



Ventura College

# Technology Support Services Weekly Report

## **Weekly Metrics "11-14-11 to 11-18-11" - \*Some Overlap From Previous Friday**

Offsite Technical Support Visits = 0

Technical Meetings = 12 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 = 68 tickets

Resolved Trouble Tickets This Week = 55 tickets

Oldest Trouble Ticket = 8-3-11 "Add A Second Phone to AEC-C125B"

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**

- Participated in the technology, rubric ranking of program review requests. A prioritized list was the product of these discussions.
- Finalized the review of cloud-based medical assistant software. The instructors for this program will make the final pick next week and prepare quotes. This software will be compatible with our thin-client labs and will be shared with the Santa Paula campus.
- Started to build the I.T. gear lists for the new PAC building. This will include AV, networking and computer lab gear.