Breakdown of Tickets for September 1, 2016 – November 1, 2016

- 22,167 Total Tickets
- 268 - User Requests
- 0 – Backup Notification
- 21,406 Tickets - Monitoring Notification
- 468 - Student Support Requests
    - 97 - Student E-mail Support Requests
    - 57 - MyVC Student Support Requests
    - 310 - Canvas Student Support Requests
    - 4 - RUNsync
- 25 Tickets - RunDev Team (Web Updates)

Projects

- Complete Redesign for Athletics website
- Fiber Replacement - Completed
- VC Lib Ser Replacement - Completed
- 2016-2017 Budget (In Progress)
- 2016-2017 Replenishment (In Progress)