



Ventura College

Technology Support Services Weekly Report

Weekly Metrics "10-30-17 to 11-3-17"

Offsite Technical Support Visits = 0 offsite technical visits

Meetings = 6 meetings

Event Setups (Projector/Laptop Cart/PA/Screens) = 1 Wright Event Center –Health Care Advisory Summit

Emergency Gear Last Checked = 10-11-17

Emergency Satellite TV Last Checked = 10-11-17

Total Open Work Tickets = 39 tickets "Non-Projects"

Total Work Tickets Completed This Year = 3317 tickets*

New Work Tickets This Week = 79 tickets

Resolved Work Tickets This Week = 85 tickets

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

Number of Active Major Projects = 25 projects

Number of Completed Major Projects = 296 projects

Weekly Highlights

- Finalized the setup of a new synthetic voice for all division Skype call groups. This new voice sounds more natural when people call our division offices.
- The campus experienced another prolonged power outage last weekend. Our technicians worked all week to bring our smart-classrooms back online.
- Started to rank the 2017-2018 program review technology initiatives. These will be finalized on 11-13-17 during our regular technology advisory group meeting.

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