



Ventura College

# Technology Support Services Weekly Report

## Weekly Metrics "2-28-11 to 3-4-11"

Offsite Technical Support Visits = 0

Technical Meetings = 14 meetings

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

Total Open Trouble Tickets = 122 tickets

New Trouble Tickets This Week = 83 tickets

Resolved Trouble Tickets This Week = 71 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

- Participated in a Voyager software demonstration at Oxnard college. Several software solutions are being considered for a unified library platform.
- Had several meetings with Heery personnel regarding the up and coming S, G and MCW-MCE buildings. AV quotes are being prepared for the MCW-MCE project.
- Assisted several network engineers to help resolve a credit card processing issue at the bookstore. MBS online, SSL communication was being truncated at our ISP "CENIC".
- Worked with the accounting manager for the Foundation office regarding a Quickbooks server upgrade. Will assist with this upgrade next week.