Ventura College

Technology Support Services Weekly Report

Weekly Metrics "8-27-18 to 8-31-18"

Offsite Technical Support Visits = 1 Santa Paula—Mike Oxford –LRC Computer Installs

Meetings = 7 meetings

Event Setups (Projector/Laptop Cart/PA/Screens) = 10 Events

Emergency Gear Last Checked = 8-31-18

Emergency Satellite TV Last Checked = 8-31-18

Total Open Work Tickets = 59 tickets "Non-Projects"

Total Work Tickets Completed This Year = 767 tickets* "Since 7-1-18"

New Work Tickets This Week = 74 tickets

Resolved Work Tickets This Week = 80 tickets

Oldest Work Ticket = 10-27-17—Refresh MacBook-AEC Division—On Hold Per Dean's Instruction

Number of Active Major Projects = 19 projects

Number of Completed Major Projects This Year = 33 projects

Technical Training Sessions = 0

Weekly Highlights

- Continued to receive numerous work requests associated with the start of the Fall semester.

- Met with faculty and staff to design a new child development training area. This project will entail new cabling, electrical, offices and computers.

- Worked with faculty to refresh the computers in our new STEM harbor offices.

- Received the remaining smart classroom gear for the new ELC testing center. The setup of this smart classroom gear will start next week.

- Coordinated a new Drake Accounting software contract with DAC purchasing staff.

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