



Ventura College

Technology Support Services Weekly Report

Weekly Metrics "10-27-14 to 10-31-14"

Offsite Technical Support Visits = 1 Santa Paula—Troubleshoot failed hard-drive—John Wolfe

Meetings = 5 meetings

Emergency Gear Last Checked = 10-29-14

Emergency Satellite TV Last Checked = 10-29-14

Total Open Work Tickets = 68 tickets "Non-Projects"

New Work Tickets This Week = 111 tickets

Resolved Work Tickets This Week = 114 tickets

Oldest Work Ticket = 5-10-13—Configure FAX machine in HSC building

Number of Active Major Projects = 26 projects

Number of Completed Major Projects = 143 projects

Technical Training Sessions = 1 Smart Classroom training for Guthrie Hall-Anthropology Club

Weekly Highlights

- Finished installing the first "phase-1" batch of new wireless access points. Will submit the phase 2 quotes to management for funding.
- Finished refreshing the biology lab computes in SCI-316. These machines now have a Windows 7 image with 4 GB RAM and 120 GB SSD drives.
- Updated another LRC Beach POD "12" with Dell 3020 program review computers. We are averaging about 1 pod a week.