



Ventura College

Technology Support Services Weekly Report

Weekly Metrics "10-23-17 to 10-27-17"

Offsite Technical Support Visits = 0 offsite technical visits

Meetings = 6 meetings

Event Setups (Projector/Laptop Cart/PA/Screens) = 2 Events—Guthrie Hall and Wright Event Center

Emergency Gear Last Checked = 10-11-17

Emergency Satellite TV Last Checked = 10-11-17

Total Open Work Tickets = 44 tickets "Non-Projects"

Total Work Tickets Completed This Year = 3229 tickets*

New Work Tickets This Week = 88 tickets

Resolved Work Tickets This Week = 90 tickets

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

Number of Active Major Projects = 25 projects

Number of Completed Major Projects = 292 projects

Weekly Highlights

- Finalized the hiring process for our dedicated 3SP IT technician. This technician will give specialized attention to departments that directly support our students.
- Continued the technical design associated with the current 2016-2017 program review process.
- Received a new protocol to address malware/virus issues on campus. Our district IT security specialist will work with local I.T. staff to fine tune this process.
- Continued to address smart class room issues due to multiple brown out and power failures.

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