

Breakdown of Tickets for October

- Total Tickets 15,958
- 109 Tickets - User Requests
- 15,780 Tickets - Backup/Monitoring Notification
- 69 – Student Support Requests
 - 32 Student E-mail Support Requests
 - 22 MyVC Student Support Requests
 - 15 Blackboard Student Support Requests
- 21 Tickets - RunDev Team (Web Updates/RunSync)

Projects

- Finishing Laptop Replenishment for 2014/2015 Budget
- Finalized Replenishment List for 2015/2016 Budget
- Finalized 2014/2015 Annual Action Plan Summaries