



Ventura College

Technology Support Services Weekly Report

Weekly Metrics "3-28-11 to 4-1-11"

Offsite Technical Support Visits = 2 "East Campus and Aquatic Center"

Technical Meetings = 14 meetings

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

Total Open Trouble Tickets = 59 tickets

New Trouble Tickets This Week = 84 tickets

Resolved Trouble Tickets This Week = 113 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 = One 2 hour Inventory Barcode Scanner software

Weekly Highlights

- Met with Jay Moore and others to discuss a campus wide inventory project. Explored using a barcode scanner and asset tracking software system for this project.
- Continued to work on the thin client project. Met with Graydon from HP and Terry from Quest to fine tune this emerging environment.
- Attended an applied sciences building update. Watched a WebEx presentation hosted by Gensler.
- Provided guidance regarding the demolition project for the new student welcome center. We will be able salvage some of the Ethernet cable for the this welcome center.
- Worked with the district office to start the I.T. design for the new Santa Paula campus.