Technology Support Services Weekly Report

Weekly Metrics "11-12-18 to 11-16-18"

Offsite Technical Support Visits = 2 Santa Paula—Jordan Goebel—Work Tickets-AC Data room Repair

Meetings = 9 meetings

Event Setups (Projector/Laptop Cart/PA/Screens) = 5 events—Outdoor Quad, Guthrie Hall (2), PAC, AEC

Emergency Gear Last Checked = 10-30-18

Emergency Satellite TV Last Checked = 10-30-18

Total Open Work Tickets = 41 tickets "Non-Projects"

Total Work Tickets Completed This Year = 1503 tickets* "Since 7-1-18"

New Work Tickets This Week = 66 tickets

Resolved Work Tickets This Week = 53 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 SP Controls representative. He demonstrated their new touch panel option for smart classrooms. We will utilize this new technology when we refresh our classrooms on campus.

- Started to research options for our student ID badge creation. We are looking at smartphone app options for this need.

- Helped to remediate an AC issue in the IDF at our Santa Paula campus. This work is done and we will monitor the effect of this change.

- Met with the VP of Student Services to discuss technology upgrades at Santa Paula.

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