Ventura College

Technology Support Services Weekly Report

Weekly Metrics "7-23-12 to 7-26-12" - *Some Overlap From Previous Thursday*

Offsite Technical Support Visits = 0 "But, headed to Santa Paula next Tuesday 7-31-12"

Technical Meetings = 2 meetings

Emergency Gear Last Checked = 7-3-12

Emergency Satellite TV Last Checked = 7-3-12

Total Open Trouble Tickets = 74 tickets "Non-Projects"

New Trouble Tickets This Week = 76 tickets

Resolved Trouble Tickets This Week = 67 tickets

Oldest Trouble Ticket = 11-9-11 "Find a way to open 2 instances of Excel"

Number of Active Major Projects = 17 active projects *See page 3

Number of Completed Major Projects = 39 completed projects *See page 4

Technical Training Sessions = 0

Weekly Highlights

- Continued to turn up the new PAC building. All faculty members have been moved into the new building and their phones, computers and printers have been setup.
- All program review smart classroom upgrades are complete. Classrooms SCI-222, SCI-106 and MAC-205 now have our standard Crestron smart classroom setup.
- Held a kick off meeting to improve the VDI computing environment at Santa Paula. Refurbished and spare server parts will be used for this project to save money.