Ventura College

# Technology Support Services Weekly Report

## Weekly Metrics "10-3-16 to 10-7-16"

Offsite Technical Support Visits = 1—Santa Paula—General Work Tickets

Meetings = 12 meetings

Event Setups (Projector/Laptop Cart/PA/Screens) = 6 Events—ASC, Guthrie Hall and MCE Labs.

Emergency Gear Last Checked = 8-5-16 "Pulled the emergency IT gear and will finish checking next week"

Emergency Satellite TV Last Checked = 8-5-16 "Pulled the emergency IT gear and will finish checking next week"

***Total Open Work Tickets = 95 tickets "Non-Projects"***

Total Work Tickets Completed This Year = 2820 tickets*

New Work Tickets This Week = 154 tickets

Resolved Work Tickets This Week = 142 tickets

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

Number of Active Major Projects = 23 projects

Number of Completed Major Projects = 232 projects

## Weekly Highlights

- Continued to receive a large volume of work requests. This increase is probably due to IT taking on the responsibilities for 3SP initiatives, all website update requests and new buildings on campus.

- Provided afterhours support for a VCOE evening event in the Applied Sciences Center. It was well attended by our community members and all AV systems worked for their needs.

- Consolidated 23 I.T. initiatives for the 2016-2017 program review cycle. Submitted to management for processing.

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