



Ventura College

Technology Support Services Weekly Report

Weekly Metrics "11-9-15 to 11-13-15"

Offsite Technical Support Visits = 0

Meetings = 9 meetings

Event Setups (Projector/Laptop Cart/PA/Screens) = 5 Events— Vet Day, Ag Meeting, District Meeting etc.

Emergency Gear Last Checked = 9-24-15 "Will try to start this process next week"

Emergency Satellite TV Last Checked = 9-24-15 "Will try to start this process next week"

Total Open Work Tickets = 51 tickets "Non-Projects"

New Work Tickets This Week = 68 tickets

Resolved Work Tickets This Week = 60 tickets

Oldest Work Ticket = Setup RDP Shortcut on Imac 10-10-14

Number of Active Major Projects = 26 projects

Number of Completed Major Projects = 182 projects

Weekly Highlights

- Fulfilled an emergency request to setup phone and network connections for Fox Sports. Dedicated technicians to extend 5 analog phone lines and 2 network connections across campus to the VC Sportsplex.
- Received 20 MacMini's with 27" monitors as part of the technical refresh/program review process. Technicians are preparing these new machines to implement over the Winter break.
- Worked with consultants to configure the 3-D visualization room in the new Applied Sciences building. We are targeting to have this operational for GIS Day on 11-20-15.