



Ventura College

Technology Support Services Weekly Report

Weekly Metrics "5-23-11 to 6-2-11" - *Two Weeks

Offsite Technical Support Visits = 3 Visits "Santa Paula Salvage Operation"

Technical Meetings = 10 meetings

Emergency Gear Last Checked = "5-17-11"

Total Open Trouble Tickets = 22 tickets

New Trouble Tickets This Week = 90 tickets

Resolved Trouble Tickets This Week = 91 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 = 4 days—Quest Software, 1 Hitachi Integrated Smartboard Demo.

Weekly Highlights

- Attended 4 days of Quest software training. Progress was made and we now have a new master template for our VDI project.
- Started to prepare quotes for the new student lounge area. This new space will host 14 computers and 2 LCD monitors.
- Started to receive thin-clients, instructor workstations and monitors for the new MCE-MCW buildings. Ghosting and the setup of these devices has begun.
- Received the LCD monitor for the administration conference room. Will work with Pacific-Com to finish this project.