



Ventura College

# Technology Support Services Weekly Report

## **Weekly Metrics "3-11-13 to 3-15-13"**

Offsite Technical Support Visits = 0

Technical Meetings = 4 meetings

Emergency Gear Last Checked = 2-27-13

Emergency Satellite TV Last Checked = 2-27-13

Total Open Work Tickets = 74 tickets "Non-Projects"

New Work Tickets This Week = 97 tickets "Includes Lync Installs-Prep Work"

Resolved Work Tickets This Week = 90 tickets "Includes Lync Installs-Prep Work"

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 = 1 campus wide Outlook training class

## **Weekly Highlights**

- As requested, built a new PC reservation server for the library. Had to re-provision all 50+ thin-clients to reflect this new PC reservation server.
- Continued to devote most local I.T. resources to the Lync phone project. Deployed 40 phone handsets to Administration, CalWorks, ASCV, Bookstore and Financial Aid offices.
- Updated one CAD lab with ~30 computers and one Economic Development lab with ~22 computers with SSD drives, updated software and additional RAM. Will image 70 more CAD computers next week.
- Designed and led a 2 hour Microsoft Outlook class for VC employees.