



Ventura College

Technology Support Services Weekly Report

Weekly Metrics "9-3-12 to 9-7-12" - *Some Overlap From Previous Friday

Offsite Technical Support Visits = 0

Technical Meetings = 6 meetings

Emergency Gear Last Checked = 9-5-12

Emergency Satellite TV Last Checked = 9-5-12

Total Open Trouble Tickets = 100 tickets "Non-Projects *We will harder next week to reduce this count"

New Trouble Tickets This Week = 85 tickets

Resolved Trouble Tickets This Week = 59 tickets

Oldest Trouble Ticket = 11-9-11 "Find a way to open 2 instances of Excel"

Number of Active Major Projects = 17 active projects *See page 3

Number of Completed Major Projects = 39 completed projects *See page 4

Technical Training Sessions = 0

Weekly Highlights

- Our team was challenged by multiple, last minute office move requests. Four different staff members requested printer, computer and phone moves this week.
- Continued to fine-tune the new PAC building. Progress this week included: adding a DVD player to PAC-224, turning up several key data ports on the network and scheduling training.
- Started to deploy camera and Lync client software on management computers. This project will be ongoing and will be followed up by the implementation of our new phone system in the future.