Ventura College

Technology Support Services Weekly Report

Weekly Metrics "12-11-17 to 12-15-17"

Offsite Technical Support Visits = 2 offsite technical visits—Network Issues—Santa Paula—Jordan Goebel

Meetings = 4 meetings

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

Emergency Gear Last Checked = 11-29-17

Emergency Satellite TV Last Checked = 11-29-17

Total Open Work Tickets = 52 tickets "Non-Projects"

Total Work Tickets Completed This Year = 3669 tickets*

New Work Tickets This Week = 51 tickets

Resolved Work Tickets This Week = 65 tickets

Oldest Work Ticket = Setup spare WAM manufacturing computer– 3-27-17

Number of Active Major Projects = 25 projects

Number of Completed Major Projects = 300 projects

Weekly Highlights

- The campus has been struggling with the Thomas fire/smoke for the last 2 weeks. There have been evacuations, power outages and unhealthy air quality. This has impacted ongoing IT projects.

- The IT team has scheduled several lab upgrades during the Winter break. We will also be working on other major projects during this 4-day break.

- Started to build a pilot smart classroom using the latest laser projection technology. If this pilot test is successful, then we will use this as one of our blue prints.

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