



Ventura College

Technology Support Services Weekly Report

Weekly Metrics "12-7-15 to 12-11-15"

Offsite Technical Support Visits = 1 Santa Paula—Jeff E. and John W.—IDF Clean Up/Work Tickets

Meetings = 14 meetings

Event Setups (Projector/Laptop Cart/PA/Screens) = 4—Applied Sciences, Wright Event Center

Emergency Gear Last Checked = 12-3-15

Emergency Satellite TV Last Checked = 12-3-15

Total Open Work Tickets = 70 tickets "Non-Projects"

New Work Tickets This Week = 66 tickets

Resolved Work Tickets This Week = 55 tickets

Oldest Work Ticket = Tag vLAN for vendor events—routers/streaming—3-30-15

Number of Active Major Projects = 26 projects

Number of Completed Major Projects = 182 projects

Weekly Highlights

- Fulfilled 4 AV setup requests on campus. These events included a high school counselor day, LEAD academy and several division, holiday events.
- Prepared for the arrival of new Ricoh copier devices. Network cabling was completed in the LRC library and more cabling will be needed at our Santa Paula campus.
- Fielded a lot of last minute IT requested associated with the end of the semester. Some technicians will be working over the break to prepare for the Spring 2016 semester.