



Ventura College

Technology Support Services Weekly Report

Weekly Metrics "6-24-13 to 7-3-13"

Offsite Technical Support Visits = 0

Technical Meetings = 7 meetings

Emergency Gear Last Checked = 6-3-13

Emergency Satellite TV Last Checked = 6-3-13

Total Open Work Tickets = 61 tickets "Non-Projects"

New Work Tickets This Week = 160 tickets

Resolved Work Tickets This Week = 165 tickets

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

Number of Active Major Projects = 25 projects

Number of Completed Major Projects = 69 projects

Technical Training Sessions = 0

Weekly Highlights

- Continued to work on the Lync phone rollout for the campus. Loaded the Lync attendant software in the administration building lobby. Also, scheduled a "final push" meeting to wrap up the Lync phone implementation for the Ventura campus.
- Started to gather quotes for two new large AV projects. The new staff resource training room and the career/transfer computer labs have requested new AV and computer systems.
- Continued to work on legacy work tickets to reduce our overall pending items.