



Ventura College

Technology Support Services Monthly Report

Monthly Metrics "6-1-19 to 6-30-19"

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

Emergency I.T. Gear Last Checked = 6-4-19

Total Open Work Tickets = 46 tickets "Non-Projects"

Total Work Tickets Completed This Year = 1354 tickets

New Work Tickets This Month = 212 tickets

Resolved Work Tickets This Month = 169 tickets

Oldest Work Ticket = 6-12-18—Re-image IMac for new PAC Costume Director—On Hold

Number of Active Major Projects = 33 projects

Number of Completed Major Projects This Year (2018-2019) = 69 projects

Monthly Highlights

- Worked with M&O management to prepare their new work ticketing system. This new environment will go live on August 1, 2019.
- Continued to deploy new staff/faculty office upgrades. 24 offices will receive new computers and monitors this fiscal year.
- Worked to setup 9 new smart classroom installs in the ECT, SCI, LRC and MAC buildings.
- Started to setup a new 25 seat computer lab in Santa Paula. This new room will utilize hide-away desks for more flexibility in this space.
- Setup a new distance tutoring environment between the LRC and Santa Paula campuses.

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