



Ventura College

Technology Support Services Weekly Report

Weekly Metrics "10-10-11 to 10-14-11" - *Some Overlap From Previous Friday

Offsite Technical Support Visits = 1—Santa Paula Campus

Technical Meetings = 7 meetings

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

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

Total Open Trouble Tickets = 76 tickets

New Trouble Tickets This Week = 101 tickets

Resolved Trouble Tickets This Week = 112 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

- Worked with a district programmer to install a new CashNet system in the student business office. This involved the setup of 4 new monitors, 4 receipt printers and 4 card readers.
- Worked with students and full-time staff to remediate outstanding thin-client issues.
- Met with business services to fine-tune the program review documentation for Ventura College's CTS department.
- Worked with Pacific-Com to mount outdoor security cameras on the high points for the MCE-MCW buildings.