



Ventura College

Technology Support Services Weekly Report

Weekly Metrics "3-17-14 to 3-21-14"

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

Meetings = 8 meetings

Emergency Gear Last Checked = 2-21-14

Emergency Satellite TV Last Checked = 2-21-14

Total Open Work Tickets = 39 tickets "Non-Projects"

New Work Tickets This Week = 42 tickets

Resolved Work Tickets This Week = 55 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 = 1 Scantron kickoff/training session.

Weekly Highlights

- Started to plan for the Barnes & Noble take over of our bookstore operations. We will need to move existing cash registers into storage and plan for their VOIP phones.
- Held a kick off meeting for our new Scantron machines. The title V folks purchased these units based on faculty needs and they will be installed in 4 locations around the campus.
- Performed a bid walkthrough with our cabling contractors. They will be bidding on 9 cabling projects around campus.
- Continued to provide multiple, program review quotes for approved initiatives.