



Ventura College

Technology Support Services Weekly Report

Weekly Metrics "8-14-17 to 8-18-17"

Offsite Technical Support Visits = 1 visit to Santa Paula—Jordan Goebel

Meetings = 9 meetings

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

Emergency Gear Last Checked = 8-15-17

Emergency Satellite TV Last Checked = 8-15-17

Total Open Work Tickets = 79 tickets "Non-Projects"

Total Work Tickets Completed This Year = 2341 tickets*

New Work Tickets This Week = 127 tickets

Resolved Work Tickets This Week = 132 tickets

Oldest Work Ticket = Intermittent FAX Issue—EAC—8-12-16

Number of Active Major Projects = 37 projects

Number of Completed Major Projects = 270 projects

Weekly Highlights

- Our work ticket count more than doubled this week. We are working with staff and faculty with their start of the semester IT requests.
- Finalized the setup of two new digital kiosks displays for the business division and the welding department.
- Finalized the list of RAVE smartphone panic button users. This system is live and will be used over the next year to determine if this is a good safety solution of our campus.

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