Technology Support Services Weekly Report

Weekly Metrics "4-28-14 to 5-2-14"

Offsite Technical Support Visits = <u>0</u>

Meetings = <u>6 meetings</u>

Emergency Gear Last Checked = <u>4-17-14</u>

Emergency Satellite TV Last Checked = <u>4-17-14</u>

Total Open Work Tickets = <u>43 tickets "Non-Projects"</u>

New Work Tickets This Week = <u>74 tickets</u>

Resolved Work Tickets This Week = <u>63 tickets</u>

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

Number of Active Major Projects = <u>33 projects</u>

Number of Completed Major Projects = <u>106 projects</u>

Technical Training Sessions = 0

Weekly Highlights

- Had a phone conversation with BizApp representatives. We will try a proof of concept test of their application deployment tool in one of our architecture labs.

- Started to rewire the Day Road Center computer lab. A new zone switch was installed and new Ethernet patch cables were run to the 20+ computers in that lab.

- Continued to receive program review I.T. gear and are spending time cataloging, assembling, configuring and delivering this new equipment.