



Ventura College

Technology Support Services Weekly Report

Weekly Metrics "5-9-11 to 5-13-11"

Offsite Technical Support Visits = 0

Technical Meetings = 12 meetings

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

Total Open Trouble Tickets = 24 tickets

New Trouble Tickets This Week = 66 tickets

Resolved Trouble Tickets This Week = 60 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

- Set up and held a dry run for the graduation webcast. Met with CAPS and district personnel for this test. The new cabling worked great and the VC website has been updated with the webcast link.
- Finalized the I.T. gear list and construction costs for the new Santa Paula campus. These items have been approved by senior management.
- Met with the Foundation department to discuss the Ruffalo-Cody project. Provided guidance for anticipated I.T. infrastructure needs.
- Coordinated the I.T. portion for the Foundation internal office move.
- Provided input for the formation of a thin-client/VDI taskforce. This group will meet once a week.