



Ventura College

Technology Support Services Weekly Report

Weekly Metrics "1-13-14 to 1-17-14"

Offsite Technical Support Visits = 1—Santa Paula—John Wolfe-Work Tickets/Firewall Upgrade

Meetings = 8 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 = 82 tickets

Resolved Work Tickets This Week = 73 tickets

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

Number of Active Major Projects = 34 projects

Number of Completed Major Projects = 96 projects

Technical Training Sessions = 1- one on one Lync training with Kathryn Schoenrock

Weekly Highlights

- Setup a special teaching environment for the ongoing OSHER class with Cal State Channel Islands. Some participants are hearing challenged and extra gear was setup to address this unique need.
- Presented all high/required program review technical initiatives to the VC technical committee. The committee approved these item and recommended adjustments.
- Worked with a district engineer to create a unique wireless network for the nursing department. They use 30 laptops for instruction and need a high availability network for these classes.