



Ventura College

# Technology Support Services Weekly Report

## **Weekly Metrics "4-9-18 to 4-13-18"**

Offsite Technical Support Visits = 0 offsite visits

Meetings = 12 meetings

Event Setups (Projector/Laptop Cart/PA/Screens) = 8 Setups—Financial Aid, NABITA, Pirate Friday, Diversity

Emergency Gear Last Checked = 3-15-18

Emergency Satellite TV Last Checked = 3-15-18

***Total Open Work Tickets = 66 tickets "Non-Projects"***

Total Work Tickets Completed This Year = 1146 tickets\*

New Work Tickets This Week = 76 tickets

Resolved Work Tickets This Week = 71 tickets

Oldest Work Ticket = 10-27-18—Refresh MacBook-AEC Division

Number of Active Major Projects = 38 projects

Number of Completed Major Projects = 317 projects

Technical Training Sessions = 1 SCI-228—New Interactive Smartboard Demo/Training

## **Weekly Highlights**

- The IT group spent most of the week helping with AV needs for multiple events on campus. These events included the Diversity Festival, NABITA Conference, Pirate Friday and Financial Aid. Hundreds of students and or staff were present at these multiple events.
- Worked with Economic Development staff to design smart classroom upgrades for their focus areas.
- Continued to receive program review/technical refresh items for the campus. This new gear translates to 22 new major projects for IT staff.
- Prepared to receive training on the new RAVE Command View Interface.

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