



Ventura College

# Technology Support Services Weekly Report

## **Weekly Metrics "3-21-11 to 3-25-11"**

Offsite Technical Support Visits = 0

Technical Meetings = 8 meetings

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

Total Open Trouble Tickets = 87 tickets

New Trouble Tickets This Week = 56 tickets

Resolved Trouble Tickets This Week = 85 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 Virtual Sessions with Graydon — HP Device Manager

## **Weekly Highlights**

- Setup and attended two virtual meetings with Graydon from HP. Made some progress on setting up thin clients using HP device manager server.
- Met with EAC folks regarding a Smartboard request. Will meet with senior management to discuss this request for the new MCE-MCW buildings.
- Worked to resolve an E-copy issue. AD and or Exchange changes last weekend probably caused this outage. Still working with district folks to help resolve this issue. An interim solution is in place.
- Worked on several video conference issues. Tested CSULB room with success. Resolved equipment setup failure for the Moorpark video conference, journalism class in LRC-114.