Ventura College

Technology Support Services Weekly Report

Weekly Metrics "11-16-15 to 11-20-15"

Offsite Technical Support Visits = <u>1 Santa Paula—Jeff E. and John W.—Wireless Printing/Networking</u>

Meetings = <u>7 meetings</u>

Event Setups (Projector/Laptop Cart/PA/Screens) = <u>1 Event— GIS Day—Applied Sciences Center</u>

Emergency Gear Last Checked = <u>9-24-15 "Will try to start this process next week"</u>

Emergency Satellite TV Last Checked = <u>9-24-15 "Will try to start this process next week"</u>

Total Open Work Tickets = <u>39 tickets "Non-Projects"</u>

New Work Tickets This Week = <u>40 tickets</u>

Resolved Work Tickets This Week = <u>60 tickets</u>

Oldest Work Ticket = <u>Tag vLAN for vendor events—routers/streaming—3-30-15</u>

Number of Active Major Projects = <u>26 projects</u>

Number of Completed Major Projects = <u>182 projects</u>

Weekly Highlights

- Configured the 3-D visualization wall in the new Applied Sciences Center. The GIS department used this room and the building for a public GIS day event with 120 people in attendance.

- Due to vandalism at the Santa Paula campus, a new security camera was configured and installed.

- Met with a Ricoh representative to discuss the cutover to their pay-4-print services. Their proposed locations will require additional cabling. Quotes will be acquired next week.

- Helped to bring in web developer assistance for our accreditation efforts. This person started on Monday and will work with us until our accreditation audit next year.