



Ventura College

Technology Support Services Weekly Report

Weekly Metrics "6-23-11 to 6-30-11" - *Some Overlap From Previous Thursday

Offsite Technical Support Visits = 0

Technical Meetings = 10 meetings

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

Total Open Trouble Tickets = 47 tickets

New Trouble Tickets This Week = 80 tickets

Resolved Trouble Tickets This Week = 71 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 = 1 "FOG deployment server training session"

Weekly Highlights

- Received training for new FOG deployment server. This new server can deploy a 14 GB image to 22 machines in 23 minutes. It runs on Linux and is OpenSource so there are no yearly M&S fees.
- Provided music, microphone and speakers for the classified staff appreciation luncheon.
- Finalized classified employee evaluations for full-time staff. Held performance evaluations with individual employees.
- Compiled a cables and adaptors part list for the new MCE-MCW buildings. Sent to purchasing for processing.
- Continued to prepare virtual desktops and image instructor workstations for the new buildings.