



Ventura College

Technology Support Services Weekly Report

Weekly Metrics "2-4-13 to 2-8-13"

Offsite Technical Support Visits = 0

Technical Meetings = 5 meetings

Emergency Gear Last Checked = 1-30-13

Emergency Satellite TV Last Checked = 1-30-13

Total Open Work Tickets = 94 tickets "Non-Projects"

New Work Tickets This Week = 157 tickets "Includes Lync Installs"

Resolved Work Tickets This Week = 145 tickets "Includes Lync Installs"

Oldest Work 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 push Lync client software out to classified users. Use of online collaborative features are being used more often.
- Helped to resolved an AC failure in the campus main data room. Used portable, floor AC units to keep servers cool until the main AC units were back online.
- Still receiving 100+ I.T. requests every week. The I.T. team is working hard to keep up with these requests while setting AV gear for events and working on 24 major projects.