



Ventura College

Technology Support Services Weekly Report

Weekly Metrics "10-22-18 to 10-26-18"

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

Meetings = 9 meetings

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

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 = 46 tickets "Non-Projects"

Total Work Tickets Completed This Year = 1263 tickets* "Since 7-1-18"

New Work Tickets This Week = 61 tickets

Resolved Work Tickets This Week = 44 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

- Met with district representatives to discuss the emergency broadcast system project. Three potential integrators were interviewed and an RFP will be designed based on these discussions.
- Prepared to rollout the Accudemia solution for positive attendance. Met with campus stakeholders to address their needs and plan for this rollout next semester.
- Hosted a meeting with the Adobe onboarding team. They are moving toward a mandatory SSO requirement for all of their products. Discussions and planning will continue.
- Migrated all local police accounts to Office 365 as part of this district wide rollout.

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