



NEICE Support Desk Ticket Data Analysis January – April 2022

Table of Contents

Summary:	2
Categories for NEICE Tickets:	3
States:	5
Unique Users Submitting Tickets	6
Connection Types:	7
Appendix 1:	8
Appendix 2:	15

Summary:

NEICE Tickets submitted to the NEICE Support Desk from January 1, 2022, to April 30, 2022, were analyzed. A total of **849** tickets were submitted from **40 different states** and **297 unique users** (Reference Appendix 1).

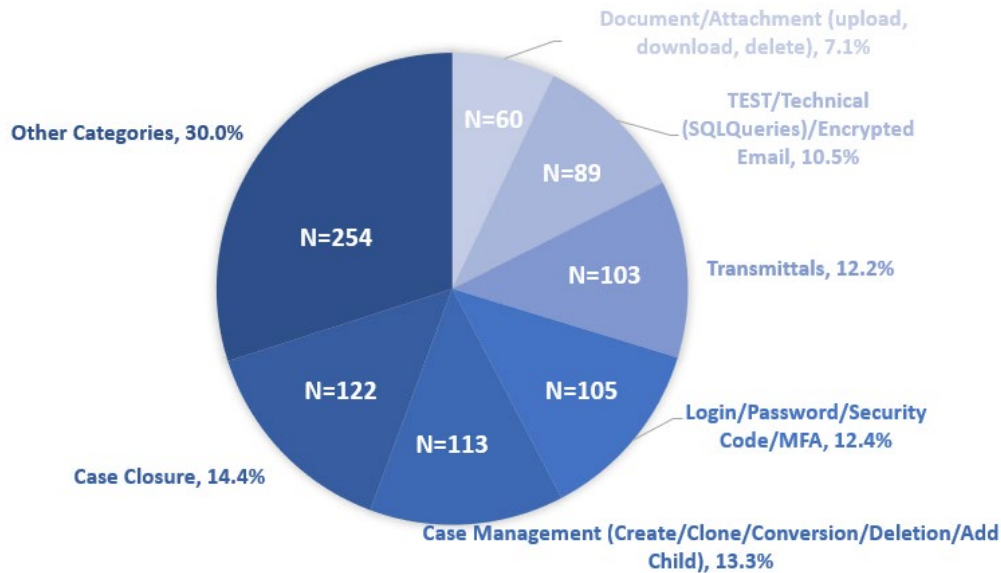
- **Top categories of tickets submitted** (*categories were assigned to each ticket to group the tickets in similar reasons tickets are submitted*):
 1. Case Closure
 2. Case Management (creating, cloning, converting, deleting, add child)
 3. Login Assistance
 4. Document/Attachment (upload, download, delete)
- **Top Three States with highest numbers of tickets submitted** (all CMS States):
 1. Virginia
 2. Florida
 3. New York
- **Top Connection System for states submitting tickets:**
 1. The Case Management System (CMS) states had the highest number with 470 tickets of 849 total tickets for (55.4%) of tickets submitted.
 2. Modular Case Management System (MCMS) had 268 tickets of 849 total tickets for (31.6%) of tickets submitted.
 3. National Clearing House (NCH) had 41 tickets of 849 total tickets at (4.8%) of tickets submitted
 4. Remaining were Secure Document Portal (SDP), Offline/Other (*such as system testing*), and one ticket was unknown.

Categories for NEICE Tickets:

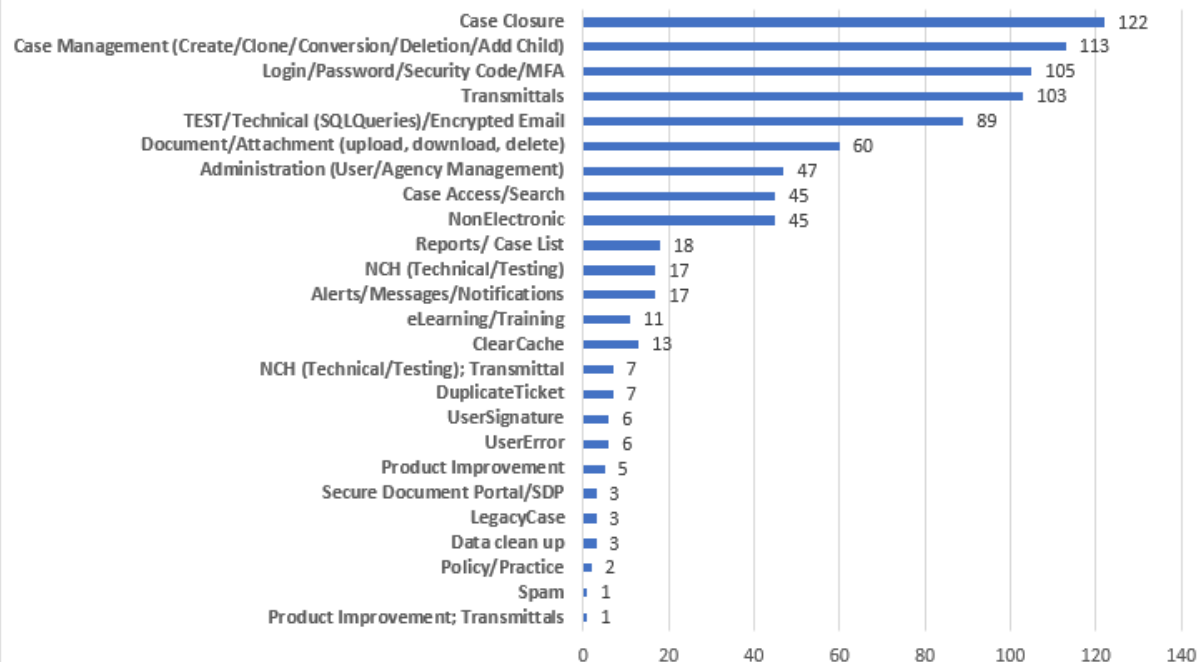
The 849 NEICE Support Desk tickets were grouped in 25 different categories describing the type of ticket request. **Case Closure** (N=122, 14.4%), **Case Management** (N=113, 13.3%), **Login** (N=105, 12.4%), **Transmittals** (N=103, 12.2%), **Testing** (N=89, 10.5%), and **Documents** (N=60, 7.1%) were the top categories of ticket submissions (January – April 2022).

PERCENTAGE OF TOP CATEGORIES OF NEICE TICKET SUBMISSION

(JANUARY - APRIL 2022 NEICE SUPPORT DESK)



Count of Ticket Category

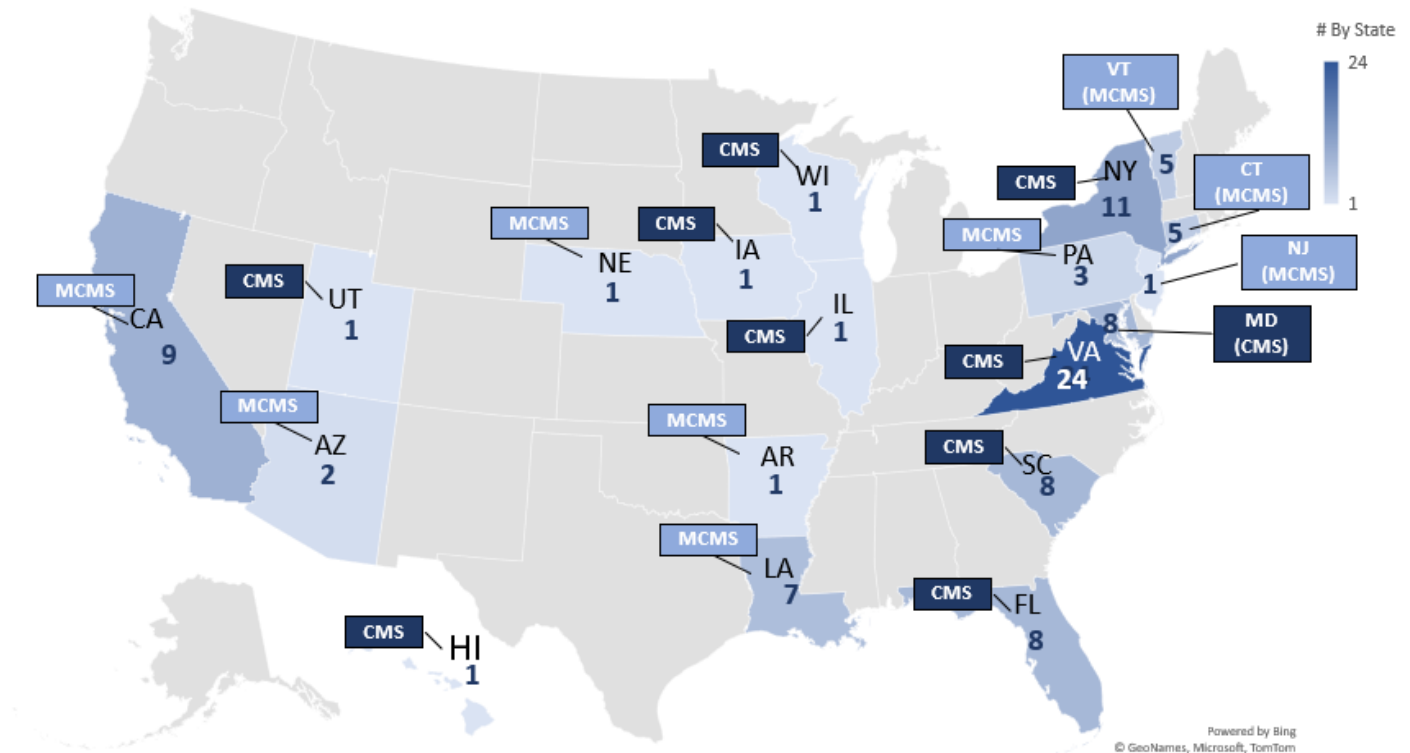


Of the 105 requests for **Login** assistance, there were 19 individual states in this category. Virginia (N=24, 22.9%) and New York (N=11, 10.5%) were the top two (2) states. CMS states submitted 56 (53.3%) Login in tickets, MCMS submitted 42 (40.0%) and there were 7 (6.7%) other test/unknowns.

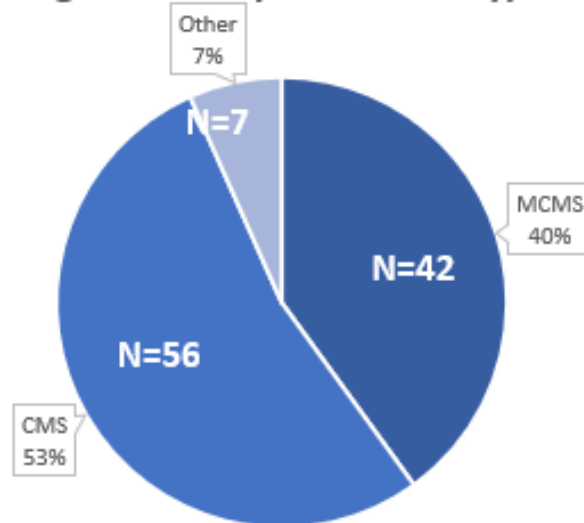
NEICE Support Desk - Login Requests by State

January – April 2022

(Darker blue indicates higher number of tickets)



Login Tickets by Connection Type



States:

A total of 40 different states submitted NEICE Tickets from January-April 2022. States among the top for number of tickets submitted were Virginia (VA), Florida (FL), New York (NY), Louisiana (LA), Illinois (IL), Pennsylvania (PA), Maryland (MD) and California (CA).

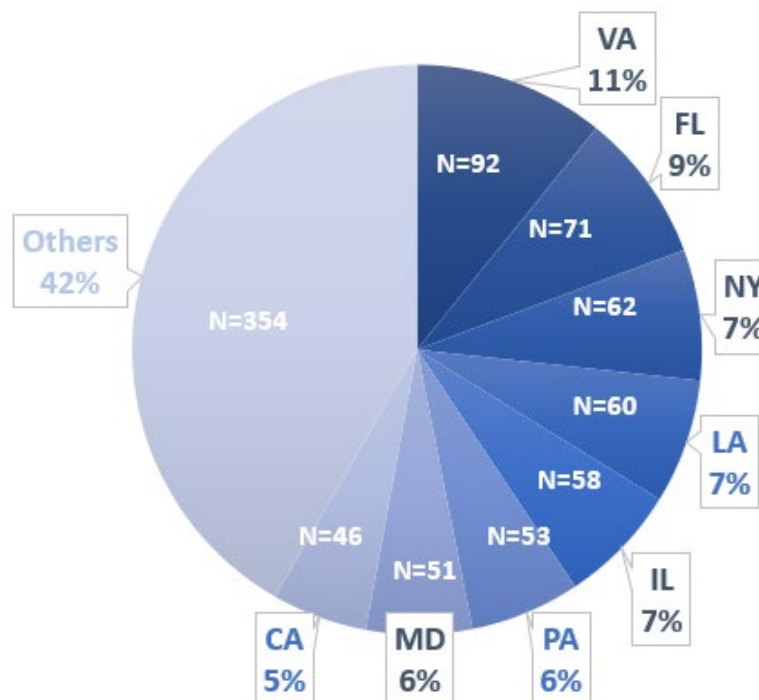
- The top eight (8) states had a total number of **(495) tickets** of the total (849 tickets) making up **58.3%** of the tickets submitted.
- The “Others” are the remaining **32 states and agencies** with a total number of **354 tickets** of the total (849 tickets) making up **41.7%** of tickets submitted.

*[*Click here to see full chart of all States with # of tickets \(including categories\) in Appendix 1, pg. 8-15](#)*

Eight (8) States	Connection Type	# Of Tickets	% Of total (849 total tickets)
Virginia (VA)	CMS	92	10.8%
Florida (FL)	CMS	72	8.5%
New York (NY)	CMS	63	7.4%
Louisiana (LA)	MCMS	60	7.1%
Illinois (IL)	CMS	58	6.8%
Pennsylvania (PA)	MCMS	53	6.2%
Maryland (MD)	CMS	51	6.0%
California (CA)	MCMS	46	5.4%
Top (8) Total:		495	58.3%
All Other States:		354	41.7%
Grand Totals		849	100%

Top NEICE Ticket Submission States

January – April 2022 NEICE Support Ticket



Unique Users Submitting Tickets

There was a total of **297 unique NEICE users** who submitted the 849 tickets to the NEICE Support Desk from January 1, 2022, to April 30, 2022. The top states with highest numbers of unique users were Virginia, New York, California, Louisiana, Florida, and Maryland. The total unique users in the top six (6) states equaled 162 (54.5%) of the 297 total unique users. States submitting more tickets also had more unique users submitting the tickets.

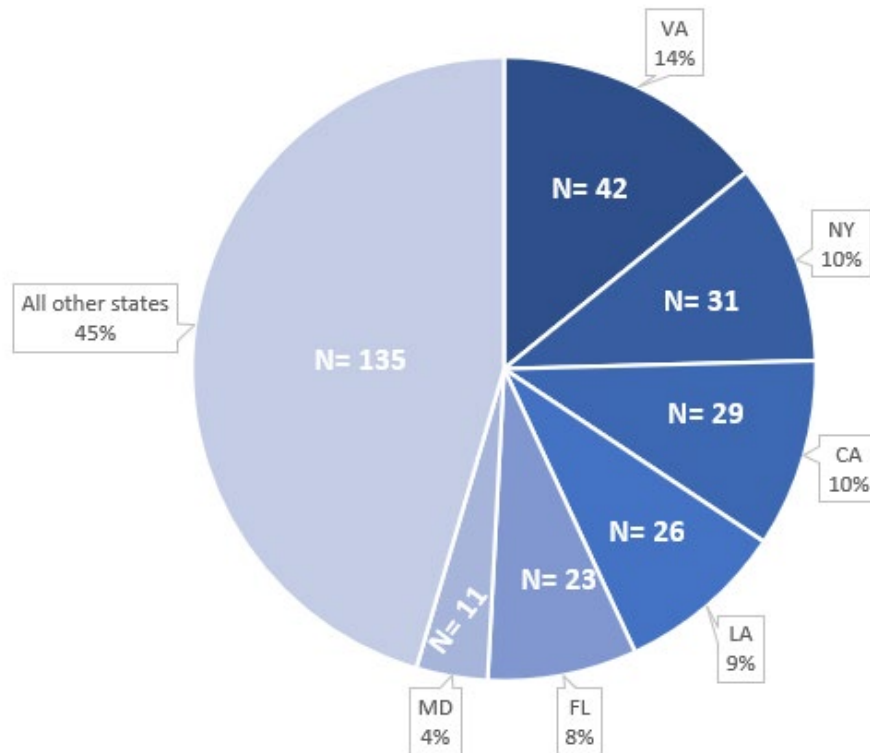
[*Click here to see full chart of all States with # of tickets \(including categories\) in Appendix 1, pg. 8-15](#)

Six (6) States	Connection Type	# Of Users in NEICE	# Unique Users Submitting Tickets	% Of Total Unique Users Submitting Tickets (297)
Virginia (VA)	CMS	939	42	14.1%
New York (NY)	CMS	497	31	10.4%
California (CA)	MCMS	*	29	9.8%
Louisiana (LA)	MCMS	*	26	8.8%
Florida (FL)	CMS	281	23	7.7%
Maryland (MD)	CMS	529	11	3.7%
Top (6) Total:		*	162	54.5%
All Other States:		*	135	45.5%
Grand Totals		*	297	

*Data is unknown at the time of the writing of this report.

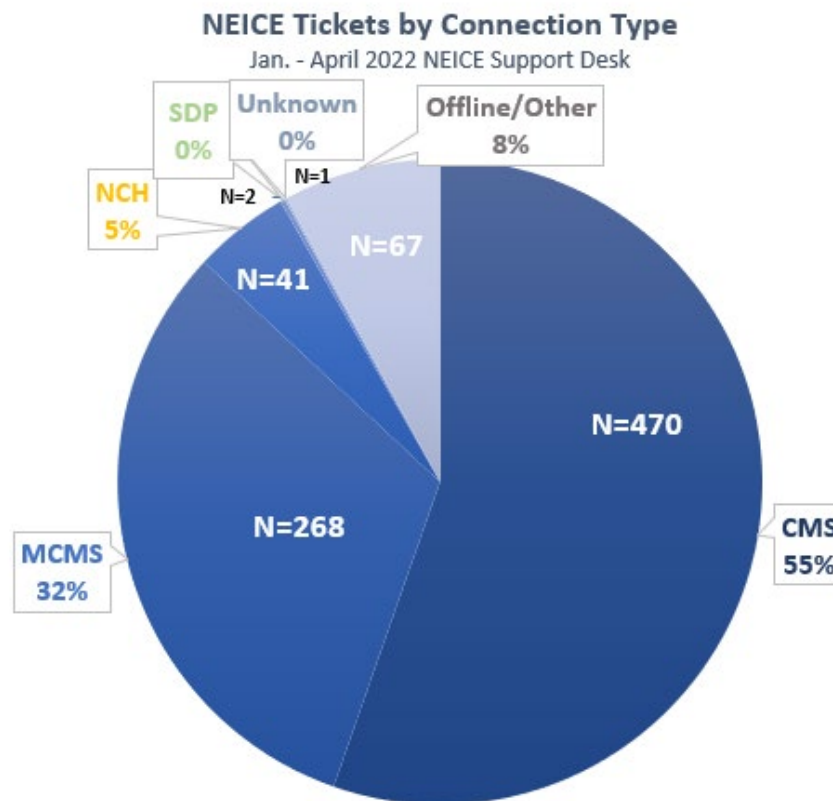
Unique Users Submitting Tickets

January - April 2022



Connection Types:

Connection types include Case Management System (CMS), Modular Case Management System (MCMS), National Clearing House (NCH), and the Secure Document Portal (SDP). Additional categories were included for non-state submissions. The additional categories include Offline/Other (APHSA, TETRUS, CISCO) and one state was Unknown. The top connection type with the most ticket submissions is the **Case Management System (CMS)** with **16 CMS states** submitting **470 tickets, 55.4%** of total **849** tickets from Jan. – April 2022.



*[*Click here for Appendix 2 for data by connection type:](#)*

NEICE Tickets by Connection Types			
	# States with Connection Type	# Of Tickets Submitted by Connection Type	% Of total tickets (N=849)
CMS	16	470	55.4%
MCMS	14	268	31.6%
NCH	7	41	4.8%
SDP	1	2	0.2%
Unknown	1	1	0.1%
Offline/Other	6	67	7.9%
Totals	45	849	100.0%

Appendix 1: This table provides total # tickets for each state with the categories - type of ticket(s) submitted.

NEICE Support Desk - By State with Type of Request and # Tickets Submitted

January 1, 2022 - April 29, 2022

State: Ticket Categories	Count of Tickets for State	State % of Total Tickets (849)	# Unique Users Submitting Ticket
AK	1	0.1%	1
Case Management (Create/Clone/Conversion/Deletion/Add Child)	1		
AL	7	0.8%	3
Administration (User/Agency Management)	2		
Case Management (Create/Clone/Conversion/Deletion/Add Child)	2		
Transmittals	2		
DuplicateTicket	1		
APHSA	2	0.2%	1
Administration (User/Agency Management)	1		
TEST/Technical (SQLQueries)/Encrypted Email	1		
AR	10	1.2%	5
TEST/Technical (SQLQueries)/Encrypted Email	5		
Transmittals	2		
Case Closure	1		
Case Management (Create/Clone/Conversion/Deletion/Add Child)	1		
Login/Password/Security Code/MFA	1		
AZ	3	0.4%	5
Login/Password/Security Code/MFA	2		
Transmittals	1		
CA	46	5.4%	29
Login/Password/Security Code/MFA	9		
Case Access/Search	6		
Case Management (Create/Clone/Conversion/Deletion/Add Child)	6		
Transmittals	6		
Administration (User/Agency Management)	5		
Case Closure	3		
ClearCache	3		
Document/Attachment (upload, download, delete)	3		
eLearning/Training	3		
Alerts/Messages/Notifications	1		
TEST/Technical (SQLQueries)/Encrypted Email	1		
CISCO	2	0.2%	1
Login/Password/Security Code/MFA	2		
CT	23	2.7%	9
Login/Password/Security Code/MFA	5		

Document/Attachment (upload, download, delete)	4		
TEST/Technical (SQLQueries)/Encrypted Email	4		
Case Management (Create/Clone/Conversion/Deletion/Add Child)	3		
Transmittals	3		
Case Closure	2		
DuplicateTicket	1		
UserSignature	1		
DC	1	0.1%	1
UserError	1		
FL	72	8.5%	23
Case Closure	12		
Transmittals	12		
Document/Attachment (upload, download, delete)	9		
Login/Password/Security Code/MFA	8		
Case Management (Create/Clone/Conversion/Deletion/Add Child)	7		
NonElectronic	6		
Case Access/Search	4		
ClearCache	3		
Product Improvement	3		
Administration (User/Agency Management)	2		
TEST/Technical (SQLQueries)/Encrypted Email	2		
Alerts/Messages/Notifications	1		
LegacyCase	1		
Reports/ Case List	1		
Secure Document Portal/SDP	1		
GA	17	2.0%	5
Case Management (Create/Clone/Conversion/Deletion/Add Child)	4		
Document/Attachment (upload, download, delete)	4		
Reports/ Case List	3		
Transmittals	3		
Case Closure	2		
DuplicateTicket	1		
HI	19	2.2%	7
Case Closure	7		
Case Management (Create/Clone/Conversion/Deletion/Add Child)	3		
Data clean up	2		
Document/Attachment (upload, download, delete)	2		
NonElectronic	2		
DuplicateTicket	1		
Login/Password/Security Code/MFA	1		
UserSignature	1		
IA	23	2.7%	5
NonElectronic	9		

Case Closure	3		
Case Management (Create/Clone/Conversion/Deletion/Add Child)	3		
Administration (User/Agency Management)	2		
Transmittals	2		
Alerts/Messages/Notifications	1		
Case Access/Search	1		
Login/Password/Security Code/MFA	1		
UserError	1		
ID	3	0.4%	1
Administration (User/Agency Management)	1		
NCH (Technical/Testing)	1		
NCH (Technical/Testing); Transmittal	1		
IL	58	6.8%	5
Case Closure	25		
Transmittals	15		
Case Management (Create/Clone/Conversion/Deletion/Add Child)	4		
Document/Attachment (upload, download, delete)	4		
Administration (User/Agency Management)	2		
TEST/Technical (SQLQueries)/Encrypted Email	2		
UserSignature	2		
Login/Password/Security Code/MFA	1		
NonElectronic	1		
Policy/Practice	1		
Product Improvement; Transmittals	1		
IN	2	0.2%	22
NCH (Technical/Testing)	1		
NCH (Technical/Testing); Transmittal	1		
KS	13	1.5%	3
NonElectronic	11		
Case Closure	1		
Case Management (Create/Clone/Conversion/Deletion/Add Child)	1		
KY	1	0.1%	1
Administration (User/Agency Management)	1		
LA	60	7.1%	26
Case Management (Create/Clone/Conversion/Deletion/Add Child)	12		
Case Access/Search	11		
Transmittals	11		
Login/Password/Security Code/MFA	7		
Administration (User/Agency Management)	6		
eLearning/Training	4		
Document/Attachment (upload, download, delete)	3		
Case Closure	2		
ClearCache	2		

NonElectronic	1		
TEST/Technical (SQLQueries)/Encrypted Email	1		
MD	51	6.0%	11
Case Closure	12		
Login/Password/Security Code/MFA	8		
Case Management (Create/Clone/Conversion/Deletion/Add Child)	7		
Document/Attachment (upload, download, delete)	4		
Reports/ Case List	4		
Alerts/Messages/Notifications	3		
ClearCache	3		
NonElectronic	2		
Transmittals	2		
Administration (User/Agency Management)	1		
Case Access/Search	1		
NCH (Technical/Testing)	1		
Product Improvement	1		
UserError	1		
UserSignature	1		
ME	10	1.2%	4
NCH (Technical/Testing)	5		
Transmittals	2		
Case Access/Search	1		
NCH (Technical/Testing); Transmittal	1		
TEST/Technical (SQLQueries)/Encrypted Email	1		
MI	1	0.1%	1
Administration (User/Agency Management)	1		
MN	4	0.5%	2
TEST/Technical (SQLQueries)/Encrypted Email	2		
Transmittals	2		
MO	12	1.4%	4
NCH (Technical/Testing)	3		
TEST/Technical (SQLQueries)/Encrypted Email	3		
Case Management (Create/Clone/Conversion/Deletion/Add Child)	2		
Administration (User/Agency Management)	1		
DuplicateTicket	1		
NCH (Technical/Testing); Transmittal	1		
Transmittals	1		
MS	1	0.1%	1
Case Access/Search	1		
NC	11	1.3%	1
Transmittals	5		
NCH (Technical/Testing)	3		
NCH (Technical/Testing); Transmittal	2		

TEST/Technical (SQLQueries)/Encrypted Email	1		
NE	14	1.6%	4
NonElectronic	3		
Administration (User/Agency Management)	2		
Case Management (Create/Clone/Conversion/Deletion/Add Child)	2		
Transmittals	2		
Alerts/Messages/Notifications	1		
Case Closure	1		
ClearCache	1		
Login/Password/Security Code/MFA	1		
Spam	1		
NJ	19	2.2%	9
Case Access/Search	4		
Case Management (Create/Clone/Conversion/Deletion/Add Child)	4		
Document/Attachment (upload, download, delete)	3		
TEST/Technical (SQLQueries)/Encrypted Email	3		
Case Closure	1		
Login/Password/Security Code/MFA	1		
NonElectronic	1		
Transmittals	1		
UserError	1		
NM	1	0.1%	1
Case Closure	1		
NV	9	1.1%	3
Case Management (Create/Clone/Conversion/Deletion/Add Child)	4		
Document/Attachment (upload, download, delete)	2		
Case Closure	1		
ClearCache	1		
Transmittals	1		
NY	63	7.4%	31
Case Management (Create/Clone/Conversion/Deletion/Add Child)	16		
Login/Password/Security Code/MFA	11		
Document/Attachment (upload, download, delete)	8		
Alerts/Messages/Notifications	4		
Case Access/Search	4		
Reports/ Case List	4		
Transmittals	4		
eLearning/Training	3		
NonElectronic	3		
TEST/Technical (SQLQueries)/Encrypted Email	2		
Administration (User/Agency Management)	1		
Policy/Practice	1		
UserError	1		

UserSignature	1		
OH	10	1.2%	3
Transmittals	5		
Administration (User/Agency Management)	1		
Case Management (Create/Clone/Conversion/Deletion/Add Child)	1		
Document/Attachment (upload, download, delete)	1		
NCH (Technical/Testing)	1		
TEST/Technical (SQLQueries)/Encrypted Email	1		
PA	53	6.2%	6
TEST/Technical (SQLQueries)/Encrypted Email	16		
Case Closure	14		
Case Management (Create/Clone/Conversion/Deletion/Add Child)	9		
Document/Attachment (upload, download, delete)	4		
Login/Password/Security Code/MFA	3		
Transmittals	3		
Data clean up	1		
NonElectronic	1		
Product Improvement	1		
Reports/ Case List	1		
RI	1	0.1%	1
Transmittals	1		
SC	19	2.2%	9
Login/Password/Security Code/MFA	8		
Case Closure	4		
Administration (User/Agency Management)	2		
Transmittals	2		
Case Access/Search	1		
Case Management (Create/Clone/Conversion/Deletion/Add Child)	1		
LegacyCase	1		
SD	7	0.8%	5
Case Management (Create/Clone/Conversion/Deletion/Add Child)	3		
TEST/Technical (SQLQueries)/Encrypted Email	2		
Administration (User/Agency Management)	1		
Document/Attachment (upload, download, delete)	1		
TEST	10	1.2%	4
Login/Password/Security Code/MFA	4		
TEST/Technical (SQLQueries)/Encrypted Email	3		
DuplicateTicket	2		
Case Access/Search	1		
TETRUS	40	4.7%	2
TEST/Technical (SQLQueries)/Encrypted Email	36		
NCH (Technical/Testing)	2		
Reports/ Case List	1		

Transmittals	1		
UT	24	2.8%	7
Case Closure	12		
Transmittals	3		
Administration (User/Agency Management)	2		
Alerts/Messages/Notifications	2		
Reports/ Case List	2		
Case Access/Search	1		
Case Management (Create/Clone/Conversion/Deletion/Add Child)	1		
Login/Password/Security Code/MFA	1		
VA	92	10.8%	42
Login/Password/Security Code/MFA	24		
Case Closure	14		
Administration (User/Agency Management)	13		
Case Management (Create/Clone/Conversion/Deletion/Add Child)	12		
Document/Attachment (upload, download, delete)	7		
Transmittals	6		
Case Access/Search	5		
NonElectronic	4		
Alerts/Messages/Notifications	3		
eLearning/Training	1		
LegacyCase	1		
Reports/ Case List	1		
TEST/Technical (SQLQueries)/Encrypted Email	1		
VI	1	0.1%	1
NCH (Technical/Testing); Transmittal	1		
VT	17	2.0%	6
Login/Password/Security Code/MFA	5		
Case Management (Create/Clone/Conversion/Deletion/Add Child)	3		
TEST/Technical (SQLQueries)/Encrypted Email	2		
Transmittals	2		
Case Access/Search	1		
Case Closure	1		
Document/Attachment (upload, download, delete)	1		
Reports/ Case List	1		
UserError	1		
WA	2	0.2%	1
Secure Document Portal/SDP	2		
WI	13	1.5%	4
Case Access/Search	3		
Case Closure	3		
Transmittals	3		
Alerts/Messages/Notifications	1		

Case Management (Create/Clone/Conversion/Deletion/Add Child)	1		
Login/Password/Security Code/MFA	1		
NonElectronic	1		
Unknown	1	0.1%	1
Login/Password/Security Code/MFA	1		
Grand Total	849		297

Source: NEICE Ticket Support Portal

Appendix 2: This table provides states by Connection Type, # of Tickets submitted by the state and % of Total 849 Tickets:

State	Connection	Count of Tickets by State	% Of Total Tickets (N=849)
AK	CMS	1	0.1%
AL	CMS	7	0.8%
DC	CMS	1	0.1%
FL	CMS	72	8.5%
GA	CMS	17	2.0%
HI	CMS	19	2.2%
IA	CMS	23	2.7%
IL	CMS	58	6.8%
MD	CMS	51	6.0%
MS	CMS	1	0.1%
NV	CMS	9	1.1%
NY	CMS	63	7.4%
SC	CMS	19	2.2%
UT	CMS	24	2.8%
VA	CMS	92	10.8%
WI	CMS	13	1.5%
AR	MCMS	10	1.2%
AZ	MCMS	3	0.4%
CA	MCMS	46	5.4%
CT	MCMS	23	2.7%
KS	MCMS	13	1.5%
LA	MCMS	60	7.1%
NE	MCMS	14	1.6%
NJ	MCMS	19	2.2%
NM	MCMS	1	0.1%
PA	MCMS	53	6.2%
RI	MCMS	1	0.1%
SD	MCMS	7	0.8%
VI	MCMS	1	0.1%

VT	MCMS	17	2.0%
ID	NCH	3	0.4%
IN	NCH	2	0.2%
KY	NCH	1	0.1%
ME	NCH	10	1.2%
MN	NCH	4	0.5%
NC	NCH	11	1.3%
OH	NCH	10	1.2%
MO	Offline/Other	12	1.4%
APHSA	Offline/Other	2	0.2%
CISCO	Offline/Other	2	0.2%
MI	Offline/Other	1	0.1%
TEST	Offline/Other	10	1.2%
TETRUS	Offline/Other	40	4.7%
WA	SDP	2	0.2%
Unknown	Unknown	1	0.1%
Grand Total		849	100.0%