



Ventura College

Technology Support Services Weekly Report

Weekly Metrics "8-15-16 to 8-19-16"

Offsite Technical Support Visits = 2 Santa Paula—John/Jeff Network and SAN issue, 25 laptops imaged.

Meetings = 7 meetings

Event Setups (Projector/Laptop Cart/PA/Screens) = 0

Emergency Gear Last Checked = 8-5-16

Emergency Satellite TV Last Checked = 8-5-16

Total Open Work Tickets = 87 tickets "Non-Projects"

Total Work Tickets Completed This Year = 2102 tickets*

New Work Tickets This Week = 137 tickets

Resolved Work Tickets This Week = 133 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

- The new SAB building went live for the Fall semester. There were construction delays which impacted the implementation of the AV gear. Two rooms are done and we had a DOA hardware failure on one room.
- The CSULB distance learning room experienced a hardware failure during a regular test. This Saturday class will proceed with an interim solution until a hardware replacement is received.
- We are finalizing the last few offices moves and should conclude next week.