infected Computer	Closed	Stephanie Woodbury	Rafiqul Bhuiyan	Low	11/18/2016 10:58 AM
	135,104	Incident	ET103-17 Mouse cord cut	Closed	Grant Adams	DVC Helpdesk	Low	11/21/2016 08:18 AM
	135,374	Incident	AV speakers in PL101	Closed	Matthew Morrissey	Jeffrey Jewell	Low	11/22/2016 02:12 PM
	136,883	Incident	unable to back up	Closed	Joeretha Mayo	Rafiqul Bhuiyan	Low	12/06/2016 10:35 AM
	137,714	Incident	Need updated computers	Closed	Arthur King	DVC IT Part-time Tech	Low	12/12/2016 10:41 AM
	137,993	Incident	The SARS Computer	Closed	Dora Argueta-Rico	none	Low	12/13/2016 06:42 PM
Sub Category:Other								
	131,306	Incident	Deep Freeze install	Close-NoEmail	Douglas Michael	Rafiqul Bhuiyan	Low	10/14/2016 08:53 AM

#	Service Record Type	Subject	Status	Request user	AssignedTo	Priority	Request time
132,329	Incident	Enrollment Lab	Closed	Joeretha Mayo	DVC Helpdesk	Low	10/25/2016 08:37 AM
132,332	Incident	SARS Log-in/Out Computers Are Not Workng	Close-NoEmail	Liling Lin	Engjellushe Vani	Low	10/25/2016 08:57 AM
132,368	Incident	HP printer issue	Closed	Douglas Michael	Michael Gong	Low	10/25/2016 11:02 AM
132,395	Incident	Sars system down	Closed	Douglas Michael	Michael Gong	Low	10/25/2016 01:14 PM
132,758	Incident	Request to copy ET FALL 2016 Images to Touro 5 USB HD ET105 and ET107: Request for additional 26	Closed	Charles Patterson	Engjellushe Vani	Low	10/28/2016 10:10 AM
132,866	Incident	CAT/Network Drops (13 plus 13), plus supporting switch equipment	Closed	Joseph Valdez	Percy Roper	Low	10/31/2016 10:27 AM
134,675	Incident	When students print it only prints odd pages or even	Closed	Jocelyn Iannucci	Michael Gong	Low	11/16/2016 09:00 AM
136,400	Incident	Assessment Center Room 143	Closed	Ligia Morcillo	Michael Gong	Low	12/01/2016 02:46 PM
136,544	Incident	Sierra installed in computers	Closed	Ricardo Ramirez- Castaneda	Arvin Victa	Low	12/02/2016 03:29 PM
136,889	Incident	Podium installation L150	Closed	Jocelyn Iannucci	Jeffrey Jewell	Low	12/06/2016 10:53 AM
137,729	Incident	Toner Out - ET C5550	Closed	Grant Adams	none	Low	12/12/2016 10:52 AM
137,867	Incident	Computers freeze can't be resoved various worstations	Closed	Jocelyn Iannucci	Michael Gong	Low	12/13/2016 09:45 AM
Sub Category:Problem with entire lab							
129,926	Incident	WiFi issue in ET	Closed	Daniel Abbott	none	Low	10/03/2016 09:04 AM
130,625	Incident	Printer not responding	Close-NoEmail	Daniel Abbott	John Vohs	Low	10/10/2016 09:45 AM
131,180	Incident	DEFAULT	Close-NoEmail	Anthony Grand	Engjellushe Vani	Low	10/13/2016 01:16 PM
Category:Desire2Learn							
Sub Category:Class Site Request							
136,487	Incident	A D2L combo for SP17 please	Closed	Jeanette Peavler	Derek Smith	Low	12/02/2016 10:36 AM
137,837	Incident	D2L combo for SP17	Closed	Jeanette Peavler	Derek Smith	Low	12/12/2016 08:19 PM

	#	Service Record Type	Subject	Status	Request user	AssignedTo	Priority	Request time
Sub Category:Other								
	130,196	Incident	FW: Requesting D2L combo courses for Fall 2016 for Self-paced Math program	Close-NoEmail	Jeanette Peavler	Nina Eusebio	Low	10/04/2016 04:36 PM
	136,499	Incident	Canvas needs update to Firefox	Closed	Richard Gelinas	Michael Gong	Low	12/02/2016 11:46 AM
	138,830	Incident	D2L Combo Request SP17	Closed	Jeanette Peavler	Derek Smith	Low	12/26/2016 07:35 AM
Sub Category:Unable to Login								
	134,243	Incident	Not allowed to log on to D2L	Close-NoEmail	Kimberlee Staking	Jeana Bottomley	Low	11/12/2016 02:18 PM
	134,258	Incident	Instructor help logging into D2L	Close-NoEmail	Lynn Weber	Jeana Bottomley	Low	11/12/2016 03:57 PM
Category:DO-Incoming Email								
Sub Category:N/A								
	131,018	Incident	FW: DVC FALL 2016 BOGG WAIVER REVERSING FROM STUDENTS ACCOUNTS	Close-NoEmail	Julie Betsekas	Derek Smith	Low	10/12/2016 12:36 PM
	131,024	Incident	DVC FALL 16 BOGW WAIVER REVERSED	Close-NoEmail	Julie Betsekas	Derek Smith	Low	10/12/2016 01:26 PM
	131,126	Incident	Email Distribution lists	Closed	Obed Vazquez	Barry Buckman	Low	10/13/2016 09:11 AM
	131,177	Incident	Sedillo Failed Again	Closed	Susan Sedillo	Thomas Schlaich	Low	10/13/2016 01:08 PM
	131,192	Incident	Fw: class disappeared	Closed	Neal Skapura	Derek Smith	Low	10/13/2016 02:03 PM
	131,390	Incident	Fw: Emails	Closed	Obed Vazquez	Barry Buckman	Low	10/14/2016 01:34 PM
	131,426	Incident	RE: Please complete a New Employee Account Request	Closed	Despina Prapavessi	Barry Buckman	Low	10/14/2016 04:55 PM
	131,711	Incident	Colleague	Closed	Terry Armstrong	Thomas Schlaich	Low	10/18/2016 11:21 AM
	131,765	Incident	Re: Course section inadvertently canceled	Close-NoEmail	Shelly Pierson	Nina Eusebio	Low	10/18/2016 02:06 PM
	131,768	Incident	Re: Course section inadvertently canceled	Close-NoEmail	Neal Skapura	Nina Eusebio	Low	10/18/2016 02:11 PM

	#	Service Record Type	Subject	Status	Request user	AssignedTo	Priority	Request time
	131,825	Incident	Adobe enterprise ID	Closed	Jaclyn Lorenz	Arvin Victa	Low	10/19/2016 07:59 AM
	131,852	Incident	RE: Helpdesk Service Request COLLEAGUE	Closed	Kristin Lee-Hesson	Nina Eusebio	Low	10/19/2016 10:37 AM
	131,870	Incident	STUCK ON PROCESSING JBETSEKAS797	Closed	Julie Betsekas	Thomas Schlaich	Low	10/19/2016 01:09 PM
	131,915	Incident	RE: Please complete a New Employee Account Request	Closed	Percy Roper	Gregory Evilsizer	Low	10/19/2016 10:49 PM
	131,939	Incident	Visual Studio Error	Closed	Leslie Asher	Michael Gong	Low	10/20/2016 07:58 AM
	131,960	Incident	InSite User Name Change	Closed	Sonia Herz	Nina Eusebio	Low	10/20/2016 09:32 AM
	132,008	Incident	Boca printer help access for campus liaison	Close-NoEmail	Mai Do	John Vohs	Low	10/20/2016 12:48 PM
	132,182	Incident	Colleague	Closed	David Hagerty	Barry Buckman	Low	10/24/2016 08:59 AM
	132,365	Incident	Colleague	Closed	Nicole Gomes	Thomas Schlaich	Low	10/25/2016 10:43 AM
	133,112	Incident	Last name change	Closed	Binh Do	Nina Eusebio	Low	11/01/2016 01:10 PM
	133,253	Incident	FW: Your Registration Was Updated	Open	Elizabeth Hauscarriague	Derek Smith	Low	11/02/2016 12:05 PM
	133,256	Incident	FW: Your Registration Was Updated	Open	Elizabeth Hauscarriague	Derek Smith	Low	11/02/2016 12:05 PM
	133,259	Incident	FW: Your Registration Was Updated	Open	Elizabeth Hauscarriague	Derek Smith	Low	11/02/2016 12:05 PM
	133,262	Incident	FW: Your Registration Was Updated	Open	Elizabeth Hauscarriague	Derek Smith	Low	11/02/2016 12:05 PM
	133,562	Incident	Fw: Global Warming Copying	Closed	Ronald Rusay	Barry Buckman	Low	11/05/2016 11:35 AM
	133,571	Incident	Fw: phishing MAINTENANCE/UP GRADE-DIABLO VALLEY COLLEGE .	Close-NoEmail	Douglas Dildine	Barry Buckman	Low	11/05/2016 07:20 PM
	134,120	Incident	SB150	Closed	Sonia Herz	Triveni Gorur	Low	11/10/2016 11:35 AM
	134,144	Incident	Kill the session261959	Close-NoEmail	Mai Do	Nina Eusebio	Lowest	11/10/2016 01:32 PM
	134,264	Incident	D2L login fails	Closed	Michael Strait	Thomas Schlaich	Low	11/12/2016 04:02 PM
	135,329	Incident	InSite User Name	Closed	Sonia Herz	Nina Eusebio	Low	11/22/2016 10:53 AM

#	Service Record Type	Subject	Status	Request user	AssignedTo	Priority	Request time
		Change					
135,338	Incident	eTran issues	Close-NoEmail	Constance Konsavage	Derek Smith	Lowest	11/22/2016 11:33 AM
135,368	Incident	a request	Close-NoEmail	David Hagerty	Barry Buckman	Low	11/22/2016 01:53 PM
135,437	Incident	Fwd: 1 Important message	Close-NoEmail	Frederick Kennedy	Barry Buckman	Low	11/23/2016 08:39 AM
135,440	Incident	SP17 tuition blocking students registration	Pending Close	Sonia Herz	Derek Smith	Low	11/23/2016 08:59 AM
135,488	Incident	spring 2017 block	Closed	Mai Do	Derek Smith	Low	11/23/2016 02:27 PM
136,241	Incident	Need Access to Pay Advices	Close-NoEmail	Paul Di Lella	Kenneth Blaney	Lowest	11/30/2016 04:29 PM
136,571	Incident	Insite down?	Closed	Valerie Colber	Thomas Schlaich	Low	12/02/2016 08:58 PM
136,652	Incident	"Unable to reach authentication server"	Closed	Charles Needham	Thomas Schlaich	Low	12/04/2016 10:45 AM
136,664	Incident	Campus guest WIFI	Closed	Douglas Dildine	DVC Helpdesk	Low	12/04/2016 02:39 PM
136,694	Incident	National clearinghouse verification error report	Closed	Binh Do	Derek Smith	Low	12/05/2016 09:07 AM
136,925	Incident	Last name correction	Closed	Binh Do	Nina Eusebio	Low	12/06/2016 11:32 AM
137,117	Incident	SRC wifi reg	Closed	Carolyn Warren	Thomas Schlaich	Low	12/07/2016 11:33 AM
137,207	Incident	Fwd: Screen in office	Closed	Obed Vazquez	DVC IT Part-time Tech	Low	12/07/2016 03:10 PM
137,213	Incident	Question regarding Guest WiFi	Closed	Leigh Apodaca	DVC Helpdesk	Low	12/07/2016 03:59 PM
137,216	Incident	Please reset my Datatel account	Closed	Leigh Apodaca	Thomas Schlaich	Low	12/07/2016 03:59 PM
137,219	Incident	Email Search Problem	Close-NoEmail	Suzette Handy	Barry Buckman	Low	12/07/2016 04:24 PM
137,402	Incident	Phone Number Assignment for Arek Puzia	Closed	Despina Prapavessi	Gregory Evilsizer	Low	12/08/2016 01:51 PM
137,912	Incident	Last name change	Closed	Binh Do	Nina Eusebio	Low	12/13/2016 01:00 PM
138,047	Incident	Fw: Undelivered mail: Parcel 1600441 delivery notification, USPS	Close-NoEmail	Carlos Chavarria	Barry Buckman	Low	12/14/2016 10:09 AM
138,602	Incident	Last name change	Closed	Binh Do	Nina Eusebio	Low	12/20/2016 01:03 PM
138,605	Incident	Last name change	Closed	Binh Do	Nina Eusebio	Low	12/20/2016 01:03 PM

	#	Service Record Type	Subject	Status	Request user	AssignedTo	Priority	Request time
	138,620	Incident	SREP date	Closed	Sonia Herz	Derek Smith	Low	12/20/2016 02:38 PM
	138,626	Incident	Student Grade submitted into web advisor in error -- need advice	Closed	Carol Jensen	Nina Eusebio	Low	12/20/2016 02:43 PM
	138,629	Incident	Issue with eSARS	Closed	Raymond Martin	Triveni Gorur	Low	12/20/2016 02:43 PM
	138,698	Incident	Fw: phishing	Closed	Douglas Dildine	Barry Buckman	Low	12/21/2016 07:03 PM
Category:DVC Other								
Sub Category:N/A								
	129,893	Incident	Sound in Room LA 119- Need help!	Closed	Gwen Agustin	Jeffrey Jewell	Low	10/02/2016 08:26 PM
	129,965	Incident	Printer excitement.	Closed	William Springhorn	Rafiqul Bhuiyan	Low	10/03/2016 11:02 AM
	129,992	Incident	Color Printer	Closed	Joan Symonds	Michael Gong	Low	10/03/2016 12:42 PM
	129,995	Incident	computer	Closed	Sonia Herz	Arvin Victa	Low	10/03/2016 12:42 PM
	130,025	Incident	copying files/folders etc	Closed	Will Parks	Arvin Victa	Low	10/03/2016 02:39 PM
	130,181	Incident	Re: Sound in Room LA 119- Need help!	Closed	Gwen Agustin	Francene Mowry	Low	10/04/2016 04:11 PM
	130,187	Incident	issue with Word	Closed	Daniel Kiely	Arvin Victa	Low	10/04/2016 04:16 PM
	130,193	Incident	Install Silverlight	Closed	Sonia Herz	Arvin Victa	Low	10/04/2016 04:31 PM
	130,202	Incident	Meeting Forward Notification: DVC Professional Development (TEN workshop)	Close-NoEmail	Percy Roper		Low	10/04/2016 05:36 PM
	130,205	Incident	Meeting Forward Notification: DVC Professional Development (TEN workshop)	Close-NoEmail	Percy Roper		Low	10/04/2016 05:41 PM
	130,211	Incident	Meeting Forward Notification: DVC Professional Development (TEN workshop)	Close-NoEmail	Percy Roper		Low	10/04/2016 06:01 PM
	130,232	Incident	Accepted: DVC Professional Development (TEN workshop)	Closed	Engjellushe Vani	DVC Helpdesk	Low	10/05/2016 08:54 AM
	130,235	Incident	HelpDesk@dvc.edu	Closed	Alberta Lloyd	Percy Roper	Low	10/05/2016 09:24 AM

	#	Service Record Type	Subject	Status	Request user	AssignedTo	Priority	Request time
	130,262	Incident	files on storage need to be migrated to p-drive	Closed	Florence Espiritu	Arvin Victa	Low	10/05/2016 12:02 PM
	130,346	Incident	Meeting Forward Notification: Open Enrollment Benefit Bridge Training	Close-NoEmail	Percy Roper	DVC Helpdesk	Low	10/05/2016 05:55 PM
	130,349	Incident	Meeting Forward Notification: Open Enrollment Benefit Bridge Training	Close-NoEmail	Percy Roper	DVC Helpdesk	Low	10/05/2016 06:00 PM
	130,394	Incident	Meeting Forward Notification: 3SP Training	Closed	Percy Roper	Francene Mowry	Low	10/06/2016 08:57 AM
	130,397	Incident	NTFS change, autologin change, and Eureka	Closed	Catherine Walton-Woodson	Arvin Victa	Low	10/06/2016 09:00 AM
	130,421	Incident	New Service record from chat	Closed	Douglas Dildine	DVC IT Part-time Tech	Low	10/06/2016 10:29 AM
	130,430	Incident	Meeting Accepted: DVC Professional Development (TEN workshop)	Closed	Francene Mowry	Francene Mowry	Low	10/06/2016 11:14 AM
	130,433	Incident	Accepted: DVC Professional Development (TEN workshop)	Closed	Francene Mowry	DVC Helpdesk	Low	10/06/2016 11:19 AM
	130,526	Incident	DEFAULT	Closed	Francene Mowry	Michael Gong	Low	10/07/2016 11:33 AM
	130,529	Incident	DEFAULT	Closed	Francene Mowry	Michael Gong	Low	10/07/2016 11:34 AM
	130,562	Incident	DEFAULT	Closed	Percy Roper	Michael Gong	Low	10/07/2016 03:02 PM
	130,604	Incident	PC Sound	Closed	Marcia Giovanni	DVC Helpdesk	Low	10/10/2016 07:53 AM
	130,640	Incident	No internet access in H-109.	Closed	Jayne Smithson	DVC Helpdesk	Low	10/10/2016 10:20 AM
	130,676	Incident	Meeting Forward Notification: Introduction of New Online Benefits System	Close-NoEmail	Percy Roper		Low	10/10/2016 01:27 PM
	130,685	Incident	Accepted: Introduction of New Online Benefits System	Closed	Francene Mowry	DVC Helpdesk	Low	10/10/2016 02:17 PM
	130,688	Incident	network printer offline	Closed	Lisa Brager	Michael Gong	Low	10/10/2016 03:02 PM
	130,697	Incident	library, info commons	Closed	Daniel Kiely	Michael Gong	Low	10/10/2016 03:31 PM

	#	Service Record Type	Subject	Status	Request user	AssignedTo	Priority	Request time
			computer #31					
	130,703	Incident	DEFAULT	Closed	Mohammad Panahandeh	Michael Gong	Low	10/10/2016 04:12 PM
	130,709	Incident	Need help setting up backup for data base problem with LA 122	Closed	Catherine McRoberts	Rafiqul Bhuiyan	Low	10/10/2016 04:46 PM
	130,724	Incident	internet/wireless connection	Close-NoEmail	William Oye	DVC IT Part-time Tech	Low	10/10/2016 07:40 PM
	130,739	Incident	Urgent: calendar.dvc.edu 503	Closed	Vivek Bharathan	Michael Gong	Low	10/11/2016 07:43 AM
	130,793	Incident	Meeting Forward Notification: DVC Professional Development (TEN workshop)	Closed	Percy Roper	DVC Helpdesk	Low	10/11/2016 10:10 AM
	130,796	Incident	Meeting Forward Notification: Articulation Summit	Closed	Percy Roper	DVC Helpdesk	Low	10/11/2016 10:15 AM
	130,820	Incident	Meeting Forward Notification: College Bookstores Course Summit	Closed	Percy Roper	Francene Mowry	Low	10/11/2016 11:35 AM
	130,859	Incident	Meeting Forward Notification: Sociology and Political Science Recording	Closed	Percy Roper	DVC Helpdesk	Low	10/11/2016 04:27 PM
	130,895	Incident	Accepted: Sociology and Political Science Recording	Closed	Jeffrey Jewell	DVC Helpdesk	Low	10/12/2016 07:24 AM
	130,898	Incident	Accepted: Articulation Summit	Close-NoEmail	Jeffrey Jewell	Jeffrey Jewell	Low	10/12/2016 07:29 AM
	130,919	Incident	Need Silverlight installed.	Closed	Rose Desmond	Arvin Victa	Low	10/12/2016 08:47 AM
	130,949	Incident	Computer issue	Close-NoEmail	Kim Cherry-Jamison	John Vohs	Low	10/12/2016 09:45 AM
	130,958	Incident	add security cable to idcard printer	Closed	Leigh Apodaca	Arvin Victa	Low	10/12/2016 10:19 AM
	130,979	Incident	Silver light	Closed	Jeniffer Monroy	Rafiqul Bhuiyan	Low	10/12/2016 10:50 AM
	131,000	Incident	Sars and Colleague not working	Closed	Nicole Gomes	Arvin Victa	Low	10/12/2016 11:48 AM
	131,021	Incident	DEFAULT	Closed	DVC Helpdesk	Jeffrey Jewell	Low	10/12/2016 12:42 PM
	131,048	Incident	Computer Problem in	Closed	Evan Large	Michael Gong	Low	10/12/2016 03:11 PM

	#	Service Record Type	Subject	Status	Request user	AssignedTo	Priority	Request time
			PS-147					
	131,078	Incident	U drive and other drives....	Closed	Nicole White	DVC Helpdesk	Low	10/12/2016 06:14 PM
	131,099	Incident	silverlight	Closed	Monica Pope	Arvin Victa	Low	10/13/2016 08:16 AM
	131,108	Incident	unable to access colleague at the front desk	Closed	Kim Cherry-Jamison	Arvin Victa	Low	10/13/2016 08:21 AM
	131,117	Incident	Accepted: College Bookstores Course Summit	Closed	Francene Mowry	DVC Helpdesk	Low	10/13/2016 08:47 AM
	131,147	Incident	thaw ref desk computer	Closed	Daniel Kiely	Arvin Victa	Low	10/13/2016 10:15 AM
	131,159	Incident	DEFAULT	Closed	Steve Youn	Michael Gong	Low	10/13/2016 11:06 AM
	131,171	Incident	migrate users to new SARS chat server	Closed	Catherine Walton-Woodson	Arvin Victa	Low	10/13/2016 12:12 PM
	131,198	Incident	DEFAULT	Close-NoEmail	Julia Willsie	Jeffrey Jewell	Low	10/13/2016 02:09 PM
	131,237	Incident	Meeting Forward Notification: Reception for Chancellor Benjamin	Close-NoEmail	Percy Roper		Low	10/13/2016 05:22 PM
	131,243	Incident	Meeting Forward Notification: College Council Open Forum - Pathways	Close-NoEmail	Percy Roper		Low	10/13/2016 05:37 PM
	131,246	Incident	Meeting Forward Notification: College Council Open Forum - Pathways	Close-NoEmail	Percy Roper		Low	10/13/2016 05:37 PM
	131,249	Incident	Meeting Forward Notification: College Council Open Forum - HSI	Close-NoEmail	Percy Roper		Low	10/13/2016 05:37 PM
	131,252	Incident	Meeting Forward Notification: College Council Open Forum - Equity	Close-NoEmail	Percy Roper		Low	10/13/2016 05:42 PM
	131,255	Incident	Meeting Forward Notification: College Council Open Forum - Equity	Close-NoEmail	Percy Roper		Low	10/13/2016 05:42 PM
	131,258	Incident	Meeting Forward Notification: AEBG	Close-NoEmail	Percy Roper		Low	10/13/2016 05:42 PM

#	Service Record Type	Subject	Status	Request user	AssignedTo	Priority	Request time
		Transitions Work Group					
131,330	Incident	Accepted: College Council Open Forum - Pathways	Closed	Jeffrey Jewell	DVC Helpdesk	Low	10/14/2016 10:14 AM
131,366	Incident	DEFAULT	Closed	Roshan Dahi	Michael Gong	Low	10/14/2016 10:55 AM
131,378	Incident	Accepted: College Council Open Forum - Pathways	Closed	Jeffrey Jewell	DVC Helpdesk	Low	10/14/2016 12:29 PM
131,387	Incident	Shore Tel Questions/Alberta (Berta) Lloyd	Close-NoEmail	Alberta Lloyd	John Vohs	Low	10/14/2016 01:14 PM
131,396	Incident	Library, info Commons, computer 17	Closed	Daniel Kiely	Arvin Victa	Low	10/14/2016 02:19 PM
131,420	Incident	DEFAULT	Closed	Janice Nelson	Michael Gong	Low	10/14/2016 04:23 PM
131,423	Incident	DEFAULT	Closed	Binita Sinha	Michael Gong	Low	10/14/2016 04:29 PM
131,507	Incident	Accepted: AEBG Transitions Work Group	Closed	Francene Mowry	DVC Helpdesk	Low	10/17/2016 10:19 AM
131,513	Incident	DEFAULT	Closed	Kyanne Meissner	Jeffrey Jewell	Low	10/17/2016 10:27 AM
131,531	Incident	DEFAULT	Closed	Catherine McRoberts	Michael Gong	Low	10/17/2016 11:19 AM
131,537	Incident	DEFAULT	Closed	Steve Youn	Michael Gong	Low	10/17/2016 11:38 AM
131,561	Incident	won't print	Closed	Patrick Moe	DVC IT Part-time Tech	Low	10/17/2016 12:14 PM
131,570	Incident	Log in issues	Closed	Brian McGlynn	Rafiqul Bhuiyan	Low	10/17/2016 01:37 PM
131,609	Incident	FW: New .ini File for Clockworks Desktop Installations	Close-NoEmail	David Hagerty	John Vohs	Low	10/17/2016 04:17 PM
131,612	Incident	LC 110	Closed	Dorian Eidhin	Jeffrey Jewell	Low	10/17/2016 04:17 PM
131,615	Incident	departmental email	Close-NoEmail	David Hagerty	Barry Buckman	Low	10/17/2016 04:18 PM
131,630	Incident	MA 107	Closed	Read Vanderbilt	Jeffrey Jewell	Low	10/17/2016 05:57 PM
131,636	Incident	DEFAULT	Closed	Amelie Brown	Michael Gong	Low	10/17/2016 07:18 PM
131,669	Incident	Help with connection to wireless network	Closed	Vivek Bharathan	Michael Gong	Low	10/18/2016 08:55 AM
131,720	Incident	DVC Employee WiFi Password	Closed	Jamylle Carter	DVC Helpdesk	Low	10/18/2016 11:21 AM
131,804	Incident	DEFAULT	Closed	Linda Barnes	Michael Gong	Low	10/18/2016 07:27 PM
131,807	Incident	DEFAULT	Closed	Nicolette Moultrie	Michael Gong	Low	10/18/2016 07:29 PM
131,861	Incident	DEFAULT	Closed	Kristin Lee-Hesson	Michael Gong	Low	10/19/2016 11:26 AM

#	Service Record Type	Subject	Status	Request user	AssignedTo	Priority	Request time
131,921	Incident	Meeting Forward Notification: Sabbatical Leave Committee	Close-NoEmail	Percy Roper	Percy Roper	Low	10/19/2016 11:40 PM
131,924	Incident	Meeting Forward Notification: Spring Nexus	Close-NoEmail	Percy Roper	Percy Roper	Low	10/19/2016 11:40 PM
131,948	Incident	Accepted: Sabbatical Leave Committee	Close-NoEmail	Jeffrey Jewell	Jeffrey Jewell	Low	10/20/2016 08:43 AM
131,957	Incident	Login issue: "trust relationship"	Closed	Evan Large	DVC Helpdesk	Low	10/20/2016 09:03 AM
131,966	Incident	Access t Network Drive	Closed	Sara Larkin	Rafiqul Bhuiyan	Low	10/20/2016 10:11 AM
131,969	Incident	Skype Download	Closed	Cheryl Carter	DVC Helpdesk	Low	10/20/2016 10:17 AM
132,023	Incident	Decibel of projector in PS 275	Close-NoEmail	April Doty	DVC Helpdesk	Low	10/20/2016 01:28 PM
132,035	Incident	Re: Decibel of projector in PS 275	Close-NoEmail	Claudia Hein	DVC Helpdesk	Low	10/20/2016 01:43 PM
132,038	Incident	RE: Decibel of projector in PS 275	Close-NoEmail	April Doty	DVC Helpdesk	Low	10/20/2016 01:48 PM
132,041	Incident	Message from Berta Lloyd	Closed	Alberta Lloyd	Engjellushe Vani	Low	10/20/2016 01:58 PM
132,047	Incident	Re: Decibel of projector in PS 275	Close-NoEmail	Laura Burns	DVC Helpdesk	Low	10/20/2016 02:33 PM
132,050	Incident	RE: Decibel of projector in PS 275	Close-NoEmail	Ali Jafari	DVC Helpdesk	Low	10/20/2016 02:38 PM
132,068	Incident	DEFAULT	Closed	Rose Desmond	Michael Gong	Low	10/20/2016 05:50 PM
132,071	Incident	DEFAULT	Closed	Percy Roper	Michael Gong	Low	10/20/2016 05:52 PM
132,074	Incident	Chancellor Open Forums	Closed	Julie Catalano	Percy Roper	Low	10/20/2016 06:35 PM
132,080	Incident	RE: Decibel of projector in PS 275	Closed	Ali Jafari	Francene Mowry	Low	10/21/2016 07:01 AM
132,083	Incident	RE: Decibel of projector in PS 275	Closed	April Doty	Jeffrey Jewell	Low	10/21/2016 07:16 AM
132,086	Incident	Re: Decibel of projector in PS 275	Closed	Claudia Hein	Francene Mowry	Low	10/21/2016 07:26 AM
132,134	Incident	Setting up voice mail and passwords/Berta Lloyd	Close-NoEmail	Alberta Lloyd	Barry Buckman	Low	10/21/2016 01:24 PM
132,137	Incident	Re: Decibel of projector in PS 275	Closed	Laura Burns	Rafiqul Bhuiyan	Low	10/21/2016 01:24 PM
132,140	Incident	Password does not	Closed	Alberta Lloyd	Barry Buckman	Low	10/21/2016 01:49 PM

#	Service Record Type	Subject	Status	Request user	AssignedTo	Priority	Request time
		work/Phone/Berta					
132,218	Incident	Projector in H-119	Closed	Jasmine Wade	DVC IT Part-time Tech	Low	10/24/2016 11:14 AM
132,419	Incident	user pointed to old Sars	Closed	Catherine Walton-Woodson	Arvin Victa	Low	10/25/2016 02:54 PM
132,425	Incident	Request to have SarsTrak Autostart	Closed	Liling Lin	none	Low	10/25/2016 03:00 PM
132,437	Incident	adobe problem	Closed	Jeannie Chiu	Arvin Victa	Low	10/25/2016 06:50 PM
132,482	Incident	High Tech Center Log In	Closed	Nicole Despins	Arvin Victa	Low	10/26/2016 10:25 AM
132,536	Incident	SARSTRAK	Closed	Nicole Despins	Arvin Victa	Low	10/26/2016 03:20 PM
132,578	Incident	IP addresses	Closed	Daniel Kiely	Michael Gong	Low	10/27/2016 09:00 AM
132,587	Incident	need to add app on library laptop	Closed	Daniel Kiely	Michael Gong	Low	10/27/2016 09:18 AM
132,620	Incident	speaker install	Closed	Joyce Riley	Arvin Victa	Low	10/27/2016 10:04 AM
132,671	Incident	Doc camera in LHS 201	Closed	Lisa Brager	Jeffrey Jewell	Low	10/27/2016 01:07 PM
132,722	Incident	Upload Bright Sign	Closed	Gabriel Harven	Rafiqul Bhuiyan	Low	10/27/2016 06:48 PM
132,752	Incident	DEFAULT	Closed	Percy Roper	Michael Gong	Low	10/28/2016 10:06 AM
132,755	Incident	DEFAULT	Closed	Ron Tenty	none	Low	10/28/2016 10:09 AM
132,797	Incident	SarsGrid for Nicole Despins not working	Closed	Catherine Walton-Woodson	Arvin Victa	Low	10/28/2016 01:05 PM
132,827	Incident	FW: Permanent Delivery Failure	Closed	Craig Gerken	Percy Roper	Low	10/30/2016 05:38 PM
132,875	Incident	No network, no shared/personal drives	Closed	Scott Heiden	Michael Gong	Low	10/31/2016 10:53 AM
132,899	Incident	DEFAULT	Close-NoEmail	Kristin Lee-Hesson	John Vohs	Low	10/31/2016 12:04 PM
132,920	Incident	Meeting Forward Notification: International Education Day	Close-NoEmail	Percy Roper	Percy Roper	Low	10/31/2016 12:51 PM
132,947	Incident	Mesa Hallway printer not printing	Closed	Patrick Talley	Arvin Victa	Low	10/31/2016 02:19 PM
132,980	Incident	Meeting Forward Notification: Cultural Awareness	Closed	Percy Roper	Francene Mowry	Low	10/31/2016 04:27 PM
132,983	Incident	Meeting Forward Notification: Veteran's Honor Ceremony	Close-NoEmail	Percy Roper	Percy Roper	Low	10/31/2016 04:32 PM

	#	Service Record Type	Subject	Status	Request user	AssignedTo	Priority	Request time
	133,028	Incident	Remote desktop access to server hosting	Closed	Vivek Bharathan	Michael Gong	Low	11/01/2016 08:43 AM
	133,034	Incident	calendar.dvc.edu Accepted: Veteran's Honor Ceremony	Closed	Jeffrey Jewell	DVC Helpdesk	Low	11/01/2016 08:48 AM
	133,088	Incident	Accepted: Cultural Awareness	Closed	Francene Mowry	DVC Helpdesk	Low	11/01/2016 11:21 AM
	133,091	Incident	Accepted: International Education Day	Closed	Francene Mowry	DVC Helpdesk	Low	11/01/2016 11:21 AM
	133,115	Incident	Meeting Forward Notification: Veteran's Honor Ceremony	Close-NoEmail	Percy Roper	Percy Roper	Low	11/01/2016 02:05 PM
	133,121	Incident	Accepted: Veteran's Honor Ceremony	Close-NoEmail	Jeffrey Jewell	Percy Roper	Low	11/01/2016 02:25 PM
	133,127	Incident	Meeting Forward Notification: Veteran's Honor Ceremony	Close-NoEmail	Percy Roper		Low	11/01/2016 02:42 PM
	133,166	Incident	Document Camera	Closed	Eric Freidenreich	Jeffrey Jewell	Low	11/01/2016 05:47 PM
	133,280	Incident	library info commons computer 21	Closed	Daniel Kiely	Arvin Victa	Low	11/02/2016 12:43 PM
	133,379	Incident	PS-177 Projector Cable Failure	Closed	Evan Large	Jeffrey Jewell	Low	11/03/2016 11:11 AM
	133,382	Incident	HSF-192 Laptops not charging	Closed	Camille Santana	Arvin Victa	Low	11/03/2016 11:16 AM
	133,448	Incident	DEFAULT	Closed	Percy Roper	Michael Gong	Low	11/03/2016 04:02 PM
	133,595	Incident	Unable to attach documents from my email	Closed	Gwen Agustin	Arvin Victa	Low	11/06/2016 06:23 PM
	133,634	Incident	Issues with Mac Book	Closed	Dorian Eidhin	Rafiqul Bhuiyan	Low	11/07/2016 10:09 AM
	133,679	Incident	Meeting Forward Notification: Reception for Mexican Projecta 100,000	Close-NoEmail	Percy Roper	Percy Roper	Low	11/07/2016 12:59 PM
	133,802	Incident	Accepted: Reception for Mexican Projecta 100,000	Closed	Francene Mowry	DVC Helpdesk	Low	11/08/2016 10:18 AM

	#	Service Record Type	Subject	Status	Request user	AssignedTo	Priority	Request time
	133,805	Incident	install Plantronics Hub software..	Closed	Lisa Martin	Arvin Victa	Low	11/08/2016 10:19 AM
	133,820	Incident	DEFAULT	Closed	Daniel Abbott	Michael Gong	Low	11/08/2016 11:03 AM
	133,835	Incident	counselor laptops install local userid	Open	Catherine Walton-Woodson	Arvin Victa	Low	11/08/2016 12:08 PM
	133,964	Incident	\\ratchet\transfer_center_color printer network jack broken	Closed	Catherine Franco	Arvin Victa	Low	11/09/2016 11:34 AM
	133,973	Incident	adding a cached account to counseling laptops...	Closed	Catherine Walton-Woodson	Arvin Victa	Low	11/09/2016 11:51 AM
	133,976	Incident	Meeting Forward Notification: Video Dakota Pipeline Presentation	Close-NoEmail	Percy Roper		Low	11/09/2016 11:58 AM
	133,982	Incident	Meeting Forward Notification: Open Mic Night	Close-NoEmail	Percy Roper		Low	11/09/2016 12:29 PM
	133,985	Incident	Meeting Forward Notification: Open Mic Night	Close-NoEmail	Percy Roper		Low	11/09/2016 12:29 PM
	133,988	Incident	Meeting Forward Notification: Transgender Day of Remembrance	Close-NoEmail	Percy Roper		Low	11/09/2016 12:34 PM
	133,991	Incident	Meeting Forward Notification: Transgender Day of Remembrance	Close-NoEmail	Percy Roper		Low	11/09/2016 12:39 PM
	134,030	Incident	Assessment computers need to be locked down further	Closed	Ligia Morcillo	Arvin Victa	Low	11/09/2016 03:50 PM
	134,063	Incident	DEFAULT	Closed	Jayne Smithson	Michael Gong	Low	11/10/2016 08:50 AM
	134,081	Incident	verify SARS installation in PUMA center	Closed	Catherine Walton-Woodson	Arvin Victa	Low	11/10/2016 09:07 AM
	134,102	Incident	DEFAULT	Closed	Percy Roper	Michael Gong	Low	11/10/2016 09:58 AM
	134,150	Incident	Meeting Forward Notification: EOPS Winter Celebration	Closed	Percy Roper	DVC Helpdesk	Low	11/10/2016 01:52 PM
	134,156	Incident	Meeting Forward	Closed	Percy Roper	DVC Helpdesk	Low	11/10/2016 02:02 PM



#	Service Record Type	Subject	Status	Request user	AssignedTo	Priority	Request time
		Notification: Culinary Arts Program Recognition					
134,183	Incident	Accepted: Culinary Arts Program Recognition	Closed	Francene Mowry	DVC Helpdesk	Low	11/10/2016 04:08 PM
134,186	Incident	Accepted: EOPS Winter Celebration	Closed	Francene Mowry	DVC Helpdesk	Low	11/10/2016 04:13 PM
134,192	Incident	Fw: Password expiration notification	Closed	Seda Chavdarian	DVC Helpdesk	Low	11/10/2016 04:58 PM
134,261	Incident	D2L not letting me log in	Closed	Shelly Pierson	Thomas Schlaich	Low	11/12/2016 03:57 PM
134,270	Incident	Re: D2L not letting me log in	Closed	Neal Skapura	Thomas Schlaich	Low	11/12/2016 05:27 PM
134,273	Incident	Re: D2L not letting me log in	Closed	Neal Skapura	Thomas Schlaich	Low	11/12/2016 05:42 PM
134,321	Incident	BrightSign firmware update	Closed	Vivek Bharathan	Rafiqul Bhuiyan	Low	11/14/2016 09:48 AM
134,327	Incident	Meeting Forward Notification: Video Dakota Pipeline Presentation	Close-NoEmail	Percy Roper		Low	11/14/2016 09:58 AM
134,339	Incident	Meeting Forward Notification: Video Dakota Pipeline Presentation	Close-NoEmail	Percy Roper		Low	11/14/2016 10:13 AM
134,519	Incident	DEFAULT	Closed	Kim Christiana	Michael Gong	Low	11/15/2016 09:49 AM
134,531	Incident	DEFAULT	Closed	Mercy Pono	Michael Gong	Low	11/15/2016 10:13 AM
134,552	Incident	PE Team eligibility meetings, need fee on the printer turned off	Closed	Catherine Walton-Woodson	Arvin Victa	Low	11/15/2016 12:07 PM
134,561	Incident	FW: Diablo Valley - CCC Prerequisite and Corequisite Survey for 2015 – 16	Closed	Kim Schenk	Percy Roper	Low	11/15/2016 12:46 PM
134,579	Incident	DEFAULT	Closed	Ligia Morcillo	Michael Gong	Low	11/15/2016 01:31 PM
134,591	Incident	DEFAULT	Closed	Marco Gomes	Michael Gong	Low	11/15/2016 01:56 PM
134,618	Incident	look for files on Jude Dizon pc	Closed	Carrie Sadighian	none	Low	11/15/2016 03:58 PM
134,636	Incident	Meeting Forward Notification: Cultural	Close-NoEmail	Percy Roper	Percy Roper	Low	11/15/2016 06:16 PM



	#	Service Record Type	Subject	Status	Request user	AssignedTo	Priority	Request time
			Awareness					
	134,705	Incident	HelpDesk@dvc.edu	Closed	Mary (Yvonne) Canada	Arvin Victa	Low	11/16/2016 10:21 AM
	134,717	Incident	DEFAULT	Closed	Daniel Abbott	Michael Gong	Low	11/16/2016 10:48 AM
	134,744	Incident	Sars grid pointed to old server	Closed	Catherine Walton-Woodson	Arvin Victa	Low	11/16/2016 12:27 PM
	134,912	Incident	Meeting Forward Notification: HBCU Transfer Fair	Closed	Percy Roper	Francene Mowry	Low	11/17/2016 01:40 PM
	134,939	Incident	DEFAULT	Closed	Percy Roper	Michael Gong	Low	11/17/2016 03:40 PM
	135,002	Incident	Meeting Forward Notification: College Council Open Forum - Equity	Close-NoEmail	Percy Roper	Percy Roper	Low	11/18/2016 10:50 AM
	135,005	Incident	Meeting Forward Notification: College Council Open Forum - Equity	Close-NoEmail	Percy Roper	Percy Roper	Low	11/18/2016 10:50 AM
	135,032	Incident	System configuration	Close-NoEmail	Julie Betsekas	Rafiqul Bhuiyan	Low	11/18/2016 01:25 PM
	135,038	Incident	Desktop Configuration	Closed	Julie Catalano	Rafiqul Bhuiyan	Low	11/18/2016 01:27 PM
	135,053	Incident	update assessment lab java...	Closed	Ligia Morcillo	Arvin Victa	Low	11/18/2016 03:49 PM
	135,170	Incident	FW: Emailing - SLA - Administrative Rights Request V1.pdf	Closed	Percy Roper	DVC Helpdesk	Low	11/21/2016 12:06 PM
	135,182	Incident	Need help Identifying cabling for AB office	Closed	Joyce Riley	Arvin Victa	Low	11/21/2016 12:40 PM
	135,266	Incident	Meeting Forward Notification: Scholarship Unit	Closed	Percy Roper	DVC Helpdesk	Low	11/21/2016 04:33 PM
	135,269	Incident	Meeting Forward Notification: Immigration Presentation	Closed	Percy Roper	DVC Helpdesk	Low	11/21/2016 04:33 PM
	135,314	Incident	Accepted: HBCU Transfer Fair	Closed	Francene Mowry	DVC Helpdesk	Low	11/22/2016 09:23 AM
	135,392	Incident	DEFAULT	Closed	Allison Albright	Michael Gong	Low	11/22/2016 03:42 PM
	135,446	Incident	Setup Eaglesoft software	Closed	Colleen Pohley	Arvin Victa	Low	11/23/2016 09:44 AM
	135,476	Incident	DEFAULT	Closed	Janet Mason	Michael Gong	Low	11/23/2016 11:23 AM

	#	Service Record Type	Subject	Status	Request user	AssignedTo	Priority	Request time
	135,629	Incident	DEFAULT	Closed	Percy Roper	Michael Gong	Low	11/28/2016 09:35 AM
	135,656	Incident	Printer Recycle	Closed	Robert Burns	DVC IT Part-time Tech	Low	11/28/2016 11:03 AM
	135,734	Incident	Install Network Printer	Closed	Kimberly Valmore	DVC Helpdesk	Low	11/28/2016 02:41 PM
	135,761	Incident	Meeting Forward Notification: College Council Open Forum - Equity	Closed	Percy Roper	DVC Helpdesk	Low	11/28/2016 03:47 PM
	135,779	Incident	Meeting Forward Notification: Diablo Valley College Planning Institute	Closed	Percy Roper	DVC Helpdesk	Low	11/28/2016 04:57 PM
	135,791	Incident	Accepted: Diablo Valley College Planning Institute	Closed	Jeffrey Jewell	DVC Helpdesk	Low	11/28/2016 06:02 PM
	135,821	Incident	request for extra monitor	Closed	David Hagerty	Percy Roper	Low	11/29/2016 08:26 AM
	135,845	Incident	setup Konica printer password on pc	Closed	Tish Young	Arvin Victa	Low	11/29/2016 09:29 AM
	135,869	Incident	Setup autologin on Check In PC	Closed	Andrew Kivel	Arvin Victa	Low	11/29/2016 10:13 AM
	135,956	Incident	Illustrator not working -- needs Java installed	Closed	Mary Mazzocco	Engjellushe Vani	Low	11/29/2016 02:55 PM
	135,977	Incident	Login	Closed	Steve Grant	DVC Helpdesk	Low	11/29/2016 07:29 PM
	135,992	Incident	FW: softball eligibility	Closed	Catherine Walton-Woodson	Rafiqul Bhuiyan	Low	11/30/2016 08:09 AM
	136,055	Incident	DEFAULT	Closed	Gloria Zarabozo	Michael Gong	Low	11/30/2016 10:34 AM
	136,073	Incident	DEFAULT	Closed	Dana Colvin	Michael Gong	Low	11/30/2016 11:11 AM
	136,169	Incident	Accepted: College Council Open Forum - Equity	Closed	Jeffrey Jewell	DVC Helpdesk	Low	11/30/2016 02:30 PM
	136,301	Incident	Can't Log Out of the computer in MA 105	Closed	Lindsay Wylie	Arvin Victa	Low	12/01/2016 09:09 AM
	136,343	Incident	HSF292 printer print for free on 11/30	Closed	Catherine Walton-Woodson	Arvin Victa	Low	12/01/2016 10:47 AM
	136,373	Incident	DEFAULT	Closed	John Vohs	Michael Gong	Low	12/01/2016 01:00 PM
	136,397	Incident	Printer offline?	Closed	Mary Mazzocco	Engjellushe Vani	Low	12/01/2016 02:34 PM
	136,436	Incident	Paper jam	Closed	Emily Bergfeld	DVC IT Part-time Tech	Low	12/01/2016 07:34 PM

	#	Service Record Type	Subject	Status	Request user	AssignedTo	Priority	Request time
	136,469	Incident	DEFAULT	Closed	Rose Desmond	Michael Gong	Low	12/02/2016 09:33 AM
	136,472	Incident	DEFAULT	Closed	Teresa Molnar	Michael Gong	Low	12/02/2016 09:42 AM
	136,688	Incident	Accepted: Reception for Chancellor Benjamin	Closed	Jeffrey Jewell	DVC Helpdesk	Low	12/05/2016 08:42 AM
	136,715	Incident	Meeting Forward Notification: Scholarship Workshop	Closed	Percy Roper	Francene Mowry	Low	12/05/2016 10:39 AM
	136,718	Incident	Meeting Forward Notification: DVC Dreamer's Alliance	Closed	Percy Roper	Francene Mowry	Low	12/05/2016 11:04 AM
	136,733	Incident	124 B Computer	Closed	Jeffrey Smith	Arvin Victa	Low	12/05/2016 11:39 AM
	136,748	Incident	Accepted: DVC Dreamer's Alliance	Closed	Jeffrey Jewell	DVC Helpdesk	Low	12/05/2016 12:16 PM
	136,754	Incident	phone shows anonymous	Closed	Binh Do	Arvin Victa	Low	12/05/2016 12:43 PM
	136,766	Incident	HDMI in LHS 215	Closed	Lisa Brager	Jeffrey Jewell	Low	12/05/2016 01:21 PM
	136,811	Incident	Goprint	Closed	Lisa Taft	DVC IT Part-time Tech	Low	12/05/2016 07:46 PM
	136,820	Incident	SARS login help	Closed	Nicholas Vasallo	Triveni Gorur	Low	12/05/2016 08:40 PM
	136,922	Incident	WLC (West Library Classroom, Southwest side) Projector screen fell down	Waiting for Parts	Jacqueline Ponciano- Babb	Jeffrey Jewell	Low	12/06/2016 11:27 AM
	137,078	Incident	DEFAULT	Closed	Laurie Lema	Michael Gong	Low	12/07/2016 09:16 AM
	137,081	Incident	DEFAULT	Closed	Richard Gelinas	Michael Gong	Low	12/07/2016 09:29 AM
	137,102	Incident	Monitor Request	Closed	Obed Vazquez	DVC IT Part-time Tech	Low	12/07/2016 10:33 AM
	137,123	Incident	GNU zip extraction...	Closed	Michael Quinn	DVC Helpdesk	Low	12/07/2016 11:49 AM
	137,240	Incident	fix printer paper jam and install chrome	Closed	Dora Argueta-Rico	Arvin Victa	Low	12/07/2016 06:33 PM
	137,243	Incident	Guest WiFi	Closed	Tania Ballesteros	DVC IT Part-time Tech	Low	12/07/2016 06:38 PM
	137,282	Incident	DVD drive in LHS 217	Closed	Lisa Brager	DVC IT Part-time Tech	Low	12/08/2016 08:37 AM
	137,324	Incident	HSF 292 please turn off the print fee on the printer	Closed	Catherine Walton- Woodson	Arvin Victa	Low	12/08/2016 10:23 AM
	137,363	Incident	DEFAULT	Closed	Teresita Saechao	Michael Gong	Low	12/08/2016 12:01 PM

	#	Service Record Type	Subject	Status	Request user	AssignedTo	Priority	Request time
	137,441	Incident	DEFAULT	Closed	Percy Roper	Michael Gong	Low	12/08/2016 03:25 PM
	137,543	Incident	goprint not working in ATC109	Closed	Obed Vazquez	Arvin Victa	Low	12/09/2016 12:25 PM
	137,546	Incident	setup goprint in L150 for free printing...	Closed	Christine Worsley	Arvin Victa	Low	12/09/2016 12:28 PM
	137,549	Incident	Fix SarsTrak	Closed	Nicholas Vasallo	Arvin Victa	Low	12/09/2016 12:31 PM
	137,702	Incident	Request for system updates and software installation	Closed	Vivek Bharathan	Rafiqul Bhuiyan	Low	12/12/2016 10:27 AM
	137,822	Incident	Deploy shortcut to Assessment labs	Closed	Sonja Nilsen	Arvin Victa	Low	12/12/2016 04:13 PM
	137,882	Incident	Instructor's computer L-148	Closed	Mary Mazzocco	Arvin Victa	Low	12/13/2016 11:21 AM
	137,942	Incident	DEFAULT	Closed	Nicolette Moultrie	Michael Gong	Low	12/13/2016 02:47 PM
	138,017	Incident	SLO-related request	Waiting for approval	Robert Burns	Triveni Gorur	Low	12/14/2016 09:12 AM
	138,023	Incident	DEFAULT	Closed	Kim Christiana	Michael Gong	Low	12/14/2016 09:24 AM
	138,026	Incident	Sars Grid migration	Closed	Catherine Walton-Woodson	Arvin Victa	Low	12/14/2016 09:33 AM
	138,053	Incident	DEFAULT	Closed	Mercy Pono	Michael Gong	Low	12/14/2016 10:22 AM
	138,068	Incident	Need Guest WIFI passcodes for 50 people on Fri, 12/16, BFL Community Meeting Forward Notification: RPEC Meeting	Closed	Kim Schenk	none	Low	12/14/2016 11:15 AM
	138,074	Incident	Meeting Forward Notification: RPEC Meeting	Closed	Percy Roper	DVC Helpdesk	Low	12/14/2016 11:20 AM
	138,077	Incident	Meeting Forward Notification: Ed Master Plan Steering Committee	Closed	Percy Roper	DVC Helpdesk	Low	12/14/2016 11:20 AM
	138,083	Incident	IE 11 install on pc Accepted: Ed Master	Closed	Joyce Riley	Arvin Victa	Low	12/14/2016 11:53 AM
	138,086	Incident	Plan Steering Committee	Closed	Francene Mowry	DVC Helpdesk	Low	12/14/2016 11:59 AM
	138,089	Incident	Accepted: RPEC Meeting	Closed	Francene Mowry	DVC Helpdesk	Low	12/14/2016 12:00 PM
	138,209	Incident	Need projector help in AB202	Closed	Charles Patterson	Jeffrey Jewell	Low	12/15/2016 11:49 AM
	138,242	Incident	DEFAULT	Closed	Percy Roper	Michael Gong	Low	12/15/2016 04:23 PM
	138,344	Incident	Meeting Forward Notification: BACCC	Closed	Percy Roper	Francene Mowry	Low	12/16/2016 02:43 PM

#	Service Record Type	Subject	Status	Request user	AssignedTo	Priority	Request time
		Regional Employees Mtech Mtg					
138,404	Incident	DEFAULT	Closed	Percy Roper	Michael Gong	Low	12/19/2016 08:33 AM
138,407	Incident	Part-Time office Replacement Computer	Postponed	Arthur King	Percy Roper	Low	12/19/2016 08:35 AM
138,440	Incident	FW: Softball eligibility	Closed	Catherine Walton-Woodson	Rafiqul Bhuiyan	Low	12/19/2016 10:27 AM
138,443	Incident	DEFAULT	Closed	Douglas Michael	Michael Gong	Low	12/19/2016 10:57 AM
138,464	Incident	Meeting Forward Notification: BACCC Regional Employees Mtech Mtg	Close-NoEmail	Percy Roper	Jeffrey Jewell	Low	12/19/2016 12:39 PM
138,650	Incident	DEFAULT	Closed	Maria Barno	Michael Gong	Low	12/20/2016 04:44 PM
Category:Email							
Sub Category:Cannot Login							
130,937	Incident	Urgent- Outlook is not opening up	Closed	Despina Prapavessi	Barry Buckman	Low	10/12/2016 09:33 AM
131,831	Incident	email	Closed	Sarah Reyes	John Gonzalez	Low	10/19/2016 08:21 AM
133,430	Incident	Email Account	Close-NoEmail	Linda Barnes	Barry Buckman	Low	11/03/2016 02:12 PM
133,928	Incident	New Email	Close-NoEmail	Linda Barnes	Barry Buckman	Low	11/09/2016 08:11 AM
134,879	Incident	Cannot Logon to Employee Email BFL 204	Closed	Alan Siu	Barry Buckman	Low	11/17/2016 11:18 AM
Sub Category:Delivery issue							
130,130	Incident	Outlook Outlook	Closed	Joseph Valdez	Barry Buckman	Low	10/04/2016 10:54 AM
130,169	Incident	spam	Close-NoEmail	Barbara Hewitt	Barry Buckman	Low	10/04/2016 02:54 PM
130,829	Incident	URGENT - Outlook keeps freezing	Close-NoEmail	Despina Prapavessi	Barry Buckman	Low	10/11/2016 01:32 PM
131,225	Incident	Fax/Scan to E-mail	Close-NoEmail	Janice Nelson	Barry Buckman	Low	10/13/2016 03:18 PM
132,734	Incident	365 Behind & Calendaring Problem	Closed	Lisa Martin	Gregory Evilsizer	Low	10/28/2016 07:38 AM
133,085	Incident	Chef Bernhardt has not received email for a 3-4 week period	Closed	Paul Bernhardt	Rafiqul Bhuiyan	Low	11/01/2016 11:05 AM
133,319	Incident	New email set up	Closed	Todd Farr	Barry Buckman	Low	11/03/2016 07:48 AM
134,201	Incident	Fw: Mail Support	Closed	Claudia Abadia	Barry Buckman	Low	11/10/2016 06:47 PM
134,312	Incident	Reply to is not populating the	Close-NoEmail	Coleen Lento	Barry Buckman	Low	11/14/2016 09:38 AM

#	Service Record Type	Subject	Status	Request user	AssignedTo	Priority	Request time
		address.					
134,366	Incident	Need to change LMC Foundation Email	Close-NoEmail	Cindy Goga	Barry Buckman	Low	11/14/2016 11:06 AM
134,390	Incident	reply not working	Close-NoEmail	Kim Schenk	Barry Buckman	Low	11/14/2016 11:26 AM
134,528	Incident	intermittent problem	Closed	Julie Catalano	Barry Buckman	Low	11/15/2016 10:12 AM
135,404	Incident	modify distribution list name	Closed	Emily Stone	Gregory Evilsizer	Low	11/22/2016 05:36 PM
135,491	Incident	please create distribution list	Closed	Emily Stone	Gregory Evilsizer	Low	11/23/2016 02:31 PM
136,142	Incident	email address	Closed	Obed Vazquez	Barry Buckman	Low	11/30/2016 02:02 PM
136,244	Incident	WASTC emails	Closed	Kathleen Thomas	Barry Buckman	Low	11/30/2016 05:15 PM
137,540	Incident	Clutter folder missing	Closed	Christie Jamshidnejad	Barry Buckman	Low	12/09/2016 12:05 PM
137,795	Incident	Phone extension & Office	Closed	Linda Barnes	Barry Buckman	Low	12/12/2016 02:39 PM
137,894	Incident	Add to ALL DVC email list	Closed	Jaclyn Lorenz	Barry Buckman	Low	12/13/2016 12:28 PM
138,425	Incident	New Email	Closed	Linda Barnes	Barry Buckman	Low	12/19/2016 09:58 AM
Category:Equipment Purchase							
Sub Category:Desktop Computer							
135,731	Incident	Library purchase, 1 pc and four monitors	Closed	Andrew Kivel	Percy Roper	Low	11/28/2016 02:36 PM
Sub Category:other							
131,363	Incident	Security Camera	Close-NoEmail	Arthur King	Percy Roper	Low	10/14/2016 10:53 AM
132,098	Incident	Laptop purchase	Closed	Renee Savage	Percy Roper	Low	10/21/2016 09:17 AM
132,884	Incident	Request to purchase at least 20 Dell Latitude 15 5000 series laptops or other suitable laptop model	Closed	Joseph Valdez	Percy Roper	Low	10/31/2016 11:14 AM
133,145	Incident	2-Screen Set Up needed	Closed	Jaclyn Lorenz	Percy Roper	Low	11/01/2016 04:01 PM
133,163	Incident	Software Purchase for ARTDM Lab Workstations	Closed	Troy Bennett	Percy Roper	Low	11/01/2016 04:49 PM
133,295	Incident	Lap top computer	Closed	Obed Vazquez	Percy Roper	Low	11/02/2016 01:32 PM
133,304	Incident	A service record #133163	Closed	Troy Bennett	Percy Roper	Low	11/02/2016 04:02 PM
135,386	Incident	Request Quote for	Waiting on User	Leigh Apodaca	Percy Roper	Low	11/22/2016 03:05 PM

	#	Service Record Type	Subject	Status	Request user	AssignedTo	Priority	Request time
			equipment purchase					
	Sub Category:Printer							
	134,213	Incident	Printer for Horticulture	Closed	Bethallyn Black	Percy Roper	Low	11/11/2016 09:49 AM
	134,999	Incident	Printer for ATC 103	Closed	Obed Vazquez	Percy Roper	Low	11/18/2016 10:24 AM
	Category:Event Scheduling							
	Sub Category:N/A							
	132,458	Incident	DEFAULT	Closed	Mary Jane Long	Jeffrey Jewell	Low	10/26/2016 08:21 AM
	133,754	Incident	Nov 12th American Cancer Benefit Lacrosse game	Closed	Terry Armstrong	Francene Mowry	Low	11/08/2016 08:29 AM
	137,639	Incident	Microphone and projector in BFLCCC.	Closed	Patrick Leong	Jeffrey Jewell	Low	12/12/2016 07:33 AM
	Category:Media Request/Event Setup							
	Sub Category:Conference							
	130,376	Incident	DVC - Diablo Rm 10/11/16 12 noon Student Union	Closed	Catherine Walton-Woodson	Francene Mowry	Low	10/06/2016 07:15 AM
	134,747	Incident	Conference room 204	Closed	Leigh Apodaca	Jeffrey Jewell	Low	11/16/2016 12:33 PM
	Sub Category:Laptop & Projector							
	132,359	Incident	Laptop and Assistance Needed tomorrow, 10/26/16	Closed	Mary Jane Long	Jeffrey Jewell	Low	10/25/2016 10:10 AM
	132,890	Incident	Personal Insight Questions Workshop	Closed	Patrick Talley	Francene Mowry	Low	10/31/2016 11:30 AM
	135,782	Incident	Laptop, Projector and Screen	Closed	Patrick Talley	Francene Mowry	Low	11/28/2016 05:02 PM
	Sub Category:Projector							
	134,165	Incident	Projector/Screen and Set-up Assistance	Closed	Patrick Talley	Jeffrey Jewell	Low	11/10/2016 02:36 PM
	Sub Category:Video							
	132,197	Incident	VHS/DVD player for H119	Closed	Obed Vazquez	DVC Helpdesk	Low	10/24/2016 09:55 AM
	133,310	Incident	Llve Stream and video request	Closed	Todd Farr	Francene Mowry	Low	11/02/2016 05:27 PM
	Category:My computer							
	Sub Category:Hardware problem							

#	Service Record Type	Subject	Status	Request user	AssignedTo	Priority	Request time
130,124	Incident	Computer Won't Turn On	Closed	Yvonne Roberson	DVC IT Part-time Tech	Low	10/04/2016 10:51 AM
130,259	Incident	FO231	Closed	Cheryl Martucci	Michael Gong	Low	10/05/2016 11:53 AM
131,318	Incident	Dual Screen Problem	Closed	Mary Jane Long	Michael Gong	Low	10/14/2016 09:28 AM
131,882	Incident	Dual Screen Set Up Not Working	Closed	Mary Jane Long	Michael Gong	Low	10/19/2016 01:56 PM
132,110	Incident	Tablet stopped working	Close-NoEmail	Ted Wieden	John Vohs	Low	10/21/2016 10:14 AM
133,331	Incident	Audio problem	Closed	Betsy Ruszel	DVC IT Part-time Tech	Low	11/03/2016 08:49 AM
133,685	Incident	local printer not working	Close-NoEmail	Leigh Apodaca	John Vohs	Low	11/07/2016 01:10 PM
133,799	Incident	replace computer	Close-NoEmail	Obed Vazquez	Rafiqul Bhuiyan	Low	11/08/2016 10:14 AM
134,126	Incident	Latitude laptop won't boot properly	Closed	Will Parks	Engjellushe Vani	Low	11/10/2016 12:06 PM
136,847	Incident	Monitor not working in the Library.	Closed	Marva DeLoach	DVC IT Part-time Tech	Low	12/06/2016 08:10 AM
Sub Category:has a virus							
131,753	Incident	Workstation flashed "Microsoft Alert", gave a 5 minute warning	Closed	Linda Barnes	Engjellushe Vani	Low	10/18/2016 12:46 PM
138,125	Incident	Request for David Vela, Faculty	Closed	Jocelyn Brucelas	Rafiqul Bhuiyan	Low	12/14/2016 05:18 PM
Sub Category:is very slow							
131,747	Incident	Can't logon to MAC Book Pro	Close-NoEmail	Thomas Barber	John Vohs	Low	10/18/2016 12:37 PM
132,014	Incident	Key board and mouse	Closed	Maitreyee Chandra	DVC Helpdesk	Low	10/20/2016 12:54 PM
Sub Category:needs NEW software installed							
130,310	Incident	DEFAULT	Closed	Linda Kattan	John Vohs	Low	10/05/2016 02:18 PM
130,901	Incident	Silverlight	Closed	Ligia Morcillo	Rafiqul Bhuiyan	Low	10/12/2016 07:39 AM
130,922	Incident	Silverlight Installation.	Closed	Mai Do	Rafiqul Bhuiyan	Low	10/12/2016 08:55 AM
131,096	Incident	Update Silverlight	Close-NoEmail	Marisa Greenberg	John Vohs	Low	10/13/2016 08:14 AM
131,375	Incident	Adobe Contribute	Closed	Sandra Parsons	Arvin Victa	Low	10/14/2016 12:19 PM
131,381	Incident	Shore-Tel	Closed	Joyce Riley	Rafiqul Bhuiyan	Low	10/14/2016 12:43 PM
131,828	Incident	Silverlight	Closed	Barbara Anderson	Rafiqul Bhuiyan	Low	10/19/2016 08:09 AM
132,617	Incident	Hyland Install	Close-NoEmail	Constance Konsavage	John Vohs	Low	10/27/2016 10:02 AM

#	Service Record Type	Subject	Status	Request user	AssignedTo	Priority	Request time
132,653	Incident	Updating my computer to work with Outlook	Close-NoEmail	Joseph Valdez	John Vohs	Low	10/27/2016 11:41 AM
132,704	Incident	Photoshop	Closed	Gabriel Harven	none	Low	10/27/2016 03:21 PM
133,070	Incident	Computer for BFL218 Missing Plug Ins	Closed	Kevin Powell	Michael Gong	Low	11/01/2016 10:20 AM
133,160	Incident	Dell Laptop software upgrade to resolve problems	Close-NoEmail	Kenneth Myambo	Engjellushe Vani	Low	11/01/2016 04:33 PM
133,340	Incident	Sierra ann OCLC connexion	Closed	Ricardo Ramirez-Castaneda	Arvin Victa	Low	11/03/2016 09:15 AM
133,832	Incident	HSF288: Need Administrator credentials to add GoPro Camera software	Closed	Brian McGlynn	Rafiqul Bhuiyan	Low	11/08/2016 11:37 AM
134,735	Incident	shore-tel	Closed	Joyce Riley	Arvin Victa	Low	11/16/2016 12:00 PM
135,251	Incident	Shore tel	Closed	Joyce Riley	Arvin Victa	Low	11/21/2016 03:40 PM
135,620	Incident	Have disk - Labelwriter 450	Closed	Constance Konsavage	Rafiqul Bhuiyan	Low	11/28/2016 09:17 AM
135,671	Incident	OnBase	Closed	Constance Konsavage	Rafiqul Bhuiyan	Low	11/28/2016 11:51 AM
136,484	Incident	Installed S drive	Closed	Krishan Lamichhane	Arvin Victa	Low	12/02/2016 10:14 AM
136,493	Incident	shore-tel	Closed	Joyce Riley	Arvin Victa	Low	12/02/2016 11:05 AM
136,700	Incident	Error with new Firefox installation	Closed	Richard Gelinas	Michael Gong	Low	12/05/2016 09:24 AM
137,180	Incident	shore-Tel	Closed	Joyce Riley	Arvin Victa	Low	12/07/2016 02:12 PM
137,750	Incident	Please add site licensed Adobe photoshop and Illustrator	Closed	Michele Krup	Arvin Victa	Low	12/12/2016 11:37 AM
Sub Category:Other							
129,911	Incident	PC doesn't respond to keyboard and crashes with a blue screen.	Closed	Sonia Herz	Arvin Victa	Low	10/03/2016 08:03 AM
129,932	Incident	Installer Prerequisites	Closed	Paula Stanfield	Michael Gong	Low	10/03/2016 09:21 AM
129,974	Incident	New Desktop Setup for R. Armendariz	Closed	Angela Parris	DVC IT Part-time Tech	Low	10/03/2016 11:39 AM

#	Service Record Type	Subject	Status	Request user	AssignedTo	Priority	Request time
130,094	Incident	Printer	Close-NoEmail	Roshan Dahi	John Vohs	Low	10/04/2016 09:26 AM
130,157	Incident	ArcGIS License not working	Closed	Binita Sinha	Michael Gong	Low	10/04/2016 01:11 PM
130,643	Incident	login	Close-NoEmail	Melba Castellano	Jeana Bottomley	Low	10/10/2016 10:27 AM
130,715	Incident	weird new popup	Closed	Kim Schenk	Arvin Victa	Low	10/10/2016 06:23 PM
130,763	Incident	login	Close-NoEmail	Raymond Martin	Jeana Bottomley	Low	10/11/2016 08:41 AM
131,534	Incident	Silverlight Installation	Closed	Katherine Jinter	Arvin Victa	Low	10/17/2016 11:36 AM
131,582	Incident	login	Close-NoEmail	Newin Orante	Jeana Bottomley	Low	10/17/2016 02:39 PM
131,732	Incident	login	Close-NoEmail	Olivia Delao	Jeana Bottomley	Low	10/18/2016 11:41 AM
131,795	Incident	Excel having problems	Closed	Teresa Molnar	Michael Gong	Low	10/18/2016 05:06 PM
131,834	Incident	Datatel	Closed	Alicia Huntley	Rafiqul Bhuiyan	Low	10/19/2016 08:54 AM
131,879	Incident	Monitor	Closed	Obed Vazquez	DVC Helpdesk	Low	10/19/2016 01:19 PM
131,972	Incident	speakers not working	Closed	Karen Gard	DVC Helpdesk	Low	10/20/2016 10:24 AM
132,314	Incident	can't login	Close-NoEmail	Rose Desmond	Jeana Bottomley	Low	10/25/2016 07:41 AM
132,317	Incident	Replacement Computer	Closed	Rose Desmond	DVC Helpdesk	Low	10/25/2016 07:55 AM
132,473	Incident	New Windows10 OS installed, but need access to coordinate Dean T Young's Outlook.Calendar	Close-NoEmail	Linda Barnes	Engjellushe Vani	Low	10/26/2016 10:19 AM
132,530	Incident	Firefox won't open	Closed	Constance Konsavage	DVC IT Part-time Tech	Low	10/26/2016 03:17 PM
132,572	Incident	login	Close-NoEmail	Chalese Davis	Jeana Bottomley	Low	10/27/2016 08:52 AM
132,614	Incident	can't login	Close-NoEmail	Chalese Davis	Jeana Bottomley	Low	10/27/2016 10:02 AM
132,641	Incident	ATTN: DVC IT; re: free drive space	Closed	Maria Barno	Arvin Victa	Low	10/27/2016 10:53 AM
132,737	Incident	Computer won't turn on.	Closed	Leticia Rodrigues	Engjellushe Vani	Low	10/28/2016 07:41 AM
132,794	Incident	SARS computer at PUMA Center	Closed	Maitreyee Chandra	Arvin Victa	Low	10/28/2016 11:43 AM
132,848	Incident	Outlook 2016 problems	Closed	Sylvia Ronquillo	Michael Gong	Low	10/31/2016 09:08 AM
132,992	Incident	Admin rights	Closed	Melissa Jacobson	Rafiqul Bhuiyan	Low	10/31/2016 05:58 PM
132,995	Incident	DEFAULT	Closed	Melissa Jacobson	Percy Roper	Low	10/31/2016 06:01 PM
133,106	Incident	Cisco WebEx	Closed	Ligia Morcillo	DVC Helpdesk	Low	11/01/2016 12:50 PM
133,187	Incident	login	Close-NoEmail	Kim Cherry-Jamison	Jeana Bottomley	Low	11/02/2016 08:28 AM
133,643	Incident	Tableau Install	Closed	Jocelyn Brucelas	Engjellushe Vani	Low	11/07/2016 11:12 AM

#	Service Record Type	Subject	Status	Request user	AssignedTo	Priority	Request time
133,652	Incident	Cannot login with iMAC...	Closed	Chalisse Forgette	Rafiqul Bhuiyan	Low	11/07/2016 11:22 AM
133,664	Incident	SARS Grid Move to New Server	Closed	Sonja Nilsen	Arvin Victa	Low	11/07/2016 11:43 AM
133,829	Incident	LA117: Instructor's iMAC cannot connect to WIFI	Closed	John Thomas	DVC IT Part-time Tech	Low	11/08/2016 11:23 AM
133,970	Incident	Chalese Davis move computer to new office space	Closed	Angela Parris	DVC IT Part-time Tech	Low	11/09/2016 11:49 AM
134,009	Incident	Bright Sign computer no longer connected to internet	Closed	Chrisanne Knox	Rafiqul Bhuiyan	Low	11/09/2016 01:26 PM
134,117	Incident	Cannot open files	Closed	Margie Ahola	Rafiqul Bhuiyan	Low	11/10/2016 11:22 AM
134,189	Incident	Pop up	Closed	Katherine Jinter	John Vohs	Low	11/10/2016 04:34 PM
134,477	Incident	COLLEAGUE SYSTEM	Closed	Julie Betsekas	DVC Helpdesk	Low	11/15/2016 08:15 AM
134,504	Incident	SARS Chat is disconnected	Closed	Ligia Morcillo	Michael Gong	Low	11/15/2016 09:22 AM
134,834	Incident	login	Close-NoEmail	Priscilla Pina	Jeana Bottomley	Low	11/17/2016 08:32 AM
134,963	Incident	can't login to pc	Close-NoEmail	Sonya Castro	Jeana Bottomley	Low	11/18/2016 08:31 AM
134,975	Incident	account locked out	Close-NoEmail	Yvonne Roberson	Jeana Bottomley	Low	11/18/2016 08:58 AM
135,131	Incident	login	Close-NoEmail	Lee Safran	Jeana Bottomley	Low	11/21/2016 09:45 AM
136,022	Incident	Ticket requests not working	Closed	Nicole Johnson	DVC IT Part-time Tech	Low	11/30/2016 09:13 AM
136,034	Incident	Runtime Error	Closed	Constance Konsavage	Rafiqul Bhuiyan	Low	11/30/2016 09:56 AM
136,283	Incident	login	Close-NoEmail	Rodolfo Herrera	Jeana Bottomley	Low	12/01/2016 08:28 AM
136,322	Incident	Boot up	Closed	Kyle Whitmore	Michael Gong	Low	12/01/2016 10:02 AM
136,346	Incident	B&G Grounds Computer	Closed	April Doty	Rafiqul Bhuiyan	Low	12/01/2016 10:48 AM
136,370	Incident	New Keyboard and Mouse	Closed	Linda Barnes	DVC IT Part-time Tech	Low	12/01/2016 12:13 PM
136,793	Incident	School Laptop stopped sending and receiving email	Closed	Lindsay Wylie	DVC Helpdesk	Low	12/05/2016 03:49 PM
136,877	Incident	Cannot login to laptop	Closed	Christina Wade	DVC Helpdesk	Low	12/06/2016 10:09 AM
136,928	Incident	S drive access	Closed	Rodolfo Herrera	Rafiqul Bhuiyan	Low	12/06/2016 11:34 AM

Sub Category:Shared Drives (u,s,p,etc)

#	Service Record Type	Subject	Status	Request user	AssignedTo	Priority	Request time
130,508	Incident	haven't had access to my Z drive for weeks	Close-NoEmail	Guy Lento	John Vohs	Low	10/07/2016 08:33 AM
131,339	Incident	Mapping	Close-NoEmail	Arthur King	John Vohs	Low	10/14/2016 10:26 AM
131,903	Incident	Share Network Drive	Closed	Olivia Delao	Michael Gong	Low	10/19/2016 04:38 PM
131,942	Incident	S Drive Access	Closed	Tabraz Rashid	Michael Gong	Low	10/20/2016 08:25 AM
132,044	Incident	can I install dropbox to my school computer	Closed	Qi Zhu	Percy Roper	Low	10/20/2016 02:32 PM
133,406	Incident	Cannot access G drive from other computer in office	Closed	Margie Ahola	Arvin Victa	Low	11/03/2016 12:04 PM
133,772	Incident	New sign on	Close-NoEmail	Leticia Rodrigues	Rafiqul Bhuiyan	Low	11/08/2016 09:09 AM
137,345	Incident	s: drive error message	Closed	Julie Betsekas	Michael Gong	Low	12/08/2016 11:17 AM
137,687	Incident	Access to S-drive	Closed	Lizette Ponthier	Michael Gong	Low	12/12/2016 09:58 AM
Category:Network							
Sub Category:Bulding/Site down							
131,501	Incident	Further Information - Helpdesk request # 130940	Closed	Grant Adams	Jeanie Smith	Low	10/17/2016 09:41 AM
Sub Category:New account request							
132,485	Incident	Network & Email Account Request for Chalese Davis	Closed	Newin Orante	Gregory Evilsizer	Low	10/26/2016 10:57 AM
Sub Category:WIFI							
130,913	Incident	SARS Mapping	Closed	Nicole Gomes	Engjellushe Vani	Low	10/12/2016 08:33 AM
131,129	Incident	GetSmart drive	Closed	Catherine Franco	Michael Gong	Low	10/13/2016 09:12 AM
131,417	Incident	DEFAULT	Closed	Alberta Lloyd	Michael Gong	Low	10/14/2016 04:22 PM
131,675	Incident	Request to clear registered wireless devices	Closed	Vivek Bharathan	Barry Buckman	Low	10/18/2016 09:30 AM
131,993	Incident	DEFAULT	Closed	Allison Albright	Michael Gong	Low	10/20/2016 11:39 AM
132,011	Incident	shared drive	Close-NoEmail	Tina Dodson	Engjellushe Vani	Low	10/20/2016 12:51 PM
132,029	Incident	DEFAULT	Closed	Anne Bergland	Michael Gong	Low	10/20/2016 01:36 PM
132,629	Incident	reset wireless devices	Close-NoEmail	Vivek Bharathan	Barry Buckman	Low	10/27/2016 10:37 AM
133,526	Incident	TEN Workshop Sessions for IT	Closed	Angela Parris	Percy Roper	Low	11/04/2016 11:20 AM



	#	Service Record Type	Subject	Status	Request user	AssignedTo	Priority	Request time
	134,942	Incident	Support DEFAULT	Closed	Kenneth Myambo	Michael Gong	Low	11/17/2016 03:52 PM
	135,755	Incident	BFL Server Room Alarm Siren	Closed	Kevin Powell	Gregory Evilsizer	Low	11/28/2016 03:25 PM
	136,064	Incident	On-Base Scanning System	Closed	Coleen Lento	Nina Eusebio	Low	11/30/2016 10:43 AM
	136,964	Incident	wi-fi	Close-NoEmail	Despina Prapavessi	none	Low	12/06/2016 01:51 PM
	136,976	Incident	wifi now funky	Closed	Cheryl Wilcox	Thomas Schlaich	Low	12/06/2016 02:50 PM
Category:Network Printer								
Sub Category:need ability to print to it								
	130,877	Incident	Connect Presiden'ts Printer to Rachel Westlake	Close-NoEmail	Jocelyn Brucelas	John Vohs	Low	10/11/2016 05:17 PM
	131,543	Incident	Please add another large format printer to goprint service: ET116_DJT520c	Close-NoEmail	Charles Patterson	Engjellushe Vani	Low	10/17/2016 11:46 AM
	131,648	Incident	Need mapping to SLO printer HP P4015 n	Closed	Todd Farr	DVC Helpdesk	Low	10/18/2016 08:02 AM
	131,996	Incident	Please add a new employee to the Konica BizHub scanning function	Closed	Ramona Harrell- Mccoy	Michael Gong	Low	10/20/2016 12:01 PM
	135,122	Incident	Printer set up for student workers	Closed	Renee Savage	Michael Gong	Low	11/21/2016 09:26 AM
	135,770	Incident	Need to be able to print to our department printer	Closed	Ramaundo Vaughn	Rafiqul Bhuiyan	Low	11/28/2016 04:27 PM
Sub Category:not working								
	130,691	Incident	SARS and Student Printer	Closed	Patrick Talley	Rafiqul Bhuiyan	Low	10/10/2016 03:10 PM
	131,555	Incident	PAC Conference Room KONICA printer not working Information	Closed	Lisa Drummond	Rafiqul Bhuiyan	Low	10/17/2016 12:00 PM
	132,116	Incident	Commons printer has streak along the margin	Closed	Florence Espiritu	DVC IT Part-time Tech	Low	10/21/2016 10:20 AM
	133,010	Incident	Konica Minolta	Closed	Ligia Morcillo	DVC Helpdesk	Low	11/01/2016 07:55 AM

	#	Service Record Type	Subject	Status	Request user	AssignedTo	Priority	Request time
	137,135	Incident	BFL 204 Copier	Closed	Alan Siu	Arvin Victa	Low	12/07/2016 12:36 PM
Sub Category:other								
	130,160	Incident	Having problem getting office printers to print a word document	Closed	Mary Jane Long	Michael Gong	Low	10/04/2016 01:15 PM
	131,978	Incident	PA-122 needs the LaserJet printer connected to the computer	Closed	Douglas Dildine	DVC Helpdesk	Low	10/20/2016 10:57 AM
	133,445	Incident	Order/Install New Network Printer for Rosa Armendariz	Closed	Angela Parris	Percy Roper	Low	11/03/2016 03:22 PM
	138,107	Incident	Konica printer/copier/?scanner?	Closed	Leigh Apodaca	Arvin Victa	Low	12/14/2016 02:53 PM
Category:Other								
Sub Category:N/A								
	129,884	Incident	Info Commons Computer 8	Closed	Emily Bergfeld	Rafiqul Bhuiyan	Low	10/01/2016 03:45 PM
	129,935	Incident	pick up my old printer...	Closed	Sylvia Ronquillo	DVC IT Part-time Tech	Low	10/03/2016 09:34 AM
	129,947	Incident	Library Info Commons Computer problems	Closed	Marian Shostrom	Arvin Victa	Low	10/03/2016 10:20 AM
	129,986	Incident	T.V. monitor Lower lobby student union.	Closed	Ashley Dondero	Jeffrey Jewell	Low	10/03/2016 12:32 PM
	130,004	Incident	DVC HSF 292 need 30 guest log in	Close-NoEmail	Catherine Walton-Woodson	Engjellushe Vani	Low	10/03/2016 01:24 PM
	130,091	Incident	CalWORKs Scanner	Closed	Negar Dadgari	Rafiqul Bhuiyan	Low	10/04/2016 09:16 AM
	130,112	Incident	DVC HSF 291 do you have the follow laptops?	Closed	Catherine Walton-Woodson	Percy Roper	Low	10/04/2016 10:10 AM
	130,163	Incident	Activate and install application	Closed	Ratha Ramoo	Rafiqul Bhuiyan	Low	10/04/2016 02:28 PM
	130,172	Incident	IT Support and Laptops for TEN Workshop 10/6/16	Close-NoEmail	Angela Parris	Engjellushe Vani	Low	10/04/2016 03:00 PM
	130,271	Incident	Audio Equipment	Close-NoEmail	Ralph Depew	Jeffrey Jewell	Low	10/05/2016 12:40 PM
	130,277	Incident	WIFI	Closed	Catherine Walton-Woodson	DVC Helpdesk	Low	10/05/2016 12:42 PM

#	Service Record Type	Subject	Status	Request user	AssignedTo	Priority	Request time
130,280	Incident	WiFi	Closed	Catherine Walton-Woodson	DVC Helpdesk	Low	10/05/2016 12:43 PM
130,316	Incident	H105 no internet	Closed	Dore Ripley	DVC IT Part-time Tech	Low	10/05/2016 02:24 PM
130,427	Incident	DEFAULT	Close-NoEmail	Brian McGlynn	Engjellushe Vani	Low	10/06/2016 11:08 AM
130,436	Incident	DEFAULT	Closed	Jeremiah Jenkins	DVC IT Part-time Tech	Low	10/06/2016 11:40 AM
130,448	Incident	computer/sound system/ phone	Close-NoEmail	Josephine Flores-Lowry	Jeffrey Jewell	Low	10/06/2016 01:18 PM
130,565	Incident	extra computer tower and monitor	Closed	Carrie Sadighian	DVC Helpdesk	Low	10/07/2016 03:22 PM
130,568	Incident	Replace with new laptop	Closed	Ratha Ramoo	Rafiqul Bhuiyan	Low	10/07/2016 03:24 PM
130,631	Incident	Student Life Officer Server ACCESS	Closed	Todd Farr	Rafiqul Bhuiyan	Low	10/10/2016 09:57 AM
130,712	Incident	FW: Computer 6 in PS110 not printing	Close-NoEmail	Laura Burns	John Vohs	Low	10/10/2016 05:46 PM
130,721	Incident	No Sound	Closed	Linda Guo	DVC IT Part-time Tech	Low	10/10/2016 07:20 PM
130,784	Incident	Student Union front door electronics	Close-NoEmail	Ashley Dondero	DVC Helpdesk	Low	10/11/2016 09:48 AM
130,802	Incident	SARS mapping	Closed	Carrie Sadighian	Triveni Gorur	Low	10/11/2016 10:29 AM
130,817	Incident	Remote Access	Close-NoEmail	Constance Konsavage	Barry Buckman	Low	10/11/2016 11:25 AM
130,835	Incident	DVD Player	Closed	Kenneth White	Francene Mowry	Low	10/11/2016 02:05 PM
130,970	Incident	Lan School Problems	Closed	Ligia Morcillo	Rafiqul Bhuiyan	Low	10/12/2016 10:45 AM
130,973	Incident	DEFAULT	Closed	Mai Do	Rafiqul Bhuiyan	Low	10/12/2016 10:46 AM
131,033	Incident	Email Issue/Berta Lloyd	Close-NoEmail	Alberta Lloyd	Barry Buckman	Low	10/12/2016 01:51 PM
131,105	Incident	Counter computers not working	Closed	Dana Paniagua-Budd	Rafiqul Bhuiyan	Low	10/13/2016 08:21 AM
131,132	Incident	DEFAULT	Close-NoEmail	David Vela	Engjellushe Vani	Low	10/13/2016 09:25 AM
131,135	Incident	DEFAULT	Closed	Lynden Krause	Engjellushe Vani	Low	10/13/2016 09:29 AM
131,144	Incident	Log in problem DVC SSC 220 facial recognition button	Closed	Catherine Walton-Woodson	Rafiqul Bhuiyan	Low	10/13/2016 09:52 AM
131,162	Incident	Monitor	Close-NoEmail	Patrick Talley	John Vohs	Low	10/13/2016 11:25 AM
131,261	Incident	Computer replacement	Closed	Obed Vazquez	DVC IT Part-time Tech	Low	10/13/2016 07:01 PM
131,492	Incident	Outlook 2016 not retrieving email	Closed	Sylvia Ronquillo	Barry Buckman	Low	10/17/2016 09:03 AM

#	Service Record Type	Subject	Status	Request user	AssignedTo	Priority	Request time
131,588	Incident	damaged laptop screen	Closed	Raymond Gilmore	Engjellushe Vani	Low	10/17/2016 02:52 PM
131,594	Incident	DEFAULT	Close-NoEmail	Rebecca Opsata	John Vohs	Low	10/17/2016 03:31 PM
131,624	Incident	S-Drive and Silverlight and Printer	Close-NoEmail	Toni Fannin	John Vohs	Low	10/17/2016 05:05 PM
131,756	Incident	LA 218 Connections	Closed	Obed Vazquez	Jeffrey Jewell	Low	10/18/2016 01:21 PM
131,840	Incident	DEFAULT	Close-NoEmail	Scott MacDougall	Engjellushe Vani	Low	10/19/2016 09:36 AM
131,873	Incident	W2 Statement	Closed	Rhonda Mims	John Gonzalez	Low	10/19/2016 01:09 PM
131,912	Incident	Projeter	Closed	Karen Bloom	DVC IT Part-time Tech	Low	10/19/2016 06:04 PM
132,200	Incident	Check equipment	Closed	Obed Vazquez	DVC Helpdesk	Low	10/24/2016 09:56 AM
132,203	Incident	SARS Installation for Student Veterans Resource Center	Closed	Angela Parris	Rafiqul Bhuiyan	Low	10/24/2016 10:04 AM
132,230	Incident	Cant get internet	Closed	Ann Langelier-Patton	none	Low	10/24/2016 11:47 AM
132,233	Incident	UPS SOFTWARE REQUIRES PERMISSION TO START WITH ADMINISTRATOR PASSWORD	Closed	Timon (Bobby) Sarkar	Barry Buckman	Low	10/24/2016 12:14 PM
132,254	Incident	DVC SSC 108 need IE and Adobe update	Closed	Catherine Walton-Woodson	Arvin Victa	Low	10/24/2016 02:03 PM
132,263	Incident	SARS System	Closed	Patrick Talley	Arvin Victa	Low	10/24/2016 02:34 PM
132,383	Incident	Map to Blumen Network	Closed	Olivia Delao	Michael Gong	Low	10/25/2016 12:21 PM
132,449	Incident	podium screen unreadable in LHS 217	Closed	Julia Willsie	Percy Roper	Low	10/26/2016 08:06 AM
132,452	Incident	DEFAULT	Closed	Lisa Brager	Jeffrey Jewell	Low	10/26/2016 08:14 AM
132,518	Incident	SARs	Closed	Catherine Franco	Arvin Victa	Low	10/26/2016 02:23 PM
132,545	Incident	Address book	Closed	Obed Vazquez	Michael Gong	Low	10/26/2016 05:25 PM
132,566	Incident	PC says, no login servers available	Closed	Andrew Kivel	Arvin Victa	Low	10/27/2016 08:30 AM
132,599	Incident	L-201 Sound Issue	Closed	Lisa Martin	Jeffrey Jewell	Low	10/27/2016 09:32 AM
132,632	Incident	UPS SOFTWARE UPDATE	Closed	Timon (Bobby) Sarkar	Barry Buckman	Low	10/27/2016 10:43 AM
132,689	Incident	Bright Sign	Closed	Tabraz Rashid	Rafiqul Bhuiyan	Low	10/27/2016 02:27 PM
132,824	Incident	FW: Permanent Delivery Failure	Closed	Craig Gerken	Gregory Evilsizer	Low	10/30/2016 05:38 PM

	#	Service Record Type	Subject	Status	Request user	AssignedTo	Priority	Request time
	132,938	Incident	SARS system	Closed	Maitreyee Chandra	Triveni Gorur	Low	10/31/2016 02:09 PM
	132,965	Incident	Junk mail overload	Close-NoEmail	Mary Mazzocco	Barry Buckman	Low	10/31/2016 03:17 PM
	133,058	Incident	DEFAULT	Closed	Jason Carrick	Jeffrey Jewell	Low	11/01/2016 09:17 AM
	133,232	Incident	DVC OnBase trouble	Closed	Catherine Walton-Woodson	Arvin Victa	Low	11/02/2016 10:49 AM
	133,286	Incident	No colleague icon on the DVC Counselor's insite portal	Closed	Catherine Walton-Woodson	Tim McDonald	Low	11/02/2016 01:27 PM
	133,325	Incident	Portable speaker and mic request	Closed	Todd Farr	Jeffrey Jewell	Low	11/03/2016 08:22 AM
	133,346	Incident	Computer/Monitor in MA 267 Workroom	Closed	Margie Ahola	Rafiqul Bhuiyan	Low	11/03/2016 09:25 AM
	133,439	Incident	classroom IT issues	Closed	Kamala Appel	Jeffrey Jewell	Low	11/03/2016 02:39 PM
	133,694	Incident	FW: Access to share drive	Closed	Evren Gurson	John Gonzalez	Low	11/07/2016 02:19 PM
	133,718	Incident	Please install new timeclock software in the EOPS office	Closed	Carrie Sadighian	Arvin Victa	Low	11/07/2016 03:27 PM
	133,763	Incident	mapping to computer for new employee	Closed	David Hagerty	Rafiqul Bhuiyan	Low	11/08/2016 08:51 AM
	133,901	Incident	MAC laptops	Closed	Margie Ahola	Rafiqul Bhuiyan	Low	11/08/2016 04:17 PM
	133,949	Incident	Fw: Mail Support phishing	Closed	Douglas Dildine	Barry Buckman	Low	11/09/2016 09:53 AM
	133,952	Incident	i.d card maker	Closed	Barbara Anderson	Arvin Victa	Low	11/09/2016 10:09 AM
	133,961	Incident	FW: Mail Support	Closed	Coleen Lento	Barry Buckman	Low	11/09/2016 11:23 AM
	133,967	Incident	Report of email phishing attempt from MikePeter0@hotmail.com	Close-NoEmail	Cheryl Martucci	none	Low	11/09/2016 11:37 AM
	134,033	Incident	Local account request	Closed	Chrisanne Knox	Percy Roper	Low	11/09/2016 03:53 PM
	134,039	Incident	Printing	Closed	Sequoia Stanley	DVC IT Part-time Tech	Low	11/09/2016 06:08 PM
	134,087	Incident	FW: Mail Support	Closed	Leticia Rodrigues	Barry Buckman	Low	11/10/2016 09:30 AM
	134,090	Incident	FW: Mail Support	Closed	Ligia Morcillo	Barry Buckman	Low	11/10/2016 09:40 AM
	134,108	Incident	SysAid/printer mapping/usb port	Closed	Sara Larkin	Rafiqul Bhuiyan	Low	11/10/2016 11:00 AM
	134,132	Incident	Fw: Mail Support PHISHING	Closed	Douglas Dildine	Barry Buckman	Low	11/10/2016 12:47 PM
	134,216	Incident	Color adjustment for	Closed	Bethallyn Black	Jeffrey Jewell	Low	11/11/2016 09:51 AM

	#	Service Record Type	Subject	Status	Request user	AssignedTo	Priority	Request time
	134,294	Incident	classroom projector SARS	Closed	Barbara Anderson	Rafiqul Bhuiyan	Low	11/14/2016 07:53 AM
	134,318	Incident	Users not getting passed through on campus labs - library databases	Closed	Daniel Kiely	Michael Gong	Low	11/14/2016 09:48 AM
	134,453	Incident	Audio	Closed	Cathy Fitzgerald	Jeffrey Jewell	Low	11/14/2016 07:20 PM
	134,522	Incident	Calendar Sharing	Closed	Katherine Jinter	Barry Buckman	Low	11/15/2016 09:49 AM
	134,546	Incident	UPdate FLASH software	Closed	Todd Farr	Engjellushe Vani	Low	11/15/2016 11:49 AM
	134,576	Incident	turn on switch box from server	Closed	Todd Farr	Percy Roper	Low	11/15/2016 01:30 PM
	134,597	Incident	Veterans Services Computer	Closed	Stephanie Alves	Percy Roper	Low	11/15/2016 02:37 PM
	134,708	Incident	Request to purchase Mastercam for Solidworks RENEWA:	Closed	Joseph Valdez	Percy Roper	Low	11/16/2016 10:32 AM
	134,753	Incident	Internet problems - PUMA Center	Closed	Catherine Walton- Woodson	Michael Gong	Low	11/16/2016 12:50 PM
	134,807	Incident	Printing	Closed	Mohamed Eisa	DVC IT Part-time Tech	Low	11/16/2016 06:49 PM
	134,825	Incident	Fax Copier/printer	Closed	Lisa Martin	DVC Helpdesk	Low	11/17/2016 07:56 AM
	134,951	Incident	Email correction for class list	Closed	Josephine Flores- Lowry	Tim McDonald	Low	11/17/2016 04:37 PM
	134,981	Incident	Install SARS on computer	Closed	Todd Farr	Arvin Victa	Low	11/18/2016 09:21 AM
	135,107	Incident	sars not working	Closed	Michael Keesey	Michael Gong	Low	11/21/2016 08:35 AM
	135,140	Incident	VHS Stuck in VCR	Deleted	Lisa Martin	Jeffrey Jewell	Low	11/21/2016 10:09 AM
	135,233	Incident	InSite Course Schedule Search	Closed	Marisa Greenberg	Nina Eusebio	Low	11/21/2016 02:46 PM
	135,287	Incident	Registration of devices	Close-NoEmail	Zhao Hao	Jeana Bottomley	Low	11/21/2016 07:18 PM
	135,419	Incident	projector	Closed	Janet Mason	DVC IT Part-time Tech	Low	11/22/2016 07:39 PM
	135,518	Incident	Monitor	Closed	Lori Vickers	DVC IT Part-time Tech	Low	11/23/2016 04:58 PM
	135,635	Incident	Inventory new Laptop and portable projector	Closed	Nicole Gomes	Arvin Victa	Low	11/28/2016 09:43 AM
	135,659	Incident	please add President	Closed	Julie Catalano	Gregory Evilsizer	Low	11/28/2016 11:08 AM

#	Service Record Type	Subject	Status	Request user	AssignedTo	Priority	Request time
		Wieden to the CCCCCO.edu list serve					
135,794	Incident	DVD	Closed	Thomas Hansen	DVC IT Part-time Tech	Low	11/28/2016 06:50 PM
135,866	Incident	Update computer browsers	Closed	Dore Ripley	Michael Gong	Low	11/29/2016 10:08 AM
135,878	Incident	adding Ted Wieden to the CEO listserv	Closed	Julie Catalano	Gregory Evilsizer	Low	11/29/2016 11:08 AM
135,902	Incident	L 201 Projector	Closed	Katherine Jinter	Jeffrey Jewell	Low	11/29/2016 12:33 PM
135,947	Incident	Check in station password	Closed	Barbara Anderson	Arvin Victa	Low	11/29/2016 02:37 PM
135,995	Incident	Buildings and Grounds - Maintenance in my Office	Closed	Kathryn Weber	none	Low	11/30/2016 08:28 AM
136,019	Incident	Obase/Scanning Issue	Closed	Nicole Johnson	Rafiqul Bhuiyan	Low	11/30/2016 09:11 AM
136,121	Incident	WCS	Waiting for approval	Kathleen Thomas	Triveni Gorur	Low	11/30/2016 01:50 PM
136,136	Incident	WCS-contact jnelson@dvc.edu	Waiting for approval	Kathleen Thomas	Triveni Gorur	Low	11/30/2016 02:02 PM
136,148	Incident	WCS -- contact jnelson@dvc.edu	Waiting for approval	Kathleen Thomas	Triveni Gorur	Low	11/30/2016 02:06 PM
136,151	Incident	WCS	Waiting for approval	Kathleen Thomas	Triveni Gorur	Low	11/30/2016 02:09 PM
136,157	Incident	WCS - 023	Waiting for approval	Kathleen Thomas	Triveni Gorur	Low	11/30/2016 02:11 PM
136,160	Incident	WCS - 025	Waiting for approval	Kathleen Thomas	Triveni Gorur	Low	11/30/2016 02:13 PM
136,163	Incident	WCS - 003	Waiting for approval	Kathleen Thomas	Triveni Gorur	Low	11/30/2016 02:16 PM
136,166	Incident	WCS - 007	Waiting for approval	Kathleen Thomas	Triveni Gorur	Low	11/30/2016 02:21 PM
136,172	Incident	WCS 015	Waiting for approval	Kathleen Thomas	Triveni Gorur	Low	11/30/2016 02:31 PM
136,175	Incident	WCS 017	Waiting for approval	Kathleen Thomas	Triveni Gorur	Low	11/30/2016 02:33 PM
136,181	Incident	WCS - 026	Waiting for approval	Kathleen Thomas	Triveni Gorur	Low	11/30/2016 02:35 PM
136,184	Incident	WCS - 004	Waiting for approval	Kathleen Thomas	Triveni Gorur	Low	11/30/2016 02:38 PM
136,187	Incident	WCS - 021	Waiting for approval	Kathleen Thomas	Triveni Gorur	Low	11/30/2016 02:40 PM
136,190	Incident	WCS - 006	Waiting for approval	Kathleen Thomas	Triveni Gorur	Low	11/30/2016 02:41 PM
136,205	Incident	WCS - 010	Waiting for approval	Kathleen Thomas	Triveni Gorur	Low	11/30/2016 03:05 PM
136,208	Incident	WCS - 016	Waiting for approval	Kathleen Thomas	Triveni Gorur	Low	11/30/2016 03:07 PM
136,211	Incident	WCS - 018	Waiting for approval	Kathleen Thomas	Triveni Gorur	Low	11/30/2016 03:09 PM
136,214	Incident	WCS - 019	Waiting for approval	Kathleen Thomas	Triveni Gorur	Low	11/30/2016 03:10 PM
136,217	Incident	WCS - 014	Waiting for approval	Kathleen Thomas	Triveni Gorur	Low	11/30/2016 03:12 PM

#	Service Record Type	Subject	Status	Request user	AssignedTo	Priority	Request time
136,220	Incident	WCS - 024	Waiting for approval	Kathleen Thomas	Triveni Gorur	Low	11/30/2016 03:18 PM
136,355	Incident	Cashier's Phone	Closed	Rodolfo Herrera	Barry Buckman	Low	12/01/2016 11:32 AM
136,406	Incident	Sound in LA 218	Closed	Obed Vazquez	none	Low	12/01/2016 03:03 PM
136,478	Incident	2 items - DVC DSS 246	Closed	Lawrence Punsalang	Michael Gong	Low	12/02/2016 09:54 AM
136,514	Incident	DVC SSC 220 log in problem and network problem urgent	Closed	Catherine Walton-Woodson	Engjellushe Vani	Low	12/02/2016 01:18 PM
136,541	Incident	S drive for Student Services	Closed	Catherine Walton-Woodson	Arvin Victa	Low	12/02/2016 03:16 PM
136,691	Incident	OnBase not working	Closed	Nicole Johnson	Rafiqul Bhuiyan	Low	12/05/2016 09:00 AM
136,799	Incident	Printer is not printing	Closed	Jaclyn Lorenz	Michael Gong	Low	12/05/2016 04:20 PM
137,024	Incident	Need laptop at home	Closed	Coleen Lento	Michael Gong	Low	12/06/2016 07:53 PM
137,144	Incident	Guest pass for Wifi	Close-NoEmail	Catherine Walton-Woodson	none	Low	12/07/2016 01:00 PM
137,153	Incident	Firefox problem in SSC 108	Closed	Catherine Walton-Woodson	Arvin Victa	Low	12/07/2016 01:04 PM
137,279	Incident	LA-217	Closed	Lisa Martin	Arvin Victa	Low	12/08/2016 08:20 AM
137,501	Incident	Multi-factor authentication?	Closed	Vivek Bharathan	Barry Buckman	Low	12/09/2016 10:30 AM
137,567	Incident	Register device	Closed	Cheryl Wilcox	Barry Buckman	Low	12/09/2016 01:40 PM
137,681	Incident	alerts.4cd.edu	Close-NoEmail	Vivek Bharathan	Barry Buckman	Low	12/12/2016 09:57 AM
137,684	Incident	All DVC & District Employee Distribution List	Closed	Lizette Ponthier	Barry Buckman	Low	12/12/2016 09:57 AM
137,771	Incident	Need Help Opening File from District Website	Closed	Jamylle Carter	John Gonzalez	Low	12/12/2016 12:12 PM
137,852	Incident	Possible Phishing Attempt	Closed	Mary Jane Long	Barry Buckman	Low	12/13/2016 08:10 AM
137,939	Incident	LMC Foundation Staff access to Foundation District folder	Closed	Cindy Goga	Barry Buckman	Low	12/13/2016 02:28 PM
137,948	Incident	Removal of Old Equipment	Closed	Nicolette Moultrie	Jeffrey Jewell	Low	12/13/2016 03:01 PM
138,041	Incident	Adobe Acrobat DC installation	Closed	Jaclyn Lorenz	none	Low	12/14/2016 10:00 AM
138,182	Incident	Desktop Monitor	Closed	Patrick Talley	DVC Helpdesk	Low	12/15/2016 09:35 AM

#	Service Record Type	Subject	Status	Request user	AssignedTo	Priority	Request time
138,230	Incident	2 new computers for upgrade	Closed	April Doty	Percy Roper	Low	12/15/2016 02:22 PM
138,326	Incident	RE: Urgent: WebAdvisor joining Canvas on a rough Friday	Closed	John Hanecak	John Gonzalez	Low	12/16/2016 12:48 PM
138,482	Incident	Fw: phishing	Closed	Douglas Dildine	Barry Buckman	Low	12/19/2016 02:49 PM
138,623	Incident	SARS error	Closed	Raymond Martin	Arvin Victa	Low	12/20/2016 02:41 PM
138,644	Incident	Desktop set up for new OOCA employee	Closed	Lindsay Kong	Rafiqul Bhuiyan	Low	12/20/2016 04:26 PM
138,794	Incident	need help with junk mail	Close-NoEmail	Wendy Holt	Barry Buckman	Low	12/24/2016 09:18 AM
138,848	Incident	Fw: dangerous ----- -Microsoft 51268 ddildine	Closed	Douglas Dildine	Barry Buckman	Low	12/26/2016 10:45 PM

Category:Phone**Sub Category:able to pickup another extension**

132,650	Incident	phone	Closed	Joyce Riley	Matthew Anderson	Low	10/27/2016 11:26 AM
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Sub Category:Change open hours for Queues

130,772	Incident	admissions and records	Closed	Joyce Riley	Jeanie Smith	Low	10/11/2016 09:25 AM
131,954	Incident	admissions's phone	Closed	Joyce Riley	Barry Buckman	Low	10/20/2016 08:48 AM
134,843	Incident	phone	Close-NoEmail	Joyce Riley	Jeana Bottomley	Low	11/17/2016 09:16 AM
138,140	Incident	Admissions and records	Close-NoEmail	Joyce Riley	Jeanie Smith	Low	12/15/2016 07:12 AM

Sub Category:Need new Voicemail box

131,900	Incident	ShoreTel account request	Closed	Olivia Delao	Barry Buckman	Low	10/19/2016 04:29 PM
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Sub Category:no dial tone

133,787	Incident	phone	Closed	Joyce Riley	Matthew Anderson	Low	11/08/2016 09:41 AM
137,879	Incident	Phone extension	Closed	Linda Barnes	Gregory Evilsizer	Low	12/13/2016 11:13 AM

Sub Category:Other

129,950	Incident	Phone is not working	Closed	Noha Basilious	Matthew Anderson	Low	10/03/2016 10:32 AM
130,850	Incident	phone	Closed	Joyce Riley	Barry Buckman	Low	10/11/2016 03:41 PM
130,853	Incident	phone	Closed	Joyce Riley	Barry Buckman	Low	10/11/2016 03:52 PM
130,931	Incident	phone	Closed	Joyce Riley	Barry Buckman	Low	10/12/2016 09:07 AM
131,093	Incident	shoretel and	Closed	Monica Pope	Barry Buckman	Low	10/13/2016 08:01 AM

#	Service Record Type	Subject	Status	Request user	AssignedTo	Priority	Request time
131,336	Incident	silverlight phone	Closed	Joyce Riley	Gregory Evilsizer	Low	10/14/2016 10:22 AM
131,372	Incident	Add phone line into network box	Closed	Todd Farr	Gregory Evilsizer	Lowest	10/14/2016 11:41 AM
131,750	Incident	phone	Closed	Joyce Riley	Barry Buckman	Low	10/18/2016 12:42 PM
131,936	Incident	phone	Closed	Joyce Riley	Barry Buckman	Low	10/20/2016 07:57 AM
132,296	Incident	Some confusion abut leaving me emails?	Close-NoEmail	Douglas Dildine	John Vohs	Low	10/24/2016 06:47 PM
132,416	Incident	phonw	Closed	Joyce Riley	Barry Buckman	Low	10/25/2016 02:51 PM
132,851	Incident	phone	Closed	Joyce Riley	Barry Buckman	Low	10/31/2016 09:09 AM
132,872	Incident	No attachment with voicemail notification	Closed	Vivek Bharathan	Barry Buckman	Low	10/31/2016 10:35 AM
132,902	Incident	phone	Closed	Joyce Riley	Barry Buckman	Low	10/31/2016 12:15 PM
133,307	Incident	Phone Number Assignment for lawrence punsalang	Closed	David Hagerty	Matthew Anderson	Low	11/02/2016 04:56 PM
135,668	Incident	phone	Closed	Joyce Riley	Barry Buckman	Low	11/28/2016 11:48 AM
137,318	Incident	phone	Closed	Joyce Riley	Barry Buckman	Low	12/08/2016 10:06 AM
Sub Category:software							
134,093	Incident	ET124C-Part time office: please program Shoretel voice port	Closed	Charles Patterson	Matthew Anderson	Low	11/10/2016 09:41 AM
Sub Category:Voicemail Pin Reset							
130,799	Incident	phone	Closed	Joyce Riley	Barry Buckman	Low	10/11/2016 10:27 AM
131,042	Incident	phone	Closed	Joyce Riley	Barry Buckman	Low	10/12/2016 02:44 PM
131,741	Incident	phone	Closed	Joyce Riley	Barry Buckman	Low	10/18/2016 12:30 PM
131,855	Incident	NEW employee and phone set up	Closed	Todd Farr	John Gonzalez	Low	10/19/2016 11:07 AM
131,858	Incident	Reset voicemail PIN and email to Todd Farr	Closed	Todd Farr	John Gonzalez	Low	10/19/2016 11:18 AM
133,202	Incident	PHONE	Closed	Joyce Riley	Barry Buckman	Low	11/02/2016 09:41 AM
134,732	Incident	phone	Closed	Joyce Riley	John Gonzalez	Low	11/16/2016 11:51 AM
136,724	Incident	pin number	Closed	Joyce Riley	Barry Buckman	Low	12/05/2016 11:25 AM
Category:Portal							
Sub Category:Access Denied							
131,240	Incident	Account is locked	Closed	Hamid Mostaghimi	Thomas Schlaich	Low	10/13/2016 05:29 PM

#	Service Record Type	Subject	Status	Request user	AssignedTo	Priority	Request time
Sub Category:Email not working							
129,977	Incident	email	Close-NoEmail	Ana Zdravkovic	Jeana Bottomley	Low	10/03/2016 11:51 AM
130,166	Incident	insite mail	Close-NoEmail	Jorene Elsberry	Jeana Bottomley	Low	10/04/2016 02:49 PM
132,569	Incident	insite mail	Close-NoEmail	Richard Kaeser	Jeana Bottomley	Low	10/27/2016 08:35 AM
Sub Category:Name Change							
130,088	Incident	InSite User Name Change	Closed	Sonia Herz	Nina Eusebio	Low	10/04/2016 08:43 AM
130,334	Incident	Last name change	Closed	Binh Do	Nina Eusebio	Low	10/05/2016 05:30 PM
130,337	Incident	first name change	Closed	Binh Do	Nina Eusebio	Low	10/05/2016 05:30 PM
130,493	Incident	name change	Closed	Binh Do	Nina Eusebio	Low	10/06/2016 04:45 PM
131,168	Incident	Last name change	Closed	Binh Do	Nina Eusebio	Low	10/13/2016 12:00 PM
131,705	Incident	Last name change	Closed	Binh Do	Nina Eusebio	Low	10/18/2016 11:06 AM
132,539	Incident	Last name change	Closed	Binh Do	Nina Eusebio	Low	10/26/2016 05:00 PM
132,707	Incident	InSite User Name Change	Closed	Sonia Herz	Nina Eusebio	Low	10/27/2016 04:20 PM
133,451	Incident	Last name change	Closed	Binh Do	Nina Eusebio	Low	11/03/2016 04:06 PM
133,532	Incident	Last name change	Closed	Binh Do	Nina Eusebio	Low	11/04/2016 12:30 PM
133,871	Incident	First name change	Closed	Binh Do	Nina Eusebio	Low	11/08/2016 02:01 PM
133,874	Incident	Name change	Closed	Binh Do	Nina Eusebio	Low	11/08/2016 02:06 PM
134,549	Incident	Last name change	Closed	Binh Do	Nina Eusebio	Low	11/15/2016 12:02 PM
134,585	Incident	last name change	Closed	Binh Do	Nina Eusebio	Low	11/15/2016 01:51 PM
135,134	Incident	Last name changed	Closed	Binh Do	Fred Tahan	Low	11/21/2016 09:56 AM
135,350	Incident	First name change	Closed	Binh Do	Fred Tahan	Low	11/22/2016 12:08 PM
135,917	Incident	Last name change	Closed	Binh Do	Nina Eusebio	Low	11/29/2016 01:25 PM
135,932	Incident	Last name change	Closed	Binh Do	Nina Eusebio	Low	11/29/2016 02:00 PM
135,938	Incident	FW: Insite email	Closed	Sonia Herz	Nina Eusebio	Low	11/29/2016 02:15 PM
136,088	Incident	Last name change	Closed	Binh Do	Nina Eusebio	Low	11/30/2016 12:06 PM
136,382	Incident	Last name changed	Closed	Binh Do	Nina Eusebio	Low	12/01/2016 01:39 PM
137,285	Incident	InSite user name update	Closed	Sonia Herz	Fred Tahan	Low	12/08/2016 09:07 AM
137,903	Incident	Last name spelt wrong	Closed	Binh Do	Fred Tahan	Low	12/13/2016 12:50 PM
137,906	Incident	Add first name	Closed	Binh Do	Fred Tahan	Low	12/13/2016 12:55 PM
137,909	Incident	Last name change	Closed	Binh Do	Fred Tahan	Low	12/13/2016 12:55 PM
137,915	Incident	Last name change	Closed	Binh Do	Fred Tahan	Low	12/13/2016 01:00 PM
137,918	Incident	Last name change	Closed	Binh Do	Fred Tahan	Low	12/13/2016 01:05 PM
138,122	Incident	Last name change	Closed	Binh Do	Fred Tahan	Low	12/14/2016 04:47 PM

	#	Service Record Type	Subject	Status	Request user	AssignedTo	Priority	Request time
	138,542	Incident	InSite User Name Change	Closed	Sonia Herz	Fred Tahan	Low	12/20/2016 08:54 AM
	138,551	Incident	First name change	Closed	Binh Do	Fred Tahan	Low	12/20/2016 09:16 AM
	Sub Category:Other							
	130,226	Incident	Questions regarding Sign in Process	Closed	Andrew Kim	John Gonzalez	Low	10/05/2016 08:04 AM
	133,199	Incident	Re: Password expiration notification	Close-NoEmail	Jocelyn Brucelas	Jeana Bottomley	Low	11/02/2016 08:46 AM
	134,816	Incident	no email for student	Closed	Elizabeth Hauscarriague	Fred Tahan	Low	11/16/2016 09:57 PM
	134,861	Incident	trouble accessing rosters and drop roster	Closed	Evelyn Pricco	John Gonzalez	Low	11/17/2016 09:59 AM
	135,896	Incident	Insite email	Closed	Sonia Herz	Nina Eusebio	Low	11/29/2016 12:08 PM
	136,703	Incident	Broken image on Insite landing page	Deleted	Vivek Bharathan	none	Low	12/05/2016 09:24 AM
	137,474	Incident	portal error	Close-NoEmail	Monica Pope	Jeana Bottomley	Low	12/09/2016 07:49 AM
	138,788	Incident	Insite Portal access for grading	Close-NoEmail	Andrew Crockett	Jeana Bottomley	Low	12/24/2016 08:52 AM
	138,800	Incident	WebAdvisor Help	Close-NoEmail	Mariam Worsham	Jeana Bottomley	Low	12/24/2016 12:35 PM
	Sub Category:Password Reset							
	130,007	Incident	insite	Close-NoEmail	Daniel Sherrill	Jeana Bottomley	Low	10/03/2016 01:32 PM
	133,178	Incident	insite	Close-NoEmail	Jennifer Johnson	Jeana Bottomley	Low	11/02/2016 07:48 AM
	135,608	Incident	insite	Close-NoEmail	Ronald Rusay	Jeana Bottomley	Low	11/28/2016 08:36 AM
	135,713	Incident	insite	Close-NoEmail	Jasbir Jaswal	Jeana Bottomley	Low	11/28/2016 01:16 PM
	136,310	Incident	insite	Close-NoEmail	Nancie Kester	Jeana Bottomley	Low	12/01/2016 09:23 AM
	136,952	Incident	insite	Close-NoEmail	Mireya Rivera	Jeana Bottomley	Low	12/06/2016 12:53 PM
	137,201	Incident	insite	Close-NoEmail	Olga Fish	Jeana Bottomley	Low	12/07/2016 02:54 PM
	137,381	Incident	insite	Close-NoEmail	Stephen Joyce	Jeana Bottomley	Low	12/08/2016 12:30 PM
	Category:Smart Classroom							
	Sub Category:Computer Problem							
	131,597	Incident	ATC114	Closed	Binita Sinha	Michael Gong	Low	10/17/2016 04:02 PM
	131,810	Incident	Podium, H 109	Closed	Obed Vazquez	Jeffrey Jewell	Low	10/18/2016 07:38 PM
	132,767	Incident	FORUM: DVD and Instructor computer not responsive	Closed	Ian Mc Iver	Jeffrey Jewell	Low	10/28/2016 10:22 AM
	135,389	Incident	Not Connecting	Closed	Obed Vazquez	Jeffrey Jewell	Low	11/22/2016 03:40 PM
	137,051	Incident	L-201 Request for	Closed	Lisa Martin	Arvin Victa	Low	12/07/2016 07:59 AM



	#	Service Record Type	Subject	Status	Request user	AssignedTo	Priority	Request time
	138,479	Incident	Help on Dec. 12th at 10:15am SC 501 A/V system, smart podium system.	Closed	John Freytag	Jeffrey Jewell	Low	12/19/2016 02:30 PM
Sub Category:Internet/Network								
	137,954	Incident	LHS-114	Close-NoEmail	Nicolette Moultrie	Percy Roper	Low	12/13/2016 03:05 PM
Sub Category:Projector Problem								
	130,238	Incident	No audio in H-105. VGA cable connected to podium monitor, cannot remove	Closed	Adam Bessie	Jeffrey Jewell	Low	10/05/2016 09:28 AM
	131,510	Incident	Cannot project streaming video from internet to overhead Panasonic projector	Closed	Jacqueline Halm	DVC Helpdesk	Low	10/17/2016 10:20 AM
	131,999	Incident	FORUM sound is distorted/defective	Closed	Geraldine Quilici	Jeffrey Jewell	Low	10/20/2016 12:14 PM
	132,791	Incident	H117: Please assist with podium/DVD operation	Close-NoEmail	Tijana Petrovic	Jeffrey Jewell	Low	10/28/2016 11:36 AM
	132,869	Incident	LC110 Document Cam not connecting	Closed	John Thomas	DVC Helpdesk	Low	10/31/2016 10:30 AM
	133,244	Incident	LHS217: Controller unit/projector not connecting	Close-NoEmail	Charles Patterson	John Vohs	Low	11/02/2016 11:25 AM
	133,364	Incident	Projector in ET 120 B LA209...cannot connect MAC to overhead Panasonic as usual	Close-NoEmail	Tish Young	John Vohs	Low	11/03/2016 10:40 AM
	133,373	Incident	LHS217: "desktop" icon on podium touchpad not responding	Closed	Joseph Valdez	Jeffrey Jewell	Low	11/03/2016 11:05 AM
	133,649	Incident	LC110 cable/cord to overhead Panasonic not working on intermittent basis	Closed	Richard Klier	DVC IT Part-time Tech	Low	11/07/2016 11:15 AM
	133,826	Incident	TV won't turn on.	Closed	Lisa Brager	Arvin Victa	Low	11/08/2016 11:13 AM
	134,384	Incident		Closed	Kyanne Meissner	Jeffrey Jewell	Low	11/14/2016 11:21 AM
	134,606	Incident		Closed	Jocelyn Brucelas	Jeffrey Jewell	Low	11/15/2016 03:28 PM

#	Service Record Type	Subject	Status	Request user	AssignedTo	Priority	Request time
134,840	Incident	Display issues in H-111.	Closed	Anthony Gonzales	Jeffrey Jewell	Low	11/17/2016 09:11 AM
135,200	Incident	Touch panel not responding in MA-105.	Closed	Lindsay Wylie	Jeffrey Jewell	Low	11/21/2016 01:30 PM
135,206	Incident	No image in LA-218.	Closed	Rochelle Burnaford	Jeffrey Jewell	Low	11/21/2016 01:46 PM
136,139	Incident	No audio in H-110.	Close-NoEmail	Christian Morgan	Jeffrey Jewell	Low	11/30/2016 02:02 PM
136,307	Incident	No audio in LA-115	Closed	Jeffrey Jewell	Jeffrey Jewell	Low	12/01/2016 09:22 AM
136,379	Incident	MA 101 Overhead Projector	Closed	John Freytag	Jeffrey Jewell	Low	12/01/2016 01:24 PM
137,291	Incident	No audio in LA-218.	Closed	Janet Mason	Jeffrey Jewell	Low	12/08/2016 09:14 AM
137,294	Incident	No audio in H-106.	Closed	Brian Schaefer	Jeffrey Jewell	Low	12/08/2016 09:17 AM
137,297	Incident	Document camera assistance in LA-220.	Closed	Jeremy Cloward	Jeffrey Jewell	Low	12/08/2016 09:20 AM
137,372	Incident	No audio in L-102A.	Closed	Leslye Tinson	Jeffrey Jewell	Low	12/08/2016 12:18 PM
137,579	Incident	Projector On/Off	Closed	Lisa Ang	Rashaad McAlpin	Low	12/09/2016 03:52 PM
138,284	Incident	Forum screen obstruction.	Closed	Ian Mc Iver	Jeffrey Jewell	Low	12/16/2016 09:59 AM

Category:Web Applications**Sub Category:Access an application**

130,439	Incident	WEPR login access	Closed	Todd Farr	John Gonzalez	Low	10/06/2016 12:13 PM
131,843	Incident	BrightAuthor	Closed	Gabriel Harven	Rafiqul Bhuiyan	Low	10/19/2016 09:52 AM
133,061	Incident	Web Curriculum System (WCS) Logon	Closed	Janice Nelson	John Gonzalez	Low	11/01/2016 09:26 AM
135,029	Incident	omni User Name Trying to save program to export file on dvc/webserver	Close-NoEmail	Ann Langelier-Patton	Percy Roper	Low	11/18/2016 12:20 PM
135,773	Incident	omni User Name Trying to save program to export file on dvc/webserver	Closed	Teresa Molnar	Arvin Victa	Low	11/28/2016 04:49 PM

Sub Category:Improvement/enhance

135,692	Incident	set up OrgSync API	Close-NoEmail	Todd Farr	Nina Eusebio	Lowest	11/28/2016 12:46 PM
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Sub Category:Report a problem

132,026	Incident	ATTN: DVC Help Desk, Michael Gong	Closed	Maria Barno	Michael Gong	Low	10/20/2016 01:34 PM
132,806	Incident	Need website access link fixed	Close-NoEmail	Robin Butler	John Vohs	Low	10/28/2016 02:29 PM
134,777	Incident	annoying pop up	Closed	Kim Schenk	DVC Helpdesk	Low	11/16/2016 03:41 PM
135,875	Incident	ATTN: DVC Help Desk	Closed	Maria Barno	Michael Gong	Low	11/29/2016 10:25 AM