



Ventura College

# Technology Support Services Weekly Report

## Weekly Metrics "1-27-14 to 1-31-14"

Offsite Technical Support Visits = 0

Meetings = 9 meetings

Emergency Gear Last Checked = 12-20-13

Emergency Satellite TV Last Checked = 12-20-13

***Total Open Work Tickets = 43 tickets "Non-Projects"***

New Work Tickets This Week = 68 tickets

Resolved Work Tickets This Week = 61 tickets

Oldest Work Ticket = 8-2-12 "Install new version of key wizard" -Called Locksmith to discuss 1-31-14

Number of Active Major Projects = 34 projects

Number of Completed Major Projects = 96 projects

Technical Training Sessions = 0

## Weekly Highlights

- Met with Barnes and Noble representatives to discuss the handoff of our bookstore operations. They will provide all cabling services and will maintain their own IT environment.
- District engineers helped to improve the dedicated nursing, wifi network. This enhancement should provide more stable connections for their wireless classroom activities.
- Helped to present the approved, program review technology initiatives for this year. Will meet with fiscal services next week to create a purchasing, project plan for the technology items.