



Ventura College

# Technology Support Services Weekly Report

## Weekly Metrics "4-30-18 to 5-4-18"

Offsite Technical Support Visits = 1 Santa Paula Campus Visit– General Work Tickets– Jordan Goebel

Meetings = 7 meetings

Event Setups (Projector/Laptop Cart/PA/Screens) = 3 events

Emergency Gear Last Checked = 3-15-18

Emergency Satellite TV Last Checked = 3-15-18

***Total Open Work Tickets = 56 tickets "Non-Projects"***

Total Work Tickets Completed This Year = 1361 tickets\*

New Work Tickets This Week = 72 tickets

Resolved Work Tickets This Week = 91 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 = 0 training sessions

## Weekly Highlights

- Updated 60 MCE business lab stations with program review/technical refresh monitors.
- Coordinated the setup and implementation of a campus wide, smartphone panic button application.  
This is one of several efforts to improve safety on our campus.
- Continued to receive end of year, program review technical refresh gear. We are staging this gear to implement over the summer months.
- Replaced an aging network switch in the BCS building to improve network performance and reliability for our FYE, Bookstore and Financial Aid operations.

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