



Ventura College

Technology Support Services Weekly Report

Weekly Metrics "5-2-11 to 5-6-11"

Offsite Technical Support Visits = 1 "Santa Paula Campus—New Construction I.T. Planning"

Technical Meetings = 10 meetings

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

Total Open Trouble Tickets = 24 tickets

New Trouble Tickets This Week = 61 tickets

Resolved Trouble Tickets This Week = 75 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

- Made a site visit to the new Santa Paula campus. Provided guidance for Ethernet wiring, AV, security cameras and wireless access points.
- Met with the architect for the AEC remodeling project. Provided I.T. guidance for the renovation of three new classroom spaces.
- Created a thin-client device estimate for present and future VDI deployment. This will help to plan for present and future network load balancing.
- Finalized the wiring for the cafeteria conference room. Will receive a demo next week for a hide-away lectern for the new AV gear in this room.