Ventura College

Technology Support Services Weekly Report

Weekly Metrics "8-20-18 to 8-24-18"

Offsite Technical Support Visits = 2 Santa Paula—Mike Oxford and Jordan Goebel

Meetings = 7 meetings

Event Setups (Projector/Laptop Cart/PA/Screens) = 1 Event - Wright Event Center

Emergency Gear Last Checked = 3-15-18—Started this week, will finish by 8-31-18

Emergency Satellite TV Last Checked = 3-15-18—Started this week, will finish by 8-31-18

Total Open Work Tickets = 71 tickets "Non-Projects"

Total Work Tickets Completed This Year = 664 tickets* "Since 7-1-18"

New Work Tickets This Week = 163 tickets

Resolved Work Tickets This Week = 113 tickets

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

Number of Active Major Projects = 12 projects

Number of Completed Major Projects This Year = 9 projects

Technical Training Sessions = 0

Weekly Highlights

- Received a flood of technical support requests related to the start of the Fall semester. The team worked hard to triage this expected influx of support tickets.

- Completed the setup of over 200 lab computers at the Ventura and Santa Paula campuses. Only a few minor issues came up in these refreshed labs.

- Updated the smart-classroom controls in LRC-128, DRC Computer Lab, CRC-101 and CRC-102.

- Worked with the VC Foundation, Marketplace staff on a phone and login issue. This is resolved and they should be good for the weekend swap-meet activities.

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