



Ventura College

# Technology Support Services Weekly Report

## **Weekly Metrics "2-5-18 to 2-9-18"**

Offsite Technical Support Visits = 0

Meetings = 16 meetings

Event Setups (Projector/Laptop Cart/PA/Screens) = 4 Events—Men of Color, Nursing Accred(2), County of Ventura

Emergency Gear Last Checked = 1-19-18

Emergency Satellite TV Last Checked = 1-19-18

***Total Open Work Tickets = 54 tickets "Non-Projects"***

Total Work Tickets Completed This Year = 548 tickets\*

New Work Tickets This Week = 77 tickets

Resolved Work Tickets This Week = 84 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

Technical Training Sessions = 0

## **Weekly Highlights**

- Upgraded the client/software environment for Tableau. This upgrade will give our IEEE staff more functionality for their work with this product.
- Helped the nursing staff to prepare for their accreditation visit. Setup 2 AV events for this visit.
- Addressed two projector failures in our ASC building. Firmware was updated and bulbs were replaced.
- Continued to design the technical specifications for the proposed testing center lab.
- Gathered quotes for the 2016-2017 program review/technical refresh cycle. All quotes will be submitted this semester and we will start to deploy this IT gear this summer.

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