Ventura College

Technology Support Services Monthly Report

Monthly Metrics "11-1-19 to 11-30-19"

Event Setups (Projector/Laptop Cart/PA/Screens) = 23 Events

Emergency I.T. Gear Last Checked = 10-4-19

Total Open Work Tickets = 73 tickets "Non-Projects"

Total Work Tickets Completed This Year = 2655 tickets

New Work Tickets This Month = 181 tickets

Resolved Work Tickets This Month = 163 tickets

Oldest Work Ticket = Technical Refresh PAC-116 Computer Lab—6-21-18

Number of Active Major Projects = 19 projects

Number of Completed Major Projects This Year (2018-2019) = 95 projects

Monthly Highlights

- Addressed several network issues on our main campus. A core network device failed and had to be replaced. This caused several days of downtime before the issue could be resolved.

- Established the network connection to our Santa Paula campus. The microwave infrastructure on South Mountain was damaged by the Maria fire.

- Continued to implement our new emergency notification system. Multiple training sessions were offered and all of the server infrastructure has been deployed.

- Fielded numerous calls related to Adobe's new licensing requirements. They now require that all users login to use their products.

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