



Ventura College

Technology Support Services Weekly Report

Weekly Metrics "7-21-11 to 8-4-11" - *Two Weeks

Offsite Technical Support Visits = 1 salvage operation to Santa Paula

Technical Meetings = 13 meetings

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

Total Open Trouble Tickets = 64 tickets

New Trouble Tickets This 2-Weeks = 97 tickets

Resolved Trouble Tickets This 2-Weeks = 82 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 MCW-MCE buildings. We finished the hardware setup for the thin-client labs. The hardware in one CAD lab has been setup and two other labs are being worked on.
- The HSC-120, large lecture hall has been setup. We will use this setup as our model for the other, large lecture halls in MCE-MCW.
- Received the new VDI server for Santa Paula. This unit has been setup and is being configured with Quest and SCVMM software.
- Coordinated a cabling, bid walkthrough with Pacific-Com and PCC. They will prepare quotes for construction project in the DP, APP, AEC, Financial Aid and ATPC buildings.