



Ventura College

Technology Support Services Weekly Report

Weekly Metrics "10-24-11 to 10-28-11" - *Some Overlap From Previous Friday

Offsite Technical Support Visits = 2—Santa Paula Campus—Reuben and Joe

Technical Meetings = 5 meetings

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

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

Total Open Trouble Tickets = 70 tickets

New Trouble Tickets This Week = 64 tickets

Resolved Trouble Tickets This Week = 59 tickets

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

Number of Active Major Projects = 13 active projects *See page 3

Number of Completed Major Projects = 28 completed projects *See page 4

Technical Training Sessions = 0

Weekly Highlights

- Finished moving the campus police department. Senior management asked to leave one computer in the old police department location.
- Participated in program review meetings to answer technology requests and questions.
- Finalized the setup of the new student welcome center. This included 13 computers, network punch-downs and one LCD monitor setup.
- Received senior management approval for the new I.T. office. Will work with the M&O department to build out this new space.