Ventura College

Technology Support Services Monthly Report

Monthly Metrics "10-1-19 to 10-31-19"

Event Setups (Projector/Laptop Cart/PA/Screens) = 20 Events

Emergency I.T. Gear Last Checked = 10-4-19

Total Open Work Tickets = 68 tickets "Non-Projects"

Total Work Tickets Completed This Year = 2429 tickets

New Work Tickets This Month = 258 tickets

Resolved Work Tickets This Month = 243 tickets

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

Number of Active Major Projects = 19 projects

Number of Completed Major Projects This Year (2018-2019) = 95 projects

Monthly Highlights

- Received confirmation from DAC that we now have a site license for Respondus. We are working with our DE staff to deploy this online proctoring tool for interested faculty members.

- Experienced degraded network connectivity at our offsite Santa Paula campus. This was due to the "Maria" fire which damaged some of the infrastructure at our microwave tower.

- Started to turn up the new emergency notification system. The servers have been built, are being configured and training will start in November.

- Started new computer lab floorplans for ASC-120 and HSC-118. These new labs are categorically funded and will be deployed in the 2020 Spring and Summer semesters.

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