



Ventura College

Technology Support Services Weekly Report

Two Weekly Metrics "9-23-13 to 9-27-13"

Offsite Technical Support Visits = 0

Meetings = 12 meetings

Emergency Gear Last Checked = 9-19-13

Emergency Satellite TV Last Checked = 9-19-13

Total Open Work Tickets = 69 tickets "Non-Projects"

New Work Tickets This Week = 88 tickets

Resolved Work Tickets This Week = 96 tickets

Oldest Work Ticket = 8-2-12 "Install new version of key wizard"

Number of Active Major Projects = 19 projects

Number of Completed Major Projects = 83 projects

Technical Training Sessions = Setup Lync training for professional development, no one showed up!!!

Weekly Highlights

- Met with the auto-tech instructors to troubleshoot Wi-Fi issues in their lab. Worked with district network engineers to create a dedicated SSID for their Toyota Tech Stream lab.
- Met with several instructors for one-on-one training for the new Lync phone system. Also, met with the M&O group to customize their Lync response group and call behavior.
- Started the first draft for our program review document. Will present to our team next week for additional feedback.