



Ventura College

# Technology Support Services Weekly Report

## Weekly Metrics "1-20-14 to 1-24-14"

Offsite Technical Support Visits = 1—Moorpark College—John Wolfe— Help with Work Tickets

Meetings = 10 meetings

Emergency Gear Last Checked = 12-20-13

Emergency Satellite TV Last Checked = 12-20-13

***Total Open Work Tickets = 36 tickets "Non-Projects"***

New Work Tickets This Week = 70 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 AV training with Geri Loe

## Weekly Highlights

- Rebooted the campus wide Scantron project. Met with Gwen and Marta De Jesus to discuss a rollout schedule, training and forms standardization.
- Met with Pacific-Com and PCC to bid quotes for an AV gear move in HSC-225 and the possible addition of high-end speakers in CRC-201 for music appreciation classes.
- Helped the Foundation market place with the move of their FAX and ATM phone lines to a permanent/stable 1mb line that became available due to the Lync phone project.