



Ventura College

Technology Support Services Weekly Report

Weekly Metrics "2-27-17 to 3-3-17"

Offsite Technical Support Visits = 0

Meetings = 11 meetings

Event Setups (Projector/Laptop Cart/PA/Screens) = 1 Career Pathways—Wright Event Center

Emergency Gear Last Checked = 2-8-17

Emergency Satellite TV Last Checked = 2-8-17

Total Open Work Tickets = 67 tickets "Non-Projects"

Total Work Tickets Completed This Year = 720 tickets*

New Work Tickets This Week = 113 tickets

Resolved Work Tickets This Week = 104 tickets

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

Number of Active Major Projects = 17 projects

Number of Completed Major Projects = 254 projects

Weekly Highlights

- Continued to install anti-malware software on the campus client machines. We are up to 225+ machines on our campus. This is a second layer of protection to our current anti-malware.
- Installed an additional 55" digital kiosk for events and other information on campus. This new kiosk is located in our administration building.
- Participated in a new faculty orientation meeting. The details of our technology advisory group were discussed to recruit new faculty members.

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