



Ventura College

Technology Support Services Weekly Report

Weekly Metrics "6-16-11 to 6-23-11" - *Some Overlap From Previous Thursday

Offsite Technical Support Visits = 1 Visit "New Santa Paula Campus—Cabling Bid"

Technical Meetings = 7 meetings

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

Total Open Trouble Tickets = 40 tickets

New Trouble Tickets This Week = 68 tickets

Resolved Trouble Tickets This Week = 62 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

- Met with low voltage cabling contractors to bid on the Santa Paula campus construction.
- Participated in a meeting with Imperial Valley College. Shared ideas and challenges with our peer college.
- Began working on the WAM-S building. Preparing 27 computers for the classroom and 12 thin-clients for the general reference computers. Working with Dan M. on the switch turn-up.
- Mike Oxford deployed 6 thin-clients in the library. We will deploy after testing these units for a few weeks.
- Continued to work on VDI desktops for the MCE-MCW classrooms. Several are done and tested.