



Ventura College

Technology Support Services Weekly Report

Weekly Metrics "2-26-18 to 3-2-18"

Offsite Technical Support Visits = 0

Meetings = 9 meetings

Event Setups (Projector/Laptop Cart/PA/Screens) = 2 Cal-Fresh-Guthrie Hall, CACC-Wright Event Center

Emergency Gear Last Checked = 1-19-18 "Will Start to Check Next Week"

Emergency Satellite TV Last Checked = 1-19-18 "Will Start to Check Next Week"

Total Open Work Tickets = 58 tickets "Non-Projects"

Total Work Tickets Completed This Year = 734 tickets*

New Work Tickets This Week = 73 tickets

Resolved Work Tickets This Week = 93 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

- Repaired damaged smart classroom gear in CRC-201. This new setup will utilize a more stable solution with easy to use controls.
- Repaired and adjusted the 3-D projector image in ASC-140. Bulbs were replaced and the image was realigned and focused.
- Met with faculty to discuss a new guided pathways informational website. This project will be ongoing and will need the input from district IT staff.
- Submitted program review/technical refresh quotes to purchasing for processing.

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