

### Breakdown of Tickets for October

- 277 Total Tickets
  - 119 Tickets - User Requests
  - 146 Tickets - Backup/Monitoring Notification
  - 44 – Student Support Requests
    - 25 Student E-mail Support Requests
    - 13 MyVC Student Support Requests
    - 6 Blackboard Student Support Requests
  - 7 Tickets - RunDev Team (Web Updates/RunSync)

### Projects

- VC Dorms
  - Added 6 additional Wireless Access Points
  - Replaced five 48-Port Switches in the main dorm
  - Replaced 1 WAP in the Baseball Dorm
  - Replaced damaged antennas on existing North exterior WAP
- Field House
  - Replaced 24-Port Switch (Warranty)
  - Ran additional network drop
- STC
  - Replaced existing 24-Port switches with four 48-Port Switches (Telco Room)
- CCC
  - Replaced existing 24-Port switches with 1 48-Port Switch (Telco Room)
  - Replaced discontinued WAPs with newer updated hardware
  - Added WAP in Conference Room
- PC Replenishment
  - Ordered 20 new Faculty/Staff desktop computers
  - Published Replenishment List
  - Created Run Biz Project Plan (Rollout 10 PC's per month)