



Ventura College

Technology Support Services Weekly Report

Weekly Metrics "8-27-12 to 8-30-12" - *Some Overlap From Previous Friday

Offsite Technical Support Visits = 1 Santa Paula—John Wolfe

Technical Meetings = 7 meetings

Emergency Gear Last Checked = 7-3-12 "Contacted Direct TV, waiting for techs to call back"

Emergency Satellite TV Last Checked = 7-3-12 "Contacted Direct TV, waiting for techs to call back"

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

New Trouble Tickets This Week = 98 tickets

Resolved Trouble Tickets This Week = 92 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 fine-tune the new PAC building. Progress this week included: turn up of the band-choral room AV systems and the imaging/transfer of 20 MacBooks to a security/charging cart in PAC-116.
- Continued to receive numerous start of the Fall semester requests. Working with technical staff to fulfill these requests in a timely manner.
- Worked with LRC staff on I.T. requests. We recently inherited this I.T. environment and we are still gathering information for this unique I.T. environment.