



Ventura College

# Technology Support Services Weekly Report

## **Weekly Metrics "10-15-18 to 10-19-18"**

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

Meetings = 8 meetings

Event Setups (Projector/Laptop Cart/PA/Screens) = 2 Events—Guthrie Hall

Emergency Gear Last Checked = 8-31-18 "Will Start to Check Next Week"

Emergency Satellite TV Last Checked = 8-31-18 "Will Start to Check Next Week"

***Total Open Work Tickets = 49 tickets "Non-Projects"***

Total Work Tickets Completed This Year = 1189 tickets\* "Since 7-1-18"

New Work Tickets This Week = 40 tickets

Resolved Work Tickets This Week = 34 tickets

Oldest Work Ticket = 6-8-18—Continue to Install/Check TrendMicro on various machines

Number of Active Major Projects = 30 projects

Number of Completed Major Projects This Year = 34 projects

Technical Training Sessions = 0

## **Weekly Highlights**

- Installed replacement kiosk monitors in the ASC lobby area. They are now live and running VC marketing content.
- Worked with Ventura College administration for the participation with the 2018 Great Shake Out event. Used our Blackboard, RAVE and outdoor speaker systems to conduct this yearly drill.
- Continued to work on the new Child Development Resource Training room in TR-12/13. All network cabling has been deployed and computers will be installed once carpet has been placed.
- Continued to work on the broken 3-D projector in ASC-140.

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