



Ventura College

Technology Support Services Monthly Report

Monthly Metrics "8-1-19 to 8-31-19"

Event Setups (Projector/Laptop Cart/PA/Screens) = 15 Events

Emergency I.T. Gear Last Checked = 6-4-19 "Will Start to Check Next Week...I am serious this time"

Total Open Work Tickets = 72 tickets "Non-Projects"

Total Work Tickets Completed This Year = 1941 tickets

New Work Tickets This Month = 369 tickets

Resolved Work Tickets This Month = 324 tickets

Oldest Work Ticket = Repair network jacks in the LRC BEACH computer lab—12-5-18

Number of Active Major Projects = 27 projects

Number of Completed Major Projects This Year (2018-2019) = 82 projects

Monthly Highlights

- Attempted to keep up with the start of the Fall semester. We received the usual flood of work requests and have been working hard to keep up.
- Implemented 8 new smart classroom upgrades in the MAC/SCI/ECT buildings. There are two pending rooms and they will be completed in 2020.
- Designed a new floor plan for the proposed financial aid computer lab in the BCS building. Once approved, we will work with all constituents to implement this new lab in 2020.
- Finalized the setup of a new Zoom room configuration for our distance education alliance with CSULB. Improvements will be ongoing throughout the semester.

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