



Ventura College

Technology Support Services Weekly Report

Weekly Metrics "10-16-17 to 10-20-17"

Offsite Technical Support Visits = 1 Santa Paula - Saturday Cash for College visit—Jordan Goebel

Meetings = 15 meetings

Event Setups (Projector/Laptop Cart/PA/Screens) = 6 Events—DACA, Book Reading etc...

Emergency Gear Last Checked = 10-11-17

Emergency Satellite TV Last Checked = 10-11-17

Total Open Work Tickets = 48 tickets "Non-Projects"

Total Work Tickets Completed This Year = 3150 tickets*

New Work Tickets This Week = 107 tickets

Resolved Work Tickets This Week = 99 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

- Participated in the statewide Great Shakeout earthquake drill. All emergency systems (RAVE/ Blackboard and Federal Signal) were used during this exercise.
- Experienced a brief power surge campus wide. This impacted most of the 100+ smart classrooms on campus. IT staff were able to get most rooms back online on the same day.
- Started technical design discussions with IT staff. We will start to place technical refresh/program review orders this month.

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