Weekly Metrics "1-25-16 to 1-29-16"

Offsite Technical Support Visits = 0

Meetings = 11 meetings

Event Setups (Projector/Laptop Cart/PA/Screens) = 1 Guthrie Hall

Emergency Gear Last Checked = 12-3-15 "Will start to check next week"

Emergency Satellite TV Last Checked = 12-3-15 "Will start to check next week"

Total Open Work Tickets = 78 tickets "Non-Projects"

New Work Tickets This Week = 61 tickets

Resolved Work Tickets This Week = 74 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

- Met with technical contractors to finalize the handoff of the Applied Sciences building. Most pending issues have been resolved and a final sign off will happen this semester.

- Assisted the Welcome Center with their new office cubicle installs. Three new computer stations were added to the center area in this computer lab.

- Continued to field technical requests that are related to the cutover to Ricoh copier/printer/scanning services. These request are slowing down a bit though.

- Worked with district IT staff to check systems after a prolonged power outage on campus.