



Ventura College

Technology Support Services Weekly Report

Two Weekly Metrics "11-18-13 to 11-22-13"

Offsite Technical Support Visits = 1 "Santa Paula—Lester Tong PC upgrades"

Meetings = 8 meetings

Emergency Gear Last Checked = 11-6-13

Emergency Satellite TV Last Checked = 11-6-13

Total Open Work Tickets = 65 tickets "Non-Projects"

New Work Tickets This Week = 86 tickets

Resolved Work Tickets This Week = 102 tickets

Oldest Work Ticket = 8-2-12 "Install new version of key wizard"

Number of Active Major Projects = 25 projects

Number of Completed Major Projects = 87 projects

Technical Training Sessions = 0

Weekly Highlights

- Met with TMAS representatives to plan for POST training. Will need to designate a secure room and computer for this reoccurring testing need.
- Continued to trouble shoot issues with testing and matriculation software "CAPP". It seems to fail when more than a few students login at once.
- Started to upgrade office and instructor classroom PC's at the Santa Paula campus. Will need to schedule another visit to finish all 9 computers.