



Ventura College

Technology Support Services Weekly Report

Weekly Metrics "4-13-15 to 4-17-15"

Offsite Technical Support Visits = 0

Meetings = 10 meetings

Event Setups = 9 events (Outdoor/Wright Event Center/Guthrie Hall)

Emergency Gear Last Checked = 4-8-15

Emergency Satellite TV Last Checked = 4-8-15

Total Open Work Tickets = 61 tickets "Non-Projects"

New Work Tickets This Week = 51 tickets

Resolved Work Tickets This Week = 52 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

Weekly Highlights

- It was a very busy week for event setup requests. We fulfilled 9 event setup requests that occurred in Guthrie Hall, CRC Building and the Wright Event Center.
- Fulfilled multiple last minute quote requests from faculty. The cutoff was on Wednesday and we received request up until 5 p.m.
- Conducted two interviews for the AV integrators of our new Applied Sciences building. We are finalizing the checks on these two vendors and will make a final decision next week.