



Ventura College

Technology Support Services Weekly Report

Weekly Metrics "1-9-17 to 1-13-17"

Offsite Technical Support Visits = 2 trips—Santa Paula—Network Issues—Jordan Goebel/Mark Smith/Jeff Erskine

Meetings = 5 meetings

Event Setups (Projector/Laptop Cart/PA/Screens) = 1—PAC-117 PC Setup "Banner Training"

Emergency Gear Last Checked = 12-9-16

Emergency Satellite TV Last Checked = 12-9-16

Total Open Work Tickets = 92 tickets "Non-Projects"

Total Work Tickets Completed This Year = 143 tickets*

New Work Tickets This Week = 184 tickets

Resolved Work Tickets This Week = 177 tickets

Oldest Work Ticket = Provide updates in HSC skills labs—1-7-16

Number of Active Major Projects = 20 projects

Number of Completed Major Projects = 241 projects

Weekly Highlights

- Continued to receive a flood of new semester IT requests (184 Requests).
- Received 45 new instructor station computers via the program review process. These machines will be used to update the end of life machines in our MCE-MCW classrooms.
- Trouble shoot and resolved a network issue at our Santa Paula campus. There was a hardware failure with the microwave link to that offsite campus.
- Added 2 new wireless access points to the DRC building.

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