



Ventura College

Technology Support Services Weekly Report

Weekly Metrics "12-5-11 to 12-9-11" - *Some Overlap From Previous Friday

Offsite Technical Support Visits = 1 Santa Paula Campus—Reuben/Dan/Grant

Technical Meetings = 8 meetings

Emergency Gear Last Checked = "12-6-11"

Emergency Satellite TV Last Checked "12-6-11"

Total Open Trouble Tickets = 60 tickets

New Trouble Tickets This Week = 69 tickets

Resolved Trouble Tickets This Week = 48 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

- Dedicated most of Thursday to Santa Paula technical requests. Resolved SARS issue, added wireless access, setup a new banner printer and resolved classroom phone issues.
- Continued to consolidate surplus I.T. gear from the buildings scheduled for demolition. All surplus gear is being moved into T-5 for easy transfer into new I.T. office adjacent to this space.
- Fulfilled 7 AV setup requests for various holiday events on campus.
- Met with PCC project manager and AEC dean to gather details regarding the DP building wiring project. This cabling PO was approved earlier this year. Work on this space will start next week.