



Ventura College

Technology Support Services Weekly Report

Two Weekly Metrics "11-4-13 to 11-8-13"

Offsite Technical Support Visits = 1 "Santa Paula—John onsite for thin-client VDI issue"

Meetings = 11 meetings

Emergency Gear Last Checked = 11-6-13

Emergency Satellite TV Last Checked = 11-6-13

Total Open Work Tickets = 78 tickets "Non-Projects"

New Work Tickets This Week = 114 tickets

Resolved Work Tickets This Week = 103 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 in-house Lync admin server training

Weekly Highlights

- Attended in-house Lync admin server training. Local I.T. staff will now be able to do most move/adds/changes for Lync phone management. District engineers will still need to be called for some requests regarding Lync.
- Met with Apple representatives to discuss best practices for imaging Apples devices, getting repairs and trade-ins.
- Worked with district engineers to troubleshoot and resolve multiple FAX, ATM and other analog telephony challenges.