



Ventura College

Technology Support Services Weekly Report

Weekly Metrics "11-27-17 to 12-1-17"

Offsite Technical Support Visits = 2 offsite technical visits—Power Failure—Santa Paula—Jordan Goebel

Meetings = 14 meetings

Event Setups (Projector/Laptop Cart/PA/Screens) = 1 - AEC Counselor Retreat

Emergency Gear Last Checked = 11-29-17

Emergency Satellite TV Last Checked = 11-29-17

Total Open Work Tickets = 59 tickets "Non-Projects"

Total Work Tickets Completed This Year = 3578 tickets*

New Work Tickets This Week = 108 tickets

Resolved Work Tickets This Week = 96 tickets

Oldest Work Ticket = Re-terminate wall network wall plate and jacks—SCI-120 -3-3-17

Number of Active Major Projects = 25 projects

Number of Completed Major Projects = 296 projects

Weekly Highlights

- Addressed two power failures at the VC Santa Paula campus. It appears that the original electrical design (landlord) put our office on a shared circuit with other tenants in this space.
- Worked with district I.T. to address a email phishing attempt. All impacted users have been contacted and action has been taken.
- Continued to work on the design for our 2016-2017 program review technical refresh items. Orders will take place next week.

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