Ventura College

Technology Support Services Weekly Report

Weekly Metrics "8-22-16 to 8-26-16"

Offsite Technical Support Visits = 1 Santa Paula—Mike Oxford—Trend Micro Installs—Lab Updates

Meetings = 14 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 = 108 tickets "Non-Projects"

Total Work Tickets Completed This Year = 2203 tickets*

New Work Tickets This Week = 150 tickets

Resolved Work Tickets This Week = 151 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

- Remediated the failed video conference unit used by the CSU Long Beach distance learning room.

- Finalized the turn up of the smart classrooms in the new SAB building.

- Continued to receive a flood of IT help requests due to the start of the Fall semester. IT staff is working diligently to keep up with this demand.

- New outdoor wireless antennas are being installed for student Wi-Fi access on campus.

- Started to design the technology that will be implemented for the new Pirate's Cove Center.

Some of this total might be include SPAM messages sent to the help desk email account. Number is rough and approximate.