



Ventura College

# Technology Support Services Weekly Report

## **Weekly Metrics "8-1-16 to 8-4-16"**

Offsite Technical Support Visits = 0

Meetings = 5 meetings

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

Emergency Gear Last Checked = 5-13-16 "Continued to check this week"

Emergency Satellite TV Last Checked = 5-13-16 "Continued to check this week"

**Total Open Work Tickets = 67 tickets "Non-Projects"**

Total Work Tickets Completed This Year = 1925 tickets\*

New Work Tickets This Week = 47 tickets

Resolved Work Tickets This Week = 65 tickets

Oldest Work Ticket = Replace 2 wall mounted WAM Autolab shop phones—6-24-15

Number of Active Major Projects = 33 projects

Number of Completed Major Projects = 212 projects

## **Weekly Highlights**

- Worked with M&O and outside contractors on a A/C issue with our main data room. Interim cooling has been setup and a long term solution is being explored.
- Finalized the setup of 3 new smart classroom stations for the SAB remodel project. Cabling contractors will start their work this week and these smart classroom lecterns will be installed next week.
- Continued to fulfill 23 pending office moves/additions on campus. Some offices will require new furniture and cabling to complete.