**Weekly Metrics “9-8-14 to 9-12-14”**

Offsite Technical Support Visits = 1 Santa Paula—John Wolfe

Meetings = 8 meetings

Emergency Gear Last Checked = 9-2-14

Emergency Satellite TV Last Checked = 9-2-14

**Total Open Work Tickets = 88 tickets “Non-Projects”**

New Work Tickets This Week = 104 tickets

Resolved Work Tickets This Week = 101 tickets

Oldest Work Ticket = 4-23-13—Install pull scan software—Canon Device

Number of Active Major Projects = 23 projects

Number of Completed Major Projects = 136 projects

Technical Training Sessions = 0

**Weekly Highlights**

- Setup 10 new surface pro tablets for the biology department. Also setup a wireless access point to provide internet access for these new devices.

- Troubleshoot and resolved a network outage on the 2nd and 3rd floor of the math/science building. District network engineers help to setup a replacement switch.

- Coordinated 3 large AV events on campus and provided training to the folks that were running these events.

- Continued to received many “100+” I.T. work orders and will work to keep up with this demand.