



Ventura College

Technology Support Services Weekly Report

Weekly Metrics "4-15-13 to 4-19-13"

Offsite Technical Support Visits = 0

Technical Meetings = 6 meetings

Emergency Gear Last Checked = 4-15-13

Emergency Satellite TV Last Checked = 4-15-13

Total Open Work Tickets = 78 tickets "Non-Projects"

New Work Tickets This Week = 94 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 configure and deploy new Lync phone handsets at Ventura College. Our Lync team finished installing phones in the HSC, ECT, CRC, M&O, ELC, MCW and WAM buildings.
- Started and finished removing all SSN and DOB information from all SARS databases. Once this work has been verified, we will start to work on the web access component in SARS.
- Finalized several last minute quotes for approved program review projects.
- Continued to upgrade aging computers on campus with new SSD, RAM and Windows 7 computers.