Weekly Metrics "6-13-16 to 6-16-16"

Offsite Technical Support Visits = 2 Visits Santa Paula— Jeff E. and John W. Installed IDF AC/Printer Install

Meetings = 9 meetings

Event Setups (Projector/Laptop Cart/PA/Screens) = 1 ASC-150 Movie Final Setup

Emergency Gear Last Checked = 5-13-16

Emergency Satellite TV Last Checked = 5-13-16

Total Open Work Tickets = 59 tickets "Non-Projects"

Total Work Tickets Completed This Year = 1538 tickets*

New Work Tickets This Week = 38 tickets

Resolved Work Tickets This Week = 49 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

- Finished upgrading the AV gear in 4 biology labs. This upgrade included new instructor PC's, ceiling projectors, document cameras and wireless speakers.

- Finished mounting existing computers in new hideaway desks in the GIS computer lab. Waiting for faculty input regarding the position of these new flip up desks.

- Received more 3SP computers and other technical upgrade gear. Our provisional 3SP technician is preparing a new image and will rollout 69 new computers for our 3SP efforts.

Some of this total might be include SPAM messages sent to the help desk email account.