



Ventura College

Technology Support Services Weekly Report

Weekly Metrics "8-17-15 to 8-21-15"

Offsite Technical Support Visits = 0

Meetings = 13 meetings

Event Setups (Projector/Laptop Cart/PA/Screens) = 1 Dual Screen Setup—WEC

Emergency Gear Last Checked = 5-14-15

Emergency Satellite TV Last Checked = 5-14-15

Total Open Work Tickets = 92 tickets "Non-Projects"

New Work Tickets This Week = 90 tickets

Resolved Work Tickets This Week = 95 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

- Received the usual push of Fall semester requests. There were many last minute requests, AV key check outs, AV training requests.
- Continued to work on the Applied Sciences building AV/IT items. Construction is still behind schedule which has delayed the implementation of AV/IT items. 2 security cameras were installed this week and the network is now live in this building.
- Met with the criminal justice coordinator at Camarillo Sheriff's office. They will need an office setup by early October.