



Ventura College

Technology Support Services Weekly Report

Two Weekly Metrics "9-30-13 to 10-4-13"

Offsite Technical Support Visits = 0

Meetings = 12 meetings

Emergency Gear Last Checked = 9-19-13

Emergency Satellite TV Last Checked = 9-19-13 "Reported satellite TV subscription issue on 9-23-13"

Total Open Work Tickets = 76 tickets "Non-Projects"

New Work Tickets This Week = 78 tickets

Resolved Work Tickets This Week = 70 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 = 0

Weekly Highlights

- Worked on last minute program review quote for all departments on campus. Also, held an I.T. meeting to discuss our internal I.T. program review document.
- Setup a converted thin-client with more RAM/Flash drive space. Was able to run Medi-Soft locally on that unit. We might be able to setup a dual boot with his method so Debbie can run Medi-Soft locally and login with the VDI for other classes that use that room.
- Received a switch inventory from district engineers. Will compile a list of UPS needs for these areas.