Ventura College

Technology Support Services Weekly Report

Weekly Metrics "12-6-10 to 12-10-10"

Offsite Technical Support Visits = <u>1 offsite visit "East Campus"</u>

Technical Meetings = <u>8 meetings</u>

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

Total Open Trouble Tickets = <u>77 tickets</u>

New Trouble Tickets This Week = <u>67 tickets</u>

Resolved Trouble Tickets This Week = <u>106 tickets</u>

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

Number of Active Major Projects = <u>14 active projects *See page 3</u>

Number of Completed Major Projects = <u>15 completed projects *See page 4</u>

Technical Training Sessions = <u>1 "Basic Omni-Update Training with Gigi Fiumerodo"</u>

Weekly Highlights

- Started the salvage operation for the O and P buildings. Completed two rooms this week and will finish the rest of the rooms soon.

- Worked with the purchasing department at the district office to fine-tune the pending I.T. gear for the HSC building.

- Helped Ventura College management to validate program review I.T. items.

- Worked with district network engineers to resolve a quick network outage at the T-Building. The main switch for that building locked up. This has happened before this year and logs will be monitored.

- Tested the video conference connection for the up and coming CSULB distance learning class.