Weekly Metrics "3-30-15 to 4-3-15"

Offsite Technical Support Visits = 0

Meetings = 7 meetings

Emergency Gear Last Checked = 2-9-15 "Will start this process next week"

Emergency Satellite TV Last Checked = 2-9-15 "Will start this process next week"

Total Open Work Tickets = 47 tickets "Non-Projects"

New Work Tickets This Week = 31 tickets

Resolved Work Tickets This Week = 45 tickets

Oldest Work Ticket = Re-Rack Switches in MCE IDF's—7-22-14

Number of Active Major Projects = 23 projects

Number of Completed Major Projects = 161 projects

Technical Training Sessions = 0

Weekly Highlights

- Continued to plan for the AV/IT gear for the new applied sciences building. We will review the AV bid proposals for errors and work with purchasing to determine a finalist for this project.

- Received 42 IAP wireless access points via our Title V grant. We will begin to configure these access points and install them in the PAC and MAC buildings.

- Continued to provide end of year quotes from various departments on campus.

- Re-imaged 95 computers in the LRC beach with software updates for several disciplines.