Ventura College

Technology Support Services Weekly Report

Weekly Metrics "3-12-18 to 3-16-18"

Offsite Technical Support Visits = 1—Santa Paula—Jordan Goebel

Meetings = 11 meetings

Event Setups (Projector/Laptop Cart/PA/Screens) = 0

Emergency Gear Last Checked = 3-15-18

Emergency Satellite TV Last Checked = 3-15-18

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

Total Work Tickets Completed This Year = 890 tickets*

New Work Tickets This Week = 86 tickets

Resolved Work Tickets This Week = 110 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

- Started to receive an increase in technology quote requests associated with end of the year spending. These requests will increase as our April fiscal deadline approaches.

- Worked with Dell technical personnel to troubleshoot a flickering issue with new micro computers in our MCE business labs. Replacement gear has been ordered to remedy this issue.

- There has been several large smart classroom failures over the past several weeks. Projectors in the ASC/MCW/PAC building have failed and have forced us to setup temporary solutions until replacement gear can be shipped.

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