



Ventura College

Technology Support Services Weekly Report

Weekly Metrics "8-20-12 to 8-24-12" - *Some Overlap From Previous Thursday

Offsite Technical Support Visits = 0

Technical Meetings = 12 meetings

Emergency Gear Last Checked = 7-3-12 "Still checking gear right now for August"

Emergency Satellite TV Last Checked = 7-3-12 "Still checking gear right now August"

Total Open Trouble Tickets = 65 tickets "Non-Projects"

New Trouble Tickets This Week = 160 tickets

Resolved Trouble Tickets This Week = 173 tickets

Oldest Trouble Ticket = 11-9-11 "Find a way to open 2 instances of Excel"

Number of Active Major Projects = 17 active projects *See page 3

Number of Completed Major Projects = 39 completed projects *See page 4

Technical Training Sessions = 0

Weekly Highlights

- The start of the Fall semester was busy for the VC I.T. team. All AV gear was ready for the first day of class in the new PAC building. The LAN, wireless access and security cameras were also up and running by the first day of class.
- Only minor issues were reported in the existing MCW, MCE and HSE buildings. Most requests were resolved on the same day they were reported.
- Will send a technician to Santa Paula next week to resolve several issues reported this week.