



Ventura College

Technology Support Services Weekly Report

Weekly Metrics "1-21-13 to 1-25-13"

Offsite Technical Support Visits = 0 "Will be headed back to Santa Paula on 1-29-13"

Technical Meetings = 3 meetings

Emergency Gear Last Checked = 12-4-12 "Started to check gear this week"

Emergency Satellite TV Last Checked = 12-4-12 "Started to check gear this week"

Total Open Trouble Tickets = 90 tickets "Non-Projects"

New Trouble Tickets This Week = 109 tickets

Resolved Trouble Tickets This Week = 79 tickets

Oldest Trouble Ticket = 6-6-12 "Install and configure 2 new Ethernet ports"

Number of Active Major Projects = 27 projects

Number of Completed Major Projects = 47 projects

Technical Training Sessions = 0

Weekly Highlights

- Worked with district engineers to resolve a pc reservation console failure. Built a new server and configured over 350 computers with new pc reservation client software.
- Started to research FTES tracking for the LRC beach computers. Will continue to use legacy "Launch Command" software while looking for a long term solution.
- The VC I.T. team is still being challenged by start of the semester technical requests. We will continue to work hard to resolve I.T. issues as they are reported to us.