



Ventura College

# Technology Support Services Weekly Report

## **Weekly Metrics "8-24-15 to 8-28-15"**

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

Meetings = 17 meetings

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

Emergency Gear Last Checked = 5-14-15 "Will Start Next Week"

Emergency Satellite TV Last Checked = 5-14-15 "Will Start Next Week"

***Total Open Work Tickets = 72 tickets "Non-Projects"***

New Work Tickets This Week = 105 tickets

Resolved Work Tickets This Week = 122 tickets

Oldest Work Ticket = Setup 2 Legacy Scanners in EOPS Office 10-3-14

Number of Active Major Projects = 18 projects

Number of Completed Major Projects = 173 projects

## **Weekly Highlights**

- Continued to implement the IT and AV gear for the new Applied Sciences building. AV crews are working throughout the weekend to prepare the advanced systems that will run the lecture rooms in this space. It will take them approximately 2 weeks to implement.
- Continued to receive an influx of work tickets related to the start of the Fall semester. Our technicians are working hard to fulfill the 105 new requests that came in this week.
- Met with athletic directors to discuss setting up live streaming cameras for tennis matches. This setup will be dependent on funding, network security and IT sustainability.