



Ventura College

# Technology Support Services Weekly Report

## **Two Weekly Metrics "10-28-13 to 11-1-13"**

Offsite Technical Support Visits = 1 "Santa Paula—Dean and John setup new VDI server"

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 = 68 tickets "Non-Projects"***

New Work Tickets This Week = 73 tickets

Resolved Work Tickets This Week = 63 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 = Attended an in-house Kaspersky training session.

## **Weekly Highlights**

- Setup a redundant VDI server for the Santa Paula campus. This server still needs some configuration and VDI work.
- Discussed the strategy to rollout new anti-virus software "Kaspersky" on campus. Will finalize this approach next week and move forward with this plan.
- Continued to make adjustments to new Lync phone response groups. Also, made progress on picking up old Nortel phones from offices on campus.