



Ventura College

Technology Support Services Weekly Report

Two Weekly Metrics "10-21-13 to 10-25-13"

Offsite Technical Support Visits = 0

Meetings = 7 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 = 62 tickets "Non-Projects"

New Work Tickets This Week = 77 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 = 86 projects

Technical Training Sessions = 0

Weekly Highlights

- Started to retrieve old Nortel phone handsets from offices on campus. Completed 5 buildings thus far. Will explore trade-in value for these handsets at a later date.
- Met with EOPS representatives to discuss their Lync phone needs. We replaced three phones with CX-700 phones based on this conversation.
- Continued to replace older thin-clients with "fat clients" in the library. Software is running locally on these machines and would be less impacted by network issues.