



Ventura College

# Technology Support Services Weekly Report

## Weekly Metrics "4-6-15 to 4-10-15"

Offsite Technical Support Visits = 0

Meetings = 7 meetings

Emergency Gear Last Checked = 4-8-15

Emergency Satellite TV Last Checked = 4-8-15

***Total Open Work Tickets = 62 tickets "Non-Projects"***

New Work Tickets This Week = 111 tickets

Resolved Work Tickets This Week = 79 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 work on multiple quote requests from all departments on campus. The fiscal deadline is next week and we will probably see an uptick in these requests up to 4-15-15.
- Started to interview the top 2 AV contractors for the Applied Sciences building. We completed one interview this week and will finalize these interviews next week.
- Conducted an accreditation IIIc subcommittee meeting. We analyzed a gap analysis and came up with a plan to start writing our self study.