



Ventura College

Technology Support Services Weekly Report

Weekly Metrics "11-28-11 to 12-2-11" - *Some Overlap From Previous Friday

Offsite Technical Support Visits = 1 Santa Paula Campus

Technical Meetings = 6 meetings

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

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

Total Open Trouble Tickets = 54 tickets

New Trouble Tickets This Week = 63 tickets

Resolved Trouble Tickets This Week = 59 tickets

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

Number of Active Major Projects = 12 active projects *See page 3

Number of Completed Major Projects = 29 completed projects *See page 4

Technical Training Sessions = 0

Weekly Highlights

- Continued to evaluate peer products for Medi-Soft. Will test PChoice in the MCE-340 lab this Friday.
- Continued to salvage and organize surplus I.T. gear from the buildings designated to be demolished.
- Made one technical visit to the Santa Paula campus to work on pending I.T. requests.
- Worked with the M&O and Math/Science folks to finalize the room design for SCI-106/107. Provided guidance for the new I.T. office configuration.
- Worked with a district network engineer to setup a new blade cluster in the LRC server room. Two 30 amp circuits will need to be added to this room for the new blades.