



Ventura College

Technology Support Services Weekly Report

Weekly Metrics "3-13-17 to 3-17-17"

Offsite Technical Support Visits = Two Trips — Santa Paula—Jordan Goebel—Server Hard Drive Failure

Meetings = 10 meetings

Event Setups (Projector/Laptop Cart/PA/Screens) = 1 HR Webcast Event—MCW Conference Room

Emergency Gear Last Checked = 2-8-17

Emergency Satellite TV Last Checked = 2-8-17

Total Open Work Tickets = 59 tickets "Non-Projects"

Total Work Tickets Completed This Year = 864 tickets*

New Work Tickets This Week = 47 tickets

Resolved Work Tickets This Week = 55 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 = 241 projects

Weekly Highlights

- Helped to setup for the Robotics championship. A dedicated wired connection with a special VLAN was configured for this event. Additional Wi-Fi coverage was also provided.
- Continued to work with division offices for their program review initiative quotes. Most approved initiatives have now been submitted.
- Started to rollout new computers for 42 faculty offices on campus. This effort is part of our yearly technical refresh cycle. Eleven computers have been deployed so far.

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