



Ventura College

Technology Support Services Weekly Report

Weekly Metrics "9-14-15 to 9-18-15"

Offsite Technical Support Visits = 0

Meetings = 11 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 = 75 tickets "Non-Projects"

New Work Tickets This Week = 56 tickets

Resolved Work Tickets This Week = 46 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

- Classes were moved into the new Applied Sciences building on Monday 9-14-15. The IT/AV environments were stable with only a few minor issues reported. Faculty seemed pleased with the new learning spaces.
- Met with the accreditation steering committee. We reviewed the progress on all the standards that are being drafted. Timelines and feed back on the summer narrative work was discussed.
- Turned up a new Crestron Fusion server. This server will be used to monitor our AV systems on campus and allow us to be more proactive with the maintenance of our AV smart classroom systems.