



Ventura College

Technology Support Services Weekly Report

Weekly Metrics "10-5-15 to 10-9-15"

Offsite Technical Support Visits = 0

Meetings = 11 meetings

Event Setups (Projector/Laptop Cart/PA/Screens) = 2 Events—WEC and Guthrie Hall

Emergency Gear Last Checked = 9-24-15

Emergency Satellite TV Last Checked = 9-24-15

Total Open Work Tickets = 57 tickets "Non-Projects"

New Work Tickets This Week = 63 tickets

Resolved Work Tickets This Week = 64 tickets

Oldest Work Ticket = Setup 2 Legacy Scanners in EOPS Office 10-3-14

Number of Active Major Projects = 18 projects

Number of Completed Major Projects = 173 projects

Weekly Highlights

- Reimaged another 27 computers in the MCE-125 drafting lab. We are using the new ghost console and can re-image this entire lab in 3 hours. Each machine is a 120 GB in size.
- Met with the accreditation committee to discuss progress on our IIIc standard.
- Met with classified and faculty to design quotes to fulfill FY15-16 program review initiatives.
- Scheduled a date/time to meet Ventura county IT folks at the sheriffs academy. We will meet them in Camarillo next week to test and finalize the setup for our new office at that location.