Ventura College

Technology Support Services Weekly Report

Two Weekly Metrics "1-1-14 to 1-10-14"

Offsite Technical Support Visits = Multiple trip by Dan McMichael

Meetings = 7 meetings

Emergency Gear Last Checked = 12-20-13

Emergency Satellite TV Last Checked = 12-20-13

Total Open Work Tickets = 44 tickets "Non-Projects"

New Work Tickets This Week = 104 tickets

Resolved Work Tickets This Week = 100 tickets

Oldest Work Ticket = 8-2-12 "Install new version of key wizard"

Number of Active Major Projects = 27 projects

Number of Completed Major Projects = 90 projects

Technical Training Sessions = 0

Weekly Highlights

- Fielded multiple, start of the semester I.T. requests. Requests surged over 100 work tickets this week.

- Reviewed technology related program review initiatives. Will offer suggestions and will present during the technology committee meeting next week.

- Microsoft released a security patch that corrupted the sound drivers on over 12 machines on our campus. Instructor classroom computers were impacted and we are scrambling to apply a fix. Computers at Oxnard College were also impacted.