



Ventura College

# Technology Support Services Weekly Report

## Weekly Metrics "3-4-13 to 3-8-13"

Offsite Technical Support Visits = 0

Technical Meetings = 7 meetings

Emergency Gear Last Checked = 2-27-13

Emergency Satellite TV Last Checked = 2-27-13

Total Open Work Tickets = 83 tickets "Non-Projects"

New Work Tickets This Week = 100 tickets "Includes Lync Installs"

Resolved Work Tickets This Week = 98 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 = 59 projects

Technical Training Sessions = 0

## Weekly Highlights

- Continued to work on the Lync phone project. A 2nd gateway is being configured and tested and client installs are continuing.
- Setup a test unit of the next generation of thin-client hardware. This next generation of thin-clients can be dual mode and host local applications "Word, Excel etc..." for light duty computing.
- Upgraded 22 computers in the economic development lab. These machines now have SSD drives, more RAM and updated software for community education programs.