



Ventura College

# Technology Support Services Weekly Report

## Weekly Metrics "4-25-11 to 4-29-11"

Offsite Technical Support Visits = 0

Technical Meetings = 6 meetings

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

Total Open Trouble Tickets = 37 tickets

New Trouble Tickets This Week = 61 tickets

Resolved Trouble Tickets This Week = 86 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 = 1 HP Pocket Whiteboard Demonstration—Math Department

## Weekly Highlights

- Prepared and tested 3 cable runs for the outdoor graduation ceremony. This cable compliment consists of 2 data drops and 1 telephone instance. M&O will provide power to this staging area.
- Setup several network shares for the nursing department. They will use these new, network locations for future collaboration efforts.
- Setup the cafeteria for a Saturday MESA event. This setup included projectors, screens, laptop and PA system.
- The AV construction for the cafeteria conference room began this week. This upgrade will add a dedicated projector, computer, speakers and DVD/VHS players to this room.