



Ventura College

Technology Support Services Weekly Report

Weekly Metrics "5-16-16 to 5-20-16"

Offsite Technical Support Visits = 0

Meetings = 8 meetings

Event Setups (Projector/Laptop Cart/PA/Screens) = 3 Events (Graduation/Sportsplex/Guthrie Hall)

Emergency Gear Last Checked = 5-13-16

Emergency Satellite TV Last Checked = 5-13-16

Total Open Work Tickets = 72 tickets "Non-Projects"

New Work Tickets This Week = 33 tickets

Resolved Work Tickets This Week = 44 tickets

Oldest Work Ticket = Create new division main phone line "Academic Affairs"—6-17-15

Number of Active Major Projects = 21 projects

Number of Completed Major Projects = 198 projects

Weekly Highlights

- Setup, tested and used a new web streaming encoder for the 2016 VC graduation ceremony. This encoder unit streams content directly to YouTube.
- Most of the IT staff helped to prepare for the 2016 VC graduation ceremony.
- Participated in the SAB remodel walkthrough. Construction is coming to a close and we will be installing 5 new smart classrooms into this space over the summer.
- AV technicians prepared for a week long Crestron training class. This class will be conducted in Camarillo and will focus on Crestron programming.