Ventura College

Technology Support Services Weekly Report

Weekly Metrics "3-19-12 to 3-23-12" - *Some Overlap From Previous Friday*

Offsite Technical Support Visits = 0

Technical Meetings = 13 meetings

Emergency Gear Last Checked = 3-21-12

Emergency Satellite TV Last Checked 3-21-12

Total Open Trouble Tickets = 78 tickets

New Trouble Tickets This Week = 102 tickets

Resolved Trouble Tickets This Week = 76 tickets

Oldest Trouble Ticket = 11-3-11 "Smart-Board Recalibration-SCI-228"

Number of Active Major Projects = 19 active projects *See page 3

Number of Completed Major Projects = 34 completed projects *See page 4

Technical Training Sessions = 1– Kevin Hughes MCW-216-Smart-classroom

Weekly Highlights

- Coordinated the transition from a rented microwave setup for the Santa Paula campus. We cutover to the existing Redline microwave, the Wireless Guys will retrieve their gear on Monday 3-26-12.
- Finalized the smart classroom gear for the new PAC building. Quotes are being prepared and submitted to the district purchasing department for processing.
- Started to gather quotes for program review smart-classroom upgrades. A total of 4 classrooms will be upgraded with program review funds.
- Met with principals to discuss the AV/cabling requirements for the SAB renovation project.