Breakdown of Tickets for March

- Total Tickets 23,744
  - 158 Tickets - User Requests
  - 23,488 Tickets - Backup/Monitoring Notification
  - 80 – Student Support Requests
    - 56 Student E-mail Support Requests
    - 18 MyVC Student Support Requests
    - 6 Blackboard Student Support Requests
  - 18 Tickets - RunDev Team (Web Updates/RunSync)

Projects

- Hesi Test March 28th
  - Prepared Labs 506, 507, 509, and 510 @ CCC and Lab 426, and 428 @ VC
- PC Replenishment
  - Replaced 20 PC's for STC Lab 210 and 16 Faculty Desktops over Spring Break
- Blue Jeans Demo
- Reconfigured Network Infrastructure
- Assisted ISP with new circuit configuration and turn up