



Ventura College

# Technology Support Services Weekly Report

## **Weekly Metrics "9-5-16 to 9-9-16"**

Offsite Technical Support Visits = 0

Meetings = 12 meetings

Event Setups (Projector/Laptop Cart/PA/Screens) = 1 LEAD Academy—Wright Event Center

Emergency Gear Last Checked = 8-5-16

Emergency Satellite TV Last Checked = 8-5-16

***Total Open Work Tickets = 89 tickets "Non-Projects"***

Total Work Tickets Completed This Year = 2378 tickets\*

New Work Tickets This Week = 87 tickets

Resolved Work Tickets This Week = 89 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**

- Continued to prepare for our accreditation visit this month. Worked with VC administration to fulfill specific accreditation related requests.
- Finished building 4 GradesFirst check in kiosks. Interfaces will be built next week and kiosks will be put into production soon.
- Met with outside Crestron programmer. Progress was made on several pending programming issues for Ventura and Oxnard Colleges.