



Ventura College

# Technology Support Services Weekly Report

## **Weekly Metrics "12-12-16 to 12-16-16"**

Offsite Technical Support Visits = 2 trips—Santa Paula—3SP Technical Request—Jordan Goebel/John Wolfe

Meetings = 5 meetings

Event Setups (Projector/Laptop Cart/PA/Screens) = 0

Emergency Gear Last Checked = 12-9-16

Emergency Satellite TV Last Checked = 12-9-16

**Total Open Work Tickets = 64 tickets "Non-Projects"**

Total Work Tickets Completed This Year = 3668 tickets\*

New Work Tickets This Week = 74 tickets

Resolved Work Tickets This Week = 77 tickets

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

Number of Active Major Projects = 20 projects

Number of Completed Major Projects = 241 projects

## **Weekly Highlights**

- Discussed the options to continue our AV support for the new applied sciences building. The original vendor was obligated to provide 2 years of technical support, but is now out of business.
- Continued to explore counseling appointment options for our student services staff. We are doing our due diligence on what it would take to enhance this process with supplemental scheduling software.
- Started to turn up the new Diesel Technology smart classroom gear. This setup will be completed over the Winter break.

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