



Ventura College

Technology Support Services Weekly Report

Weekly Metrics "2-16-15 to 2-20-15"

Offsite Technical Support Visits = 0

Meetings = 11 meetings

Emergency Gear Last Checked = 2-9-15

Emergency Satellite TV Last Checked = 2-9-15

Total Open Work Tickets = 63 tickets "Non-Projects"

New Work Tickets This Week = 52 tickets

Resolved Work Tickets This Week = 72 tickets

Oldest Work Ticket = 5-8-14—Migrate Foundation Boothtracker Database

Number of Active Major Projects = 24 projects

Number of Completed Major Projects = 159 projects

Technical Training Sessions = 0

Weekly Highlights

- Tested an outdoor IAP-275 wireless access point. This test unit was mounted on the press boxes in the VC Sportsplex. This access point provided good coverage out to Telegraph Road, the VC Tennis Courts and surrounding areas.
- Continued to work on program review initiatives paperwork. All IT initiatives have been finalized and were submitted to upper management.
- Finalized checking our emergency gear including the satellite phone and TV. Submitted a proposal to buy new 4-watt radios for the emergency management team.