



Ventura College

Technology Support Services Weekly Report

Weekly Metrics "4-8-13 to 4-12-13"

Offsite Technical Support Visits = 1 Santa Paula—John Wolfe

Technical Meetings = 6 meetings

Emergency Gear Last Checked = 3-18-13

Emergency Satellite TV Last Checked = 3-18-13

Total Open Work Tickets = 87 tickets "Non-Projects"

New Work Tickets This Week = 152 tickets

Resolved Work Tickets This Week = 146 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 fulfill last minute program review quote requests and technology discussions.
- Started to install new Lync phones in the M&O building. Most offices phones were completed, the rest should be finalized by early next week.
- Met with economic development representatives regarding a new SQL class in their lab. Will work to build a test machine and will deploy if successful.
- Finalized the AV design and quotes for Guthrie Hall. Will add PA functionality during the summer break.