



Ventura College

Technology Support Services Weekly Report

Weekly Metrics "5-27-13 to 5-30-13"

Offsite Technical Support Visits = 2 trips to reserve academy, salvage operation.

Technical Meetings = 5 meetings

Emergency Gear Last Checked = 6-3-13

Emergency Satellite TV Last Checked = 6-3-13

Total Open Work Tickets = 79 tickets "Non-Projects"

New Work Tickets This Week = 73 tickets

Resolved Work Tickets This Week = 85 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

- Setup two large AV requests for the annual SITE institute event. I.T. staff were on call for AV requests relating to this week long event.
- Turned up the child development center with the new Lync phone system. We will need to address the analog/wireless phone handsets in the CDC classrooms as a phase II phone project.
- Continued to fine tune response groups and Lync configurations for the foundation department.
- Setup Lync training for the nursing, economic development and foundation departments.