



Ventura College

Technology Support Services Weekly Report

Weekly Metrics "9-26-16 to 9-30-16"

Offsite Technical Support Visits = 2—Santa Paula—Setup and Pickup AV gear / Crown Plaza Accreditation

Meetings = 11 meetings

Event Setups (Projector/Laptop Cart/PA/Screens) = 6 Events—Accreditation, DAC HR Webinar, CCCR.

Emergency Gear Last Checked = 8-5-16 "Will check next week on 10-7-16"

Emergency Satellite TV Last Checked = 8-5-16 "Will check next week on 10-7-16"

Total Open Work Tickets = 90 tickets "Non-Projects"

Total Work Tickets Completed This Year = 2692 tickets*

New Work Tickets This Week = 167 tickets

Resolved Work Tickets This Week = 198 tickets

Oldest Work Ticket = Replace 2 wall mounted WAM Autolab shop phones—6-24-15

Number of Active Major Projects = 23 projects

Number of Completed Major Projects = 232 projects

Weekly Highlights

- Setup and supported working and presentation environments related to our 2016 accreditation visit.
- Continued to receive numerous 3SP and other general work ticket requests on campus. In the past, the volume of work tickets have decreased by now. This year is different and could show a new trend in technology support needs.
- Finalized the design and quote generation for the new Diesel Technology smart classroom gear.
- Reviewed program review technical initiatives with management. Waiting for final approvals.