



Ventura College

# Technology Support Services Weekly Report

## **Weekly Metrics "1-17-11 to 1-21-11"**

Offsite Technical Support Visits = 0

Technical Meetings = 10 meetings

Emergency Gear Last Checked = N/A "purchasing crates for gear"

Total Open Trouble Tickets = 117 tickets

New Trouble Tickets This Week = 85 tickets

Resolved Trouble Tickets This Week = 67 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 "Long Beach Video Conference Room"

## **Weekly Highlights**

- We are still getting caught up on legacy work orders. The HSC building put us behind with the rest of our regular support requests. Unfortunately, AV, meeting setups and other requests keep flooding in.
- Coordinated video conference testing and training with CSULB staff. Several issues were explored and resolved. The room is tested and ready for the first day of class on 1-29-11.
- Helped the math department with a Smartboard setup. I.T. was not involved with the initial purchase of this device. We had to spend a significant amount of time getting it setup and configured.
- Worked with district to configure the CI-Badge database to share student pictures with CI-Track. Student pictures now appear when they check in for gym class.