



Ventura College

Technology Support Services Monthly Report

Monthly Metrics "1-1-19 to 1-31-19"

Event Setups (Projector/Laptop Cart/PA/Screens) = 18 events

Emergency I.T. Gear Last Checked = 1-15-19

Total Open Work Tickets = 42 tickets "Non-Projects"

Total Work Tickets Completed This Year = 319 tickets

New Work Tickets This Month = 330 tickets

Resolved Work Tickets This Month = 291 tickets

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

Number of Active Major Projects = 29 projects

Number of Completed Major Projects This Year (2018-2019) = 54 projects

Monthly Highlights

- Finalized the technical design for the new CSULB Zoom room. Quotes have been procured and submitted to purchasing. We hope to implement over this Summer 2019.
- Met with Math faculty to finalize the design for their next generation smart classroom. Categorical funds will be used to finance 4 of these rooms. The pilot room in SCI-350 will be setup this Summer 2019.
- Worked with a district wide task force to design the RFP for a new emergency broadcast system. This finalized RFP should go out this month and we hope to get started over the Summer 2019.
- Met with VC East Campus staff to design a new computer lab for their classroom #4. The goal will be to implement this new lab over the Summer 2019

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