

Breakdown of Tickets for September (August 17 – September 23)

- Total Tickets 18,529
- 209 Tickets - User Requests
- 18,015 Tickets - Backup/Monitoring Notification
- 253 – Student Support Requests
 - 97 Student E-mail Support Requests
 - 81 MyVC Student Support Requests
 - 75 Blackboard Student Support Requests
- 26 Tickets - RunDev Team (Web Updates/RunSync)

Projects

- PC Replenishment
 - Imaged and scheduled replacement of Pharmacy Lab Laptops for Oct. 9th
 - Replaced SuperSalon PC's in Cosmo
 - Preparing Replenishment List for 2015/2016 Budget
- Preparing 2014/2015 Annual Action Plan Summaries
- Reconfigured Dorm WIFI Infrastructure
- HESI Testing – Sept. 14th : Allied Health Lab
- Gathered obsolete equipment to be sold to 3rd party Vendor