Ventura College

Technology Support Services Weekly Report

Weekly Metrics "4-16-18 to 4-20-18"

Offsite Technical Support Visits = 1 Offsite Visit—Camarillo Sherriff Academy

Meetings = 13 meetings

Event Setups (Projector/Laptop Cart/PA/Screens) = 4 Events, Foundation (2), EOPS, Pirate Friday

Emergency Gear Last Checked = 3-15-18

Emergency Satellite TV Last Checked = 3-15-18

Total Open Work Tickets = 53 tickets "Non-Projects"

Total Work Tickets Completed This Year = 1222 tickets*

New Work Tickets This Week = 65 tickets

Resolved Work Tickets This Week = 78 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 Smart Classroom Training Session—TR-14

Weekly Highlights

- Received and implemented program review/technical refreshed computers and monitors for the WAM auto-lab. 12 computers were replaced.

- Finalized the site license setup for the smartphone panic button application for the Ventura College campus. All Ventura College staff and faculty will be invited to join next week.

- Migrated software used by the child development center to a secure VM environment.

- Met with Aruba technicians to kick off the implementation of our new ClearPass solution for the Ventura College campus.

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