



Ventura College

Technology Support Services Weekly Report

Weekly Metrics "9-29-14 to 10-3-14"

Offsite Technical Support Visits = 0

Meetings = 6 meetings

Emergency Gear Last Checked = 9-2-14

Emergency Satellite TV Last Checked = 9-2-14

Total Open Work Tickets = 78 tickets "Non-Projects"

New Work Tickets This Week = 100 tickets

Resolved Work Tickets This Week = 87 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

- Worked on intermittent Wi-Fi issues all week. Wireless appears to be back up, but there are some delays when connecting devices to all SSID's that are being broadcast on our wireless network. We will continue to monitor and adjust next week.
- Scheduled two AV cabling projects for next week. We will start to work on the AV upgrades for the PAC-119 black box theatre and cable management for MAC-205.
- Used program review funded computers to upgrade one pod (12) in the LRC Beach. We will work on the next pod of 12 next week.