



Ventura College

Technology Support Services Weekly Report

Weekly Metrics "7-8-15 to 7-15-15"

Offsite Technical Support Visits = 1—Santa Paula—John Wolfe—AV Setup—Work Tickets

Meetings = 10 meetings

Event Setups (Projector/Laptop Cart/PA/Screens) = 1 event "Santa Paula Chamber of Commerce"

Emergency Gear Last Checked = 5-14-15

Emergency Satellite TV Last Checked = 5-14-15

Total Open Work Tickets = 70 tickets "Non-Projects"

New Work Tickets This Week = 79 tickets

Resolved Work Tickets This Week = 97 tickets

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

Number of Active Major Projects = 18 projects

Number of Completed Major Projects = 173 projects

Weekly Highlights

- Worked with district IT staff to field numerous portal help requests. There was a major portal upgrade that occurred over the 4th of July holiday.
- Started to order FY15-16 program review technology initiatives. I have asked upper management to rank these initiatives so we can better serve areas that have the most technical need.
- Continued to work on the smart class room upgrades for the MAC-200, MAC-201, MAC-202 classrooms.
- Worked with AVDB to implement the AV gear for the new Applied Sciences building.