



Ventura College

Technology Support Services Weekly Report

Weekly Metrics "1-28-13 to 2-1-13"

Offsite Technical Support Visits = 1—Santa Paula—Grant Jones and John Wolfe

Technical Meetings = 6 meetings

Emergency Gear Last Checked = 1-30-13

Emergency Satellite TV Last Checked = 1-30-13

Total Open Trouble Tickets = 97 tickets "Non-Projects"

New Trouble Tickets This Week = 121 tickets

Resolved Trouble Tickets This Week = 100 tickets

Oldest Trouble Ticket = 6-6-12 "Install and configure 2 new Ethernet ports"

Number of Active Major Projects = 24 projects

Number of Completed Major Projects = 52 projects

Technical Training Sessions = 0

Weekly Highlights

- Continued to fine tune new pc reservation server and client installs. Added new LRC computer use rules and resolved community member number issue.
- Still working on beginning of the semester requests. The Ventura College I.T. group has been challenged with new LRC Beach and library support responsibilities. We are making progress.
- Built a new LabStats server to test application tracking in the LRC beach. We have started to configure this new server and should have a few pods on the beach deployed next week.
- Setup SARS text messaging server. Counseling appointments are now sent via text.