



Ventura College

Technology Support Services Weekly Report

Weekly Metrics "9-26-11 to 9-29-11" - *Some Overlap From Previous Friday

Offsite Technical Support Visits = None

Technical Meetings = 5 meetings

Emergency Gear Last Checked = "9-27-11"

Total Open Trouble Tickets = 92 tickets

New Trouble Tickets This Week = 86 tickets

Resolved Trouble Tickets This Week = 48 tickets

Oldest Trouble Ticket = 5-31-11 "Multiple Phone Changes EAC-Calworks"

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

- Checked and updated the emergency I.T. gear. Charged laptops, tested satellite TV etc..
- Continued to improve MCE business lab thin-client environment. Setup a weekly progress meeting to track progress of improvements.
- Loaded new plotters and other CAD devices to 79 Auto-CAD machines.
- Setup new AV lecterns in the two WAM classrooms.
- Started to build the new AV instructor workstations using surplus gear in APP-1.
- Finalized the smart classroom gear in the MCW-113 large lecture hall.
- Helped to test the AV gear in LRC-128 for CSU Long Beach video conference setup.