Ventura College

Technology Support Services Monthly Report

Monthly Metrics "5-1-19 to 5-31-19"

Event Setups (Projector/Laptop Cart/PA/Screens) = 17 events

Emergency I.T. Gear Last Checked = 6-4-19

Total Open Work Tickets = 41 tickets "Non-Projects"

Total Work Tickets Completed This Year = 1188 tickets

New Work Tickets This Month = 187 tickets

Resolved Work Tickets This Month = 189 tickets

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

Number of Active Major Projects = 34 projects

Number of Completed Major Projects This Year (2018-2019) = 67 projects

Monthly Highlights

- Setup and provided YouTube live streaming of the 2019 graduation. CAPS provided the cameras, microphones and another outside agency provided our closed captioning.

- Started to deploy new smart classroom technology on campus. Our goal is to upgrade 10 program review technical refresh rooms during the summer months.

- Continued to upgrade 25 instructor stations on campus. This work will be ongoing throughout the summer months.

- Started a POC with Fresh Desk. This software will be used to manage IT related work tickets across the entire district.

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