



Ventura College

# Technology Support Services Weekly Report

## Weekly Metrics "3-26-18 to 3-30-18"

Offsite Technical Support Visits = 0 visits

Meetings = 5 meetings

Event Setups (Projector/Laptop Cart/PA/Screens) = 1 Outdoor retirement luncheon

Emergency Gear Last Checked = 3-15-18

Emergency Satellite TV Last Checked = 3-15-18

***Total Open Work Tickets = 35 tickets "Non-Projects"***

Total Work Tickets Completed This Year = 1020 tickets\*

New Work Tickets This Week = 29 tickets

Resolved Work Tickets This Week = 40 tickets

Oldest Work Ticket = 8-17-17—Update Hawkes Software - SCI-226 Computer Lab

Number of Active Major Projects = 23 projects

Number of Completed Major Projects = 308 projects

Technical Training Sessions = 0

## Weekly Highlights

- Updated the IMac computers in the LRC staff resource computer lab.
- Finalized the implementation of a smart classroom pilot. This new classroom utilizes new/stable controls, a laser projector and interactive touch capabilities.
- Continued to design and create technology quotes related to the fiscal deadline on April 6.
- Met with Robotics Competition coordinators to help with their networking and audio visual needs.
- Updated 48 computers in the SCI-226 computer lab with VMWare player. This new software will be used in the emerging computer science curriculum on our campus.

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