Ventura College

Technology Support Services Weekly Report

Two Weekly Metrics "7-8-13 to 7-18-13"

Offsite Technical Support Visits = 0

Technical Meetings = 8 meetings

Emergency Gear Last Checked = 6-3-13

Emergency Satellite TV Last Checked = 6-3-13

Total Open Work Tickets = 59 tickets "Non-Projects"

New Work Tickets This Week (2) = 256 tickets

Resolved Work Tickets This Week (2) = 250 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 = Multiple onsite Lync training sessions.

Weekly Highlights

- Continued to fine-tune our new Lync phone system. Now that most Lync phones are active, users are flooding our help line with requests for onsite training and customizations. We met with EOPS, EAC, Administration front desk, testing and assessment, student business office to train onsite and customize their department response groups.

- Finalized the quotes and design for HSC-225, CRC-201 and the SSC Transfer/Career center remodel.

- Finished setting up 21 new computers for the SSC testing computer lab.