



Ventura College

Technology Support Services Weekly Report

Weekly Metrics "4-11-11 to 4-15-11"

Offsite Technical Support Visits = 1 "Kimball Aquatic Center—Internet Connection Issue"

Technical Meetings = 7 meetings

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

Total Open Trouble Tickets = 72 tickets

New Trouble Tickets This Week = 56 tickets

Resolved Trouble Tickets This Week = 56 tickets

Oldest Trouble Ticket = 6/28/10 "SCI-225 Mini Switch Removal"

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 = 1 demonstration of new smart-room technology– 7 instructors.

Weekly Highlights

- Helped to coordinate the planned power outage this Friday. Microwave and other critical systems will be on supplemental power during this scheduled maintenance.
- Held a smart classroom demonstration for the CEWD department. Seven members attended and comments were positive.
- Participated in a library walkthrough with Sandy Hajas and Dan McMichael. We have received additional Wi-Fi access points via program review and will deploy based on Sandy's input.
- Presented a new Smartboard technology from HP. The unit worked great and is a fraction of the price of a regular Smartboard setup. Several departments have requested a test in a classroom setting.