



Ventura College

Technology Support Services Weekly Report

Weekly Metrics "10-17-11 to 10-21-11" - *Some Overlap From Previous Friday

Offsite Technical Support Visits = 1—Santa Paula Campus—Reuben

Technical Meetings = 10 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 = 67 tickets

Resolved Trouble Tickets This Week = 86 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 = 1 Ethernet Cable Pull/Termination Training – Reuben

Weekly Highlights

- Started to move the campus police department to their new office. This move included the relocation of computers, phones, LCD monitors and roof antenna.
- Finalized the new office space for the VC I.T. department. Started to build a floor map for the construction of this new space.
- Made a technical visit to the Santa Paula campus. Worked on SARS software issue, network troubleshooting and printer setups.
- Met with business department representatives to explore Medi-Soft alternative products.