



Ventura College

# Technology Support Services Weekly Report

## **Weekly Metrics "10-29-12 to 11-2-12"**

Offsite Technical Support Visits = 8 hours at Santa Paula campus—John Wolfe

Technical Meetings = 7 meetings

Emergency Gear Last Checked = 10-18-12

Emergency Satellite TV Last Checked = 10-18-12

Total Open Trouble Tickets = 67 tickets

New Trouble Tickets This Week = 63 tickets

Resolved Trouble Tickets This Week = 71 tickets

Oldest Trouble Ticket = 5-22-12 "Run CAT6 cable from IDF to MCE classroom"

Number of Active Major Projects = 21 projects

Number of Completed Major Projects = 46 projects

Technical Training Sessions = 0

## **Weekly Highlights**

- Started to coordinate the cabling/trenching project for the Wright Event Center. This project will add much needed internet/LAN access to that building.
- Continued to upgrade several office computers as part of our technical refresh project. Will continue to upgrade aging computers each week.
- Prepared new laptop images for computer labs in the ESL and Automotive departments. Will deploy 20 new laptops with these images after instructors sign off and test.