



Ventura College

# Technology Support Services Monthly Report

## **Monthly Metrics "2-1-19 to 2-28-19"**

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

Emergency I.T. Gear Last Checked = 1-15-19 "Will Start to Check this Week"

***Total Open Work Tickets = 39 tickets "Non-Projects"***

Total Work Tickets Completed This Year = 494 tickets

New Work Tickets This Month = 227 tickets

Resolved Work Tickets This Month = 199 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) = 54 projects

## **Monthly Highlights**

- Worked with district IT to resolve a microwave network connection issue at our VCEC campus. A tree grew in front of our microwave line of sight. The microwave dish was moved and all services have been restored.
- Started to receive some of the 2017-2018 program review/technical refresh IT items. Some of these items will be deployed over the Spring Break.
- Met with AV/Cabling vendors to procure quotes associated with the setup of a new computer lab in Santa Paula. This lab will be setup this summer.
- Attempted to upgrade the firewall for our campus. This cutover was unsuccessful and we will try again next month.

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