## Weekly Metrics "9-8-14  to  9-12-14"

Offsite Technical Support Visits = <u>1 Santa Paula—John Wolfe</u>

Meetings = <u>8 meetings</u>

Emergency Gear Last Checked = <u>9-2-14</u>

Emergency Satellite TV Last Checked = <u>9-2-14</u>

***Total Open Work Tickets = <u>88 tickets "Non-Projects"</u>***

New Work Tickets This Week = <u>104 tickets</u>

Resolved Work Tickets This Week = <u>101 tickets</u>

Oldest Work Ticket = <u>4-23-13—Install pull scan software—Canon Device</u>

Number of Active Major Projects = <u>23 projects</u>

Number of Completed Major Projects = <u>136 projects</u>

Technical Training Sessions = 0

## Weekly Highlights

- Setup 10 new surface pro tablets for the biology department. Also setup a wireless access point to provide internet access for these new devices.

- Troubleshoot and resolved a network outage on the 2nd and 3rd floor of the math/science building. District network engineers help to setup a replacement switch.

- Coordinated 3 large AV events on campus and provided training to the folks that were running these events.

- Continued to received many "100+" I.T. work orders and will work to keep up with this demand.