Breakdown of Tickets for Dec. – Feb.

- ➢ Total Tickets 42,285
- ➢ 1,219 Tickets - User Requests
- ➢ 41,023 Tickets - Backup/Monitoring Notification
- ➢ – 990 Student Support Requests
  - o 804 Student E-mail Support Requests
  - o 116 MyVC Student Support Requests
  - o 70 Blackboard Student Support Requests
- ➢ 43 Tickets - RunDev Team (Web Updates/RunSync)

Projects

- ➢ Replaced HITT Lab
- ➢ Installed Quickbooks in Lab 512
- ➢ Rolled out 2 Surface Pros and 1 Surface Book
- ➢ Migrated Student Email to Office 365
- ➢ Installed Ed Express 2016/2017
- ➢ Setup new PC for SIS Coordinator
- ➢ Setup new Dean on PC
- ➢ Moved Vision Software from Lab 426 to 430