Ventura College

Technology Support Services Weekly Report

Weekly Metrics "1-16-17 to 1-20-17"

Offsite Technical Support Visits = <u>0</u>

Meetings = <u>7 meetings</u>

Event Setups (Projector/Laptop Cart/PA/Screens) = <u>0</u>

Emergency Gear Last Checked = <u>12-9-16</u>

Emergency Satellite TV Last Checked = <u>12-9-16</u>

Total Open Work Tickets = <u>94 tickets "Non-Projects"</u>

Total Work Tickets Completed This Year = <u>219 tickets</u>*

New Work Tickets This Week = <u>122 tickets</u>

Resolved Work Tickets This Week = <u>125 tickets</u>

Oldest Work Ticket = <u>Resolve networking EMS Login Issue—2-8-16</u>

Number of Active Major Projects = <u>20 projects</u>

Number of Completed Major Projects = <u>241 projects</u>

Weekly Highlights

- Finalized the preparation of 23 new laptops for our automotive lab. They will be setup and distributed next week.

- Started to image 30 laptop computers for the ELC office on campus. These will be finished by next week and setup in the ELC-1 computer lab.

- Received 42 new faculty office computers via the program review/technical refresh process. These new office computers will replaced the oldest office machines on campus.

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