



Ventura College

# Technology Support Services Weekly Report

## **Weekly Metrics "1-11-16 to 1-15-16"**

Offsite Technical Support Visits = 1 Santa Paula—John W. Mike O.—Ricoh, Work Tickets

Meetings = 9 meetings

Event Setups (Projector/Laptop Cart/PA/Screens) = 0

Emergency Gear Last Checked = 12-3-15

Emergency Satellite TV Last Checked = 12-3-15

***Total Open Work Tickets = 69 tickets "Non-Projects"***

New Work Tickets This Week = 115 tickets

Resolved Work Tickets This Week = 160 tickets

Oldest Work Ticket = Tag vLAN for vendor events—routers/streaming—3-30-15

Number of Active Major Projects = 26 projects

Number of Completed Major Projects = 182 projects

## **Weekly Highlights**

- Continued to work on the cutover to Ricoh copier devices and services. Fine tuning of this new environment is ongoing.
- Finalized the setup of the new hardware for the media arts computer lab. All 30 machines in this lab were updated with new Mac Minis, 27" monitors and additional hardware.
- Improved the campus network by implementing a new standardized vlan structure. A lot of work revolved around port tagging for individual offices and work spaces.