



Ventura College

# Technology Support Services Weekly Report

## **Weekly Metrics "4-18-11 to 4-22-11"**

Offsite Technical Support Visits = 2 "East Campus and Crown-Kia"

Technical Meetings = 5 meetings

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

Total Open Trouble Tickets = 56 tickets

New Trouble Tickets This Week = 103 tickets

Resolved Trouble Tickets This Week = 103 tickets

Oldest Trouble Ticket = 8/19/10 "Camarillo Reserve Academy—Multiple I.T. Requests -1 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 principals regarding several challenges with the S-building construction. A classroom drape issue was resolved and a substitute AV contractor was discussed.
- Discussed the next steps for the new "Applied Sciences" building. Met with Heery and Gensler personnel to discuss the design highlights.
- Started construction on administration conference room upgrades. Pacific-Com will start on the cafeteria cabling first.
- Added a new wireless access point on the 3rd floor of the science building. This will provide wireless access to several classrooms whom rely on wireless laptops for their instructional material.