



Ventura College

Technology Support Services Weekly Report

Weekly Metrics "1-24-11 to 1-28-11"

Offsite Technical Support Visits = 0

Technical Meetings = 2 meetings

Emergency Gear Last Checked = "Testing Satellite Dish- Found Subscription Issue 1-27-11"

Total Open Trouble Tickets = 116 tickets

New Trouble Tickets This Week = 90 tickets

Resolved Trouble Tickets This Week = 89 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 = 3 "Attended 3 days of Quest Software Training at DAC"

Weekly Highlights

- Attended three full days of training for Quest software. The Quest instructor was onsite at Ventura College to help fine-tune our future, virtual environment. Another visit will probably be required.
- Worked with district-shared network engineers on a Maple and Mini-Tab licensing server issue. Recent network, security changes severed the connections to these license servers. We hope to have a resolution soon.
- Setup and led a final video conference test with CSU Long Beach. All systems checked out and will be ready for the first class on Saturday 1-29-11.
- Helped to setup Ventura College Foundation, president's circle presentation at the new HSC building.