



Ventura College

Technology Support Services Weekly Report

Weekly Metrics "6-30-11 to 7-14-11" - *Two Weeks

Offsite Technical Support Visits = 0

Technical Meetings = 11 meetings

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

Total Open Trouble Tickets = 43 tickets

New Trouble Tickets This 2-Weeks = 108 tickets

Resolved Trouble Tickets This 2-Weeks = 109 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

- Started to turn up the computing environments for the MCE-MCW buildings. Monitors have been mounted in the business labs, most AV cabling is done, 2 labs have thin-clients mounted and internal security cameras are being install. Still waiting for the main AV gear to be delivered.
- Started to move faculty computers and printers to the new MCE-MCW offices. We have moved 7 faculty members thus far and will finish the rest by this coming Monday 7-18-11.
- Transferred 27 computers from the old CAD lab to the new WAM classroom. These computers are being setup and configured for this new classroom.
- Continued to build and test VDI desktops for the new business labs.