



Ventura College

Technology Support Services Weekly Report

Weekly Metrics "8-21-17 to 8-25-17"

Offsite Technical Support Visits = 1 visit to Santa Paula—Jordan Goebel—General Work Tickets

Meetings = 10 meetings

Event Setups (Projector/Laptop Cart/PA/Screens) = 1—CACC Meeting—Wright Event Center

Emergency Gear Last Checked = 8-15-17

Emergency Satellite TV Last Checked = 8-15-17

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

Total Work Tickets Completed This Year = 2457 tickets*

New Work Tickets This Week = 118 tickets

Resolved Work Tickets This Week = 144 tickets

Oldest Work Ticket = Intermittent FAX Issue—EAC—8-12-16

Number of Active Major Projects = 37 projects

Number of Completed Major Projects = 270 projects

Weekly Highlights

- Worked with AV contractors to troubleshoot several high-end programming issues around campus. Progress was made in the PAC, ASC and MAC classrooms.
- Continued to receive numerous IT requests related to the start of the semester.
- Helped to setup a new SharePoint site for a district accreditation need. Worked with district IT to finalize this setup.
- Met with Pirates Cove representatives to design a new report in GradesFirst.

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