



Ventura College

Technology Support Services Weekly Report

Two Weekly Metrics "10-7-13 to 10-11-13"

Offsite Technical Support Visits = Santa Paula—Mike Oxford/John Wolfe 6 hours—7 work tickets

Meetings = 11 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 = 72 tickets "Non-Projects"

New Work Tickets This Week = 62 tickets

Resolved Work Tickets This Week = 60 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

- Our staff helped to coordinate and fulfill a district office BBQ luncheon. This was a good team building event and it was nice to network with the folks that we usually only interact with via email.
- Two of our technicians visited the Santa Paula campus for most of the day on Thursday. They were able to resolve 13 requests for that campus.
- Provided technical assistance for TEAS testing for the nursing department.
- Continued to fine-tune our Lync installations around campus. Met with campus police to fulfill their requests for customization.