



Ventura College

Technology Support Services Weekly Report

Weekly Metrics "6-3-13 to 6-6-13"

Offsite Technical Support Visits = 0

Technical Meetings = 5 meetings

Emergency Gear Last Checked = 6-3-13

Emergency Satellite TV Last Checked = 6-3-13

Total Open Work Tickets = 68 tickets "Non-Projects"

New Work Tickets This Week = 54 tickets

Resolved Work Tickets This Week = 77 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

- Started to deploy Lync phones in the AEC and C buildings. Met with the dean for this area to design the response groups for this division.
- Customized and led a 3 hour Lync training session for the nursing department. Will hold customized training for the economic development and foundation departments next week.
- Continued to receive bulk end of year I.T. orders. We are spending a lot of time double checking PO's and preparing this new gear.