



Ventura College

Technology Support Services Weekly Report

Weekly Metrics "4-4-16 to 4-8-16"

Offsite Technical Support Visits = 1—Santa Paula—Mike Oxford— LRC Computer Updates

Meetings = 11 meetings

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

Emergency Gear Last Checked = 2-5-16 "Started, will finish checking next week"

Emergency Satellite TV Last Checked = 2-5-16 "Started, will finish checking next week"

Total Open Work Tickets = 72 tickets "Non-Projects"

New Work Tickets This Week = 54 tickets

Resolved Work Tickets This Week = 61 tickets

Oldest Work Ticket = Create new division main phone line "Academic Affairs"—6-17-15

Number of Active Major Projects = 21 projects

Number of Completed Major Projects = 198 projects

Weekly Highlights

- Received MANY last minute quote requests due to the year end fiscal deadline. A massive 3SP technology upgrade project was included with quote requests that were sent to purchasing.
- Finalized the AV/IT design for the new SAB remodel project. This AV gear and furniture for 5 new classroom spaces will be purchased now and implemented over the summer. Classes are scheduled in this new space for Fall 2016.
- Met with the accreditation advisory group to discuss the progress on all accreditation standards for Ventura College.