Ventura College

Technology Support Services Weekly Report

Weekly Metrics "7-3-17 to 7-7-17"

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

Meetings = 6 meetings

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

Emergency Gear Last Checked = 4-14-17 "Will start to check next week"

Emergency Satellite TV Last Checked = 4-14-17 "Will start to check next week"

Total Open Work Tickets = 66 tickets "Non-Projects"

Total Work Tickets Completed This Year = 1914 tickets*

New Work Tickets This Week = 23 tickets

Resolved Work Tickets This Week = 37 tickets

Oldest Work Ticket = Install Wi-Fi IAP in Lower Gym Area —4-4-16

Number of Active Major Projects = 37 projects

Number of Completed Major Projects = 270 projects

Weekly Highlights

- Continued to fulfill multiple departmental and staff office moves.

- Activated the new RAVE panic button smartphone application. A test message was successfully sent to a pilot group on the Ventura College campus.

- Started to configure and implement 65+ thin-client replacement micro-computers. This project will test the feasibility of using new Kaseya software to manage lab computers.

- Continued to test the new Kaseya software to manage, audit and report 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.