

2003-4 Technology Fee Project Report

Network Support Analyst

Project Manager: Rusty Leutz, Network Manager, Systems and Networks, Information Technology Division

Brief Description of the Project

Provide for a Network Support Analyst for network operation 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 and using campus networking facilities. This position is a recurring cost to maintain the integrity and responsive of campus network services.

Project Status

Robbie Reel has occupied this position since it was created, including the entire reporting year. He has performed at an outstanding level to support the rapid growth in campus and dormitory networking.

Goals

Continued configuration of switches for the entire campus backbone and continue roll out the backbone upgrade to Gigabit Ethernet. Replaced and maintained uninterruptible power supplies for networking equipment across the campus. Maintained and upgraded software for all campus switches. Installed and wired switches several thousand ports in the EMCS. Carried out plans to remove outdated network equipment from campus. Performed troubleshooting as needed for network switches across the campus. Moved switches and coordinated reconnections for the many campus departmental moves.

Methodology

This position provides ongoing support on demand for network problems and carries out projects (see above) for expansion, moves, and changes on the network. As indicated in the proposal, many of these projects and the troubleshooting work is carried out after the normal 8-5 business hours of the University.

Evaluation

Each of the methods of evaluation outlined in the proposal have been pursued and achieved:

Robbie Reel is supervised by Rusty Leutz under the normal UTC performance evaluation process. Robbie's evaluations have been extremely positive.

The network is monitored 24 hours a day. Our ability to call upon Robbie has improved our response to after hours as well as business day outages.

Much project work has been carried out in evening hours to minimize the impact on users of the campus network.

Expenditures (E04-0156-001)

Tech Fee Budget	\$ 44,253.00
Spent	\$ 42,038.96
Remaining	\$ 2,214.04

Conclusion

Robbie's work has helped to keep up with the rapid growth of the network. Without him, there would be a much longer backlog of work, more disruptions of the network would occur during the 8-5 M-F time frame, problems with the network would be resolved more slowly. In fact, without this position, we would be unable to keep up with maintenance work and troubleshooting necessary to keep the network running.