

## **2003-04 Technology Fee Project Report**

### **Technical Support for the Lupton Library/Arts & Sciences**

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**Project Manager:** Rodger Ling, Director of Technology Support Services, Information Technology Division

#### **Brief Description of the Project**

Provide a computer support analyst dedicated to the Lupton Library and other units as needed, providing essential trouble-shooting, consulting, and strategic planning for the use of technology.

#### **Project Status**

Troy Carroll was hired in this position in August 2002 and remains the dedicated support person for the Library, with backup responsibilities for the College of Arts & Sciences and administrative units.

#### **Goals**

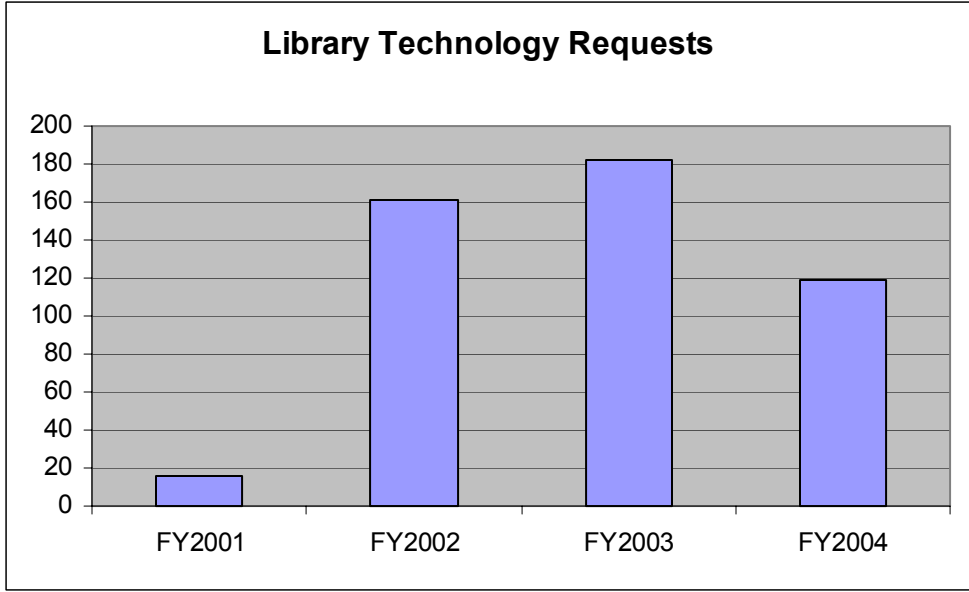
- Work closely with Library systems administrator to ensure that computers in the Lupton Library are fully functional through efficient and timely support efforts.
- Free library faculty from maintenance of computers so they may focus on using technology to enhance learning through the use of electronic information resources.
- Coordinate support efforts with other professionals to make the best possible use of existing products, procedures, and resources.
- Provide faculty, staff, and students with a trusted individual to assist and advise them without surrendering the advantages of central management and integration.
- Supply decision-makers with consistent and complete documentation on current technology use and future challenges so that funds for new technology can be applied in the most effective manner possible.

#### **Methodology**

This position was modeled on other staff positions currently employed by the Help Desk. The computer analyst is housed and managed through the UTC Help Desk, but is assigned primarily to the Lupton Library. This arrangement promotes efficiency as well as enhanced coordination and communication with other support professionals and provide assistance on campus wide projects.

#### **Evaluation**

Requests from the Lupton Library totaled 119 during the year. Mr. Carroll personally completed 76 of those requests, while completing an additional 59 requests for the College of Arts & Sciences. In addition, Mr. Carroll completed 551 requests for individuals outside of the Library or A&S, for a grand total of 686. Post-visit surveys indicated a customer satisfaction level of 4.77 on a 5.0 scale.



The chart above shows the technology requests logged by the Help Desk for the Lupton Library. Note that in FY2001, support was handled by the Assistant Director of the Library and not logged centrally by the Help Desk.

**Expenditures (E04-0156-009)**

E04-0156-009 (Tech Fees – Help Desk) is the central cost center that funds separate Technology Fee projects for CHEPS support, former HHS support, Library support, ITD training, and campus software licenses. Expenses relating specifically to the technical support analyst are detailed below:

	<b>Allocated</b>	<b>Spent</b>
IT Admin Salary (Troy Carroll)	\$33,293	\$32,640
Benefits	\$10,654	\$9,945
Training	\$1,500	\$0
Operating	\$1,000	\$2,031
<b>Total</b>	<b>\$46,447</b>	<b>\$44,616</b>

**Conclusion**

The support provided by this position has proven valuable not only to the Library and the College of Arts & Sciences, to the campus as a whole. Without the synergy provided by this position, demand for technology support would have far outstripped the capacity of the Help Desk to respond.