



Ventura College

# Technology Support Services Weekly Report

## Weekly Metrics "3-19-18 to 3-23-18"

Offsite Technical Support Visits = 2 visits—Santa Paula—Jordan Goebel— General Work Tickets

Meetings = 8 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 = 48 tickets "Non-Projects"***

Total Work Tickets Completed This Year = 980 tickets\*

New Work Tickets This Week = 72 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

Technical Training Sessions = 12 AV training sessions for SCI-230 and PAC-139

## Weekly Highlights

- Continued to received a flood of quote requests related to the campus fiscal deadline.
- Prepared IT gear to deploy over Spring Break next week. Improvements will be made to SCI-228, PAC-139, LRC staff resource computer lab and software updates on 400+ LRC Beach and Library computers.
- Setup student stations for the new Cal-Fresh office in the BCS building.
- Explored the feasibility to expand the use of our RAVE smartphone panic button application. If approved, we will offer this service to all staff and faculty employees for campus emergencies.

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