	unt by Incident Types ntains data Incidents submitted in Last 12 Months	Court	Consolidariation of India
Type of Incident Applications	Main Category User Account Control (UAC)	Count 2352	General description of incidents Creating users, password resets, login issues, change of names etc
pplications	MS Outlook	792	Issues in accessing data, authentication, sending/receiving emails
	McAfee	509	AV Issues, updates, errors, blocking items, messages received
	RFCA Portal	487	PQQ, and ACF Bookings questions from contractors and RFCAs, data issues
	BitLocker Sharepoint	450 423	Passcode issues, re-installs, lost keys, errors Search, deleted file recovery, permissions, general help
	ownCloud	386	Setting up, file transfer, limits, general how to
	MS Office	267	General help with office, errors, re-installs
	C		Control level level and the second level and the se
	Symphony	152	System level issues, email relay not working, access to webserver (Application support is through SFL)
	JPA		
		147	Access to JPA, not working due to software compatiblity, general questions
	Anti-Virus Alternative Venues	132 61	General issues and messages, re-installs, updates User support for the application, changes to data, look and feel
	Backups	21	Using the backups to recover lost or deleted data
	Sage Payroll/ Sage HR	79	Setting up, general user access, updates to software
	Colligo	54	
	BMC Service Desk Exchange Server	44 59	
	MS Internet Explorer	88	
	Adobe Acrobat Reader	33	
	MS Word	78	
	WatchGuard Mobile VPN Westminster	58 27	
	Training	38	
	Web Site	43	
	MS Excel	33	
	MS Access	17 29	
	Avaya	29	
	VMware	123	
	VDT Related	344	
	MS PowerPoint	24	
	CCFJPA		This relates to the sub contract for providing payroll service to the CCF. Please so
		201	separate contract description. This should be included in the tender. Happy to
		361	discuss.
	Skype for Business	102	
	MS Visio	18	
	Salesforce	39	
	Becrypt Baseline	5	
	Windows Media Player	25	
	Java	24	
	MJDI Apple iCloud	14 6	
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	MS Project	3	
ccount Administration	Microsoft Domain/Active Directory EGS / IGS Gateway Related	1152 143	
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	VDT Account Administration	605	
	Office 265	15	
letwork	Office 365 Firewall	15 44	
	Intranet/Internet	151	
	LAN	42	
	Wi-Fi	34	
	Remote Connectivity	59	
	Proxy Server	36	
	Telephone Switches	43 46	
	WAN	10	
	RU	34	
General Information	General Question	541	
	How To	66	
ardware	Printer (network)	289	
	Printer (local)	218	
	Laptop Desktop PC (standard)	109 98	
	Desktop i e (standard)	30	
	Server	44	
	Server	44	
	Server Scanner	44	
	Server Scanner Surface Pro	44	
	Server Scanner Surface Pro Monitor Keyboard	44 41 34 25 18	
	Server Scanner Surface Pro Monitor Keyboard Mouse	44 41 34 25 18 38	
	Server Scanner Surface Pro Monitor Keyboard	44 41 34 25 18	
	Server Scanner Surface Pro Monitor Keyboard Mouse	44 41 34 25 18 38 15	
	Server Scanner Surface Pro Monitor Keyboard Mouse CD/DVD ROM Multi-functional (Printer/Scanner/Copier)	44 41 34 25 18 38 15	
	Server Scanner Surface Pro Monitor Keyboard Mouse CO/DVD ROM Multi-functional (Printer/Scanner/Copier) NIC	44 41 34 25 18 38 15	Needed update to drivers or other changes to fix the issue
	Server Scanner Surface Pro Monitor Keyboard Mouse Co/PVD ROM Multi-functional (Printer/Scanner/Copier) NIC Speakers/Sound	44 41 34 25 18 38 15 44 43 33 24	Needed update to drivers or other changes to fix the issue
	Server Scanner Surface Pro Monitor Keyboard Mouse CO/DVD ROM Multi-functional (Printer/Scanner/Copier) NIC Speakers/Sound Hard Drive	44 41 34 25 18 38 15 44 33 24 13	Needed update to drivers or other changes to fix the issue
	Server Scanner Surface Pro Monitor Keyboard Mouse CD/DVD ROM Multi-functional (Printer/Scanner/Copier) NIC Speakers/Sound Hard Drive Port Replicator	44 41 41 25 18 38 15 15 44 33 24 13	Needed update to drivers or other changes to fix the issue
	Server Scanner Surface Pro Monitor Keyboard Mouse CO/DVD ROM Multi-functional (Printer/Scanner/Copier) NIC Speakers/Sound Hard Drive	44 41 34 25 18 38 15 44 33 24 13	Needed update to drivers or other changes to fix the issue
tobiles / Tablets	Server Scanner Surface Pro Monitor Keyboard Mouse CD/DVD ROM Multi-functional (Printer/Scanner/Copier) NIC Speakers/Sound Hard Drive Port Replicator	44 41 41 25 18 38 15 15 44 33 24 13	Needed update to drivers or other changes to fix the issue
Iobiles / Tablets	Server Scanner Surface Pro Monitor Keyboard Mouse CD/DVD ROM Multi-functional (Printer/Scanner/Copier) NIC Speakers/Sound Hard Drive Port Replicator Video Card	44 41 34 25 18 38 15 44 43 33 24 13	Needed update to drivers or other changes to fix the issue
Mobiles / Tablets	Server Scanner Surface Pro Monitor Keyboard Mouse CO/DVD ROM Multi-functional (Printer/Scanner/Copier) NIC Speakers/Sound Hard Drive Port Replicator Video Card	44 41 34 25 18 38 15 44 33 24 13 33 12	Needed update to drivers or other changes to fix the issue
nobiles / Tablets	Server Scanner Surface Pro Monitor Keyboard Mouse CO/DVD ROM Multi-functional (Printer/Scanner/Copier) NIC Speakers/Sound Hard Drive Port Replicator Video Card	44 41 34 25 18 38 15 44 33 24 13 33 12	Needed update to drivers or other changes to fix the issue
Mobiles / Tablets	Server Scanner Surface Pro Monitor Keyboard Mouse Cof/PVD ROM Multi-functional (Printer/Scanner/Copier) NIC Speakers/Sound Hard Drive Port Replicator Video Card IPhone Android	44 44 33 34 25 15 15 15 12 24 13 33 32 12 12 463 142	Needed update to drivers or other changes to fix the issue
	Server Scanner Surface Pro Monitor Keyboard Mouse CO/DVD ROM Multi-functional (Printer/Scanner/Copier) NIC Speakers/Sound Hard Drive Port Replicator Video Card	44 41 34 25 18 38 15 44 33 24 13 33 12	Needed update to drivers or other changes to fix the issue
perating System	Server Scanner Surface Pro Montor Keyboard Mouse CO/DVD ROM Multi-functional (Printer/Scanner/Copier) NIC Speakers/Sound Hard Drive Port Replicator Video Card IPhone Android Windows PC Windows Server	44 4 34 25 18 38 18 38 12 4 13 33 12 12 12 14 63 142 169 35	Needed update to drivers or other changes to fix the issue
perating System	Server Scanner Surface Pro Monitor Keyboard Mouts Mouts CO/DVD ROM Multi-functional (Printer/Scanner/Copier) NIC Speakers/Sound Hard Drive Port Replicator Video Card Windows PC Windows PC Windows Server File / Folder Permissions	44 41 34 25 18 38 15 15 44 33 24 13 33 12 463 142 169 35	Needed update to drivers or other changes to fix the issue
operating System ermissions	Server Scanner Surface Pro Monitor Keyboard Mouse CO/DVD ROM Multi-functional (Printer/Scanner/Copier) NIC Speakers/Sound Hard Drive Port Replicator Video Card iPhone Android Windows PC Windows PC Windows Server File / Folder Permissions	44 41 34 25 18 38 15 15 15 12 44 13 14 12 12 12 12 16 19 35 15 16 16 17 17 18 18 18 18 18 18 18 18 18 18 18 18 18	Needed update to drivers or other changes to fix the issue
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perating System	Server Scanner Surface Pro Monitor Keyboard Mouse CO/DVD ROM Multi-functional (Printer/Scanner/Copier) NIC Speakers/Sound Hard Drive Port Replicator Video Card Windows PC Windows PC Windows Server File / Folder Permissions SharePoint Permissions Telephone	44 44 33 15 15 16 16 16 16 16 16 16 16 16 16 16 16 16	Needed update to drivers or other changes to fix the issue
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ermissions ommunications	Server Scanner Surface Pro Montor Keyboard Mouse CO/DVD ROM Multi-functional (Printer/Scanner/Copier) NIC Speakers/Sound Hard Drive Port Replicator Video Card IPhone Android Windows PC Windows Server File / Folder Permissions Telephone IP Office BT Surface BT Surface Surfac	44 41 34 25 18 38 15 15 15 24 44 13 33 12 12 463 142 15 58 58 31 19	Needed update to drivers or other changes to fix the issue
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