



Ventura College

# Technology Support Services Weekly Report

## **Weekly Metrics "10-17-16 to 10-21-16"**

Offsite Technical Support Visits = 1—Santa Paula—General Work Tickets—John Wolfe

Meetings = 14 meetings

Event Setups (Projector/Laptop Cart/PA/Screens) = 1 Wright Event Center – Foothill Technology HS

Emergency Gear Last Checked = 10-21-16

Emergency Satellite TV Last Checked = 10-21-16

***Total Open Work Tickets = 72 tickets "Non-Projects"***

Total Work Tickets Completed This Year = 3047 tickets\*

New Work Tickets This Week = 133 tickets

Resolved Work Tickets This Week = 152 tickets

Oldest Work Ticket = Setup new phone for Barnes & Noble employee 8-5-15

Number of Active Major Projects = 23 projects

Number of Completed Major Projects = 232 projects

## **Weekly Highlights**

- Setup and attended 2 coordination tests for a 3 campus video conference event next week.
- Finalized the turn up of 60 network connections for the HSC-120 nursing conference hall. They will now be able to utilize this space for ad-hoc testing.
- Started the cabling and AV work associated with our new Pirate's Cove center. This new center will have a large monitor, 2 offices, 1 GradesFirst kiosk and a 16 seat computer lab.
- Continued to work on the rollout of 3SP computers, AV, kiosks and user training.

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