



Ventura College

Technology Support Services Weekly Report

Weekly Metrics "1-8-18 to 1-12-18"

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

Meetings = 4 meetings

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

Emergency Gear Last Checked = 11-29-17—"Will start to check this gear next week"

Emergency Satellite TV Last Checked = 11-29-17—"Will start to check this gear next week"

Total Open Work Tickets = 44 tickets "Non-Projects"

Total Work Tickets Completed This Year = 200 tickets*

New Work Tickets This Week = 104 tickets

Resolved Work Tickets This Week = 107 tickets

Oldest Work Ticket = Setup spare WAM manufacturing computer- 3-27-17 "Waiting for Faculty-License Issue"

Number of Active Major Projects = 25 projects

Number of Completed Major Projects = 300 projects

Weekly Highlights

- Received multiple last minute lab and classroom IT requests associated with the start of the semester. IT staff are working hard to fulfill these requests.
- Started to evaluate and design the IT requirements for the new proposed testing center. Cabling, new computers, hide-away desks, video monitoring and a smart-classroom setup will be integrated.
- Helped to setup a new CalFresh office in the BCS building. This new space will be shared with FYE employees.

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