



Ventura College

# Technology Support Services Weekly Report

## Weekly Metrics "10-31-11 to 11-4-11" - \*Some Overlap From Previous Friday

Offsite Technical Support Visits = 2—Santa Paula Campus—Lester—AV / John—Network

Technical Meetings = 9 meetings

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

Emergency Satellite TV Last Checked "11-3-11"

Total Open Trouble Tickets = 60 tickets

New Trouble Tickets This Week = 96 tickets

Resolved Trouble Tickets This Week = 116 tickets

Oldest Trouble Ticket = 5-31-11 "Setup Shared Printer—AEC Offices"

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

- Fine-tuned the computing environment for the new student welcome center. No issues were reported during the grand opening on Thursday.
- Responded to a campus wide power outage. This power outage also impacted the Santa Paula campus. A visit to this remote campus was required to reboot several servers.
- Performed a walkthrough with M&O to discuss the new I.T. office. A new floor plan will be produced with dimensions and enhancements based on this discussion.
- Worked with CSULB to troubleshoot CENIC connection issue.