Weekly Metrics "10-12-15 to 10-16-15"

Offsite Technical Support Visits = 1 Grant Jones/John Wolfe - Camarillo Sheriff Academy

Meetings = 13 meetings

Event Setups (Projector/Laptop Cart/PA/Screens) = 2 Events—Outside Quad and Guthrie Hall

Emergency Gear Last Checked = 9-24-15

Emergency Satellite TV Last Checked = 9-24-15

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

New Work Tickets This Week = 82 tickets

Resolved Work Tickets This Week = 79 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

• Upgraded 25 drafting computers in the MCE-129 lab with new 250 GB SSD, 16 GB RAM and a new computer image that can be manipulated from a remote console for updates in the future.

• Continued to provide quotes and technical guidance for the next FY16/17 program review initiatives.

• Continued to work on the remediation of FAX reliability issues on campus. Local and district IT staff are rolling out media pack devices to resolve this issue.

• Site visit to setup a new office and computer workstation at the Camarillo Sheriff's Academy. This new office will go live on October 26.