



Ventura College

Technology Support Services Weekly Report

Two Weekly Metrics "12-9-13 to 12-13-13"

Offsite Technical Support Visits = 1 "Santa Paula—John Wolfe –General Work Tickets– VDI Cutover"

Meetings = 12 meetings

Emergency Gear Last Checked = 11-6-13 "Pulled gear this week, started the checks"

Emergency Satellite TV Last Checked = 11-6-13 "Pulled gear this week, started the checks"

Total Open Work Tickets = 51 tickets "Non-Projects"

New Work Tickets This Week = 68 tickets

Resolved Work Tickets This Week = 62 tickets

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

Number of Active Major Projects = 27 projects

Number of Completed Major Projects = 90 projects

Technical Training Sessions = 0

Weekly Highlights

- Setup new Lync response groups and auto-attendants for the football and performing arts center departments.
- Started to research program review technical requests. Will make recommendations for each initiative and will present findings during the next technology committee meeting.
- Helped to setup M&O staff on their new smart phones. They will now have access to email and work tickets while in the field.