Ventura College

Technology Support Services Weekly Report

Weekly Metrics "5-4-15 to 5-8-15"

Offsite Technical Support Visits = <u>0</u>

Meetings = <u>8 meetings</u>

Event Setups (Projector/Laptop Cart/PA/Screens) = <u>6 events</u>

Emergency Gear Last Checked = <u>4-8-15 "Will start to check the gear next week"</u>

Emergency Satellite TV Last Checked = <u>4-8-15 "Will start to check the gear next week"</u>

Total Open Work Tickets = <u>73 tickets "Non-Projects"</u>

New Work Tickets This Week = <u>65 tickets</u>

Resolved Work Tickets This Week = <u>66 tickets</u>

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

Number of Active Major Projects = <u>23 projects</u>

Number of Completed Major Projects = <u>161 projects</u>

Weekly Highlights

- Scheduled a site visit to UCLA to review several AV installs on their campus. This is where our Applied Sciences AV integrators finished their last project.

- Setup for several AV events on campus including a Foundation scholarship event, Dean's Award Ceremony and two HR information talks.

- Continued to gather accreditation standard IIIc evidence for the rough draft of our self study. We will meet with our sub-committee to consolidate this material next week.