



Ventura College

Technology Support Services Weekly Report

Weekly Metrics "1-10-11 to 1-14-11"

Offsite Technical Support Visits = 2 offsite visits "East Campus"

Technical Meetings = 3 meetings

Emergency Gear Last Checked = N/A "still gathering gear"

Total Open Trouble Tickets = 100 tickets

New Trouble Tickets This Week = 85 tickets

Resolved Trouble Tickets This Week = 62 tickets

Oldest Trouble Ticket = 5/27/09 "Call Tree Phone Revisions—Inherited this old ticket"

Number of Active Major Projects = 8 active projects *See page 3

Number of Completed Major Projects = 19 completed projects *See page 4

Technical Training Sessions = 1 "New HSC, A/V smart classroom operation—Karen Kittrell"

Weekly Highlights

- For the last month, the I.T. team has spent most of its time on the new HSC building. We worked during the winter break and all classrooms were operational by the first day of class.
- Preparing the CSULB video conference room. Will schedule a training session for the technicians whom will run this classroom on Saturdays.
- Helping VC staff to design the new "Student Welcome Center". Will meet with principals next week to help with this project.
- Coordinated with the athletics department on a major cabling project. They will need dedicated Ethernet ports around the gym for live press coverage.