Breakdown of Tickets for November

- ➢ Total Tickets 24,074
- ➢ 207 Tickets - User Requests
- ➢ 23,829 Tickets - Backup/Monitoring Notification
- ➢ 86 – Student Support Requests
    - o 42 Student E-mail Support Requests
    - o 35 MyVC Student Support Requests
    - o 9 Blackboard Student Support Requests
- ➢ 20 Tickets - RunDev Team (Web Updates/RunSync)

Projects

- ➢ Added additional WAP to VC Dorms
- ➢ Performed Respondus LockDown Browser Update
- ➢ Started Windows 10 Pilot installs
- ➢ Replaced CCC313 Podium PC
- ➢ Performed Docubase Upgrade
- ➢ Worked with Benchmark replacing 6 Xerox copiers
- ➢ HESI Test Compatibility tests in Lab 314, 512, 2308