



Ventura College

Technology Support Services Weekly Report

Weekly Metrics "3-31-14 to 4-4-14"

Offsite Technical Support Visits = 0

Meetings = 2 meetings

Emergency Gear Last Checked = 2-21-14

Emergency Satellite TV Last Checked = 2-21-14

Total Open Work Tickets = 27 tickets "Non-Projects"

New Work Tickets This Week = 58 tickets

Resolved Work Tickets This Week = 65 tickets

Oldest Work Ticket = 12-7-12—Check sound quality on Blue Light Phones

Number of Active Major Projects = 33 projects

Number of Completed Major Projects = 106 projects

Technical Training Sessions = 0

Weekly Highlights

- Performed two new AV/Cabling job walks. One of these projects will be a new Veteran's Center at Ventura College and the other will be a new AV setup for the staff resource center.
- Finalized the installation of 14 dual monitors for the counseling offices. These extra monitors will be used for student interactions with counselors.
- Replaced all damaged or suspect Ethernet patch cables in the Library, PAC station areas.
- Received the model computers for the LRC Beach lab. Technicians will start to build images using this model to deploy in the Beach lab and other labs on campus.