## Weekly Metrics "2-2-15 to 2-6-15"

Offsite Technical Support Visits = 1—Santa Paula—Setup new LPT-1 Printer Mike Oxford

Meetings = 10 meetings

Emergency Gear Last Checked = 10-29-14 "Everything is check except the Sat TV"

Emergency Satellite TV Last Checked = 10-29-14 "Everything is check except the Sat TV"

***Total Open Work Tickets = 82 tickets "Non-Projects"***

New Work Tickets This Week = 97 tickets

Resolved Work Tickets This Week = 103 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

- Led and participated in several Applied Sciences planning meetings. We now have our I.T. gear list for this new building and are finalizing the AV bid documents.

- Continued to clean up Ethernet cables in the 4 MCE business labs. It takes 3 technicians, 8 hours to complete one lab.

- Finished setting up 21 new computers in the VCSP LRC and replaced the LPT1 printer in that area.

- Helped to test a new Sonos FAX appliance to resolve previous Faxing anomalies. Testing results have been positive so far.