



Ventura College

# Technology Support Services Weekly Report

## **Weekly Metrics "5-18-15 to 5-22-15"**

Offsite Technical Support Visits = 0

Meetings = 12 meetings

Event Setups (Projector/Laptop Cart/PA/Screens) = 1 event "VC Graduation"

Emergency Gear Last Checked = 5-14-15

Emergency Satellite TV Last Checked = 5-14-15

***Total Open Work Tickets = 83 tickets "Non-Projects"***

New Work Tickets This Week = 51 tickets

Resolved Work Tickets This Week = 53 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**

- Tested, setup and managed the web-streaming service for the Ventura College graduation ceremony. We worked in conjunction with the CAPS organization to fulfill this need.
- Continued to plan for the AV environment for our Applied Sciences building. Scheduled a kick off meeting with our AV integrators "AVDB" for next week.
- Received multiple lab software update requests from faculty. We will work over the summer months to fulfill these requests.
- Finalizing the details for this year's approved program review initiatives.