



Ventura College

# Technology Support Services Weekly Report

## Weekly Metrics "11-17-14 to 11-21-14"

Offsite Technical Support Visits = 0

Meetings = 7 meetings

Emergency Gear Last Checked = 10-29-14

Emergency Satellite TV Last Checked = 10-29-14

***Total Open Work Tickets = 59 tickets "Non-Projects"***

New Work Tickets This Week = 126 tickets

Resolved Work Tickets This Week = 127 tickets

Oldest Work Ticket = 5-8-14—Migrate Foundation Boothtracker Database

Number of Active Major Projects = 24 projects

Number of Completed Major Projects = 149 projects

Technical Training Sessions = 0

## Weekly Highlights

- Finished imaging the SCI-318 biology computer lab computers and will deploy these computers on Monday. These machines were upgraded with a new image, 128 GB SSD and 4 GB RAM.
- District engineers upgraded the wireless YAGI internet connection to the Wright Event Center. This wireless connection can now provide up to 80 mb/s network speed.
- Helped to setup temporary office space for displaced VCSP employees. They were forced to evacuate our VCSP campus in Santa Paula due to a chemical spill.