



Ventura College

Technology Support Services Weekly Report

Weekly Metrics "2-6-12 to 2-10-12" - *Some Overlap From Previous Friday

Offsite Technical Support Visits = 2- Santa Paula campus-Joe Reznak

Technical Meetings = 8 meetings

Emergency Gear Last Checked = "1-18-12"

Emergency Satellite TV Last Checked "1-18-12"

Total Open Trouble Tickets = 92 tickets "We are focusing most of our efforts on the I.T. office move"

New Trouble Tickets This Week = 143 tickets

Resolved Trouble Tickets This Week = 97 tickets

Oldest Trouble Ticket = 9-19-11 "Install a 2nd Phone—Scott Rabe"

Number of Active Major Projects = 16 active projects *See page 3

Number of Completed Major Projects = 31 completed projects *See page 4

Technical Training Sessions = 1—Trained Robert Chaparro on MCW-110 smart classroom.

Weekly Highlights

- We focused most of our efforts on the new I.T. office setup and move. All network/telephone wall jacks were terminated. We also started to move smaller items to the new deep storage room. Mark Smith started to build the new IDF for this floor in our storage room.
- Continued to plan the AV gear and design for the 7 smart-classrooms in the new PAK building.
- Coordinated and participated in a bid walkthrough with Pacific-Com and PCC cabling vendors. They will submit proposals for the PAK building by 2-15-12.
- Participated and setup a meeting to review the SLO software Trac-Dat.