



Ventura College

Technology Support Services Weekly Report

Weekly Metrics "8-25-14 to 8-29-14"

Offsite Technical Support Visits = 1 Santa Paula—John Wolfe

Meetings = 7 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 = 81 tickets "Non-Projects"

New Work Tickets This Week = 139 tickets

Resolved Work Tickets This Week = 121 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

- Started to deploy new wireless access points on campus. Created a list of locations for these access points and have deployed 2 thus far. Also setup the new Airwave Wifi management server.
- Started to re-image 100+ architecture lab computers this week. Several hardware failures were uncovered and will be address with surplus hardware. Also, an MPS-100 controller died in MCE-129.
- Setup AV gear for several campus wide events.
- Continued to receive a flood of "start of the semester" work tickets. We were able to close 121 out of 139 tickets that came in this week.