



Ventura College

Technology Support Services Weekly Report

Weekly Metrics "7-14-11 to 7-21-11" - *Some Overlap From Previous Thursday

Offsite Technical Support Visits = 0

Technical Meetings = 9 meetings

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

Total Open Trouble Tickets = 46 tickets

New Trouble Tickets This Week = 56 tickets

Resolved Trouble Tickets This Week = 57 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 work on the new MCE-MCW buildings. All faculty have been moved into the new buildings with their phones and computers.
- Audio/Visual gear for the new MCE-MCW buildings has started to arrive. Several I.T. crews have been busy deploying these items as they arrive.
- Helped to setup a district wide HR video conference session for local supervisors and managers.
- Met with campus management regarding the ongoing, mobile presence for the district website. Provided some guidance regarding this up and coming technology.
- Received two new construction projects. Will provide the scope of work from the I.T. perspective.