



Ventura College

Technology Support Services Weekly Report

Weekly Metrics "2-3-14 to 2-7-14"

Offsite Technical Support Visits = 1 Santa Paula—Lester Tong— Projector issue, General Support

Meetings = 9 meetings

Emergency Gear Last Checked = 12-20-13 "Assigned to a technician today 2-7-14"

Emergency Satellite TV Last Checked = 12-20-13 "Assigned to a technician today 2-7-14"

Total Open Work Tickets = 47 tickets "Non-Projects"

New Work Tickets This Week = 102 tickets

Resolved Work Tickets This Week = 93 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 = 2- Lync training "Tony Veney", AV training "Ayanna Gaines"

Weekly Highlights

- Met with local management and Heery representatives to discuss the FFE budget for the Applied Sciences building. Will schedule a follow up meeting with Vantage to finalize the AV budget.
- Worked with a district AV engineer and CSULB technicians to troubleshoot a sound quality issue for the Saturday CSULB class. Added a mixer to help with this quality issue.
- Met with fiscal services to develop a program review purchasing plan. I will be contacting the leads for each initiative to start this project.