



Ventura College

Technology Support Services Weekly Report

Weekly Metrics "6-3-11 to 6-9-11"

Offsite Technical Support Visits = 2 Visits "Santa Paula Salvage Operation"

Technical Meetings = 5 meetings

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

Total Open Trouble Tickets = 28 tickets

New Trouble Tickets This Week = 58 tickets

Resolved Trouble Tickets This Week = 52 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

- Continued to devote most of our time to the VDI project.
- The Santa Paula salvage operation continued this week. We setup a staging area for this surplus gear in a vacant classroom. Will reimage these machines and keep for spares and upgrades.
- Met with Heery and the architects for 3 hours regarding the SAB renovation project. Will seek guidance from the district AV specialist for proper projection screen placement.
- Provided technology guidance and revised quotes for the new student welcome center.
- Started to build a Windows 7 deployment server. Will initially use this server to image/deploy 42 instructor workstations in the new MCE-MCW building.