Ventura College

Technology Support Services Monthly Report

Monthly Metrics "7-1-19 to 7-31-19"

Event Setups (Projector/Laptop Cart/PA/Screens) = 5 Events

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

Total Open Work Tickets = 47 tickets "Non-Projects"

Total Work Tickets Completed This Year = 1615 tickets

New Work Tickets This Month = 253 tickets

Resolved Work Tickets This Month = 210 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) = 74 projects

Monthly Highlights

- Continued to finalize the setup of 10 new smart classrooms on campus. All rooms will be ready to use by the start of the Fall semester.

- Finalized the setup of a new 25 seat computer lab at our Santa Paula satellite location.

- Setup and tested a new distance education computing environment for our tutoring program. Now tutors can help students in Santa Paula with tutoring requests via this new technology.

- Started to design a new career transfer lounge/office area in our SSC building. New furniture will be purchased and existing technology will be setup in this new space.

- Met with financial aid representatives to help design a new computer lab which will rollout next year.

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