



Ventura College

Technology Support Services Weekly Report

Weekly Metrics "12-12-11 to 12-16-11" - *Some Overlap From Previous Friday

Offsite Technical Support Visits = 2 Santa Paula Campus—Grant—Microwave issue.

Technical Meetings = 6 meetings

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

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

Total Open Trouble Tickets = 56 tickets

New Trouble Tickets This Week = 43 tickets

Resolved Trouble Tickets This Week = 36 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

- Worked all day this Thursday on the Foundation department move. Moved the computers, phones and printers for 9 Foundation office employees.
- Assisted network engineers with a microwave issue at the Santa Paula campus. Interference from another unlicensed device interrupted our microwave network connection. The issue has been resolved.
- Moved all GIS computers from SCI-113 to SCI-106 to prepare classes for the Spring semester. Setup a temporary AV cart for this room.
- Met with network engineers to start the new VOIP phone system project.