



Ventura College

Technology Support Services Weekly Report

Weekly Metrics "9-15-14 to 9-19-14"

Offsite Technical Support Visits = 1 Santa Paula—John Wolfe

Meetings = 10 meetings

Emergency Gear Last Checked = 9-2-14

Emergency Satellite TV Last Checked = 9-2-14

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

New Work Tickets This Week = 147 tickets

Resolved Work Tickets This Week = 127 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

- Installed and configured three new staff computers for the new Veteran's center. We will meet with the Veteran's center staff to customize their phones and implement an alarm system next week.
- Continued to receive a flood of I.T. requests "147 requests". There has also been an increase in event AV setup requests that takes us away from our I.T. work. We are doing our best to keep up.
- The main nursing "Access" database stopped working on Monday. We have spent 8 hours trouble-shoot thus far without success. I will request specialized help from our district office next week.
- Implemented 2 new wireless access points in the automotive lab with success.