



Department of Technology and Information
Delaware Department of Transportation (DelDOT)
Service Desk Monthly ITC Metrics

Reporting Period: August 2019

1A. Inbound Emails Processed from DelDOT_ServiceDesk@state.de.us

Jan-19	176.00	Apr-19	160.00	Jul-19	256.00	Oct-19		
Feb-19	150.00	May-19	187.00	Aug-19	168.00	Nov-19		
Mar-19	144.00	Jun-19	172.00	Sep-19		Dec-19		
(TOTAL)	470.00	(TOTAL)	519.00	(TOTAL)	424.00	(TOTAL)	0.00	(TOTAL)Yearly 1413.00

1B. Inbound Calls to (302) 760-2200

Jan-19	294.00	Apr-19	300.00	Jul-19	348.00	Oct-19		
Feb-19	265.00	May-19	248.00	Aug-19	266.00	Nov-19		
Mar-19	277.00	Jun-19	268.00	Sep-19		Dec-19		
(TOTAL)	836.00	(TOTAL)	816.00	(TOTAL)	614.00	(TOTAL)	0.00	(TOTAL)Yearly 2266.00

2A. Total Number of Incident Tickets

Jan-19	529.00	Apr-19	513.00	Jul-19	658.00	Oct-19		
Feb-19	483.00	May-19	489.00	Aug-19	512.00	Nov-19		
Mar-19	458.00	Jun-19	486.00	Sep-19		Dec-19		
(TOTAL)	1470.00	(TOTAL)	1488.00	(TOTAL)	1170.00	(TOTAL)	0.00	(TOTAL)Yearly 4128.00

2B. Incident Management Service - Mean Time to Resolution - Time From Issue Being Reported to Ticket Being Resolved (In Hours)

The following Reports for DelDOT includes the Incident tickets detail per DDS as well as how the ticket was received, MTTR, and the Grand Total.

Report Title: Incident Tickets by Agency and Type - DDS 55
Run Date and Time: 09/09/2019 13:03:19 Eastern Daylight Time
Run by: Anthony Spiezio
Table name: u_incident_dti
Query Condition: Opened between 08/01/2019 00:00:00 and 08/31/2019 23:59:59 AND Department DDS starts with 55

DDS	Contact type					Total
	Email	Monitoring	Phone	Self-service	Walkthrough	
55-00-00	4	0	1	0	0	5
55-01-01	0	0	5	2	0	7
55-01-02	10	0	10	2	0	22
55-01-03	3	0	2	0	0	5
55-02-01	27	2	64	16	1	110
55-03-01	2	0	6	9	0	17
55-04-70	19	0	40	16	0	75
55-06-01	2	0	12	0	0	14
55-08-30	11	0	29	10	0	50
55-08-40	4	0	14	4	0	22
55-11-10	86	0	81	14	2	183
55-11-60	0	0	2	0	0	2
Total	168	2	266	73	3	512

Report Title: MTTR - 55 - DeIDOT

Run Date and Time: 09/09/2019 13:05:54 Eastern Daylight Time

Run by: Anthony Spiezio

Table name: incident_metric

Query Condition: Definition = Incident State Duration AND Task type = Incident DTI AND Value = New .or. Value = Open .or. Value = Work in Progress AND Department DDS starts with 55 AND Resolved between 08/01/2019 00:00:00 and 08/31/2019 23:59:59

DDS	Severity			
	2 - High	3 - Medium	4 - Low	Average
55-00-00	0 Seconds	0 Seconds	2 Days 9 Hours 18 Minutes	2 Days 9 Hours 18 Minutes
55-01-01	0	0	1 Day 15 Hours 10 Minutes	1 Day 15 Hours 10 Minutes
55-01-02	0	0	2 Days 3 Hours 36 Minutes	2 Days 3 Hours 36 Minutes
55-01-03	0	0	2 Days 19 Hours 29 Minutes	2 Days 19 Hours 29 Minutes
55-02-01	26 Minutes	4 Days 14 Hours 7 Minutes	1 Day 2 Hours 5 Minutes	1 Day 6 Hours 34 Minutes
55-03-01	0	0	1 Day 5 Hours 10 Minutes	1 Day 5 Hours 10 Minutes
55-04-70	0	0	1 Day 10 Hours 45 Minutes	1 Day 10 Hours 45 Minutes
55-06-01	0	0	1 Day 3 Hours 56 Minutes	1 Day 3 Hours 56 Minutes
55-08-00	0	0	1 Day 23 Hours 12 Minutes	1 Day 23 Hours 12 Minutes
55-08-30	0	0	1 Day 26 Minutes	1 Day 26 Minutes
55-08-40	1 Hour 56 Minutes	36 Minutes	1 Day 35 Minutes	22 Hours 8 Minutes
55-11-10	18 Minutes	2 Hours 53 Minutes	2 Days 1 Hour 44 Minutes	2 Days 14 Minutes
55-11-60	0	0	1 Hour 4 Minutes	1 Hour 4 Minutes
Average	45 Minutes	2 Days 8 Hours 16 Minutes	1 Day 14 Hours 59 Minutes	1 Day 15 Hours 1 Minute

Report Title: Incidents by ITC Dept sorted by Agency and Severity - DDS-55
Run Date and Time: 09/09/2019 13:04:41 Eastern Daylight Time
Run by: Anthony Spiezio
Table name: u_incident_dti
Query Condition: Opened between 08/01/2019 00:00:00 and 08/31/2019 23:59:59 AND Department DDS starts with 55 AND Task type = Incident DTI .or. Parent Incident Task type = Incident DTI .or. Caller = Anthony Spiezio .or. Opened by = Anthony Spiezio .or. Watch list CONTAINS Anthony Spiezio
Group by: Department
Sort Order: Agency in ascending order, Severity in ascending order

512 Incidents DTI

DDS	Ticket Number	Caller	Category	Short Description	Severity	Opened	Closed
◆ Department: DelDOT-Del Transportation Authority (91)							
55-02-01	INC0331739	Robert Dutton	Network	DelDOT - Not Network Connection At Customer's Desk . DOT - TIS - Fiber Support has been mada aware and will arrange for a vendor to make repairs.	3 - Medium	08/15/2019 05:51:49	
55-02-01	INC0330650	Mary Wahl	Network	DOT - Credit Card Machine Not Connecting to Process Payments	3 - Medium	08/07/2019 11:19:17	08/12/2019 11:00:01
55-02-01	INC0330375	Lacey Townsend	Software	DelDOT - Error When Accessing M5	3 - Medium	08/05/2019 21:50:36	08/06/2019 06:28:08
55-02-01	INC0333655	Elizabeth Campbell	Hardware	Unable to setup televoice confererence in Smyrn aClayton room. Both phone have to dial tone	3 - Medium	08/29/2019 09:19:41	09/01/2019 10:00:02
55-02-01	INC0333993	Christa Bledsoe	Hardware	DelDOT - DTC - Computer is missing - DTC Reservation Area	3 - Medium	08/31/2019 12:09:25	09/03/2019 15:00:01
55-02-01	INC0330462	Koya Hammonds-Lee	Software	DelDOT - DART - Error Message	4 - Low	08/06/2019 10:49:12	08/12/2019 18:00:03
55-02-01	INC0330133	Dawn Demarest	Software	DelDOT/DART - DocStar License Failure	4 - Low	08/05/2019 07:56:53	08/08/2019 09:00:04
55-02-01	INC0332117	Joseph Lee Jr.	Hardware	DelDOT - Mouse Double Click Issue	4 - Low	08/19/2019 11:04:23	08/19/2019 12:13:47
55-02-01	INC0330844	John Calnan	Software	DelDOT - Unable to Print to Plotter	4 - Low	08/08/2019 11:05:11	08/15/2019 17:00:09
55-02-01	INC0333845	Wayne Henderson	Hardware	DTC - Computer will not boot up - getting bad image error	4 - Low	08/30/2019 09:02:05	09/03/2019 09:01:22

DDS	Ticket Number	Caller	Category	Short Description	Severity	Opened	Closed
55-02-01	INC0331019	Terressa Gray	Software	DOT - Unable to Listen To Voicemails	4 - Low	08/09/2019 10:39:21	08/12/2019 11:00:04
55-02-01	INC0331965	John Syryla	Software	DeIDOT - M5 Reports are Slow and Throw Server Errors	4 - Low	08/16/2019 10:53:02	08/19/2019 12:00:06
55-02-01	INC0332069	Dawn Demarest	Software	DOT - DTC - DocSTAR Application is Down	4 - Low	08/19/2019 08:56:15	08/21/2019 08:07:37
55-02-01	INC0332955	Barbara Kemp	Software	DeIDOT - DeIDOT Home Page Not Correct After Windows 10 Upgrade	4 - Low	08/26/2019 04:59:35	08/29/2019 06:00:09
55-02-01	INC0332967	Teresa Ridgeway	Software	DeIDOT - Bad Image Error in Windows	4 - Low	08/26/2019 07:28:15	08/30/2019 15:00:07
55-02-01	INC0333280	Denise von Steuben	Hardware	DeIDOT - Issues Displaying Websites In Multiple Browsers	4 - Low	08/27/2019 11:37:33	
55-02-01	INC0331929	Bria Henry	Hardware	DOT - DTC - Monitor is Black	4 - Low	08/16/2019 08:44:06	08/16/2019 13:52:10
55-02-01	INC0331513	Robert Morris Jr.	Hardware	DOT/DTC - Secure Prints are Going to the Wrong Folder 9/4	4 - Low	08/13/2019 16:00:08	09/09/2019 12:00:02
55-02-01	INC0333890	Wayne Henderson	Software	DOT - Windows 10 Upgrade Fail	4 - Low	08/30/2019 10:51:45	09/06/2019 09:00:08
55-02-01	INC0329857	Charles Mullin	Software	DeIDOT - RITM0368332 Not Done	4 - Low	08/01/2019 10:23:27	08/04/2019 14:00:06
55-02-01	INC0333990	Candelaria Rivera	Software	DOT - PDFs Opening n Edge	4 - Low	08/30/2019 13:26:59	09/06/2019 09:00:09
55-02-01	INC0330793	Stephanie Blevins	Network	DeIDOT/DTC - Fuel Focus System Unable to Communicate with M5, Georgetown Location	4 - Low	08/08/2019 09:01:50	08/12/2019 08:00:08
55-02-01	INC0333895	Manuel Serrano	Software	DOT - Windows 10 Upgrade Fail	4 - Low	08/30/2019 10:55:34	09/06/2019 10:00:05
55-02-01	INC0331627	Stephen Ottinger	Hardware	DeIDOT - Reporting Desktop Has No Power	4 - Low	08/14/2019 11:08:57	08/18/2019 15:00:08
55-02-01	INC0330874	Lynnette Watkins	Hardware	DeIDOT - New Logitech Headset Not Working With Phone	4 - Low	08/08/2019 12:13:32	08/09/2019 14:31:45
55-02-01	INC0333918	Marva Williams	Software	DOT - Windows 10 Upgrade Fail	4 - Low	08/30/2019 11:29:50	09/07/2019 09:00:06

DDS	Ticket Number	Caller	Category	Short Description	Severity	Opened	Closed
55-02-01	INC0332974	Peggy Markovitz	Hardware	DeIDOT/DTC - Rehoboth Computer Start Up Repair Error After Win 10 Upgrade	4 - Low	08/26/2019 07:37:12	
55-02-01	INC0332220	Vincent Damiani	Software	DOT - DTC - PDFs are Blank	4 - Low	08/20/2019 08:15:40	08/23/2019 09:00:01
55-02-01	INC0332940	Michael Chalmers	Software	DeIDOT - M5 Is Down	4 - Low	08/24/2019 07:06:16	08/27/2019 08:00:03
55-02-01	INC0330912	Stephanie Blevins	Software	DOT - M5 Server Error	4 - Low	08/08/2019 15:02:10	08/11/2019 18:00:01
55-02-01	INC0331186	Tara Megee	Software	DOT - DTC - Stop Code	4 - Low	08/12/2019 09:29:35	08/17/2019 11:00:07
55-02-01	INC0331341	Lawrence Deats	Hardware	DOT - PC Not Sending Signal to Display	4 - Low	08/13/2019 07:58:12	08/16/2019 12:00:04
55-02-01	INC0333114	Christopher Lawless	Software	DeIDOT - AudioLog Install Issue & Computer Slowness	4 - Low	08/26/2019 13:31:26	09/01/2019 09:00:04
55-02-01	INC0333101	Michael Faust	Software	DOT - Windows 10 Upgrade	4 - Low	08/26/2019 13:00:03	08/31/2019 10:00:07
55-02-01	INC0330846	Wanda Kazlauskas	Software	DeIDOT - Laptop Will Not Keep Pulse Secure Signed In	4 - Low	08/08/2019 11:06:14	08/12/2019 10:00:06
55-02-01	INC0333342	Lydia Garnick	Hardware	DOT - Desktop Speakers Issue	4 - Low	08/27/2019 15:04:10	08/31/2019 09:00:04
55-02-01	INC0331735	Dwayne Mason	Software	DeIDOT - Unsuccessful testing in SSO QA database	4 - Low	08/14/2019 19:53:54	08/18/2019 17:00:07
55-02-01	INC0332068	Terri Syryla	Network	DOT - Unable to access streaming website - Incorrect user agent for web filter	4 - Low	08/19/2019 08:54:12	08/22/2019 14:00:03
55-02-01	INC0333380	Maryemma Brown	Software	DeIDOT - Monitor Lost Connection	4 - Low	08/28/2019 05:42:47	08/31/2019 10:00:03
55-02-01	INC0329976	Richard Rodriguez	Hardware	DOT - Monroe Epay PC -No Display	4 - Low	08/02/2019 08:37:43	08/05/2019 15:00:04
55-02-01	INC0332122	Richard Burton	Software	DeIDOT - Cognos Showing Wrong Time	4 - Low	08/19/2019 11:02:57	08/29/2019 15:00:02
55-02-01	INC0332555	Tabitha Kaye	Hardware	DeIDOT - Issues With Uma Ganesan's Laptop	4 - Low	08/21/2019 15:08:44	08/25/2019 10:00:03
55-02-01	INC0330954	Anna Mena	Software	DOT - Error Message - User is unable to log into Citrix	4 - Low	08/08/2019 21:14:05	08/13/2019 15:03:28

DDS	Ticket Number	Caller	Category	Short Description	Severity	Opened	Closed
55-02-01	INC0330751	Kimberly Thomas-Sturgis	Software	DeIDOT - Cannot Open mydot	4 - Low	08/08/2019 05:47:08	08/11/2019 07:00:00
55-02-01	INC0332956	Kenyatte Pagan	Software	DeIDOT - Unable to Log In to Finesse	4 - Low	08/26/2019 06:36:31	08/29/2019 07:00:07
55-02-01	INC0332860	Craig Lambert	Hardware	DOT/DTC - Epay PC Hard Drive is Full	4 - Low	08/23/2019 11:45:39	08/26/2019 13:00:09
55-02-01	INC0331230	Vaughn Brooks Jr.	Network	DOT/DTC - River Room Conf Rm No Network Connection	4 - Low	08/12/2019 11:37:54	08/15/2019 13:00:05
55-02-01	INC0330468	Tanya Burton	Software	DOT - Email Delay when Sending from Laptop	4 - Low	08/06/2019 10:45:28	08/11/2019 11:00:11
55-02-01	INC0332991	Candelaria Rivera	Hardware	DOT - Laptop Screen is Blank Will Not Turn On	4 - Low	08/26/2019 08:59:04	
55-02-01	INC0331790	Harry Dutton	Network	DeIDOT - Bad Network Wall Jack	4 - Low	08/15/2019 09:40:35	08/18/2019 15:00:04
55-02-01	INC0332608	Maryemma Brown	Software	DOT - DTC - Trapeze Freezing	4 - Low	08/22/2019 07:19:20	08/25/2019 08:00:00
55-02-01	INC0330153	Lorachel Baldwin	Software	DOT - Unable to open any apps in Trapeze	4 - Low	08/05/2019 08:34:23	08/08/2019 10:00:07
55-02-01	INC0331674	Tamarra Banks	Software	DeIDOT - Visio 2016 Upload Failed Error	4 - Low	08/14/2019 13:32:58	08/24/2019 12:00:07
55-02-01	INC0333132	David Levins III	Hardware	DOT - Monitor Adapter Issue	4 - Low	08/26/2019 14:33:54	08/30/2019 10:00:06
55-02-01	INC0333111	Harry Fish III	Hardware	DOT - Add Laptop Back to Domain	4 - Low	08/26/2019 13:28:22	08/27/2019 08:58:48
55-02-01	INC0331486	Lawrence Deats	Software	DOT - Error Message - Unable to log onto diagnostic tool	4 - Low	08/13/2019 14:57:18	08/14/2019 12:24:57
55-02-01	INC0330122	Latoya Cunningham	Software	DTC - Cannot Reschedule Trips in Trapeze	4 - Low	08/03/2019 18:06:18	08/07/2019 14:00:07
55-02-01	INC0329805	Faisal KhanFahad	Software	DeIDOT - Unable to View Paychecks in Peoplesoft	4 - Low	08/01/2019 06:39:23	08/05/2019 15:00:09
55-02-01	INC0331763	Robert Dutton	Hardware	DeIDOT/DTC - Computer Not Powering Up, UPS Module Bad	4 - Low	08/15/2019 08:28:57	08/18/2019 10:00:07
55-02-01	INC0333891	Margaret Webb	Software	DOT - Windows 10 Upgrade Fail	4 - Low	08/30/2019 10:52:40	
55-02-01	INC0331711	Denise Tyler	Software	DOT - Unable to Connect to Internet	4 - Low	08/14/2019 15:17:42	08/18/2019 09:00:02

DDS	Ticket Number	Caller	Category	Short Description	Severity	Opened	Closed
55-02-01	INC0333725	Robert Morris Jr.	Hardware	DeIDOT/DTC - MidCounty Computer Not Booting Up	4 - Low	08/29/2019 11:19:39	09/02/2019 14:00:07
55-02-01	INC0333168	Robert Pistoria	Hardware	DOT - DTC - Monitor is Not Displaying	4 - Low	08/27/2019 07:31:29	08/30/2019 15:00:05
55-02-01	INC0329973	Tanya Burton	Software	DeIDOT - Delayed Receipt Of Sent Emails	4 - Low	08/02/2019 07:29:48	08/05/2019 15:00:06
55-02-01	INC0333586	Wendy O'Connell	Software	DeIDOT - Outlook issues	4 - Low	08/28/2019 15:45:45	09/02/2019 17:00:05
55-02-01	INC0332297	Annette Ulrich	Software	DeIDOT - Unable To Open Audiolog Player Client	4 - Low	08/20/2019 11:49:09	08/20/2019 14:59:15
55-02-01	INC0330376	Orin Jorgenson	Software	DOT - Unable to Access M5	4 - Low	08/06/2019 01:59:45	08/06/2019 06:26:23
55-02-01	INC0333908	Christopher Lawless	Software	DeIDOT - Audio Log Not Successfully Installed	4 - Low	08/30/2019 11:09:23	09/07/2019 09:00:04
55-02-01	INC0333886	Patricia Collison	Software	DOT - Windows 10 Upgrade Failed	4 - Low	08/30/2019 10:48:35	09/06/2019 14:00:09
55-02-01	INC0330247	Sharon Beamer	Hardware	DeIDOT - Keyboard Not Working	4 - Low	08/05/2019 11:50:51	08/08/2019 14:00:15
55-02-01	INC0332319	Candelaria Rivera	Hardware	DOT - Laptop Screen is Blank Will Not Turn On	4 - Low	08/20/2019 12:22:45	08/25/2019 18:00:00
55-02-01	INC0332133	David Reese III	Network	DeIDOT - Number 302-577-3850 Has No Dial Tone	4 - Low	08/19/2019 11:31:32	08/26/2019 12:00:08
55-02-01	INC0333904	Christopher Lawless	Software	DOT - Windows 10 Upgrade Fail	4 - Low	08/30/2019 11:03:17	09/06/2019 11:00:01
55-02-01	INC0333360	Corey Burriss	Software	DeIDOT - Outlook Slow/ Prompting For Credentials	4 - Low	08/27/2019 15:56:28	09/06/2019 17:00:10
55-02-01	INC0332976	Lawrence Deats	Software	DOT - Error Message - Can not run "Hyper Terminal" for GFI farebox repairs.	4 - Low	08/26/2019 08:50:55	08/31/2019 09:00:02
55-02-01	INC0332958	Kenyatte Pagan	Software	DOT - Unable to Open PDFs After Updates	4 - Low	08/26/2019 06:52:33	08/28/2019 10:39:47
55-02-01	INC0330740	Anna Mena	Software	DeIDOT - Dart - MidCounty - Trapeze Ops Report Error	4 - Low	08/07/2019 16:20:35	08/15/2019 08:00:07
55-02-01	INC0331213	Dwayne Mason	Software	DOT - DTC - Unable to Print	4 - Low	08/12/2019 10:53:51	08/13/2019 12:33:05
55-02-01	INC0333883	Christa Bledsoe	Software	DOT - Windows 10 Upgrade Fail	4 - Low	08/30/2019 10:47:13	09/06/2019 12:00:08

DDS	Ticket Number	Caller	Category	Short Description	Severity	Opened	Closed
55-02-01	INC0332417	Maya Matthews	Software	DOT - DTC - Outlook Search Only Showing Recent Emails	4 - Low	08/21/2019 08:04:08	08/24/2019 09:00:11
55-02-01	INC0332846	Kimberly Thomas-Sturgis	Software	DOT - Unable to Change AD Password Complexity Req	4 - Low	08/23/2019 10:50:43	08/29/2019 09:00:03
55-02-01	INC0333279	Gary Morris	Software	DOT - DTC - Desktop Failing to Boot after Upgrade	4 - Low	08/27/2019 11:41:02	08/28/2019 13:28:07
55-02-01	INC0330326	Anna Mena	Software	DeIDOT - SSO Error	4 - Low	08/05/2019 14:22:32	08/05/2019 15:07:28
55-02-01	INC0330944	Tamarra Banks	Hardware	DeIDOT/DTC - Laptop Crashed, Will Not Power Up	4 - Low	08/08/2019 15:42:37	08/12/2019 15:00:09
55-02-01	INC0332848	Kimberly Thomas-Sturgis	Software	DOT - Unable to Change Password	4 - Low	08/23/2019 11:19:44	08/26/2019 12:00:09
55-02-01	INC0330463	Peggy Markovitz	Hardware	DeIDOT - Cannot Click and Drag	4 - Low	08/06/2019 10:26:10	08/12/2019 10:00:05
55-02-01	INC0330263	Elizabeth Campbell	Hardware	DOT - Unable to Print to Network Printer	4 - Low	08/05/2019 11:52:56	08/09/2019 13:00:04
55-02-01	INC0331636	David Levins III	Hardware	DeIDOT - Radio Not Communicating With Buses	4 - Low	08/14/2019 11:34:05	08/23/2019 11:00:06
55-02-01	INC0331398	Lawrence Deats	Software	DOT - Error Message	4 - Low	08/13/2019 10:11:47	08/16/2019 11:00:09
55-02-01	INC0333035	Stesha Goodman	Software	DOT - DTC - Trapeze Booking Missing	4 - Low	08/26/2019 10:45:02	08/31/2019 10:00:08
55-02-01	INC0333194	Rosalyn Nichols	Hardware	DOT/DTC - Desktop Bad Image	4 - Low	08/27/2019 08:44:06	08/30/2019 17:00:10
◆ Department: DeIDOT-Del Transportation Authority (14)							
55-06-01	INC0333466	Heather Jacobs	Software	DOT - Computer Keeps Locking Out	4 - Low	08/28/2019 10:51:47	08/31/2019 12:00:09
55-06-01	INC0333877	Iva Lanier	Software	DOT - Unable to Print Specific Document	4 - Low	08/30/2019 10:33:20	09/02/2019 11:00:05
55-06-01	INC0333184	Richard Crismond	Hardware	DeIDOT - Computer Will Not Boot After Windows 10 Upgrade	4 - Low	08/27/2019 08:34:25	08/31/2019 10:00:05
55-06-01	INC0332883	Mark Quigley	Network	DOT - Rehoboth TicketBooth Phone Line	4 - Low	08/23/2019 12:42:30	08/31/2019 12:00:05
55-06-01	INC0333623	Tromie Clark	Network	DOT - DTC - Vehicle Laptop Will Not Connect to Network	4 - Low	08/29/2019 07:29:15	09/01/2019 10:00:04

DDS	Ticket Number	Caller	Category	Short Description	Severity	Opened	Closed
55-06-01	INC0330943	Mark Quigley	Software	DeIDOT - GTWN DART Gas Pump Communication Failing	4 - Low	08/08/2019 16:31:45	08/18/2019 14:00:09
55-06-01	INC0333673	Sharon Wilhelm	Network	DeIDOT - SSL-VPN Issues Connecting & Using Remote Desktop	4 - Low	08/29/2019 09:48:08	09/01/2019 11:00:05
55-06-01	INC0331090	Lindsay Kelly	Software	DeIDOT - Cognos/Trapeze Reporting Error	4 - Low	08/09/2019 14:52:48	08/12/2019 18:00:06
55-06-01	INC0331963	Dwayne Mason	Software	DeIDOT - Cannot Open or Compose Emails	4 - Low	08/16/2019 10:00:45	08/19/2019 11:00:11
55-06-01	INC0332292	Sharon Wilhelm	Software	DOT - Unable to access SSL after Name Change	4 - Low	08/20/2019 11:22:07	08/23/2019 14:00:03
55-06-01	INC0332209	Mark Quigley	Facilities	DOT - Building Struck by Lightning	4 - Low	08/19/2019 16:13:40	08/30/2019 13:00:03
55-06-01	INC0330115	Debra Callaway	Software	DeIDOT - Unable to Get Into Citrix Apps	4 - Low	08/02/2019 19:58:47	08/07/2019 14:00:06
55-06-01	INC0330347	Sharon Wilhelm	Software	DTC - Unable to Access Intranet Classifieds	4 - Low	08/05/2019 15:28:57	08/08/2019 19:00:07
55-06-01	INC0330020	Bruce Demeter	Hardware	DeIDOT - DART -Lost all network connection	4 - Low	08/02/2019 10:54:57	08/05/2019 12:00:09
◆ Department: DeIDOT-DMV-Administration (183)							
55-11-10	INC0332785	William Craig	Software	DOT - Oracle Image Process Management is Down	2 - High	08/23/2019 09:01:47	08/23/2019 09:50:53
55-11-10	INC0332783	Caleb Vicks	Software	DeIDOT - Document Direct Down	2 - High	08/23/2019 08:54:20	08/26/2019 10:00:07
55-11-10	INC0330780	Jeffry Pearson	Hardware	DOT - DMV Wilm - Credit Card Device not Connecting	3 - Medium	08/08/2019 09:06:01	08/16/2019 09:00:04
55-11-10	INC0332775	Anne Cornell	Software	DeIDOT - Uninsured Motorist Credit Card Error Code 510	3 - Medium	08/23/2019 08:13:57	08/26/2019 10:00:09
55-11-10	INC0332841	Levi Fisher	Software	DOT/DMV - Q-Matic Display Issues	3 - Medium	08/23/2019 10:51:55	08/29/2019 13:00:01
55-11-10	INC0330185	Sheila Scotton	Software	DOT - Scripting Errors in Oracle Imaging	3 - Medium	08/05/2019 09:17:39	08/08/2019 13:00:06
55-11-10	INC0331971	Christine Palombo	Software	DOT/DMV - G,F & R Drives Missing	4 - Low	08/16/2019 11:08:31	08/19/2019 12:00:01
55-11-10	INC0330300	Adam White	Hardware	DOT - Station 20 Mouse Issues	4 - Low	08/05/2019 13:41:12	08/06/2019 08:27:29

DDS	Ticket Number	Caller	Category	Short Description	Severity	Opened	Closed
55-11-10	INC0331756	Ralph Johnson	Software	DeIDOT - Program to Upload CSV Files Crashing	4 - Low	08/15/2019 08:28:26	08/19/2019 18:00:04
55-11-10	INC0330856	Robert Quinn	Software	DOT - Error Message - Virtual Driving Test Station Running Slow	4 - Low	08/08/2019 11:31:11	08/11/2019 16:00:01
55-11-10	INC0333594	Christine Muraska	Software	DOT - OnBase Client Error	4 - Low	08/28/2019 16:01:45	09/01/2019 10:00:02
55-11-10	INC0331180	Stephen Boulanger	Software	DOT - DMV - MVALS Shell Missing Line	4 - Low	08/12/2019 09:23:37	08/15/2019 12:00:05
55-11-10	INC0330692	Jacqueline Baker	Hardware	DeIDOT - Tablet 060 Won't Stay Charged	4 - Low	08/07/2019 14:04:00	08/09/2019 09:39:55
55-11-10	INC0330926	Archie Martin JR	Software	DeIDOT - Unable to Login to Delaware Learning Center	4 - Low	08/08/2019 15:29:43	08/11/2019 16:00:01
55-11-10	INC0330239	Adam White	Hardware	DeIDOT/DMV - Station 27 Monitor Issue	4 - Low	08/05/2019 10:22:21	08/05/2019 13:39:05
55-11-10	INC0332704	Emily Hickey	Software	DeIDOT - Unable To Expand Folder In Outlook	4 - Low	08/22/2019 11:51:00	08/23/2019 10:42:29
55-11-10	INC0333780	Stacy Phillips	Hardware	DeIDOT/DMV - Paging Not Working at Greeter 7230	4 - Low	08/29/2019 14:43:40	09/02/2019 11:00:08
55-11-10	INC0330260	Anthony Newman	Software	DeIDOT - Network Drive Is Missing	4 - Low	08/05/2019 12:14:19	08/05/2019 12:23:12
55-11-10	INC0333534	Bridgette Abd-Elaziz	Software	DOT - Unable to Login to Leave Balance	4 - Low	08/28/2019 14:01:00	08/31/2019 15:00:10
55-11-10	INC0330145	Ronda Hammond	Software	DeIDOT - Problems opening document direct	4 - Low	08/05/2019 08:09:52	08/08/2019 09:00:05
55-11-10	INC0330172	Mario Glover SR	Hardware	DeIDOT/DMV - Vehicle Services Computers Issues, Also Gets HostExplorer 2007	4 - Low	08/05/2019 09:09:59	08/08/2019 15:00:03
55-11-10	INC0332652	Shveta Aggarwal	Hardware	DeIDOT - User's PC not booting	4 - Low	08/22/2019 09:43:12	08/30/2019 11:00:07
55-11-10	INC0330938	Kimberly Chesser	Software	DOT - Error Message - user unable to log into the network with laptop - no computer account	4 - Low	08/08/2019 16:24:18	08/09/2019 10:58:48
55-11-10	INC0330995	William Craig	Hardware	DeIDOT - Station 9 Driver Improvement	4 - Low	08/09/2019 09:03:43	08/17/2019 15:00:10

DDS	Ticket Number	Caller	Category	Short Description	Severity	Opened	Closed
55-11-10	INC0332671	Stephen Boulanger	Hardware	DeIDOT - Reporting Printer Jamming Issues- pending vendor request for repairs submitted	4 - Low	08/22/2019 10:24:41	08/25/2019 15:00:07
55-11-10	INC0330893	Levi Fisher	Software	DOT - User Accounts MisMatched between MVALS and Document Direct	4 - Low	08/08/2019 13:45:26	08/15/2019 12:00:10
55-11-10	INC0332784	Brian Roach	Software	Windows 10 Upgrade Issues - DOTL2KHHN32	4 - Low	08/23/2019 09:11:50	
55-11-10	INC0330473	Robert Quinn	Software	DeIDOT - Kiosk Displaying 25360 Error Code	4 - Low	08/06/2019 11:01:52	08/09/2019 17:00:09
55-11-10	INC0331103	Lynne Lott	Hardware	DOT - Printer Issue - Lexmark is printing off-center for titles and registrations	4 - Low	08/09/2019 15:47:56	08/12/2019 10:16:21
55-11-10	INC0332667	Levi Fisher	Hardware	DeIDOT - Printer No Longer Operational	4 - Low	08/22/2019 10:04:57	08/25/2019 15:00:05
55-11-10	INC0332797	Frances Johnson	Software	DeIDOT - Oracle imaging Not Responding	4 - Low	08/23/2019 09:32:41	08/26/2019 10:00:06
55-11-10	INC0331342	Ralph Johnson	Hardware	DeIDOT - ASAP - Needs assistance getting windows updated	4 - Low	08/13/2019 07:56:57	08/17/2019 10:00:05
55-11-10	INC0330318	Robert Quinn	Software	DOT - DMV - Unable to Access Idemia on Station #5	4 - Low	08/05/2019 14:04:30	08/08/2019 16:00:05
55-11-10	INC0332787	Levi Fisher	Software	DOT - Oracle Image Process Management is Down	4 - Low	08/23/2019 09:21:49	08/23/2019 09:50:21
55-11-10	INC0333615	Amanda Dixon	Software	DeIDOT - Credit Card System Not Working	4 - Low	08/28/2019 20:03:57	09/01/2019 08:00:03
55-11-10	INC0332965	Lauren Mitchell	Software	DOT - Driver Training Simulator Will not Load Diagnostic Driver	4 - Low	08/26/2019 08:04:41	08/29/2019 12:00:03
55-11-10	INC0329930	Sharon Marantino	Software	DOT - Error Message	4 - Low	08/01/2019 14:40:47	08/05/2019 09:00:03
55-11-10	INC0332880	Jacqueline Baker	Software	DOT - Credit Card Pad Malfunction - Station 5	4 - Low	08/23/2019 12:47:42	08/26/2019 11:37:31

DDS	Ticket Number	Caller	Category	Short Description	Severity	Opened	Closed
55-11-10	INC0330928	Melissa Faragher	Software	DeIDOT - Unable To Edit Tag Number - CUSTOMER WAITING	4 - Low	08/08/2019 15:42:49	08/09/2019 09:08:49
55-11-10	INC0330132	Maurice Gibson	Software	DOT - DMV - Unable to Open MVALS Application	4 - Low	08/05/2019 07:23:53	08/08/2019 16:00:06
55-11-10	INC0331305	Krista Burns	Software	DeIDOT - Login Failure With exacqVision	4 - Low	08/12/2019 15:26:40	08/17/2019 15:00:09
55-11-10	INC0332348	Mark Buckalew	Software	DeIDOT - Lost Access to Email Folders on U Drive	4 - Low	08/20/2019 15:02:04	08/24/2019 09:00:10
55-11-10	INC0330869	William Craig	Software	DeIDOT - PaperStream Error for Chantel - Redo RITM0368548	4 - Low	08/08/2019 11:37:23	08/23/2019 10:00:08
55-11-10	INC0331431	Rosangel Pena	Software	DeIDOT - Unable to Produce ToxLoc Approval Letter	4 - Low	08/13/2019 11:11:28	08/16/2019 15:00:06
55-11-10	INC0332324	Amanda Webber	Software	DeIDOT/DMV - Oracle Down at Tolls. Unable to Pull Up Documents	4 - Low	08/20/2019 11:31:16	08/23/2019 14:00:05
55-11-10	INC0332541	Kim McClendon	Software	DOT - Unable to Print Screen from Mainframe	4 - Low	08/21/2019 14:27:47	08/24/2019 15:00:09
55-11-10	INC0330176	William Craig	Software	DeIDOT - Cannot Access Oracle Archives	4 - Low	08/05/2019 09:20:35	08/10/2019 10:00:09
55-11-10	INC0329996	Marinah Carver	Hardware	DOT - Lobby-TV Connected PC is not Working	4 - Low	08/02/2019 09:14:57	08/05/2019 12:00:11
55-11-10	INC0330937	George Burnett	Hardware	DeIDOT - Tablet Not Charging	4 - Low	08/08/2019 16:17:35	
55-11-10	INC0330155	Priscilla Boles	Software	DOT - DMV - Unable to Open MVALS	4 - Low	08/05/2019 08:36:59	08/08/2019 16:00:04
55-11-10	INC0332184	TaLia Hickman	Software	DOT - DMV - Unable to Login to Cisco Finesse	4 - Low	08/19/2019 14:12:50	09/01/2019 08:00:02
55-11-10	INC0330101	Lauren Gebhart	Hardware	DeIDOT - GTWN - Fax/Copy Machine (1039) Squeaking Really Badly	4 - Low	08/02/2019 15:31:45	08/08/2019 09:50:35
55-11-10	INC0330279	William Craig	Software	DeIDOT - Oracle Errors	4 - Low	08/05/2019 12:47:12	08/08/2019 14:00:11
55-11-10	INC0331401	Lynne Lott	Hardware	DeIDOT - Lexmark Printer Leaving Lines On Prints	4 - Low	08/13/2019 10:16:17	08/13/2019 12:17:27

DDS	Ticket Number	Caller	Category	Short Description	Severity	Opened	Closed
55-11-10	INC0330350	Emilee McKelvey	Software	DeIDOT - Q-Matic Inactive/Logout Issues	4 - Low	08/05/2019 15:44:27	08/09/2019 16:00:05
55-11-10	INC0333629	Emily Hickey	Hardware	DOT - DMV - Georgetown - Unable to Login to Phone	4 - Low	08/29/2019 08:24:54	08/29/2019 11:04:58
55-11-10	INC0331446	Norma Foreman	Software	DOT - Windows Prompting for Credentials	4 - Low	08/13/2019 11:44:12	08/13/2019 13:09:16
55-11-10	INC0332306	Jacqueline Baker	Software	DeIDOT - Missing Cisco Link	4 - Low	08/20/2019 12:36:17	08/21/2019 14:37:16
55-11-10	INC0331386	Stephen Boulanger	Hardware	DOT - Printer Issue	4 - Low	08/13/2019 09:55:28	08/14/2019 12:37:13
55-11-10	INC0330770	Regina Jones	Software	DeIDOT - ARTS Device Not Registered Error	4 - Low	08/08/2019 08:38:53	08/12/2019 11:00:03
55-11-10	INC0333733	Adam White	Software	DeIDOT - CDL Restriction Issue - Customer Waiting	4 - Low	08/29/2019 12:27:19	09/01/2019 17:00:02
55-11-10	INC0333678	Lisa Buente	Hardware	DMV - New Castle - Scanner is not working on station 24	4 - Low	08/28/2019 16:03:32	09/04/2019 14:14:05
55-11-10	INC0331761	Brian Cavanaugh	Hardware	DeIDOT - Laptop Off Network	4 - Low	08/15/2019 08:50:59	08/18/2019 10:00:06
55-11-10	INC0331170	Christie Thomas	Software	DeIDOT - Unable To Access Leave Balance Site	4 - Low	08/12/2019 08:52:51	08/15/2019 10:00:11
55-11-10	INC0329965	David Voight	Hardware	DeIDOT - DMV - GTWN - Printer at Station 11 has a Jamn	4 - Low	08/01/2019 18:42:50	08/02/2019 12:51:49
55-11-10	INC0332734	Jana Simpler	Software	DOT - Unable to Copy Calendar Events to Some Users	4 - Low	08/22/2019 13:29:56	08/26/2019 11:00:06
55-11-10	INC0330160	Amanda Dixon	Software	DeIDOT- 5 WorkStation's are down	4 - Low	08/05/2019 08:55:20	08/06/2019 08:06:37
55-11-10	INC0333254	Robert Quinn	Software	Road Scholar fails boot	4 - Low	08/27/2019 10:43:16	08/30/2019 11:00:07
55-11-10	INC0333510	Anne Cornell	Software	DOT - DMV - Uninsured Motorist Error When Making Adjustments	4 - Low	08/28/2019 13:08:39	09/02/2019 11:00:10
55-11-10	INC0332525	Stacy Phillips	Software	DOT - DMV - Unable to Print in ARTS	4 - Low	08/21/2019 13:19:47	08/21/2019 19:19:21
55-11-10	INC0333537	Jillian Troumouhis	Hardware	DeIDOT - Printer Will Not Print	4 - Low	08/28/2019 14:17:36	08/31/2019 15:00:12
55-11-10	INC0333844	Sumer Thomas	Software	DeIDOT - DMV - Bad Check Errors	4 - Low	08/30/2019 09:19:00	

DDS	Ticket Number	Caller	Category	Short Description	Severity	Opened	Closed
55-11-10	INC0331435	Wendy Carey	Software	DOT/DMV - Mainframe/Q-Matic and Oracle Loading Issues	4 - Low	08/13/2019 11:20:04	08/16/2019 16:00:02
55-11-10	INC0331845	Christie Lewis	Hardware	DeIDOT - Secure Room Printer Rejecting Cards	4 - Low	08/15/2019 12:52:34	08/22/2019 09:00:01
55-11-10	INC0331399	Rosanna Mena	Network	DeIDOT - Error When Calling	4 - Low	08/13/2019 09:56:31	08/18/2019 14:00:08
55-11-10	INC0329941	Yesenia Saucedo	Software	DeIDOT - Credit Card Setting for Phone Options Fails to Work	4 - Low	08/01/2019 15:03:20	08/09/2019 17:00:10
55-11-10	INC0333327	Stacy Phillips	Software	DeIDOT/DMV - L1 Facial Hit In Error - Customer Waiting	4 - Low	08/27/2019 13:33:08	08/30/2019 15:00:05
55-11-10	INC0333158	Deborah Phillips	Network	DeIDOT - User is having an issue connecting to the I drive - getting message network discovery is not turned on	4 - Low	08/26/2019 15:47:45	08/29/2019 17:00:11
55-11-10	INC0330388	John Taylor	Software	DeIDOT - Mainframe App Not Loading	4 - Low	08/06/2019 08:17:24	08/09/2019 15:00:07
55-11-10	INC0332656	Jacqueline Baker	Hardware	DeIDOT - Mouse Will Not Move Between Monitors	4 - Low	08/22/2019 09:52:19	08/22/2019 12:59:37
55-11-10	INC0331752	Kemp Windhorst	Software	DOT/DMV - Unable to Make Adobe Default Program for PDF's	4 - Low	08/15/2019 08:31:39	08/18/2019 09:00:03
55-11-10	INC0331626	Robyn Bose	Software	DeIDOT - Cannot Edit DMV PDFs Online in Internet Explorer	4 - Low	08/14/2019 10:39:47	08/17/2019 16:00:02
55-11-10	INC0333671	Stacy Phillips	Software	DOT - Virtual Drive Connection	4 - Low	08/29/2019 10:07:51	08/29/2019 11:01:40
55-11-10	INC0332560	Dalara Mears	Software	DOT/DMV - PaperStream Driver Missing	4 - Low	08/21/2019 15:25:30	08/24/2019 17:00:01
55-11-10	INC0329862	Angela Stewart	Hardware	DeIDOT - Credit Card Pad Not Working	4 - Low	08/01/2019 10:36:44	08/11/2019 14:00:08
55-11-10	INC0333503	Emily Hickey	Network	DeIDOT - Triage Phone Cannot Log On	4 - Low	08/28/2019 12:45:05	08/29/2019 07:34:06
55-11-10	INC0329891	Stephen Boulanger	Network	DeIDOT - Cisco Phone Issues	4 - Low	08/01/2019 12:11:10	08/09/2019 11:55:11
55-11-10	INC0330021	Lynne Lott	Software	DeIDOT - Email Wrong	4 - Low	08/02/2019 10:54:24	08/15/2019 11:00:02

DDS	Ticket Number	Caller	Category	Short Description	Severity	Opened	Closed
55-11-10	INC0330691	Jacqueline Baker	Hardware	DOT - DMV - Tablet Pen Not Working	4 - Low	08/07/2019 14:04:13	08/07/2019 17:48:16
55-11-10	INC0332772	Jacqueline Baker	Software	DeIDOT - User Had Access Removed Incorrectly **ASAP**	4 - Low	08/23/2019 08:00:51	08/26/2019 10:00:10
55-11-10	INC0330282	Glenn Kemp	Software	DOT - Wireless Keyboard Constantly Losing Connection - Pending 8/14	4 - Low	08/05/2019 12:50:40	08/16/2019 13:45:21
55-11-10	INC0331368	Lauren Gebhart	Network	DeIDOT - Device Sign in Error	4 - Low	08/13/2019 08:59:57	08/16/2019 11:00:10
55-11-10	INC0333369	Tammy Wiley	Hardware	DOT - Workstation Crashed Error: Something Went Wrong	4 - Low	08/27/2019 15:26:36	08/30/2019 18:00:08
55-11-10	INC0330942	Archie Martin JR	Software	DeIDOT - Unable to Sign into DE Learning Center	4 - Low	08/08/2019 16:28:08	08/18/2019 17:00:07
55-11-10	INC0332999	Deborah Johnson	Software	DOT - Multiple Lexmark Printing Issues	4 - Low	08/26/2019 09:15:28	
55-11-10	INC0333986	Scott Sieg	Software	DOT - Verizon Booster Signal not Working	4 - Low	08/30/2019 15:51:25	
55-11-10	INC0331157	Archie Martin JR	Software	DeIDOT - User is having an issue accessing the Delaware Learning Center - Getting error	4 - Low	08/12/2019 08:02:30	08/28/2019 12:28:39
55-11-10	INC0332593	Robert Quinn	Hardware	DOT - Roadscolar PC issues	4 - Low	08/21/2019 18:22:10	08/30/2019 11:00:03
55-11-10	INC0331074	Caleb Vicks	Software	DeIDOT - DPCC errors	4 - Low	08/09/2019 13:36:54	08/12/2019 15:00:07
55-11-10	INC0331425	Scott Clapper	Software	DeIDOT - Unable To Transfer VIR	4 - Low	08/13/2019 10:50:08	08/16/2019 12:00:03
55-11-10	INC0331338	Brian Cavanaugh	Hardware	DOT - DMV - Laptop Prompting for Bitlocker Recovery Key	4 - Low	08/13/2019 07:42:54	08/18/2019 15:00:04
55-11-10	INC0330747	Rachel Davis	Software	DeIDOT - Dealer Portal Issue	4 - Low	08/07/2019 20:29:22	08/19/2019 11:00:08
55-11-10	INC0332782	Emily Hickey	Software	DOT - Desktop Missing Phone Icon	4 - Low	08/23/2019 09:03:47	08/23/2019 10:31:32
55-11-10	INC0333931	Maria Rojas	Software	DeIDOT - Issues Opening Class Rosters	4 - Low	08/30/2019 11:51:32	09/08/2019 11:00:04

DDS	Ticket Number	Caller	Category	Short Description	Severity	Opened	Closed
55-11-10	INC0330431	Tina LaFace	Hardware	DeIDOT - Desktop Shutting Down Repeatedly	4 - Low	08/06/2019 09:39:09	08/12/2019 16:00:07
55-11-10	INC0333002	Jacqueline Baker	Software	DOT - DMV - Trouble Accessing Email	4 - Low	08/26/2019 09:33:51	08/26/2019 11:39:29
55-11-10	INC0333871	Eddie Seymore	Hardware	DOT - Card Reader in Drive-Thru Not Taking Payment	4 - Low	08/30/2019 10:28:46	09/03/2019 09:57:30
55-11-10	INC0330654	Daniel Huhn	Hardware	DOT - Televisions Drivers and Vehicle Service Dept Error	4 - Low	08/07/2019 11:48:43	08/09/2019 14:32:28
55-11-10	INC0331168	Kemp Windhorst	Software	DOT/DMV - Unable to Open Oracle on PC	4 - Low	08/12/2019 09:00:40	08/15/2019 10:00:11
55-11-10	INC0330191	Robert Quinn	Software	DOT - DMV - Unable to Open MVALS	4 - Low	08/05/2019 09:55:03	08/08/2019 15:00:04
55-11-10	INC0331188	Anne Cornell	Software	DOT - Unable to Dial Out	4 - Low	08/12/2019 09:36:41	08/12/2019 16:11:24
55-11-10	INC0332942	David Cohen	Software	DeIDOT - Mainframe Not Working After Windows 10 Upgrade	4 - Low	08/24/2019 08:15:07	08/29/2019 10:00:08
55-11-10	INC0333762	Stacy Phillips	Software	DeIDOT - Username Issue in ARTS	4 - Low	08/29/2019 14:01:44	09/01/2019 15:00:01
55-11-10	INC0330969	Adam White	Software	DMV - Georgetown - Idemia is freezing on station 21	4 - Low	08/09/2019 08:30:31	08/13/2019 09:17:16
55-11-10	INC0330920	Gabrielle Fay	Software	DeIDOT - Unable To Edit Calendars	4 - Low	08/08/2019 14:42:32	08/14/2019 14:54:25
55-11-10	INC0330139	Rochell Johnson	Software	DOT - DMV - MVALS Configuration Error	4 - Low	08/05/2019 08:18:18	08/08/2019 15:00:05
55-11-10	INC0333609	Theresa Creshine	Software	DOT/DMV - Unable to receive calls	4 - Low	08/28/2019 17:22:11	09/01/2019 09:00:07
55-11-10	INC0333295	Jason Luff	Software	DOT - Error Message	4 - Low	08/27/2019 12:26:39	
55-11-10	INC0332777	Andrea Zebley	Hardware	DeIDOT/DMV - Dover Uninsured Motorist Credit Card Error	4 - Low	08/23/2019 08:07:57	08/26/2019 09:00:02
55-11-10	INC0331749	Elizabeth Larimore	Software	DOT - DMV - Unable to Calculate Penalties in UM Application	4 - Low	08/15/2019 08:13:50	08/16/2019 13:48:34
55-11-10	INC0332101	Stacy Phillips	Software	DOT - Unable to Load Road Scholar Tablet	4 - Low	08/19/2019 10:22:39	08/22/2019 10:10:53

DDS	Ticket Number	Caller	Category	Short Description	Severity	Opened	Closed
55-11-10	INC0331665	Levi Fisher	Software	DOT - Oracle is Down	4 - Low	08/14/2019 13:21:51	08/17/2019 15:00:06
55-11-10	INC0330733	Amy Anthony	Software	DeIDOT - Fraud Flag Needs Lifted	4 - Low	08/07/2019 15:51:50	08/10/2019 17:00:00
55-11-10	INC0330985	Dianne Moran	Software	DeIDOT - User is having an issue accessing the Delaware Learning Center - Invalid credentials	4 - Low	08/09/2019 09:01:37	08/27/2019 15:56:38
55-11-10	INC0331391	Christopher Cox	Software	Windows 10 Upgrade Issues - DOTLBSQ3R72	4 - Low	08/13/2019 09:54:44	08/26/2019 10:00:08
55-11-10	INC0332259	Norma Foreman	Hardware	DOT/DMV - Signature Pad Not Working at Station 21	4 - Low	08/20/2019 10:49:59	08/20/2019 14:32:29
55-11-10	INC0330816	Jason Rendulic	Hardware	DeIDOT - Tablet Off Network	4 - Low	08/08/2019 09:34:00	08/16/2019 12:00:04
55-11-10	INC0330328	Tanya Lyons	Software	DOT - Foreign Conviction Issue in MVALS	4 - Low	08/05/2019 14:45:15	08/09/2019 00:00:10
55-11-10	INC0332569	Bonnie Ruggiero	Software	DeIDOT - Cannot Access to Approve Leave Balances	4 - Low	08/21/2019 15:17:59	08/29/2019 14:00:08
55-11-10	INC0333600	Valerie Carey	Software	DeIDOT - Outlook Freezing	4 - Low	08/28/2019 16:18:10	09/02/2019 17:00:05
55-11-10	INC0332410	Shveta Aggarwal	Software	DOT - Laptop Windows Cannot Repair Message	4 - Low	08/21/2019 07:44:23	08/24/2019 09:00:10
55-11-10	INC0332138	Shelly Watkins	Hardware	DOT - Monitor Is on but No DP Source Detected	4 - Low	08/19/2019 11:30:20	08/22/2019 16:00:01
55-11-10	INC0332221	Jacqueline Baker	Network	DOT - Phone Login Issue	4 - Low	08/20/2019 08:33:15	08/20/2019 08:56:12
55-11-10	INC0331871	Norma Foreman	Hardware	DOT/DMV - Scanner Error	4 - Low	08/15/2019 14:35:52	08/19/2019 10:42:02
55-11-10	INC0333676	Tanya Lyons	Software	DeIDOT/DMV - Request to Remove Restriction for License # 1438681 - URGENT	4 - Low	08/29/2019 09:51:28	09/01/2019 11:00:06
55-11-10	INC0332963	William Austin	Network	DeIDOT - User is having issues opening Outlook - keeps asking for password	4 - Low	08/26/2019 08:00:42	08/29/2019 13:03:39
55-11-10	INC0330815	Valerie Carey	Software	DeIDOT - Dealer Portal Issue 3	4 - Low	08/08/2019 10:13:55	08/12/2019 16:00:09

DDS	Ticket Number	Caller	Category	Short Description	Severity	Opened	Closed
55-11-10	INC0330693	Jacqueline Baker	Hardware	DeIDOT - Tablet 118 Will Not Dock - Repaired tablet arrived and is being reimaged now.	4 - Low	08/07/2019 13:58:35	08/30/2019 09:49:57
55-11-10	INC0332218	Jason Luff	Software	DOT - Maximo Unable to Ship Premium Tags, Read Only Error	4 - Low	08/20/2019 08:17:29	08/25/2019 08:00:02
55-11-10	INC0331724	Nicole Brancati	Software	DOT - MVALS Unable to Use Camera	4 - Low	08/14/2019 16:14:29	
55-11-10	INC0331765	Eddie Seymore	Hardware	DOT - Monitor Issues	4 - Low	08/15/2019 09:09:31	08/15/2019 12:15:32
55-11-10	INC0330351	Emilee McKelvey	Software	DeIDOT - Computer Internal Error	4 - Low	08/05/2019 16:05:31	08/23/2019 09:00:02
55-11-10	INC0332864	Valerie Woodard	Hardware	DeIDOT - Lexmark Printer Stopped Printing Titles from MVALS	4 - Low	08/23/2019 09:34:44	08/26/2019 13:00:07
55-11-10	INC0330224	Regina Jones	Software	DeIDOT - Outlook Freezing - ASAP	4 - Low	08/05/2019 10:40:31	08/18/2019 16:00:07
55-11-10	INC0330385	Robyn Bose	Hardware	DeIDOT - Battery Backup Failing	4 - Low	08/06/2019 08:11:30	08/06/2019 10:34:19
55-11-10	INC0331287	Jacqueline Baker	Software	DOT - DMV - Unable to Access Email	4 - Low	08/12/2019 14:12:29	08/13/2019 09:15:21
55-11-10	INC0332547	Frances Johnson	Software	DeIDOT - OnBase Viewing Issue	4 - Low	08/21/2019 14:42:21	08/24/2019 15:00:06
55-11-10	INC0332053	Christie Lewis	Software	DeIDOT - Q-Matic Loading Blank **ASAP**	4 - Low	08/19/2019 08:16:47	08/22/2019 09:00:02
55-11-10	INC0331859	Scott Sieg	Hardware	DOT - Laptop Upgrade to Windows 10 Issues	4 - Low	08/15/2019 14:05:41	08/16/2019 14:56:35
55-11-10	INC0333571	Veronica Foreman	Hardware	DeIDOT - User Profile Cannot Be Added	4 - Low	08/28/2019 15:17:53	09/09/2019 09:17:15
55-11-10	INC0331366	Kemp Windhorst	Software	DOT - Unable to Open Oracle	4 - Low	08/13/2019 09:01:34	08/13/2019 12:46:17
55-11-10	INC0333574	Theresa Creshine	Software	DeDOT - Cisco Phone Issues Declining or Ignoring Calls	4 - Low	08/28/2019 15:31:05	08/29/2019 09:55:21
55-11-10	INC0333927	Kemp Windhorst	Software	DeIDOT - DMV - Mainframe Icon Fails to Launch	4 - Low	08/30/2019 11:20:27	09/02/2019 12:00:02
55-11-10	INC0333794	Deborah Johnson	Software	When printing e-mail printer beeps and request change tray type to Vinyl	4 - Low	08/29/2019 15:30:03	09/01/2019 16:00:07

DDS	Ticket Number	Caller	Category	Short Description	Severity	Opened	Closed
55-11-10	INC0333616	Caleb Vicks	Network	DeIDOT - Applying 6 month extension on expired EAC - Expiration Date all 0's	4 - Low	08/28/2019 20:31:22	09/01/2019 12:00:10
55-11-10	INC0330676	Rosangel Pena	Software	DOT - ToxLoc Transfer Failing	4 - Low	08/07/2019 13:19:47	08/29/2019 10:00:09
55-11-10	INC0333549	Frances Johnson	Software	DeIDOT - Outlook Not Responding	4 - Low	08/28/2019 14:11:55	09/02/2019 17:00:08
55-11-10	INC0331730	Gary Thornton	Software	DeIDOT - DMV - Record is locked - Showing as Updating Tag PC 436626	4 - Low	08/14/2019 17:50:04	08/18/2019 11:00:08
55-11-10	INC0333554	Amanda Dixon	Software	DeIDOT - Credit Card System Not Working	4 - Low	08/28/2019 14:36:13	09/01/2019 10:00:06
55-11-10	INC0330146	April Arrington	Software	DeIDOT - Cannot Access Mainframe	4 - Low	08/05/2019 08:18:37	08/08/2019 16:00:08
55-11-10	INC0333611	Westina Taylor	Hardware	DOT/DMV - Unable to Print from Outlook	4 - Low	08/28/2019 17:41:39	
55-11-10	INC0331518	Shveta Aggarwal	Software	Windows 10 upgrade issue - DOTLDHX3R72	4 - Low	08/13/2019 16:18:04	08/30/2019 09:00:04
55-11-10	INC0330286	Glenn Kemp	Software	DOT - Unable to Access Employee Self-Service	4 - Low	08/05/2019 12:38:02	08/05/2019 13:35:34
55-11-10	INC0331517	Scott Sieg	Software	Windows 10 upgrade issue - DOTL1GX7R72	4 - Low	08/13/2019 16:06:49	08/19/2019 15:00:02
55-11-10	INC0330685	Mario Glover SR	Software	DeIDOT - Shortcuts Not Working	4 - Low	08/07/2019 13:33:22	08/10/2019 14:00:02
55-11-10	INC0333578	Sheila Scotton	Software	DeIDOT/DMV - Data Management Section Emails Down	4 - Low	08/28/2019 14:15:44	09/02/2019 17:00:03
55-11-10	INC0332070	Cinthia Brooks	Software	DeIDOT - Disgnostic Driving Launcher Not Working	4 - Low	08/19/2019 09:02:24	08/22/2019 14:00:00
55-11-10	INC0330027	Rebecca Daniels	Hardware	DOT - Dover DMV - Fax Machine not Working	4 - Low	08/02/2019 11:10:36	08/05/2019 13:00:02
55-11-10	INC0332594	Nicole Brancati	Hardware	DOT - Camera Will Not Connect	4 - Low	08/21/2019 18:23:17	08/25/2019 13:00:01
55-11-10	INC0333176	Edward Uhrick	Software	DeIDOT - Unable to Login to Credit Card App - Station 7	4 - Low	08/27/2019 08:14:57	08/30/2019 10:00:06
55-11-10	INC0331751	Amanda Dixon	Hardware	DOT - DMV - Unable to Print to Printer	4 - Low	08/15/2019 08:32:05	08/19/2019 15:00:04

DDS	Ticket Number	Caller	Category	Short Description	Severity	Opened	Closed
55-11-10	INC0333233	Doreen Taylor-Polk	Software	DeIDOT - MVALS Turns Green and Will Not Print	4 - Low	08/27/2019 09:19:37	08/30/2019 10:00:07
55-11-10	INC0333972	Sharon Marantino	Software	DOT - Error Message	4 - Low	08/30/2019 14:58:44	09/02/2019 17:00:06
55-11-10	INC0331102	Valerie Carey	Software	DeIDOT - Unable to Change Insurance Code	4 - Low	08/09/2019 15:31:57	08/24/2019 15:00:07
55-11-10	INC0330965	Lynne Lott	Software	DeIDOT - Errors in the Govolution results	4 - Low	08/09/2019 01:45:11	08/13/2019 15:04:40
55-11-10	INC0331273	Sharon Marantino	Software	DOT - Error Message	4 - Low	08/12/2019 13:01:53	08/15/2019 14:00:10
55-11-10	INC0331748	Deborah Johnson	Software	DeIDOT - Finesse Login Error	4 - Low	08/15/2019 08:14:32	08/18/2019 11:00:07
55-11-10	INC0330737	Kathryn Thomas	Hardware	DOT - Credit Card Machine Not Swiping	4 - Low	08/07/2019 16:07:51	08/17/2019 18:00:02
55-11-10	INC0329863	Lynne Lott	Software	DeIDOT - Temp Tag Daily Upload Govolution Results - Severe Error	4 - Low	08/01/2019 10:34:45	08/05/2019 15:00:09
55-11-10	INC0333310	Robert Tull	Software	DeIDOT/DMV - MVALS Payment Error in Cash Drawer	4 - Low	08/27/2019 11:20:20	08/30/2019 15:00:07
55-11-10	INC0332803	Norma Foreman	Software	DOT - Arts Testing Screen	4 - Low	08/23/2019 09:50:27	08/23/2019 10:34:30
55-11-10	INC0333478	Maria Rojas	Software	DeIDOT - Unable To Get To Motorcycle Program	4 - Low	08/28/2019 11:24:21	09/01/2019 09:00:08
55-11-10	INC0333839	Janine Valenti	Hardware	DeIDOT - User is unable to print	4 - Low	08/30/2019 08:10:09	
◆ Department: DeIDOT-DMV-Toll Administration (2)							
55-11-60	INC0333467	Pollard Jackson	Network	DeIDOT - Unable to Make Calls	4 - Low	08/28/2019 10:08:16	08/31/2019 12:00:08
55-11-60	INC0333688	Jacob Ferger	Network	DeIDOT - Biddles Toll Plaza Cisco Intercom Busy Signal	4 - Low	08/29/2019 10:30:37	09/01/2019 12:00:10
◆ Department: DeIDOT-Maintenance and Operations-Maintenance Districts (75)							
55-04-70	INC0333435	Michael Mitchell	Hardware	DeIDOT - Computer Startup Repair Error	4 - Low	08/28/2019 10:06:26	09/01/2019 11:00:03
55-04-70	INC0329966	Christopher Lucas	Software	DeIDOT - Unable to get to certain sites with passwords	4 - Low	08/01/2019 19:16:55	08/17/2019 01:00:04

DDS	Ticket Number	Caller	Category	Short Description	Severity	Opened	Closed
55-04-70	INC0329899	Geri Larson	Software	DeIDOT - Problem with Page Setup Orientation in PSS - Pending user response follow up 8/5/2019	4 - Low	08/01/2019 13:32:16	08/15/2019 09:00:09
55-04-70	INC0331293	Francis LeCates	Network	DeIDOT - Alarm Dialer Fault Code at Area 3	4 - Low	08/12/2019 12:47:14	08/13/2019 12:14:10
55-04-70	INC0330625	Jamie Kavelak	Hardware	DeIDOT - Unable To Connect To Network With Laptop	4 - Low	08/07/2019 10:35:53	08/10/2019 14:00:05
55-04-70	INC0333607	Michael Mitchell	Network	DeIDOT - Help with DeIDOT Intranet	4 - Low	08/28/2019 16:38:23	08/31/2019 17:00:07
55-04-70	INC0333889	Stewart Megee	Software	DeIDOT - Unable to Log In to Skype for Business	4 - Low	08/30/2019 09:52:24	09/02/2019 11:00:09
55-04-70	INC0332234	Christopher Gore	Software	DOT - Unable to Open Egress Switch Email	4 - Low	08/20/2019 09:50:41	08/30/2019 12:00:08
55-04-70	INC0333881	Matthew Gardner	Software	DOT - Windows 10 Upgrade Fail	4 - Low	08/30/2019 10:43:38	
55-04-70	INC0333823	Ryan Kendzierski	Hardware	DeIDOT - User is having an issue with email on his iPhone 7 - his emails are not showing up	4 - Low	08/29/2019 12:12:37	
55-04-70	INC0331835	Jamie Kavelak	Hardware	DOT - Monitors Are Not Displaying	4 - Low	08/15/2019 12:10:07	08/18/2019 15:00:05
55-04-70	INC0330524	Cynthia Davis	Software	DeIDOT - SSO Issue	4 - Low	08/06/2019 13:32:12	08/07/2019 15:40:48
55-04-70	INC0332009	Michael Lewis	Hardware	DOT - Email Rejected by SORBS	4 - Low	08/16/2019 14:41:55	08/22/2019 12:00:04
55-04-70	INC0329877	Michael Huff	Software	DeIDOT - Email Error	4 - Low	08/01/2019 11:11:24	08/05/2019 15:00:07
55-04-70	INC0333500	Laurel Roberts	Software	DOT - Unable to Access Leave Balance System	4 - Low	08/28/2019 12:32:30	08/31/2019 13:00:08
55-04-70	INC0332225	Matthew Palsgrove	Software	DOT - Unable to Open .heic File	4 - Low	08/20/2019 08:37:31	08/23/2019 12:00:09
55-04-70	INC0332856	Edward Savin	Hardware	DOT - Error Message - Printer 49.4C06 Service Error, Will Not Print	4 - Low	08/23/2019 11:39:56	08/30/2019 08:00:10
55-04-70	INC0330164	James Herbert	Hardware	DeIDOT - Unable To Print	4 - Low	08/05/2019 09:03:23	08/06/2019 14:46:50
55-04-70	INC0329856	Michael Huff	Network	DeIDOT - Unable to Send Multiple Photos via Email - Pending 9/9	4 - Low	08/01/2019 10:11:09	

DDS	Ticket Number	Caller	Category	Short Description	Severity	Opened	Closed
55-04-70	INC0330200	Jamison Carver	Hardware	DOT - Printers Not Visible on Laptop	4 - Low	08/05/2019 09:05:41	08/09/2019 17:00:11
55-04-70	INC0331539	Taylor King	Software	DOT - Unable to Reach deldot.gov Websites	4 - Low	08/14/2019 07:56:21	08/14/2019 14:55:23
55-04-70	INC0329972	Christopher Anderson	Software	DeIDOT - Cannot Access Learning Center	4 - Low	08/02/2019 07:30:01	08/30/2019 15:00:06
55-04-70	INC0333650	Deirdre Wallace	Software	DeIDOT - Maximo Change Request Issue	4 - Low	08/29/2019 08:57:36	09/07/2019 10:00:06
55-04-70	INC0333887	Sara Esposito	Software	DOT - Windows 10 Upgrade Failed	4 - Low	08/30/2019 10:49:32	09/07/2019 08:00:07
55-04-70	INC0330223	Michael Hauske	Software	DeIDOT - Outlook PST File Password	4 - Low	08/05/2019 10:35:47	08/08/2019 16:00:07
55-04-70	INC0330008	Seth Mogle	Software	DeIDOT - Unable To See Folder On Network Drive	4 - Low	08/02/2019 09:26:22	08/08/2019 10:00:09
55-04-70	INC0333322	Danna Sammons	Hardware	DeIDOT - Bad Image Error After Upgrade. This PC is now vacant so I will get to it when I can.	4 - Low	08/27/2019 13:56:54	09/09/2019 12:00:06
55-04-70	INC0333704	Douglas Marker JR	Hardware	DeIDOT - User is unable to log into his iPad - it defaulted back to the original setup	4 - Low	08/29/2019 10:20:11	
55-04-70	INC0333899	Kenneth Hudson	Software	DOT - Windows 10 Upgrade Fail	4 - Low	08/30/2019 10:58:37	09/05/2019 07:42:01
55-04-70	INC0331138	Joseph Cassidy	Hardware	DeIDOT - PC Fan Very Loud	4 - Low	08/12/2019 06:49:24	08/17/2019 10:00:07
55-04-70	INC0333251	Frank Pepper	Software	DeIDOT - Outlook Freezes When Forwarding Emails	4 - Low	08/27/2019 10:34:25	08/30/2019 11:00:06
55-04-70	INC0331607	Paul Apostolina	Software	DOT - Adobe Froze PC Stopped Responding	4 - Low	08/14/2019 10:09:06	08/14/2019 10:31:51
55-04-70	INC0330416	Leslie Hernandez	Hardware	DOT - Printer Issue - Intermittently Jams	4 - Low	08/06/2019 09:29:17	08/10/2019 14:00:05
55-04-70	INC0333170	Francis LeCates	Network	DeIDOT - Fire Alarm Trouble at Admin Building	4 - Low	08/27/2019 07:52:47	08/30/2019 07:12:44
55-04-70	INC0333919	Stewart Megee	Software	DOT - Windows 10 Upgrade Fail	4 - Low	08/30/2019 11:32:52	09/05/2019 08:00:04

DDS	Ticket Number	Caller	Category	Short Description	Severity	Opened	Closed
55-04-70	INC0332340	Teresa Stoakley	Hardware	DOT - Unable to Access Leave Balances No backend server available	4 - Low	08/20/2019 14:26:00	08/23/2019 16:00:12
55-04-70	INC0330946	Christopher Gore	Software	DeIDOT - Maintenance Request - System Has Stopped The ability to Delete Stages in the Workflow	4 - Low	08/08/2019 16:44:36	
55-04-70	INC0331345	Kevin West JR	Hardware	DOT - Monitor Flickering	4 - Low	08/13/2019 08:00:51	08/22/2019 07:02:15
55-04-70	INC0333913	Deborah Cox	Software	DOT - Windows 10 Upgrade Fail	4 - Low	08/30/2019 11:20:48	09/06/2019 12:00:07
55-04-70	INC0332124	James Argo	Software	DOT - Outlook Keeps Asking for Password	4 - Low	08/19/2019 11:18:41	08/22/2019 14:00:01
55-04-70	INC0332770	Lauren White	Software	DOT - Unable to Print to Printer	4 - Low	08/23/2019 07:23:42	08/26/2019 13:00:08
55-04-70	INC0332115	Evelyn Rivera	Hardware	DeIDOT - North District Chapman Yard Copier/Fax Error, Not Working	4 - Low	08/19/2019 10:32:09	08/22/2019 14:00:02
55-04-70	INC0329922	Matthew Gibson	Software	DOT - Error Message	4 - Low	08/01/2019 14:29:55	08/10/2019 09:00:02
55-04-70	INC0331336	Elwood Wooters	Software	DOT - Unable to Use Internet on Tablet	4 - Low	08/13/2019 06:52:09	08/30/2019 07:12:07
55-04-70	INC0333816	Skip Sanders	Software	DeIDOT - Apple IPAD Connectivity Errors 9/9	4 - Low	08/29/2019 16:51:39	
55-04-70	INC0332975	Donald Dutton	Hardware	DOT - PC Will Not Boot	4 - Low	08/26/2019 08:46:55	
55-04-70	INC0330515	George Hutnyan JR	Software	DeIDOT - Unable to Log On To Freight Website	4 - Low	08/06/2019 11:27:55	08/10/2019 10:00:05
55-04-70	INC0330581	Stewart Douglass	Software	DOT - Unable to Print From Maximo After PC Upgraded	4 - Low	08/07/2019 08:02:55	08/10/2019 10:00:06
55-04-70	INC0333396	Stewart Megee	Network	DOT - Data Port Not Working in Georgetown Admin Building	4 - Low	08/28/2019 08:06:14	09/07/2019 13:00:04
55-04-70	INC0332681	Timothy Phillips	Software	DeIDOT - Y: Drive Folder Blank - Unable to View Files	4 - Low	08/22/2019 10:32:34	08/26/2019 16:00:10
55-04-70	INC0333429	Shalamar Brown	Hardware	DeIDOT - Computer Will Not Exit Sleep Mode	4 - Low	08/28/2019 09:50:12	08/31/2019 11:00:08

DDS	Ticket Number	Caller	Category	Short Description	Severity	Opened	Closed
55-04-70	INC0331039	Taylor King	Software	DeIDOT - T201709504 Contingency	4 - Low	08/09/2019 11:33:15	08/19/2019 18:00:07
55-04-70	INC0330220	Jamison Carver	Software	DeIDOT - Unable To Get To M5	4 - Low	08/05/2019 10:16:08	08/05/2019 10:40:06
55-04-70	INC0333901	Joseph McGrann	Software	DOT - Windows 10 Upgrade Failed	4 - Low	08/30/2019 11:01:24	
55-04-70	INC0333900	Carlton Dickerson	Software	DOT - Windows 10 Upgrade Fail	4 - Low	08/30/2019 11:00:14	
55-04-70	INC0331123	Victor Sweatt JR	Software	DeIDOT - Chrome Prompting for Admin Credentials	4 - Low	08/10/2019 14:40:35	08/13/2019 18:00:02
55-04-70	INC0331716	Tracy Friday	Software	DeIDOT - U Drive Missing	4 - Low	08/14/2019 15:11:10	08/20/2019 07:37:16
55-04-70	INC0333458	Ann Todd	Hardware	DOT - Unable to Use Copier	4 - Low	08/28/2019 10:37:22	09/07/2019 13:00:03
55-04-70	INC0333909	Carolyn Agnew	Software	DOT - Windows 10 Upgrade Fail	4 - Low	08/30/2019 11:17:09	09/06/2019 09:00:10
55-04-70	INC0333950	Deirdre Wallace	Software	DeIDOT - Cognos Report - Location Number with Costs Associated	4 - Low	08/30/2019 11:52:40	09/02/2019 14:00:10
55-04-70	INC0333166	Danna Belshaw	Software	DeIDOT - Error Booting Windows - waiting for Danna to contact me when she's available.	4 - Low	08/27/2019 06:39:03	08/28/2019 11:58:26
55-04-70	INC0331946	Jeffrey VanHorn	Hardware	DOT - MS Surface not Updating	4 - Low	08/16/2019 09:39:52	08/22/2019 09:00:03
55-04-70	INC0333395	Cynthia Warrington	Software	DeIDOT - Cannot Access DropboxPayment Site	4 - Low	08/28/2019 07:49:33	08/31/2019 10:00:08
55-04-70	INC0333906	Philip Hall	Software	DOT - Windows 10 Upgrade Fail Pending new PC shipments	4 - Low	08/30/2019 11:04:27	
55-04-70	INC0331851	Billy Keen JR	Hardware	DOT - iPad Screen Shattered - Follow up 9/23 (Waiting on RITM0374014)	4 - Low	08/15/2019 13:30:15	
55-04-70	INC0332409	Eric Disharoon	Software	DOT - Outlook Continuously Freezing	4 - Low	08/21/2019 06:50:14	08/24/2019 08:00:03
55-04-70	INC0330913	Joseph Cassidy	Software	DOT - M5 Server Error	4 - Low	08/08/2019 15:04:43	08/11/2019 18:00:07
55-04-70	INC0333882	Raymond Brittingham	Software	DOT - Windows 10 Upgrade Failed	4 - Low	08/30/2019 10:45:51	09/08/2019 09:00:04

DDS	Ticket Number	Caller	Category	Short Description	Severity	Opened	Closed
55-04-70	INC0331913	Charles McLeod III	Hardware	Deidot - Webpage Not Loading	4 - Low	08/15/2019 21:24:11	08/22/2019 10:00:04
55-04-70	INC0333009	Sara Esposito	Software	DOT - Computer Not Waking Up	4 - Low	08/26/2019 09:33:13	08/30/2019 12:00:05
55-04-70	INC0333411	Darlene Bennett	Hardware	DOT - Second Monitor Goes to Power Save	4 - Low	08/28/2019 08:44:04	09/07/2019 14:00:03
55-04-70	INC0333914	Martin Adams	Software	DOT - Windows 10 Upgrade Fail	4 - Low	08/30/2019 11:25:26	09/09/2019 10:00:08
55-04-70	INC0333583	Taylor King	Software	DeIDOT - Trouble Opening Outlook	4 - Low	08/28/2019 15:40:07	09/02/2019 17:00:09
55-04-70	INC0333894	Heidi Oxley	Software	DOT - Windows 10 Upgrade Fail	4 - Low	08/30/2019 10:54:13	
55-04-70	INC0333303	Pamela Lord	Software	DOT - Error Message After Windows 10 Update	4 - Low	08/27/2019 12:56:17	
◆ Department: DeIDOT-Office of the Secretary-Community Relations (5)							
55-01-03	INC0332679	Charles Freel	Hardware	DeIDOT - Computer Throws Rear Fan Failure Error on Boot	4 - Low	08/22/2019 10:32:56	08/26/2019 15:00:07
55-01-03	INC0330362	Louise Holt	Hardware	DeIDOT - Cell Phone Got Erased	4 - Low	08/05/2019 16:35:59	08/09/2019 08:00:05
55-01-03	INC0330949	Laurie Yanacek	Software	DeIDOT - ONBASE Software Not Picking Up Documents from Paper Stream Capture	4 - Low	08/08/2019 17:13:24	08/18/2019 14:00:11
55-01-03	INC0330542	Laurie Yanacek	Software	DeIDOT - Unable to Access Leave Balance	4 - Low	08/06/2019 15:04:25	08/09/2019 16:00:08
55-01-03	INC0331928	Shelley Koon	Software	DeIDOT - Cannot Open Maximo on Macintosh Desktop	4 - Low	08/16/2019 08:40:12	
◆ Department: DeIDOT-Office of the Secretary-Finance (22)							
55-01-02	INC0331803	Bonnie Backus	Software	DOT - Unable to Search in Outlook	4 - Low	08/15/2019 10:26:59	08/16/2019 13:54:06
55-01-02	INC0331183	Patricia Cartagena-Santiago	Software	DOT - Opened Suspect Email	4 - Low	08/12/2019 09:23:11	08/15/2019 11:00:01
55-01-02	INC0331698	Rosemary Norman	Software	DeIDOT - Leave Balance Submittal & Approval Not Received	4 - Low	08/14/2019 14:46:30	08/18/2019 10:00:07
55-01-02	INC0330823	Rosemary Norman	Software	DOT - Maximo Erroring when Ordering Supplies	4 - Low	08/08/2019 10:09:48	08/08/2019 13:52:11

DDS	Ticket Number	Caller	Category	Short Description	Severity	Opened	Closed
55-01-02	INC0332923	James Hoagland	Hardware	DOT - Laptop will not Accept New Password	4 - Low	08/23/2019 14:23:08	08/26/2019 16:00:09
55-01-02	INC0333709	Kelvin Davis	Hardware	DeIDOT - Computer Will Not Boot 8/30	4 - Low	08/29/2019 11:15:21	09/02/2019 14:00:11
55-01-02	INC0332204	Nancy Chen	Software	DeIDOT - Not Able To Move Line	4 - Low	08/19/2019 16:16:03	08/30/2019 10:00:05
55-01-02	INC0330924	Kavita Kumar	Software	DeIDOT - Error When Scanning	4 - Low	08/08/2019 15:34:41	08/16/2019 11:00:07
55-01-02	INC0331948	Crystal Kemp	Software	DeIDOT - User has error when scanning checks	4 - Low	08/16/2019 09:12:21	08/19/2019 10:00:02
55-01-02	INC0333270	Kelvin Davis	Hardware	DeIDOT - Computer Not Booting - ASAP	4 - Low	08/27/2019 11:23:16	08/31/2019 14:00:02
55-01-02	INC0331013	Bonnie Backus	Software	DeIDOT - Spend Analysis Calculating Incorrectly	4 - Low	08/09/2019 09:27:48	08/30/2019 16:00:07
55-01-02	INC0333023	Amanda Giuttari	Software	DOT - Emails Not Sending or Receiving	4 - Low	08/26/2019 10:24:50	08/29/2019 11:00:05
55-01-02	INC0330180	James Hoagland	Hardware	DOT - Dover Admin Lewis Room - No Power on Monitors	4 - Low	08/05/2019 09:34:50	08/09/2019 08:00:06
55-01-02	INC0332812	Dawn Haw-Young	Software	DeIDOT - Receiving A NAT086 On The Mainframe	4 - Low	08/23/2019 10:05:20	08/26/2019 13:00:07
55-01-02	INC0332653	Rosemary Norman	Hardware	DeIDOT - Fax Not Sending or Receiving	4 - Low	08/22/2019 09:34:27	08/30/2019 15:00:06
55-01-02	INC0331856	Crystal Kemp	Software	DeIDOT - Remote Deposit Security Settings Error	4 - Low	08/15/2019 13:53:57	08/19/2019 10:00:03
55-01-02	INC0330762	Dawn Haw-Young	Software	DeIDOT - Unable to Connect to Mainframe - closing 8/22 - no response	4 - Low	08/08/2019 08:18:23	08/23/2019 08:02:43
55-01-02	INC0331800	Mary Harrington	Software	DOT - Error Message - Bonfire Permission Issue	4 - Low	08/15/2019 10:40:36	08/18/2019 15:00:07
55-01-02	INC0330810	Amanda Skowronski	Software	DeIDOT - FMIS 5 Login Error	4 - Low	08/08/2019 10:01:54	08/08/2019 10:30:57
55-01-02	INC0331441	Micheale Smith	Software	DeIDOT - FACTS Allowed Unallotment For More Than Allotted Amount	4 - Low	08/13/2019 11:47:26	08/23/2019 12:00:07
55-01-02	INC0332190	Tamara Lang	Software	DeIDOT - Tifia Billing Discrepancies	4 - Low	08/19/2019 15:05:10	08/30/2019 10:00:06

DDS	Ticket Number	Caller	Category	Short Description	Severity	Opened	Closed
55-01-02	INC0333821	Danielle Watson	Software	DOT - Account Continuously Locking	4 - Low	08/30/2019 06:57:54	09/02/2019 08:00:08
◆ Department: DelDOT-Office of the Secretary-Office Of The Secretary (7)							
55-01-01	INC0331537	Kristin Schaap	Software	DOT - Unable to Reach deldot.gov Websites	4 - Low	08/14/2019 07:19:42	08/16/2019 13:45:59
55-01-01	INC0330998	Alison Pedigo	Software	DelDOT - User is having an issue with Word - Getting black screen	4 - Low	08/09/2019 09:24:06	08/12/2019 10:00:07
55-01-01	INC0330311	Ann Cordo	Software	DelDOT - Outlook Prompting For Credentials	4 - Low	08/05/2019 14:10:33	08/05/2019 14:19:47
55-01-01	INC0331322	Brad Eaby	Software	DelDOT - Voicemail Speed Dial Incorrect	4 - Low	08/12/2019 16:34:18	08/23/2019 14:00:06
55-01-01	INC0331087	Shanita Hall	Software	DelDOT - Annie Cordo's Account Kept Locking	4 - Low	08/09/2019 13:46:07	08/16/2019 17:00:02
55-01-01	INC0333405	Alison Pedigo	Software	DelDOT - PPT Crashes When Attempting to View Estimate	4 - Low	08/28/2019 08:46:30	09/06/2019 14:00:06
55-01-01	INC0331697	Lesley Devine	Hardware	DOT - Monitor Not Working	4 - Low	08/14/2019 14:46:41	08/18/2019 09:00:04
◆ Department: DelDOT-Planning (17)							
55-03-01	INC0333146	Thomas Brockenbrough Jr	Hardware	DelDOT - Keyboard Not Working	4 - Low	08/26/2019 15:37:07	08/26/2019 16:31:24
55-03-01	INC0330415	John Andrescavage	Hardware	DelDOT - Unable To Print	4 - Low	08/06/2019 09:19:10	08/12/2019 12:00:06
55-03-01	INC0333700	John Andrescavage	Hardware	DelDOT - Conference Room Wall Screen Will Not Display Conference at 1pm	4 - Low	08/29/2019 10:39:40	08/29/2019 11:58:53
55-03-01	INC0331210	Maria Andaya	Software	DOT - Blue Revu In View Mode Issue	4 - Low	08/12/2019 10:51:11	08/13/2019 11:19:47
55-03-01	INC0332687	Helen Kendall	Hardware	DOT - Error Message - Monitor Issue	4 - Low	08/22/2019 11:00:42	08/25/2019 16:00:03
55-03-01	INC0332937	Amanda Belford	Hardware	DOT - Driver Issue in Townsend Conf. Rm	4 - Low	08/23/2019 16:40:35	08/29/2019 13:00:01
55-03-01	INC0333535	Thomas Brockenbrough Jr	Hardware	DOT - Desktop Issues with Mouse and Keyboard	4 - Low	08/28/2019 14:19:55	08/31/2019 16:00:01
55-03-01	INC0330915	Loretta Way	Software	DOT - Error Message - laptop will not turn on	4 - Low	08/08/2019 15:10:13	08/13/2019 15:01:39

DDS	Ticket Number	Caller	Category	Short Description	Severity	Opened	Closed
55-03-01	INC0332849	Loretta Way	Hardware	DeIDOT - Dymo 450 Not Printing	4 - Low	08/23/2019 11:00:58	08/26/2019 12:00:08
55-03-01	INC0333888	Sireen Muhtaseb	Software	DeIDOT - Windows 10 Upgrade Failed	4 - Low	08/30/2019 10:50:41	
55-03-01	INC0332995	Thomas Brockenbrough Jr	Hardware	DeIDOT - Mouse Stops Working Frequently	4 - Low	08/26/2019 09:31:08	08/29/2019 11:00:03
55-03-01	INC0330469	John Andrescavage	Hardware	DeIDOT - Unable To Print	4 - Low	08/06/2019 11:01:37	08/09/2019 12:00:04
55-03-01	INC0332323	Renay Walls	Hardware	DeIDOT - Continuing Computer Issues	4 - Low	08/20/2019 13:03:07	
55-03-01	INC0329989	Renay Walls	Hardware	DOT - Computer Unresponsive/Fr eezing	4 - Low	08/02/2019 09:06:06	08/19/2019 15:00:03
55-03-01	INC0330752	Aaron Bell	Hardware	DeIDOT - Printer Issue DOT0505	4 - Low	08/08/2019 07:46:47	08/11/2019 12:00:06
55-03-01	INC0330142	Aaron Bell	Hardware	DOT - Printer Issue	4 - Low	08/05/2019 08:35:40	08/29/2019 14:28:57
55-03-01	INC0332121	Claudy Joinville	Hardware	DOT - Issues Running Scripts in CUBE	4 - Low	08/19/2019 10:57:13	08/27/2019 15:38:50
◆ Department: DeIDOT-Technology and Innovation (19)							
55-02-01	INC0329819	David Gray	Hardware	DeIDOT - DEMA/TMC Power Outage - On Backup Generators	2 - High	08/01/2019 08:22:28	08/04/2019 11:00:07
55-02-01	INC0332600	Dan Akeme	Network	DeIDOT - Proactive - DOT-Rt-30-TrafficCam is down	3 - Medium	08/22/2019 00:27:12	08/25/2019 18:00:06
55-02-01	INC0331969	Alavudeen Abdulsamath	Software	DTI - PR_FACTS_LO AD_PROJ_LOC FAILED	4 - Low	08/16/2019 10:40:48	08/25/2019 10:00:04
55-02-01	INC0333585	Faith SanDiego	Network	DeIDOT - Firewall Request Not Completed	4 - Low	08/28/2019 15:44:02	09/02/2019 10:00:05
55-02-01	INC0331914	Anand Kirti	Software	DeIDOT - Server Proxy Issue	4 - Low	08/15/2019 21:47:21	08/26/2019 09:00:03
55-02-01	INC0333747	Anand Kirti	Software	DeIDOT - Repeated Slow System Performance Over VPN (INC0325625)	4 - Low	08/29/2019 12:49:15	
55-02-01	INC0330299	Daryl Harris	Hardware	DeIDOT - Cracked Laptop Screen -Pending 8/29	4 - Low	08/05/2019 13:40:24	09/01/2019 14:00:07
55-02-01	INC0333150	Haritha Kotturi	Hardware	DeIDOT - User is having connectivity issues with virtual machine	4 - Low	08/26/2019 16:00:10	08/30/2019 10:00:04

DDS	Ticket Number	Caller	Category	Short Description	Severity	Opened	Closed
55-02-01	INC0331069	Venkata Patlolla	Software	DeIDOT - T&I Team Lost Access to T&I Folder	4 - Low	08/09/2019 13:27:33	08/15/2019 10:00:09
55-02-01	INC0333127	Venkata Patlolla	Hardware	DOT - Unable to Sign into Laptop Lost Domain Trust Relationship	4 - Low	08/26/2019 14:13:19	08/29/2019 16:00:06
55-02-01	INC0331020	Joel Villamor	Hardware	DeIDOT - Computer Hangs Up When Host Explorer Error Appears	4 - Low	08/09/2019 10:27:37	08/17/2019 13:00:01
55-02-01	INC0333943	Theresa Vander Schel	Software	DeIDOT - DMV - Inspection Lanes are not Communicating with Mainframe	4 - Low	08/30/2019 11:27:15	09/02/2019 14:00:11
55-02-01	INC0331729	Alavudeen Abdulsamath	Software	DTI - Plantation Road Improvements, Robinsonville Road to US 9	4 - Low	08/14/2019 17:16:26	08/19/2019 08:00:07
55-02-01	INC0330956	Ronald Galbreath	Network	DeIDOT - NVR Camera at Dover Admin Building has Wrong Gateway	4 - Low	08/09/2019 07:43:44	08/09/2019 13:55:27
55-02-01	INC0330955	Anand Kirti	Software	DeIDOT - Issue getting response from FirstMap test server **ASAP**	4 - Low	08/08/2019 22:47:16	08/12/2019 11:00:03
55-02-01	INC0332591	Krishna Inabathini	Hardware	DOT - TST2ACOGNOS Server Issue	4 - Low	08/21/2019 16:58:25	08/29/2019 17:00:13
55-02-01	INC0332112	Floyd Kingsley III	Hardware	DeIDOT - PC Will Not Boot	4 - Low	08/19/2019 10:25:29	08/25/2019 14:00:10
55-02-01	INC0332213	Ronald Galbreath	Hardware	DeIDOT - Unable To Log In To PC	4 - Low	08/20/2019 06:43:49	08/23/2019 12:00:10
55-02-01	INC0333929	Anand Kirti	Hardware	DeIDOT - Slow System Performance URGENT	4 - Low	08/30/2019 10:57:18	09/08/2019 11:00:02
◆ Department: DeIDOT-Transportation Solutions-Project Teams (50)							
55-08-30	INC0330957	Christopher King	Software	DeIDOT - Outlook Freezing After Adobe Editor Installation	4 - Low	08/09/2019 07:07:39	08/12/2019 10:00:04
55-08-30	INC0333454	Jeremy Dutton	Hardware	DeIDOT - Display Screen Flickering	4 - Low	08/28/2019 10:33:30	09/07/2019 11:00:10
55-08-30	INC0333512	Michelle Glackin	Software	DOT - Unable to Access Egress Package	4 - Low	08/28/2019 13:05:55	08/30/2019 08:08:00

DDS	Ticket Number	Caller	Category	Short Description	Severity	Opened	Closed
55-08-30	INC0331248	Daris Parsons	Software	DeIDOT - 504 Error Trying to Reach SussexCounty Gov Websites	4 - Low	08/12/2019 12:14:06	08/16/2019 13:00:08
55-08-30	INC0333924	Shante Hastings	Software	DOT - Windows 10 Upgrade Fail Pending User	4 - Low	08/30/2019 11:41:53	
55-08-30	INC0333939	Buffy Gerald	Hardware	DeIDOT - User is having an issue with desktop - screen is all back and white - unable to info clearly	4 - Low	08/30/2019 10:04:03	08/30/2019 13:48:31
55-08-30	INC0332607	Catherine Schwander	Software	DeIDOT - Outlook Freezing - Pending customer test	4 - Low	08/22/2019 06:51:34	08/29/2019 15:00:02
55-08-30	INC0333862	Jennifer Pinkerton	Network	DeIDOT - U Drive Will Not Stay Mapped	4 - Low	08/30/2019 09:18:21	09/06/2019 09:00:09
55-08-30	INC0333412	Jennifer Pinkerton	Software	DOT - Unable to Connect to U: drive	4 - Low	08/28/2019 08:27:54	08/28/2019 10:38:41
55-08-30	INC0333004	Michael Beulah	Hardware	DeIDOT - Issues with Shared Drives on Tablet	4 - Low	08/26/2019 09:30:10	08/29/2019 11:00:08
55-08-30	INC0333656	Christopher Purfield	Software	DOT - Error Message	4 - Low	08/29/2019 09:29:01	09/01/2019 11:00:07
55-08-30	INC0330336	Christopher Nacrelli IV	Hardware	DeIDOT - Computer Error Logging In	4 - Low	08/05/2019 14:58:21	08/08/2019 16:00:05
55-08-30	INC0333203	Brian Butcher	Hardware	DeIDOT - User is having an issue with desktop - will not boot up correctly since the upgrade	4 - Low	08/27/2019 08:41:54	09/03/2019 15:32:31
55-08-30	INC0331006	Ashley Krauss	Software	DOT - Error Message	4 - Low	08/09/2019 10:10:49	08/15/2019 09:00:10
55-08-30	INC0333584	Kathryn Kressman	Software	DOT - Hotmix Phone Will Not Dial Voicemail	4 - Low	08/28/2019 15:30:57	09/01/2019 10:00:04
55-08-30	INC0330433	Karynn Reed	Software	DeIDOT - Issue With Cantasia	4 - Low	08/06/2019 09:48:10	08/10/2019 11:00:04
55-08-30	INC0331536	Jantzen Burton	Software	DeIDOT - DeIDOT Website Down	4 - Low	08/14/2019 07:30:16	08/17/2019 10:00:08
55-08-30	INC0331630	Edwin Robles	Software	DOT - Egress Will Not Stay Enabled	4 - Low	08/14/2019 11:10:49	08/18/2019 14:00:08
55-08-30	INC0330466	Jamie Pavona	Software	DeIDOT - Google Earth Pro Error	4 - Low	08/06/2019 10:37:41	08/09/2019 11:00:02
55-08-30	INC0329826	G. Sweeney Jr	Software	DeIDOT - Cantasia Intermittently Not Opening	4 - Low	08/01/2019 08:43:52	08/09/2019 10:00:09

DDS	Ticket Number	Caller	Category	Short Description	Severity	Opened	Closed
55-08-30	INC0330842	Jeffery Steward	Software	DeIDOT - Unable to Open PDFs from Outlook - follow up 8/12	4 - Low	08/08/2019 10:40:37	08/17/2019 10:00:07
55-08-30	INC0330759	Stephen Campanicki	Hardware	DeIDOT - Monitor at the Print Room Dying - URGENT	4 - Low	08/08/2019 08:14:55	08/11/2019 10:00:05
55-08-30	INC0333185	Charles Ferguson III	Hardware	DeIDOT - User's computer will not boot up since the upgrade on Friday - Keeps getting the Startup Repair message	4 - Low	08/27/2019 08:31:15	08/28/2019 09:33:32
55-08-30	INC0332874	Rebecca Patchett	Hardware	DOT - Conference Room PC Issues Skype, Outlook, Webinars	4 - Low	08/23/2019 11:03:24	09/06/2019 17:00:08
55-08-30	INC0331679	John Gaines	Software	DOT - Unable to Open Trns*port	4 - Low	08/14/2019 13:57:04	08/18/2019 15:00:05
55-08-30	INC0333744	John Gaines	Hardware	DOT - Monitor Will Not Display After PC Fell	4 - Low	08/29/2019 12:58:35	09/01/2019 16:00:06
55-08-30	INC0331966	Jantzen Burton	Software	DeIDOT - Low Storage Warning from PC	4 - Low	08/16/2019 11:01:14	08/19/2019 14:00:10
55-08-30	INC0333869	Anna Smith	Software	DeIDOT - Cannot Open Links in Outlook	4 - Low	08/30/2019 10:06:19	09/02/2019 11:00:09
55-08-30	INC0330522	Eric Yoder	Software	DeIDOT - New/Reply Email Causing Outlook to Crash	4 - Low	08/06/2019 13:42:50	08/09/2019 15:00:09
55-08-30	INC0333820	Craig Blowers	Software	DOT - Error Message	4 - Low	08/30/2019 06:54:23	09/06/2019 17:00:09
55-08-30	INC0331652	Vincent Ruff	Hardware	DOT - IPAD Not Authenticating	4 - Low	08/14/2019 12:52:42	08/17/2019 13:00:02
55-08-30	INC0332695	Jamie Pavona	Hardware	DeIDOT - Network Connection Issues When Not on State WIFI	4 - Low	08/22/2019 11:08:09	09/09/2019 10:00:06
55-08-30	INC0330923	Ashley Krauss	Software	DeIDOT - Application Install Error - Pending user response will follow up 8/14	4 - Low	08/08/2019 11:25:08	08/19/2019 12:47:24
55-08-30	INC0330579	Jason Hastings	Hardware	DOT - Laptop Not Charging	4 - Low	08/07/2019 07:52:44	08/07/2019 09:47:05
55-08-30	INC0333115	Sasmit Bhayde	Software	DeIDOT - Outlook Crashing	4 - Low	08/26/2019 13:26:59	08/29/2019 14:00:10
55-08-30	INC0330961	Shaun Armstrong	Software	DOT - Windows Mobile Device Not Working	4 - Low	08/09/2019 08:16:26	08/17/2019 10:00:04

DDS	Ticket Number	Caller	Category	Short Description	Severity	Opened	Closed
55-08-30	INC0331340	Michael Beulah	Software	DOT - Unable to Print to Plotter	4 - Low	08/13/2019 07:48:06	08/14/2019 10:49:55
55-08-30	INC0331002	Michelle Glackin	Software	DeIDOT - Issues Printing From Site	4 - Low	08/09/2019 09:35:01	08/12/2019 13:01:10
55-08-30	INC0329807	Bruce Caballero	Software	DeIDOT - Time & Labor Page Displaying Hyroglyphics	4 - Low	08/01/2019 07:34:30	08/04/2019 10:00:06
55-08-30	INC0331742	David Kleinot	Software	DOT - Unable to Make Google Chrome Default Browser	4 - Low	08/15/2019 07:28:01	08/18/2019 15:00:08
55-08-30	INC0330254	Diane Gunn	Hardware	DOT - Computer Wont Turn On	4 - Low	08/05/2019 11:50:59	08/08/2019 15:00:05
55-08-30	INC0332074	David Kleinot	Software	DeIDOT - Bluebeam Studio iPad App	4 - Low	08/19/2019 09:04:59	08/23/2019 09:00:02
55-08-30	INC0330667	Monroe Hite III	Software	DOT - Unable to Start Outlook Application	4 - Low	08/07/2019 12:41:39	08/10/2019 13:00:04
55-08-30	INC0330032	William Likens	Hardware	Del-DOT - issues with number pad - (received, pending user)	4 - Low	08/02/2019 11:11:32	08/22/2019 10:20:41
55-08-30	INC0333266	Shaun Armstrong	Software	DeIDOT - Error Message in Carlson Xports - pending user response will follow up 9/5/2019	4 - Low	08/27/2019 11:19:28	09/03/2019 14:04:53
55-08-30	INC0333192	Paul Bonsignore	Software	DeIDOT - Computer Boot Error After Windows 10 Upgrade	4 - Low	08/27/2019 08:47:04	08/31/2019 15:00:11
55-08-30	INC0330742	Patricia Davis	Hardware	DeIDOT - On Base Scanner Issue	4 - Low	08/07/2019 17:31:01	08/25/2019 11:00:03
55-08-30	INC0333896	Brian Butcher	Software	DOT - Windows 10 Upgrade Fail	4 - Low	08/30/2019 10:57:09	
55-08-30	INC0331059	Michelle Glackin	Software	DeIDOT - Error Connecting to Court Connect	4 - Low	08/09/2019 12:51:58	08/09/2019 13:37:09
55-08-30	INC0332088	Jonathan Tice	Hardware	DeIDOT - The security database on the server does not have a computer account for this workstation trust relationship	4 - Low	08/19/2019 09:50:55	08/19/2019 10:09:32
◆ Department: DeIDOT-Transportation Solutions-Traffic (22)							
55-08-40	INC0331534	Jeffrey Kohel	Software	DOT - Unable to Reach deldot.gov Websites **PUBLIC IMPACT**	2 - High	08/14/2019 07:05:18	08/16/2019 09:05:52

DDS	Ticket Number	Caller	Category	Short Description	Severity	Opened	Closed
55-08-40	INC0331048	Devon Stover	Software	DeIDOT/TMC - Delaware Road Inventory Maintenance Responsibility Not Populating Colors	3 - Medium	08/09/2019 11:47:43	08/12/2019 13:00:04
55-08-40	INC0330000	Lei XU	Software	DOT - Error Message	4 - Low	08/02/2019 09:44:53	08/05/2019 11:00:03
55-08-40	INC0330284	Erin Remus	Software	DeIDOT - Cannot Access Timesheets on SSO	4 - Low	08/05/2019 12:53:08	08/08/2019 14:00:13
55-08-40	INC0332044	William Smart	Software	DeIDOT - Leave Balance Request Not Received	4 - Low	08/19/2019 07:56:03	08/22/2019 10:00:00
55-08-40	INC0332791	Lara Brown	Software	DOT - Error Message	4 - Low	08/23/2019 09:39:32	08/26/2019 11:00:03
55-08-40	INC0331541	Aaron Hunt	Software	DOT - PC Boot Up Issues	4 - Low	08/14/2019 08:01:35	08/19/2019 09:00:05
55-08-40	INC0330586	Jack Hardy	Hardware	DOT - Plotter Not Printing	4 - Low	08/07/2019 08:14:01	08/17/2019 11:00:04
55-08-40	INC0333105	Lei XU	Hardware	DOT - Error Message	4 - Low	08/26/2019 13:15:36	09/06/2019 16:00:03
55-08-40	INC0330035	Patrick Ryan	Software	DeIDOT - Unable To Enter Time	4 - Low	08/02/2019 11:21:46	08/09/2019 10:54:38
55-08-40	INC0330245	Donald Purdy II	Software	DOT - Emails not coming Through	4 - Low	08/05/2019 11:39:45	08/08/2019 14:00:11
55-08-40	INC0333269	Jacob Kulhanek	Hardware	DeIDOT - Computer Blue Screen Issue- pending performed Dell update and installed new bios and others DTI monitoring	4 - Low	08/27/2019 11:15:15	09/02/2019 10:00:05
55-08-40	INC0332570	Donald Weber	Hardware	DeIDOT - Computer Fan Issue	4 - Low	08/21/2019 15:38:30	08/30/2019 14:00:07
55-08-40	INC0330289	Christopher Ryan	Software	DeIDOT - Unable to Login to Leave Balance	4 - Low	08/05/2019 13:16:57	08/08/2019 14:00:12
55-08-40	INC0330827	Ashley Murphy	Software	DeIDOT - Cannot Access Folder on G Drive **ASAP**	4 - Low	08/08/2019 10:36:02	08/12/2019 09:53:56
55-08-40	INC0333789	Belkis Cuevas	Software	DeIDOT - FlexDesign Program Missing from New Computer	4 - Low	08/29/2019 15:00:37	09/07/2019 11:00:08
55-08-40	INC0330080	Lara Brown	Network	DeIDOT - Phone Not Working	4 - Low	08/02/2019 14:06:47	08/05/2019 14:34:48

DDS	Ticket Number	Caller	Category	Short Description	Severity	Opened	Closed
55-08-40	INC0330506	Amanda Davis	Software	DOT - OnBase PaperStream Capture Wrong Screen	4 - Low	08/06/2019 12:16:06	08/11/2019 10:00:05
55-08-40	INC0333624	Donald Weber	Software	DOT - O365 Upgrade Failed **ASAP**	4 - Low	08/29/2019 06:53:59	09/07/2019 09:00:01
55-08-40	INC0330864	Ashley Murphy	Software	DeIDOT - PSS Icon missing	4 - Low	08/08/2019 11:23:44	08/11/2019 15:00:00
55-08-40	INC0332212	Patrick Ryan	Software	DeIDOT - Unable To Log In To Leave Balances	4 - Low	08/20/2019 06:49:01	08/23/2019 08:00:01
55-08-40	INC0333759	Brian Motyl	Software	DOT - Unable to Use TVs at Georgetown Conference Room **ASAP**	4 - Low	08/29/2019 13:57:09	09/06/2019 17:00:12
◆ Department: Department of Transportation (5)							
55-00-00	INC0329851	Lillian Turner	Software	DeIDOT - Calendar Bookings are Not Visible to Other Employees	4 - Low	08/01/2019 09:29:15	08/08/2019 15:00:01
55-00-00	INC0332029	Tirus Brown	Software	DeIDOT - Server Fails to Reach Required URL	4 - Low	08/16/2019 16:09:01	08/24/2019 11:00:02
55-00-00	INC0332677	Sriraj Panicker	Software	DeIDOT - DNS/FQDN configuration for web server 172.31.74.58	4 - Low	08/22/2019 08:46:57	08/25/2019 14:00:11
55-00-00	INC0332828	Sriraj Panicker	Hardware	DeIDOT - Dotwsdmvmodt0 1 Not Responding	4 - Low	08/23/2019 10:26:44	08/26/2019 12:00:11
55-00-00	INC0330420	Charlotte Coverdale	Hardware	DeIDOT/DART - Mouse Stops Working	4 - Low	08/06/2019 09:19:26	08/09/2019 10:00:10