



Ventura College

# Technology Support Services Weekly Report

## **Weekly Metrics "2-21-11 to 2-25-11"**

Offsite Technical Support Visits = 0

Technical Meetings = 5 meetings

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

Total Open Trouble Tickets = 109 tickets

New Trouble Tickets This Week = 64 tickets

Resolved Trouble Tickets This Week = 52 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**

- Attended an offsite "Digital Signage" conference. Gathered information and pricing for a possible kiosk project.
- Worked with bookstore employees on a MBS online server issue.
- Continued to plan for the new S-building turn up. Created a preliminary gear list and setup a meeting to discuss the I.T. expectations for this building.
- Setup two new CI-Track workstations for the AEC department. This setup will allow instructors/staff to check in when using the gym facilities.
- Assisted the nursing department with several "Academic" website changes.