



Ventura College

Technology Support Services Weekly Report

Weekly Metrics "2-27-12 to 3-2-12" - *Some Overlap From Previous Friday

Offsite Technical Support Visits = 1—Santa Paula—Joe R./Mike O. Thin-Client Improvement

Technical Meetings = 11 meetings

Emergency Gear Last Checked = "1-18-12" *Will try to check next week

Emergency Satellite TV Last Checked "1-18-12" *Will try to check next week

Total Open Trouble Tickets = 81 tickets

New Trouble Tickets This Week = 112 tickets

Resolved Trouble Tickets This Week = 130 tickets

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

Number of Active Major Projects = 21 active projects *See page 3

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

Technical Training Sessions = 0

Weekly Highlights

- Continued to unpack and move into the new I.T. office space. Most major items are now put away in permanent storage locations. Partitions will arrive next week for the missing office walls.
- Met with Heery representatives and PAK building principles. The group discussed the planned AV installations for the new classrooms in that building. A final AV gear list is close to being completed.
- Continued the salvage operation for the buildings that are scheduled to be demolished. Only a few small items remain and will be salvaged next week.
- Resolved a CalRen networking issue for the CSULB video conference room LRC-128.