



Ventura College

# Technology Support Services Weekly Report

## Weekly Metrics "4-21-14 to 4-25-14"

Offsite Technical Support Visits = 0

Meetings = 9 meetings

Emergency Gear Last Checked = 4-17-14

Emergency Satellite TV Last Checked = 4-17-14

***Total Open Work Tickets = 33 tickets "Non-Projects"***

New Work Tickets This Week = 74 tickets

Resolved Work Tickets This Week = 86 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

- Coordinated the re-cabling of the new Veteran's Center. A 55" LCD monitor was also mounted in this new office space.
- Continued to receive program review I.T. gear. Configured and deployed 3 new surface tablets and one IMac computer.
- Started to organize the surplus Nortel phone for trade-in purposes. Management has found several parties who are interested in our legacy telephone handsets.
- Reserved the closed captioning gear for the 2014 Ventura College graduation ceremony.