Weekly Metrics "8-31-15 to 9-4-15"

Offsite Technical Support Visits = 1—John Wolfe/Jeff Erskine —Santa Paula—Work Tickets/Cameras

Meetings = 8 meetings

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

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

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

Total Open Work Tickets = 67 tickets "Non-Projects"

New Work Tickets This Week = 81 tickets

Resolved Work Tickets This Week = 84 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 work on the Applied Sciences AV/IT implementation. The building will be 100% secured by next week and all AV systems will be operational by Monday 9-14-15. Faculty training has been setup for the previous Friday 9-11-15.

- Met with first year experience personnel regarding their future IT needs. We will prepare quotes soon to add additional workstations for peer group advisors.

- Met with the accreditation steering committee. Timelines for the next accreditation visit were discussed and IT will lead the preparation for the IIIc standard materials.