Ventura College

Technology Support Services Weekly Report

Weekly Metrics "5-30-17 to 6-2-17"

Offsite Technical Support Visits = 1-Camarillo Sheriff's Academy—Network Issue

Meetings = 4 meetings

Event Setups (Projector/Laptop Cart/PA/Screens) = 0

Emergency Gear Last Checked = 4-14-17 "Will start to check next week"

Emergency Satellite TV Last Checked = 4-14-17 "Will start to check next week"

Total Open Work Tickets = 54 tickets "Non-Projects"

Total Work Tickets Completed This Year = 1695 tickets*

New Work Tickets This Week = 46 tickets

Resolved Work Tickets This Week = 70 tickets

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

Number of Active Major Projects = 38 projects

Number of Completed Major Projects = 265 projects

Weekly Highlights

- Continued to work on the RAVE smartphone panic button application. Next week, we will send a welcome email to the 100 test group participants so we can start this pilot project.

- Continued to work on a network connectivity issue at our Camarillo Sheriff's Academy office. Recent security updates with the VC county network seems to have blocked internet access to this office. We are working with VC county IT staff to troubleshoot and resolve.

- Continued to implement new faculty office machines. We are over 75% complete with these upgrades

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