



Ventura College

Technology Support Services Weekly Report

Weekly Metrics "11-14-16 to 11-18-16"

Offsite Technical Support Visits = 1—Santa Paula—3 New Computer Setup—John Wolfe/Jordan Goebel

Meetings = 10 meetings

Event Setups (Projector/Laptop Cart/PA/Screens) = 6 = ASC-GIS Day, Guthrie Hall , MCE, CCCR.

Emergency Gear Last Checked = 10-21-16

Emergency Satellite TV Last Checked = 10-21-16

Total Open Work Tickets = 74 tickets "Non-Projects"

Total Work Tickets Completed This Year = 3300 tickets*

New Work Tickets This Week = 144 tickets

Resolved Work Tickets This Week = 178 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

- Finalized the implementation of the new Pirates Cove work space. This new area for students has a 16 seat computer lab, 2 offices and a mobile student check-in kiosk.
- Finished setting up the new art gallery audio visual gear. This AV gear includes a ceiling mounted projector, motorized screen and ceiling mounted speakers.
- Helped to setup and monitor the yearly GIS day event in the ASC building. A total of 75 GIS professionals attended demonstrations in our 3-D Viz room and lecture halls.

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