



Ventura College

Technology Support Services Weekly Report

Weekly Metrics "12-5-16 to 12-9-16"

Offsite Technical Support Visits = 6 trips—Santa Paula—3SP Technical Request—Jordan Goebel

Meetings = 5 meetings

Event Setups (Projector/Laptop Cart/PA/Screens) = 1—Wright Event Center—Football Banquet

Emergency Gear Last Checked = 12-9-16

Emergency Satellite TV Last Checked = 12-9-16

Total Open Work Tickets = 65 tickets "Non-Projects"

Total Work Tickets Completed This Year = 3609 tickets*

New Work Tickets This Week = 107 tickets

Resolved Work Tickets This Week = 112 tickets

Oldest Work Ticket = Provide updates in HSC skills labs—1-7-16

Number of Active Major Projects = 17 projects

Number of Completed Major Projects = 241 projects

Weekly Highlights

- Met with AV vendor (Crestron) to discuss continuous improvement efforts. They will send a programmer to work with our staff next week. This will help continuing issues in the SAB and ASC buildings.
- Performed a video conference test between our Santa Paula and main campuses. The test was successful and this setup could be used for overflow and remote site classes.
- Scheduled the implementation of the AV gear for the Diesel Technology classroom. This work will start next Friday 12-16-16.

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