



Ventura College

# Technology Support Services Weekly Report

## **Weekly Metrics "3-14-11 to 3-18-11"**

Offsite Technical Support Visits = 0

Technical Meetings = 1 meetings

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

Total Open Trouble Tickets = 124 tickets

New Trouble Tickets This Week = 56 tickets

Resolved Trouble Tickets This Week = 56 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 = 2 Full Days — HP Device Manager

## **Weekly Highlights**

- Three Ventura I.T. team members attended 2 full days of HP device manager training.
- Continued to work on I.T. gear lists for the new MCE-MCW buildings. Will receive final quotes early next week and will send to the district purchasing department.
- Coordinated the deployment of 110 Edison, motion activated power strips. This could save the district up to \$40/computer/year in energy savings.
- Helped ForTech engineers in the AV design for the new S-Building smart classrooms.
- Provided I.T. guidance for the new Santa Paula satellite campus.
- Researched and resolved a network, time clock issue for the foundation office.