



Ventura College

Technology Support Services Weekly Report

Weekly Metrics "4-29-13 to 5-3-13"

Offsite Technical Support Visits = 0

Technical Meetings = 10 meetings

Emergency Gear Last Checked = 4-15-13

Emergency Satellite TV Last Checked = 4-15-13

Total Open Work Tickets = 74 tickets "Non-Projects"

New Work Tickets This Week = 98 tickets

Resolved Work Tickets This Week = 117 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 = 4 separate Lync training sessions

Weekly Highlights

- Setup and led Lync training sessions for the EAC, Welcome Center and two regular sessions in the cafeteria conference room.
- Started to receive multiple program review shipments. Started to configure and deploy this new I.T. gear for campus users.
- Worked with district engineers to fine-tune the response groups for the Welcome Center and VC Foundation departments. Scheduled customized training for Financial Aid.
- Started to plan for the streaming/closed captioning setup for VC graduation this month.