



Ventura College

Technology Support Services Weekly Report

Weekly Metrics "3-2-15 to 3-6-15"

Offsite Technical Support Visits = 0

Meetings = 15 meetings

Emergency Gear Last Checked = 2-9-15

Emergency Satellite TV Last Checked = 2-9-15

Total Open Work Tickets = 59 tickets "Non-Projects"

New Work Tickets This Week = 75 tickets

Resolved Work Tickets This Week = 78 tickets

Oldest Work Ticket = Troubleshoot A&R Lync phone error—6-6-14

Number of Active Major Projects = 24 projects

Number of Completed Major Projects = 159 projects

Technical Training Sessions = 0

Weekly Highlights

- Setup multiple events on campus that required portable AV gear. These setups included events for Hanna Beth Jackson, Emergency Management Training and Ventura Women's Ministry.
- Met with smart-glass vendor View Glass for a demonstration and product details. Depending on price, we might pilot this smart-glass technology in our new SAB remodel project.
- Met with VC Foundation employees to resolve several technical requests. These requests included the setup of an SSL certificate for their online donation website.