Ventura College

Technology Support Services Weekly Report

Weekly Metrics "2-20-17 to 2-24-17"

Offsite Technical Support Visits = 1 Santa Paula—Jordan Goebel—Afterhours Network Upgrade

Meetings = 10 meetings

Event Setups (Projector/Laptop Cart/PA/Screens) = 2

Emergency Gear Last Checked = 2-8-17

Emergency Satellite TV Last Checked = 2-8-17

Total Open Work Tickets = 57 tickets "Non-Projects"

Total Work Tickets Completed This Year = 632 tickets*

New Work Tickets This Week = 62 tickets

Resolved Work Tickets This Week = 94 tickets

Oldest Work Ticket = Install Wi-Fi IAP in Lower Gym Area —4-4-16

Number of Active Major Projects = 20 projects

Number of Completed Major Projects = 241 projects

Weekly Highlights

- Met with Microsoft representatives for a Surface Hub demonstration. This hub device functioned well as a digital whiteboard, but was very expensive.

- Coordinated an afterhours network outage for the Santa Paula campus. VC technicians will work late on Friday to finish this work in Santa Paula.

- Finalized the overall ranking of the new 2016-2017 program review initiatives. The technology committee used a rubric to support this ranking.

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