



Ventura College

Technology Support Services Weekly Report

Weekly Metrics "11-2-15 to 11-6-15"

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

Meetings = 13 meetings

Event Setups (Projector/Laptop Cart/PA/Screens) = 1 Event—Achieving the Dream—WEC

Emergency Gear Last Checked = 9-24-15

Emergency Satellite TV Last Checked = 9-24-15

Total Open Work Tickets = 46 tickets "Non-Projects"

New Work Tickets This Week = 73 tickets

Resolved Work Tickets This Week = 80 tickets

Oldest Work Ticket = Setup 2 Legacy Scanners in EOPS Office 10-3-14

Number of Active Major Projects = 20 projects

Number of Completed Major Projects = 180 projects

Weekly Highlights

- Met with the PRT "Partnership Resource Team" to discuss campus improvements. This input will be implemented ahead of our accreditation visit in 2016.
- Created the 1st draft of the technology resources, accreditation standard IIIC. This standard will be improved over the next year for our up and coming accreditation visit.
- Participated in a PCI assessment exercise with Dell SecureWorks auditors. All credit card processing was reviewed in our student business office.
- Continued to implement FY15-16 program review initiatives.