



Ventura College

Technology Support Services Weekly Report

Weekly Metrics "4-14-14 to 4-18-14"

Offsite Technical Support Visits = 0

Meetings = 12 meetings

Emergency Gear Last Checked = 4-17-14

Emergency Satellite TV Last Checked = 4-17-14

Total Open Work Tickets = 46 tickets "Non-Projects"

New Work Tickets This Week = 92 tickets

Resolved Work Tickets This Week = 88 tickets

Oldest Work Ticket = 1-16-13—Explore keyless door lock options-Social Sci. Dept. Office

Number of Active Major Projects = 33 projects

Number of Completed Major Projects = 106 projects

Technical Training Sessions = 0

Weekly Highlights

- Helped to coordinate the "shelter in place" drill. A checklist of lessons learned was gathered and VC management will explore options for remediation.
- Started to receive program review gear from approved initiatives. We are configuring these new devices and have started to deploy on campus.
- Checked the I.T. emergency gear. We noticed that several, large flashlights are unattended and need maintenance. We notified M&O of the situation and they are looking into a charging station for the emergency trailers.