



Ventura College

Technology Support Services Weekly Report

Weekly Metrics "10-9-17 to 10-13-17"

Offsite Technical Support Visits = 0 visits.

Meetings = 18 meetings

Event Setups (Projector/Laptop Cart/PA/Screens) = 4 Events—Made in VC, ASC, Guthrie Hall, Foothill HS

Emergency Gear Last Checked = 10-11-17

Emergency Satellite TV Last Checked = 10-11-17

Total Open Work Tickets = 43 tickets "Non-Projects"

Total Work Tickets Completed This Year = 3048 tickets*

New Work Tickets This Week = 96 tickets

Resolved Work Tickets This Week = 147 tickets

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

Number of Active Major Projects = 25 projects

Number of Completed Major Projects = 292 projects

Weekly Highlights

- Used the new RAVE smartphone panic button application for a nearby incident. Will discuss ways to improve and expand the deployment of this emergency notification system.
- Met with the IT team to start the design process for the next 2016-2017 program review, technical refresh cycle. These discussions and purchases will be ongoing over the next year.
- Trained CSUN instructors to use our smart-classroom gear in the MCE building. Their program started this week on our campus and will be ongoing.

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