Ventura College

Technology Support Services Weekly Report

Weekly Metrics "2-6-17 to 2-10-17"

Offsite Technical Support Visits = 2 Santa Paula—Jordan Goebel/John Wolfe—General Work Tickets/Event Setup

Meetings = 13 meetings

Event Setups (Projector/Laptop Cart/PA/Screens) = 3—Wright Event Center/Guthrie Hall/VCSP

Emergency Gear Last Checked = 2-8-17

Emergency Satellite TV Last Checked = 2-8-17

Total Open Work Tickets = 74 tickets "Non-Projects"

Total Work Tickets Completed This Year = 504 tickets*

New Work Tickets This Week = 95 tickets

Resolved Work Tickets This Week = 91 tickets

Oldest Work Ticket = Resolve networking EMS Login Issue—2-8-16

Number of Active Major Projects = 20 projects

Number of Completed Major Projects = 241 projects

Weekly Highlights

- Coordinated the setup of audio visual gear for several major events in the Wright Event Center, Guthrie Hall and our Santa Paula campus.

- Led an Outlook/Portal professional development class in the new Applied Sciences building. This event was attended by a total of 13 participants.

- Finalized the quote to purchase the Kaseya patch management software. If the software works as advertised, we will be able to patch/update and create reports on all computers on campus.

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