



Ventura College

Technology Support Services Weekly Report

Weekly Metrics "1-7-13 to 1-11-13"

Offsite Technical Support Visits = 0

Technical Meetings = 8 meetings

Emergency Gear Last Checked = 12-4-12

Emergency Satellite TV Last Checked = 12-4-12

Total Open Trouble Tickets = 65 tickets "Non-Projects"

New Trouble Tickets This Week = 158 tickets

Resolved Trouble Tickets This Week = 137 tickets

Oldest Trouble Ticket = 5-22-12 "Run CAT6 cable from IDF to MCE classroom"

Number of Active Major Projects = 27 projects

Number of Completed Major Projects = 47 projects

Technical Training Sessions = 0

Weekly Highlights

- Started to receive more tickets from returning instructors. Fielded many requests for office, computer and phone moves.
- Refreshed computer labs in the math/science, TR-4 and MCE buildings.
- Continued to work on the Lync phone project. Made progress on gateway servers, auto attendant and Lync client rollouts. Will start to turn up Santa Paula as the first pilot site for this new phone system next Friday 1-18-13.