



Ventura College

Technology Support Services Weekly Report

Weekly Metrics "9-12-11 to 9-16-11" - *Some Overlap From Previous Friday

Offsite Technical Support Visits = One 4 hour visit "Santa Paula Campus—Auto-Attendant Phone"

Technical Meetings = 14 meetings

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

Total Open Trouble Tickets = 73 tickets

New Trouble Tickets This Week = 74 tickets

Resolved Trouble Tickets This Week = 69 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

- Started to image 150 net-books for the math department. These units will be used to connect to the new version of the Maple math software.
- Worked with AB engineers on the energy management server. It failed after 9 years of use. District network engineers helped us to rebuild a new server.
- Finalized the remediation of lighting obstructions in 4 MCE-MCW classrooms. M&O helped us to move light fixtures out of the way of the projection image.
- Scheduled the cabling work for the new student welcome center, APP-1 classroom renovation and the new dance studio.