Weekly Metrics "8-28-17 to 9-1-17"

Offsite Technical Support Visits = 1 visit to Santa Paula—Mike Oxford LRC Computers Re-Image

Meetings = 10 meetings

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

Emergency Gear Last Checked = 8-15-17

Emergency Satellite TV Last Checked = 8-15-17

Total Open Work Tickets = 66 tickets "Non-Projects"

Total Work Tickets Completed This Year = 2583 tickets*

New Work Tickets This Week = 123 tickets

Resolved Work Tickets This Week = 122 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

- Continued to receive a large number of I.T. requests related to the start of the Fall semester.

- Addressed numerous network, smart-classroom, office computer failures due to a prolonged power outage over the weekend.

- Started to re-image the Santa Paula, LRC computers with a new Windows 10 and Office 2016 image.

- Met with faculty to help them design new initiatives for the next cycle of program review.

- Continue to fine-tune the new micro-computers in the MCE business labs.

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