



Ventura College

Technology Support Services Weekly Report

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

Offsite Technical Support Visits = 1—Santa Paula—AV Setup/Work Tickets—John Wolfe

Meetings = 10 meetings

Emergency Gear Last Checked = 10-29-14

Emergency Satellite TV Last Checked = 10-29-14

Total Open Work Tickets = 56 tickets "Non-Projects"

New Work Tickets This Week = 78 tickets

Resolved Work Tickets This Week = 84 tickets

Oldest Work Ticket = 5-8-14—Migrate Foundation Boothtracker Database

Number of Active Major Projects = 24 projects

Number of Completed Major Projects = 149 projects

Technical Training Sessions = 0

Weekly Highlights

- Fulfilled multiple, holiday party and other AV setup requests at Guthrie Hall and the Wright Event Center.
- Prepared for the Saturday 12-13-14 Open House event. Two I.T. technicians and student workers will be onsite to help with this event. 500 prospective students are expected to attend.
- Finished setting up the last batch of 134 computers in the LRC beach. We will submit a program review initiative to purchase another 130 computers to finish refreshing the rest of the LRC beach computers.