



Ventura College

Technology Support Services Weekly Report

Weekly Metrics "2-18-13 to 2-22-13"

Offsite Technical Support Visits = 0

Technical Meetings = 8 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 = 121 tickets "Includes Lync Installs"

Resolved Work Tickets This Week = 108 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 = 1—Lync training and demonstration— President's Forum

Weekly Highlights

- Gave a Lync phone demonstration during the president's forum. Described the progress made so far and the plan to rollout phones/software soon. Fielded several questions from the audience.
- Setup two new wireless access points in LRC-205. This is part of the troubleshooting process for lap-top connection issues in that room.
- Finalized the new Lab-Stats server and 100 clients on the LRC-Beach computer lab. This software will capture student computer usage for IDS reporting.