



Ventura College

# Technology Support Services Weekly Report

## Weekly Metrics "2-24-14 to 2-28-14"

Offsite Technical Support Visits = 1 Santa Paula—John Wolfe—5 General Work Tickets

Meetings = 4 meetings

Emergency Gear Last Checked = 2-21-14

Emergency Satellite TV Last Checked = 2-21-14

***Total Open Work Tickets = 49 tickets "Non-Projects"***

New Work Tickets This Week = 68 tickets

Resolved Work Tickets This Week = 69 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

- Met with Acer representatives to discuss their current product line. Will use this connection to get competitive quotes for our large program review purchases.
- Met with AT&T technicians to install the Barnes & Noble T-1 circuit for their up and coming bookstore operations. They are scheduled to go live in late March.
- Started to prepare program review quotes for the April 15 deadline. We are working with faculty and staff to get the correct technology for the best price.