



Ventura College

Technology Support Services Weekly Report

Weekly Metrics "9-17-18 to 9-21-18"

Offsite Technical Support Visits = 1 Santa Paula—Jordan Goebel—IDF AC Failure

Meetings = 12 meetings

Event Setups (Projector/Laptop Cart/PA/Screens) = 4 Events

Emergency Gear Last Checked = 8-31-18

Emergency Satellite TV Last Checked = 8-31-18

Total Open Work Tickets = 58 tickets "Non-Projects"

Total Work Tickets Completed This Year = 951 tickets* "Since 7-1-18"

New Work Tickets This Week = 109 tickets

Resolved Work Tickets This Week = 68 tickets

Oldest Work Ticket = 6-8-18—Continue to Install/Check TrendMicro on various machines

Number of Active Major Projects = 30 projects

Number of Completed Major Projects This Year = 34 projects

Technical Training Sessions = 0

Weekly Highlights

- Experienced a failed CENIC router on campus. District network administrators worked with CENIC technicians to install a replacement router.
- Started to receive an influx of program review budgetary requests. All staff and faculty are required to consult with IT before submitting a technology centric initiative.
- The Santa Paula campus experienced a power failure and subsequent air conditioning outage in the data room (IDF). Technicians responded and were able to get this AC unit back online.
- Finalized the ELC Testing Center setup. This new computer lab will be used for Banner training.

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