Ventura College

Technology Support Services Weekly Report

Weekly Metrics "12-15-14 to 12-19-14"

Offsite Technical Support Visits = 1—Santa Paula—General Work Tickets—John Wolfe

Meetings = 3 meetings

Emergency Gear Last Checked = 10-29-14

Emergency Satellite TV Last Checked = 10-29-14

Total Open Work Tickets = 50 tickets "Non-Projects"

New Work Tickets This Week = 107 tickets

Resolved Work Tickets This Week = 112 tickets

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

Number of Active Major Projects = 20 projects

Number of Completed Major Projects = 153 projects

Technical Training Sessions = 0

Weekly Highlights

- Coordinated a cabling bid walkthrough for 3 classrooms in the media arts building. Title V funds will be used to finance the smart classroom setup of these three rooms.

- Refreshed the media arts lab in MAC-205. 25 Mac and PC computers were updated with the latest Adobe Creative Suite software and OS updates.

- Started to prepare the master image for the math/science computer lab. We will use our new virtual ghost server to image these 45 computers in this lab.