



Ventura College

Technology Support Services Weekly Report

Weekly Metrics "5-19-14 to 5-23-14"

Offsite Technical Support Visits = 0

Meetings = 6 meetings

Emergency Gear Last Checked = 5-16-14 "The satellite phone would not keep a connection"

Emergency Satellite TV Last Checked = 5-16-14 "The satellite phone would not keep a connection"

Total Open Work Tickets = 36 tickets "Non-Projects"

New Work Tickets This Week = 45 tickets

Resolved Work Tickets This Week = 50 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

- Met with nursing staff to discuss setting up a wired, computer lab in their HSC-120 lecture hall. This will take cabling bids and a new switch. We are also looking at improving the wireless in that building and adjusting settings on the laptops that they use for their training/testing.
- Received 96 of the first batch of LRC program review computers. The warehouse is checking them in and we will start to image and deploy next week.
- Setup live web streaming services for the VC 2014 graduation. There were a peak of 30 users who watched via this stream and we have uploaded this video file to the VC website.