



Ventura College

Technology Support Services Weekly Report

Weekly Metrics "4-4-11 to 4-8-11"

Offsite Technical Support Visits = 1 "Crown-Kia Campus-All Data Software Upgrade"

Technical Meetings = 8 meetings

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

Total Open Trouble Tickets = 73 tickets

New Trouble Tickets This Week = 91 tickets

Resolved Trouble Tickets This Week = 68 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 = 0

Weekly Highlights

- Met with Tim Harrison to discuss the new Santa Paula campus construction. I.T. team members will schedule a site visit as a next step.
- Met with CAPS personnel to discuss the outdoor graduation ceremony. We will need to festoon electrical and data cables to a common location on the outdoor track.
- Continued to build the quotes associated with the MCE-MCW buildings. These quotes will be submitted for the next board meeting.
- Provided numerous hardware and software quotes for the fiscal deadline this week.
- Made a technical trip to the Crown-Kia campus for internet issues and software upgrades.