Technology Support Services Monthly Report

Monthly Metrics "4-1-19 to 4-30-19"

Event Setups (Projector/Laptop Cart/PA/Screens) = 35 events

Emergency I.T. Gear Last Checked = 2-15-19—Will Start to Check Next Week

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

Total Work Tickets Completed This Year = 1005 tickets

New Work Tickets This Month = 296 tickets

Resolved Work Tickets This Month = 275 tickets

Oldest Work Ticket = 6-12-18—Re-image Imac for new PAC Costume Director—On Hold

Number of Active Major Projects = 29 projects

Number of Completed Major Projects This Year (2018-2019) = 63 projects

Monthly Highlights

- Installed a new outdoor wireless antennae between MCE and MCW. This will provide better outdoor Wi-Fi coverage for our students and events in this area.

- Fulfilled 35 event setup requests in the month of April. This included a Patagonia, diversity festival and VC Foundation scholarship dinners.

- Worked with M&O staff and outside electrical contractors to setup new circuits for the up and coming VCEC computer lab in classroom 4.

- Started to received program review/technical refresh gear for 2019/2020. We will start to implement these projects this summer.

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