



Ventura College

Technology Support Services Weekly Report

Weekly Metrics "2-17-14 to 2-21-14"

Offsite Technical Support Visits = 0

Meetings = 5 meetings

Emergency Gear Last Checked = 2-21-14

Emergency Satellite TV Last Checked = 2-21-14

Total Open Work Tickets = 48 tickets "Non-Projects"

New Work Tickets This Week = 63 tickets

Resolved Work Tickets This Week = 65 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

- Setup and assisted with the annual SITE event. Faculty from all three campuses converged in our LRC building for collaboration. An elaborate AV setup was needed.
- Participated in two walkthroughs for upgrading and repurposing areas on campus. The economic development department will be expanding their computer lab and a new veterans resource center will be implemented.
- Started to implement the AV install for the new staff resource training room in LRC-136. Pacific-Com will finish their work by the end of next week.