



Ventura College

# Technology Support Services Weekly Report

## **Two Weekly Metrics "12-2-13 to 12-6-13"**

Offsite Technical Support Visits = 1 "Santa Paula—Lester Tong PC upgrades—Part 2"

Meetings = 9 meetings

Emergency Gear Last Checked = 11-6-13

Emergency Satellite TV Last Checked = 11-6-13

***Total Open Work Tickets = 46 tickets "Non-Projects"***

New Work Tickets This Week = 91 tickets

Resolved Work Tickets This Week = 96 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 = 1 Smartclass AV training in Guthrie Hall

## **Weekly Highlights**

- Turned up two new, dedicated phones in the VC fitness centers. The ringer is louder on these phones and can be heard easier over the noise in those areas.
- Setup a hearing enhancement device for a new class at VC. This class will cater to mostly folks who are 75+ and might be hearing challenged.
- Finalized upgrading all office and classroom PC's at the Santa Paula campus.
- Restarted the SARS Web enhancement project. Met with a VC system administrator and a SARS engineer to plan our next steps.