



Ventura College

Technology Support Services Weekly Report

Weekly Metrics "11-13-17 to 11-17-17"

Offsite Technical Support Visits = 1 offsite technical visit—AV Setup—Santa Paula—Jordan Goebel

Meetings = 14 meetings

Event Setups (Projector/Laptop Cart/PA/Screens) = 3 - GIS Day ASC, SP, Foundation Retiree Lunch GH

Emergency Gear Last Checked = 10-11-17 "Started, will finish next week"

Emergency Satellite TV Last Checked = 10-11-17 "Started, will finish next week"

Total Open Work Tickets = 42 tickets "Non-Projects"

Total Work Tickets Completed This Year = 3465 tickets*

New Work Tickets This Week = 58 tickets

Resolved Work Tickets This Week = 76 tickets

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

Number of Active Major Projects = 25 projects

Number of Completed Major Projects = 296 projects

Weekly Highlights

- Met with SP controls to design a new smart classroom configuration for up and coming technical re-fresh cycle. We will pilot this new design for 1 semester and rollout to more classrooms if successful.
- Helped to setup several big events on campus. The annual GIS day was held in the ASC building and utilized all of the smart classroom gear in this building.
- Finished ranking the 2017-2018 program review initiatives for all technology requests. Submitted these ranked initiatives to management.

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