



Ventura College

# Technology Support Services Weekly Report

## Weekly Metrics "2-7-11 to 2-11-11"

Offsite Technical Support Visits = 0

Technical Meetings = 9 meetings

Emergency Gear Last Checked = "2-8-11"

Total Open Trouble Tickets = 97 tickets

New Trouble Tickets This Week = 91 tickets

Resolved Trouble Tickets This Week = 113 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

- Worked earnestly on a Maple software issue in the LRC Beach. The issue has been resolved and started as a MAC address change on the server and a corrupt license file.
- Met with Gensler project managers to discuss the future applied sciences building. Provided guidance for the "Visualization Room" and other I.T. related questions.
- Continued to quality check incoming program review technical requests. Most quotes have needed revisions.
- Continued to build war maps and gear lists for the S, G and the East and West buildings.
- Met with a Troxell representative and technical staff to finalize the design for the HSC lecture hall.