



Ventura College

Technology Support Services Weekly Report

Two Weekly Metrics "10-14-13 to 10-18-13"

Offsite Technical Support Visits = 0

Meetings = 10 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 = 58 tickets "Non-Projects"

New Work Tickets This Week = 97 tickets

Resolved Work Tickets This Week = 107 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 with other district network engineers to test the emergency PA system for the "Great Shake Out" event.
- Setup 2 new IMac computers in the PAC building. These units will be used for the music program and movie appreciation classes.
- Started to setup a pilot test for new Scantron units for Ventura College. This pilot unit is setup in a secured office on the 3rd floor of the science building.