



Ventura College

Technology Support Services Weekly Report

Weekly Metrics "1-26-15 to 1-30-15"

Offsite Technical Support Visits = 1—Santa Paula—Pick Up AV Gear—Lester Tong

Meetings = 9 meetings

Emergency Gear Last Checked = 10-29-14 "Will try to start this next week"

Emergency Satellite TV Last Checked = 10-29-14 "Will try to start this next week"

Total Open Work Tickets = 89 tickets "Non-Projects"

New Work Tickets This Week = 134 tickets

Resolved Work Tickets This Week = 130 tickets

Oldest Work Ticket = 5-8-14—Migrate Foundation Boothtracker Database

Number of Active Major Projects = 20 projects

Number of Completed Major Projects = 153 projects

Technical Training Sessions = 0

Weekly Highlights

- A wireless network issue started this week. This impacted our IT group with additional calls, email and various complaints from our campus patrons. District network engineers have resolved this issue and we are starting to regroup and work on other projects and work tickets that came in this week.
- Hosted multiple AV setup events in Santa Paula, Guthrie Hall and the Wright Event Center. We are challenged to keep up with the increase of these AV-centric events.
- Met with district and local IT to design the AV gear that will be implemented in the new Applied Sciences building.