



Ventura College

Technology Support Services Weekly Report

Weekly Metrics "1-23-17 to 1-27-17"

Offsite Technical Support Visits = 1 Santa Paula—Jordan Goebel/John Wolfe—General Work Tickets

Meetings = 15 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 = 92 tickets "Non-Projects"

Total Work Tickets Completed This Year = 295 tickets*

New Work Tickets This Week = 80 tickets

Resolved Work Tickets This Week = 82 tickets

Oldest Work Ticket = Resolve networking EMS Login Issue—2-8-16

Number of Active Major Projects = 20 projects

Number of Completed Major Projects = 241 projects

Weekly Highlights

- Hosted a mobile next generation computer furniture demonstration in front of the ASC building. Sit to stand desks and modular computer furniture was highlighted.
- Prepared for an OnBase software upgrade this weekend. This server and client software upgrade will kick off on Monday 1-30-17.
- Continued to work on reducing our ticket count. We are making progress but are still receiving an influx of IT related requests.

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