



Ventura College

Technology Support Services Weekly Report

Weekly Metrics "5-30-16 to 6-3-16"

Offsite Technical Support Visits = 1 Visit Santa Paula— Jeff E. and John W. IDF Clean Up

Meetings = 4 meetings

Event Setups (Projector/Laptop Cart/PA/Screens) = 1 HR Webinar—Guthrie Hall

Emergency Gear Last Checked = 5-13-16

Emergency Satellite TV Last Checked = 5-13-16

Total Open Work Tickets = 66 tickets "Non-Projects"

Total Work Tickets Completed This Year = 1424 tickets*

New Work Tickets This Week = 37 tickets

Resolved Work Tickets This Week = 55 tickets

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

Number of Active Major Projects = 29 projects

Number of Completed Major Projects = 198 projects

Weekly Highlights

- Started to upgrade 4 biology classrooms with new AV and IT gear. Installed new computers, 23" monitors and ceiling mounted projectors.
- Upgraded 14 APP Automotive lab computers to Dell 755, 8 GB RAM and 120 GB SSD. This should help with performance and reliability in this lab.
- Upgraded 11 WAM Automotive lab computers to Dell 755, 8 GB RAM and 120 GB SSD. This should help with performance and reliability in this lab.