



Ventura College

# Technology Support Services Weekly Report

## **Weekly Metrics "9-5-11 to 9-9-11" - \*Some Overlap From Previous Friday**

Offsite Technical Support Visits = One 4 hour visit "Santa Paula Campus"

Technical Meetings = 7 meetings

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

Total Open Trouble Tickets = 75 tickets

New Trouble Tickets This Week = 47 tickets

Resolved Trouble Tickets This Week = 47 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 = 0

## **Weekly Highlights**

- Worked with M&O department to remediate projector/lighting issue in the MCW-MCE buildings.
- Continued to improve the VDI/thin-client environment. A new cluster has been built and virtual desktops will be migrated to this new environment next week.
- Worked with staff in the WAM building to improve their computing environment. Retrieved surplus I.T. gear, upgraded software, hooked up a lab printer and installed a wireless access point.
- Worked with CSU Long Beach on several video conference tests.
- Met with Edison representatives to audit our energy saving initiative through our thin-client project.
- Worked with district, network engineers on campus wide wireless issues.