



Ventura College

# Technology Support Services Weekly Report

## **Weekly Metrics "3-14-16 to 3-18-16"**

Offsite Technical Support Visits = 2—John Wolfe - Santa Paula, Camarillo Sheriff Academy

Meetings = 11 meetings

Event Setups (Projector/Laptop Cart/PA/Screens) = 1 PA System—Campus Police Event

Emergency Gear Last Checked = 2-5-16

Emergency Satellite TV Last Checked = 2-5-16

***Total Open Work Tickets = 65 tickets "Non-Projects"***

New Work Tickets This Week = 64 tickets

Resolved Work Tickets This Week = 61 tickets

Oldest Work Ticket = Tag vLAN for vendor events—routers/streaming—3-30-15

Number of Active Major Projects = 21 projects

Number of Completed Major Projects = 198 projects

## **Weekly Highlights**

- Continued to receive a flood of requests for IT quotes. The fiscal cutoff for processing quotes is 4-8-16 and we will continue to receive requests up to this date.
- Worked on accreditation standard IIIc evidence for the up and coming accreditation visit. This work will be ongoing.
- Made progress on the computing environment for the Applied Sciences building. Stabilized the 3D projection room with network changes and started to roll out 25 lab computers in ASC-120.