



Ventura College

Technology Support Services Monthly Report

Monthly Metrics "9-1-19 to 9-30-19"

Event Setups (Projector/Laptop Cart/PA/Screens) = 25 Events

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

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

Total Work Tickets Completed This Year = 2173 tickets

New Work Tickets This Month = 336 tickets

Resolved Work Tickets This Month = 298 tickets

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

Number of Active Major Projects = 19 projects

Number of Completed Major Projects This Year (2018-2019) = 90 projects

Monthly Highlights

- Procured and tested a new emergency, TV antennae. This new portable setup will be part of our kit and will replace our end of life satellite TV.
- Kicked off the new emergency notification project. Site walkthroughs have been finalized and the system side should be done by the end of this year. The second phase will include the cabling and mounting of the notification devices and this is scheduled to be done by June 2020.
- Worked with faculty and management on the technical design for the next program review cycle. Generated 82 program review pirate codes.
- Worked with outside Kanex technicians to troubleshoot failed hardware in our new smart classrooms.

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