



Ventura College

Technology Support Services Weekly Report

Weekly Metrics "1-30-17 to 2-3-17"

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

Meetings = 6 meetings

Event Setups (Projector/Laptop Cart/PA/Screens) = 1 EOPS Meeting

Emergency Gear Last Checked = 12-9-16—Will start to check next week

Emergency Satellite TV Last Checked = 12-9-16- Will start to check next week

Total Open Work Tickets = 74 tickets "Non-Projects"

Total Work Tickets Completed This Year = 425 tickets*

New Work Tickets This Week = 137 tickets

Resolved Work Tickets This Week = 154 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

- Prepared an Ipad cart to be used by the English department. These 30 Ipad's will be used by the English department this semester and will return to Biology afterward.
- Coordinated the upgrade of 53 instances of OnBase software used by A/R, Counseling, Financial Aid, FYE etc...
- Moved computers out of several AEC offices for storage. These offices were flooded and will need to be repaired before putting the computers back.

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