Weekly Metrics "9-28-15 to 10-2-15"

Offsite Technical Support Visits = <u>2 Visits John Wolfe—Santa Paula, Grant Jones Camarillo Sheriff</u>

Meetings = <u>14 meetings</u>

Event Setups (Projector/Laptop Cart/PA/Screens) = <u>3 Events—WEC, SCI-333 and Guthrie Hall</u>

Emergency Gear Last Checked = <u>9-24-15</u>

Emergency Satellite TV Last Checked = <u>9-24-15</u>

Total Open Work Tickets = <u>57 tickets "Non-Projects"</u>

New Work Tickets This Week = <u>93 tickets</u>

Resolved Work Tickets This Week = <u>73 tickets</u>

Oldest Work Ticket = <u>Setup 2 Legacy Scanners in EOPS Office 10-3-14</u>

Number of Active Major Projects = <u>18 projects</u>

Number of Completed Major Projects = <u>173 projects</u>

Weekly Highlights

- The IT team met to discuss the FY16-17 program review initiates that are due this month. All IT staff members had input and we will submit our IT initiatives to management next week.

- Continued to create quotes and fulfill FY16-16 program review initiatives.

- Delivered two computer stations to the Camarillo Sheriff's Academy. Also met Pacific-Com at this new office to get a quote for additional network cabling to this office.

- Met with Heery and Pacific-Com to design, acquire quotes for the new SAB building remodel. There will be 5 new smart classroom installs in these remodeled classrooms.