



Ventura College

Technology Support Services Weekly Report

Weekly Metrics "1-29-18 to 2-2-18"

Offsite Technical Support Visits = 1 Santa Paula—Event Setup-Jordan Goebel

Meetings = 12 meetings

Event Setups (Projector/Laptop Cart/PA/Screens) = 2 Events—Santa Paula and Guthrie Hall-Fin Aid Event

Emergency Gear Last Checked = 1-19-18

Emergency Satellite TV Last Checked = 1-19-18

Total Open Work Tickets = 46 tickets "Non-Projects"

Total Work Tickets Completed This Year = 465 tickets*

New Work Tickets This Week = 85 tickets

Resolved Work Tickets This Week = 89 tickets

Oldest Work Ticket = 5-10-17—Refresh Imac Computers-Staff Resource Center

Number of Active Major Projects = 23 projects

Number of Completed Major Projects = 308 projects

Weekly Highlights

- Started to build a pilot smart classroom station using a laser projector, remote access and improved/stable controls. We will implement over the Spring Break.
- Continued to design the new/dedicated testing center for the campus. A final decision has been made for the floor plan and location. It will take IT and M&O staff six months to complete.
- Met with the 2018 graduation committee to finalize the details for the IT needs of this event.
- Fielded several IT requests associated with late start classes.

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