



Ventura College

Technology Support Services Weekly Report

Weekly Metrics "1-1-18 to 1-5-18"

Offsite Technical Support Visits = 1 Santa Paula—General Work Tickets –Jordan Goebel

Meetings = 4 meetings

Event Setups (Projector/Laptop Cart/PA/Screens) = 2 - Nursing Event / Flex Day Events

Emergency Gear Last Checked = 11-29-17

Emergency Satellite TV Last Checked = 11-29-17

Total Open Work Tickets = 38 tickets "Non-Projects"

Total Work Tickets Completed This Year = 87 tickets*

New Work Tickets This Week = 75 tickets

Resolved Work Tickets This Week = 87 tickets

Oldest Work Ticket = Setup spare WAM manufacturing computer– 3-27-17

Number of Active Major Projects = 25 projects

Number of Completed Major Projects = 300 projects

Weekly Highlights

- Helped to setup and support several Flex Day presentations and events.
- Prepared offices, classrooms and computer labs for the start of the Spring 2018 semester. Received several last minute requests from faculty for software lab updates.
- Continued to work on dust damaged IT gear from the Thomas fire. Most areas have been identified and addressed.
- Addressed a power outage in Santa Paula over the Winter Break. Systems were rebuilt.

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