Ventura College

Technology Support Services Weekly Report

Weekly Metrics "4-27-15 to 5-1-15"

Offsite Technical Support Visits = 1—Santa Paula—John Wolfe

Meetings = 6 meetings

Event Setups (Projector/Laptop Cart/PA/Screens) = 4 events

Emergency Gear Last Checked = 4-8-15

Emergency Satellite TV Last Checked = 4-8-15

Total Open Work Tickets = 75 tickets "Non-Projects"

New Work Tickets This Week = 61 tickets

Resolved Work Tickets This Week = 65 tickets

Oldest Work Ticket = Re-Rack Switches in MCE IDF's—7-22-14

Number of Active Major Projects = 23 projects

Number of Completed Major Projects = 161 projects

Weekly Highlights

- Coordinated a technology fair with vendors: GST, Aruba, HP and Intel. Over 20 I.T. professionals from Ventura, Santa Barbara and Inglewood attended this VC sponsored event.

- Met with district network engineers to start the re-design of all district networks. This project will include a new IP schema, upgraded switches, microwave upgrades and Wi-Fi improvements.

- Started to engage the AV integrators for the new Applied Sciences building. We are working on the details for their scope of work and will schedule a site visit to review their previous installs.