



Ventura College

# Technology Support Services Weekly Report

## Weekly Metrics "8-18-14 to 8-22-14"

Offsite Technical Support Visits = 1 Santa Paula—John Wolfe

Meetings = 4 meetings

Emergency Gear Last Checked = 5-16-14 "Will start this process next week"

Emergency Satellite TV Last Checked = 5-16-14 "Will start this process next week"

***Total Open Work Tickets = 98 tickets "Non-Projects"***

New Work Tickets This Week = 130 tickets

Resolved Work Tickets This Week = 93 tickets

Oldest Work Ticket = 4-23-13—Install pull scan software—Canon Device

Number of Active Major Projects = 23 projects

Number of Completed Major Projects = 136 projects

Technical Training Sessions = 0

## Weekly Highlights

- Received a flood of new requests with the start of the Fall semester. Including several, late lab update requests.
- Started to roll out the new wireless access points on campus. The new airwave, wireless management server has been installed and several WAP have been configured. Performed a walkthrough with Mark Smith to determine mounting positions and cabling challenges. Will produce a spreadsheet with targeted areas next week.
- Troubleshoot and resolved a Verilab authentication issue. Will test with students next week.