Ventura College

Technology Support Services Monthly Report

Monthly Metrics "December 2019"

Event Setups (Projector/Laptop Cart/PA/Screens) = 19 Events

Emergency I.T. Gear Last Checked = 1-14-20

Total Open Work Tickets = 108 tickets "Non-Projects"

Total Work Tickets Completed This Year = 69 tickets

New Work Tickets This Month = 174 tickets

Resolved Work Tickets This Month = 162 tickets

Oldest Work Ticket = Technical Refresh PAC-116 Computer Lab—6-21-18

Number of Active Major Projects = 16 projects

Number of Completed Major Projects This Year (2020) = 3 projects

Monthly Highlights

- Finalized the setup of our new smart classroom gear in SCI-352 and SCI-353. All of the gear has been deployed and we are fine tuning with faculty feedback.

- Continued to work with outside vendors on our up and coming emergency notification system. We are still on schedule and should be done by June 2020.

- Designed new computer lab setups in ASC-120 and HSC-118. These new computer labs will be categorically funded and will be deployed this summer.

- Started the Windows 7 OS upgrade project. Microsoft has stopped supporting this operating system and we need to upgrade to our current standard Windows 10 for security concerns.

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