



Ventura College

Technology Support Services Weekly Report

Weekly Metrics "4-17-17 to 4-21-17"

Offsite Technical Support Visits = 2—Santa Paula—AC Unit Failure/Projector Upgrades-Jordan Goebel

Meetings = 12 meetings

Event Setups (Projector/Laptop Cart/PA/Screens) = 3 Events—Pirate Friday, Career Fair, College Forum

Emergency Gear Last Checked = 4-14-17

Emergency Satellite TV Last Checked = 4-14-17

Total Open Work Tickets = 49 tickets "Non-Projects"

Total Work Tickets Completed This Year = 1329 tickets*

New Work Tickets This Week = 92 tickets

Resolved Work Tickets This Week = 89 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 and maintain the AV gear associated with a Pirate Friday and Career Day events. Hundreds of students participated in these two events.
- Started to plan a pilot project to setup a panic button smart phone application for a test group of administrators and faculty on campus. This system should be in place by this summer.
- Started to upgrade the network cabling for our MCE business computer labs and the EAC office.
- Helped M&O to address an AC unit failure at our Santa Paula campus.

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