

Breakdown of Tickets for March – April 2016

- 25,412 Total Tickets
- 486 Tickets - User Requests
- 24,485 Tickets – Monitoring/Backup Notifications
- 439 – Student Support Requests
 - 160 - Student E-mail Support Requests
 - 43 - MyVC Student Support Requests (Tanner)
 - 6 - Blackboard
 - 230 - Student Support Requests (Tanner)
- 2 - RunDev Team (RunSync)
- 16 - RunDev Team (Web Updates)

Projects

- Replenishments
- Dorm Wifi
 - Baseball Dorm
 - Main Dorm
- Failed Dell Switch
 - Replaced with a temporary switch and working on a replacement