



Ventura College

Technology Support Services Weekly Report

Weekly Metrics "10-3-11 to 10-7-11" - *Some Overlap From Previous Friday

Offsite Technical Support Visits = None

Technical Meetings = 9 meetings

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

Emergency Satellite TV Last Checked "9-27-11"

Total Open Trouble Tickets = 90 tickets

New Trouble Tickets This Week = 43 tickets

Resolved Trouble Tickets This Week = 60 tickets

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

Number of Active Major Projects = 15 active projects *See page 3

Number of Completed Major Projects = 24 completed projects *See page 4

Technical Training Sessions = 0

Weekly Highlights

- Finished the two smart classrooms setup in the new APP-1 classrooms.
- Continued to remediate pending thin-client issues. Resolved QuickBooks issue for Jim Carriger.
- Helped to trouble shoot and resolve wireless issue for the ~30 laptops in LRC-205.
- Allocated one day to resolve Razor's Edge compatibility issue with new Foundation computer.
- Finalized cabling work for the new student welcome center. Staged new computers for setup and configuration.
- Helped to prepare I.T. systems for major power outage this Friday, October 7, 2011.