



Ventura College

# Technology Support Services Weekly Report

## **Weekly Metrics "5-13-13 to 5-17-13"**

Offsite Technical Support Visits = 0

Technical Meetings = 5 meetings

Emergency Gear Last Checked = 5-14-13

Emergency Satellite TV Last Checked = 5-14-13

Total Open Work Tickets = 92 tickets "Non-Projects"

New Work Tickets This Week = 105 tickets

Resolved Work Tickets This Week = 84 tickets

Oldest Work Ticket = 6-6-12 "Install and configure 2 new Ethernet ports"

Number of Active Major Projects = 29 projects

Number of Completed Major Projects = 66 projects

Technical Training Sessions = 0

## **Weekly Highlights**

- The Lync phone project and student finals took a toll on our ticket count this week. Most students didn't work their assigned shifts due to studying for finals.
- Worked on an e-copy scanner issue with Canon and district engineers. We decided to move to the embedded "universal send" feature within the Canon device.
- Installed new Lync phones in the Heery Trailer and PAC building. Will move on to the child development center CDC and athletics AEC buildings next.