



Ventura College

# Technology Support Services Weekly Report

## **Weekly Metrics "4-10-17 to 4-14-17"**

Offsite Technical Support Visits = 0

Meetings = 12 meetings

Event Setups (Projector/Laptop Cart/PA/Screens) = 2—Diversity Festival, Foundation Scholarship Gala

Emergency Gear Last Checked = 4-14-17

Emergency Satellite TV Last Checked = 4-14-17

***Total Open Work Tickets = 48 tickets "Non-Projects"***

Total Work Tickets Completed This Year = 1249 tickets\*

New Work Tickets This Week = 106 tickets

Resolved Work Tickets This Week = 111 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**

- Continued to rollout new instructor station computers in the MCE-MCW buildings. The computers in 20 classrooms have been updated so far.
- Continued to rollout new faculty office computers and monitors. A total of 19 faculty offices have been upgraded to our new Dell OptiPlex standard computer and a 23" monitor.
- Continued to plan for our up and coming graduation ceremony. Closed captioning services have been secured and will be scheduled for this event.

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