



Ventura College

Technology Support Services Weekly Report

Weekly Metrics "10-20-14 to 10-24-14"

Offsite Technical Support Visits = 2—Santa Paula—Wifi Turn-Up and AV Setup Reuben/John

Meetings = 3 meetings

Emergency Gear Last Checked = 9-2-14 "Will try to get this checked next week"

Emergency Satellite TV Last Checked = 9-2-14 "Will try to get this checked next week"

Total Open Work Tickets = 77 tickets "Non-Projects"

New Work Tickets This Week = 117 tickets

Resolved Work Tickets This Week = 111 tickets

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

Number of Active Major Projects = 25 projects

Number of Completed Major Projects = 143 projects

Technical Training Sessions = 1 Smart Classroom training for Guthrie Hall

Weekly Highlights

- Continued to deploy the new IAP-225 wireless access points. We are down to the last few phase-1 access points for the campus. The hardware has been mounted at Santa Paula and we will test and finalize these two WAP's next week.
- Started to use our new virtual ghost server/client to re-image the SCI-316 biology lab. This should help with last minute lab update requests.
- Met with Title V operators regarding their IT needs. After this 1.5 hour meeting we will fulfill 2 pages of I.T. work that they will need by next September 2015.