



Ventura College

# Technology Support Services Monthly Report

## **Monthly Metrics "12-1-18 to 12-31-18"**

Event Setups (Projector/Laptop Cart/PA/Screens) = 20 events

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 = 12 tickets

New Work Tickets This Month = 183 tickets

Resolved Work Tickets This Month = 189 tickets

Oldest Work Ticket = 6-12-18—Re-image Imac for new PAC Costume Director

Number of Active Major Projects = 30 projects

Number of Completed Major Projects This Year = 34 projects

## **Monthly Highlights**

- Upgraded the smart-classroom controls and equipment in room LRC-129. This technology refresh was part of the 2016-2017 program review/technical refresh cycle.
- Worked with District IT staff to implement a new single sign on protocol for our "student" Wi-Fi network. A new "guest" Wi-Fi network has also been pushed out to our campus.
- Continued to check classrooms for the start of the Spring 2019 semester. These room checks will help to mitigate some of the start of the semester challenges.
- Continued to design and gather quotes associated with the setup of a new computer lab in classroom #4 at our East Campus location.

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