



Ventura College

Technology Support Services Weekly Report

Weekly Metrics "1-22-18 to 1-26-18"

Offsite Technical Support Visits = 0 Offsite Visits

Meetings = 11 meetings

Event Setups (Projector/Laptop Cart/PA/Screens) = 1 CACC Event in Wright Event Center

Emergency Gear Last Checked = 1-19-18

Emergency Satellite TV Last Checked = 1-19-18

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

Total Work Tickets Completed This Year = 384 tickets*

New Work Tickets This Week = 82 tickets

Resolved Work Tickets This Week = 90 tickets

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

Number of Active Major Projects = 23 projects

Number of Completed Major Projects = 308 projects

Weekly Highlights

- Continued to work on the ASC-140 3D projectors. Outside vendors are working with us on a resolution. Troubleshooting and testing is ongoing.
- Met with nursing program directors to find a new software environment to evaluate and track incoming nursing students. Software demos will be scheduled next.
- Upgraded the video cards for 25 WAM manufacturing lab computers.
- Helped to prepare the nursing program for their accreditation visit.

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