



Ventura College

# Technology Support Services Weekly Report

## **Weekly Metrics "6-9-11 to 6-16-11" - \*Some Overlap From Previous Thursday**

Offsite Technical Support Visits = 1 Visits "Santa Paula Salvage Operation"

Technical Meetings = 8 meetings

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

Total Open Trouble Tickets = 35 tickets

New Trouble Tickets This Week = 44 tickets

Resolved Trouble Tickets This Week = 35 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**

- Finalized AV and computer gear lists for the new MCE-MCW buildings. Submitted quotes to senior management for board approval.
- Worked with Pacific-Com to plan our cabling strategy for the new MCE-MCW buildings. This plan will start next week.
- Participated in the planning meetings for the new Applied Sciences building. Provided guidance for the AV and I.T. portions of this project.
- Prepared network and telephone cabling for the new Canon copier and EAC testing centers. This project had a short fuse with the testing center needing to be online this coming Monday.