



Ventura College

Technology Support Services Weekly Report

Weekly Metrics "8-29-11 to 9-2-11" - *Some Overlap From Previous Friday

Offsite Technical Support Visits = 2 Visits "New Santa Paula Campus"

Technical Meetings = 5 meetings

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

Total Open Trouble Tickets = 76 tickets

New Trouble Tickets This Week = 74 tickets

Resolved Trouble Tickets This Week = 68 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 = 3 Smart-Room Training Sessions for English Department/Individuals.

Weekly Highlights

- Made several technical trips to Santa Paula. Resolved pending phone issues, printer requests and other miscellaneous I.T. requests. Still working on updates for the VDI image in classroom 2.
- Still fine-tuning the new MCE-MCW buildings. Items that were improved this week include: moved ceiling lights out of the projector image in 3 classrooms, finished ghosting the last CAD lab and replaced a faulty MPS-100.
- Worked with district network engineers to improve our VDI server environment. Thin-clients in some of the business labs have been dropping out due to infrastructure load.
- Provided several quotes for the staff resource room renovation project.