



Ventura College

# Technology Support Services Weekly Report

## Weekly Metrics "5-7-18 to 5-11-18"

Offsite Technical Support Visits = 0

Meetings = 8 meetings

Event Setups (Projector/Laptop Cart/PA/Screens) = 1 event—WEC-Transfer Student Celebration

Emergency Gear Last Checked = 3-15-18

Emergency Satellite TV Last Checked = 3-15-18

***Total Open Work Tickets = 60 tickets "Non-Projects"***

Total Work Tickets Completed This Year = 1431 tickets\*

New Work Tickets This Week = 67 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 = 2 training sessions—Smart Classroom training

## Weekly Highlights

- Consolidated technical refresh/program review implementation lists. Staff and faculty employees were notified about the pending upgrades in their offices.
- Scheduled a walkthrough to determine the costs associated with ongoing maintenance for our UPS devices on campus.
- Started discussions to setup our M&O department with new and improved work ticket tracking software. The proposed software will be cloud based and mobile friendly.
- Met with RAVE panic button technicians to improve location services with their product.

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