Ventura College

Technology Support Services Weekly Report

Weekly Metrics "1-15-18 to 1-19-18"

Offsite Technical Support Visits = 0 Offsite Visits

Meetings = 9 meetings

Event Setups (Projector/Laptop Cart/PA/Screens) = 1 Event—Guthrie Hall-Diversity Training

Emergency Gear Last Checked = 1-19-18

Emergency Satellite TV Last Checked = 1-19-18

Total Open Work Tickets = 36 tickets "Non-Projects"

Total Work Tickets Completed This Year = 299 tickets*

New Work Tickets This Week = 68 tickets

Resolved Work Tickets This Week = 83 tickets

Oldest Work Ticket = 5-2-17—Upgrade 18 Financial Aid Computers with SSD/RAM kits.

Number of Active Major Projects = 25 projects

Number of Completed Major Projects = 300 projects

Weekly Highlights

- Continued to receive last minute requests associated with the start of the semester.

- Participated in a district wide safety meeting. Lessons learned from the Thomas fire were shared and documented for future improvement.

- Started to work with the sheriff's academy in Camarillo for their testing needs. We will purchase 65 laptops that will be used and maintained by the County of Ventura.

- Gathered competitive quotes to move the campus elevator phones to a cellular setup.

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