



Ventura College

# Technology Support Services Weekly Report

## Weekly Metrics "12-13-10 to 12-17-10"

Offsite Technical Support Visits = 0

Technical Meetings = 10 meetings

Emergency Gear Last Checked = N/A "still gathering gear"

Total Open Trouble Tickets = 82 tickets

New Trouble Tickets This Week = 87 tickets

Resolved Trouble Tickets This Week = 84 tickets

Oldest Trouble Ticket = 5/27/09 "Call Tree Phone Revisions—Inherited this old ticket"

Number of Active Major Projects = 14 active projects \*See page 3

Number of Completed Major Projects = 15 completed projects \*See page 4

Technical Training Sessions = 0

## Weekly Highlights

- Gained access to the new HSC building. Installed UPS and switches for the IDF's on both floors. Tested the network with success. We will be ready for the office moves next week.
- Prepared for a lengthy power outage over the weekend. Met with construction folks to resolve any technical issues that could arise from this outage. A technician will be onsite to test systems.
- Setup a credit card processing kiosk for the CEWD department.
- Helped to resolve an MBS Books network issue. Worked with Moorpark and district engineers to identify a suspect controller device.
- Met with Ventura College deans to resolve pending, technical questions for program review items.