



Ventura College

# Technology Support Services Weekly Report

## **Weekly Metrics "3-26-12 to 3-30-12" - \*Some Overlap From Previous Friday**

Offsite Technical Support Visits = 2—Santa Paula Grant/Joe, tech visit, microwave pick up.

Technical Meetings = 6 meetings

Emergency Gear Last Checked = 3-21-12

Emergency Satellite TV Last Checked 3-21-12

Total Open Trouble Tickets = 47 tickets "Non-Projects"

New Trouble Tickets This Week = 94 tickets

Resolved Trouble Tickets This Week = 105 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 = 0

## **Weekly Highlights**

- Started to receive end of year quote requests. Prepared multiple, printer, computer, laptop quotes.
- Coordinated the retrieval of the rental microwave setup at Santa Paula. We are now running on our legacy microwave unit. We are working to put in the new microwave setup over the next few months.
- Started a project plan to begin testing the Quest 7.5, thin-client software release. This testing will continue over the next few months.
- Coordinated a cabling, bid walkthrough with PCC and Pacific-Com. They will bid on 4 rooms that will receive AV upgrades via program review funds.