

The University of Tennessee at Chattanooga Student Technology Fee Funding Request

Proposal

Beginning 2005-2006

Title: Continue Network Support Analyst

Unit Submitting Proposal: Network Team, Systems and Networks, Information Technology Division

Briefly summarize the proposed project.

Provide a Network Support Analyst position for network operations to improve service response time and provide additional after hour support for the campus network. The primary purpose of this position is to provide support for students living on campus, campus labs, and related network components.

The campus network continues to grow in size and also in complexity due to security, performance, and reliability requirements. Continuation of this position provides additional support for that growth and significantly reduces response time to network trouble.

Identify the project goals and objectives. Briefly describe your goals and objectives. Include in the description how the outcomes of the project will improve teaching and learning. Indicate also the anticipated reach of your project. In other words, how many and what type of students will benefit from the successful execution of the proposed funding? How will they benefit?

Without this position the service provided to students will decline as demand for services and troubleshooting grow. Continuation of this position is critical to resolution of network problems in a reasonable amount of time. The network is over 100% larger than when this position was first created and there is far more use of the network. This position will benefit all students living in student housing and provide additional support for all students when they use the campus network.

Describe the method with which you will achieve your goals. Briefly describe your methodology. Include a calendar of target project dates. That is, when will the major steps in the project begin and end?

The network support analyst will continue to provide support to the UTC network in student housing and to assist in the overall operation of the UTC Network, such as classrooms and labs. The position will allow Computing Systems and Networking to begin to provide additional staffing to support student requirements outside the normal 8 to 5 workweek of the University as needed.

How will you evaluate the success of the project? Describe your evaluation criteria clearly. How will you determine whether the project is successful?

This project will be successful when student are provided improved network support and the time to respond and the number of outages that affect the network are reduced. In addition, the goal is to provide an additional 10-20 hours of on site staff coverage outside the normal workweek hours of the University. We have been very successful in keeping network maintenance after hours and this position is the key to continuing to do that.

Previous grant(s): If you received a Student Technology Fee grant last year, have you submitted your final report?

Yes.

Proposed location: Describe the proposed location of the equipment, software, etc.

Position is in Administration Services

Requested Budget: Clearly identify one-time costs, such as equipment, shipping, and installation. Clearly identify recurring costs, such as maintenance and support, and the source of the funds to cover the recurring costs.

The cost for this project is ongoing. It includes annual salary with 32% (standard) benefits includes. Other costs are for training and supporting equipment for the position.

Summary of projected costs	
Salaries (if any)	\$ 45,480
Equipment (hardware and software)	\$
Complete the following items as appropriate	
Installation	\$
Construction/renovation costs	\$
Annual maintenance/support costs	\$ 600
Training	\$ 2,500
Recurring costs per year	\$
Total project one-time costs	\$
Estimated recurring costs per year	\$ 48,580

Identify the area(s) responsible for operating and maintaining the equipment.

Network Team, Systems and Networks, Information Technology Division

Approval by Dean or Vice Chancellor: _____

Individual responsible to complete proposal if funded: Richard Gambrell

Priority established by Dean or Vice Chancellor: _____