



Ventura College

# Technology Support Services Weekly Report

## **Weekly Metrics "11-28-16 to 12-2-16"**

Offsite Technical Support Visits = 3 trips—Santa Paula—Setup New 3SP Computers—Jordan Goebel

Meetings = 9 meetings

Event Setups (Projector/Laptop Cart/PA/Screens) = 2—Wright Event Center—Latina Leadership/Soccer Awards

Emergency Gear Last Checked = 10-21-16

Emergency Satellite TV Last Checked = 10-21-16

***Total Open Work Tickets = 69 tickets "Non-Projects"***

Total Work Tickets Completed This Year = 3532 tickets\*

New Work Tickets This Week = 93 tickets

Resolved Work Tickets This Week = 106 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**

- Continued to evaluate patch management software. Demonstrations will continue for the next 6 months.
- Start to deploy the AV gear for the new Diesel Technology program in the AEP building. This work will continue over the Spring semester.
- Finalized the setup of a Next Generation learning classroom in our Performing Arts Center. This new technology leverages team/computer tables and dynamic seating.

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