Ventura College

Technology Support Services Monthly Report

Monthly Metrics "11-1-18 to 11-30-18"

Event Setups (Projector/Laptop Cart/PA/Screens) = 20 events

Emergency Gear Last Checked = 10-30-18

Emergency Satellite TV Last Checked = 10-30-18

Total Open Work Tickets = 47 tickets "Non-Projects"

Total Work Tickets Completed This Year = 1629 tickets* "Since 7-1-18"

New Work Tickets This Month = 277 tickets

Resolved Work Tickets This Month = 226 tickets

Oldest Work Ticket = 6-8-18—Continue to Install/Check TrendMicro on various machines

Number of Active Major Projects = 30 projects

Number of Completed Major Projects This Year = 34 projects

Monthly Highlights

- Met with multiple divisions to discuss and design new computing environments at VC and VCEC. Categorical funds will be used to setup new digital media kiosks, computer lab (VCEC) and video conference gear for the nursing program.

- Experienced several power failures on campus. These unplanned power outages damaged the smart classroom gear in several rooms on campus.

- Continued to work with the district office on the emergency notification project. Contributed input on the RFP which will be posted soon.

- Finalized the computing environment for the new child development training room. Two offices and two student station desks were part of this new build out.

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