



Ventura College

Technology Support Services Weekly Report

Weekly Metrics "1-31-11 to 2-4-11"

Offsite Technical Support Visits = 1 "Reserve Academy—Camarillo"

Technical Meetings = 9 meetings

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

Total Open Trouble Tickets = 105 tickets

New Trouble Tickets This Week = 72 tickets

Resolved Trouble Tickets This Week = 83 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 = 0

Weekly Highlights

- Prepared office space for DAC, security personnel. One full day of phone, cabling and other I.T. work was dedicated to this move.
- Met with Heery folks to discuss pending construction projects. Received floor plans for these projects and will use them to plan I.T., AV and other technology for these buildings.
- Assisted Mike Callahan with Access database questions. Helped him to deploy his database to five nursing faculty members via a network share.
- Met with Jerry Mortensen at the reserve academy in Camarillo. Gathered I.T. improvement requests.
- Prepared and reviewed 10 program review, I.T. quotes as approved by VC senior management.