



Ventura College

Technology Support Services Weekly Report

Weekly Metrics "7-25-16 to 7-28-16"

Offsite Technical Support Visits = 0

Meetings = 7 meetings

Event Setups (Projector/Laptop Cart/PA/Screens) = 1 Wright Event Center—Mayor Event

Emergency Gear Last Checked = 5-13-16 "Started to check this week"

Emergency Satellite TV Last Checked = 5-13-16 "Started to check this week"

Total Open Work Tickets = 62 tickets "Non-Projects"

Total Work Tickets Completed This Year = 1862 tickets*

New Work Tickets This Week = 54 tickets

Resolved Work Tickets This Week = 70 tickets

Oldest Work Ticket = Replace 2 wall mounted WAM Autolab shop phones—6-24-15

Number of Active Major Projects = 33 projects

Number of Completed Major Projects = 212 projects

Weekly Highlights

- Continued to work on the Creston programming for the new SAB building. We made progress and all Creston controls work except for the BluRay player. Our Creston contact will send an update for us next week.
- Met with the new Diesel Technology faculty member. Discussed the new Diesel Technology smart-classroom needs with him. We will base our design on this discussion.
- Finished imaging 2 new nursing computer labs (24 machines) in the HSC building.