



Ventura College

Technology Support Services Weekly Report

Weekly Metrics "4-1-13 to 4-5-13"

Offsite Technical Support Visits = 1 Santa Paula electrical/thin client issue.

Technical Meetings = 7 meetings

Emergency Gear Last Checked = 3-18-13

Emergency Satellite TV Last Checked = 3-18-13

Total Open Work Tickets = 80 tickets "Non-Projects"

New Work Tickets This Week = 134 tickets

Resolved Work Tickets This Week = 128 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 = 4 Lync training sessions

Weekly Highlights

- Continued to deploy the new Lync phone system at Ventura College. Continued to finish the LRC building and deployed new phones in the DRC building. The VC Foundation and Economic Development staff now have Lync phones.
- Held a 4 hour, 4 session Lync training session. Victory Kitamura designed and led this successful training session. A total of 30 employees attended these 4 training sessions.
- Continued to fulfill last minute program review technology quote requests.