



Ventura College

Technology Support Services Weekly Report

Weekly Metrics "3-25-13 to 3-29-13"

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 = 67 tickets "Non-Projects"

New Work Tickets This Week = 89 tickets

Resolved Work Tickets This Week = 106 tickets

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 deploy new Lync phone handsets and software to LRC building users. We should finish this building next week and will move on to other buildings on campus.
- Met with local and district AV experts to design the new PA and audio visual environment for the Guthrie Hall event center. Program review quotes will be based on this meeting.
- Continued to work on the new student government center. Made progress on the conference room and AV event center in this new space.