



Ventura College

Technology Support Services Weekly Report

Weekly Metrics "1-3-17 to 1-6-17"

Offsite Technical Support Visits = 1 trips—Santa Paula—3SP Technical Request—Jordan Goebel

Meetings = 3 meetings

Event Setups (Projector/Laptop Cart/PA/Screens) = 0

Emergency Gear Last Checked = 12-9-16

Emergency Satellite TV Last Checked = 12-9-16

Total Open Work Tickets = 88 tickets "Non-Projects"

Total Work Tickets Completed This Year = 85 tickets*

New Work Tickets This Week = 115 tickets

Resolved Work Tickets This Week = 85 tickets

Oldest Work Ticket = Provide updates in HSC skills labs—1-7-16

Number of Active Major Projects = 20 projects

Number of Completed Major Projects = 241 projects

Weekly Highlights

- Started to receive an increase in work tickets associated with the preparation of the Spring semester. All major lab requests have been fulfilled.
- Met with Crestron programmers to resolve pending programming issues in our SAB and MAC smart classrooms. Technicians will work over the weekend to finalize this new program install.
- Finalized the setup of the new smart classroom for our Diesel Technology program.
- Coordinated the office moves of 13 staff/faculty and setup phone numbers for 8 employees.

**Some of this total might include SPAM messages sent to the help desk email account. This number is rough and approximate.*