



Ventura College

Technology Support Services Weekly Report

Two Weekly Metrics "9-9-13 to 9-13-13"

Offsite Technical Support Visits = 0

Technical Meetings = 10 meetings

Emergency Gear Last Checked = 6-3-13 "Will start this process next week"

Emergency Satellite TV Last Checked = 6-3-13 "Will start this process next week"

Total Open Work Tickets = 110 tickets "Non-Projects"

New Work Tickets This Week = 101 tickets

Resolved Work Tickets This Week = 98 tickets

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

Number of Active Major Projects = 27 projects

Number of Completed Major Projects = 75 projects

Technical Training Sessions = Multiple one on one training sessions for Lync users.

Weekly Highlights

- Continued to receive last minute lab and AV requests. We are currently updating the images in 3 labs for approximately 100 computers.
- Fielded several calls regarding a bad Microsoft update patch. Will be ready on Monday if more come up.
- The main network switch for the CSC building failed and was replaced afterhours. This impacted the Welcome Center, ASVC and CalWorks.