



Ventura College

# Technology Support Services Weekly Report

## **Weekly Metrics "8-22-11 to 8-26-11" - \*Some Overlap From Previous Friday**

Offsite Technical Support Visits = 1 Visit "New Santa Paula Campus—Printer Setup"

Technical Meetings = 1 meeting

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

Total Open Trouble Tickets = 60 tickets

New Trouble Tickets This Week = 68 tickets

Resolved Trouble Tickets This Week = 72 tickets

Oldest Trouble Ticket = 8/19/10 "Camarillo Reserve Academy—Multiple I.T. Requests -1 Ticket"

Number of Active Major Projects = 10 active projects \*See page 3

Number of Completed Major Projects = 22 completed projects \*See page 4

Technical Training Sessions = 2 Smart-Room Training for Kevin B. and an HP All-In-One Demo.

## **Weekly Highlights**

- Worked with district engineers to improve our VDI cluster. Several adjustments were made and the cluster seems to be more stable.
- Held a demonstration for the new HP All-In-One computer. This model could be beneficial to general kiosk areas like the new student welcome center.
- Continued to fine-tune the new MCE-MCW buildings. Several, small AV issues were resolved.
- Held several one-on-one smart room training sessions for new faculty. Several other folks have expressed interest in getting more training sessions with the new AV gear.
- Visited the new Santa Paula campus to resolve several pending I.T. requests.