## Weekly Metrics "5-5-14  to  5-9-14"

Offsite Technical Support Visits = 1—John Wolfe Santa Paula—General Work tickets

Meetings = 7 meetings

Emergency Gear Last Checked = 4-17-14

Emergency Satellite TV Last Checked = 4-17-14

***Total Open Work Tickets = 43 tickets "Non-Projects"***

New Work Tickets This Week = 65 tickets

Resolved Work Tickets This Week = 59 tickets

Oldest Work Ticket = 1-16-13—Explore keyless door lock options-Social Sci. Dept. Office

Number of Active Major Projects = 33 projects

Number of Completed Major Projects = 106 projects

Technical Training Sessions = 0

## Weekly Highlights

- Met with BizApp technicians to pilot their product on 5 machines in one of our labs. The initial pilot test failed and they gathered log files to analyze.

- Continued to receive, configure and deploy program review I.T. gear.

- Setup AV gear for multiple, yearend events around campus. This included the Dean's list event, Foundation scholarship BBQ and transfer center recognition event in the cafeteria.

- Worked on several phone related issues: one for the ATM line at the marketplace booth and the set-up of a new CX-700 phone for the chemistry prep lab room.