

2004-05 Technology Fee Project Report

Student Network Support Technician

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

Brief Description of the Project

Provide a position within the Help Desk to provide technical support for student network issues. This individual develops and implements practical strategies for ensuring that students maintain the network access that has become crucial to their academic endeavors.

Project Status

Alex Yates was hired as the Network Support Technician in August 2004.

Goals

This project is part of a larger initiative to improve network security and support at UTC. Specifically, we hope this project will achieve these specific goals:

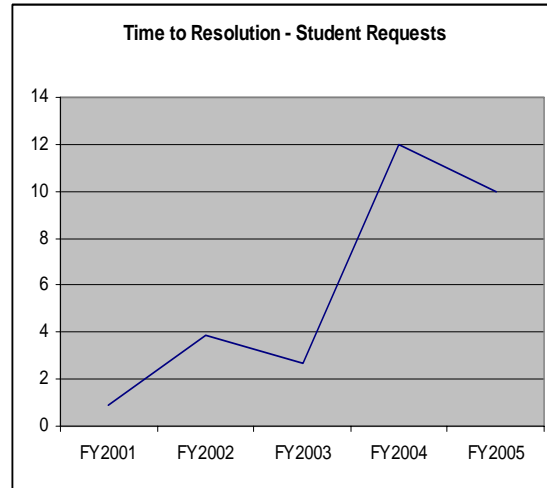
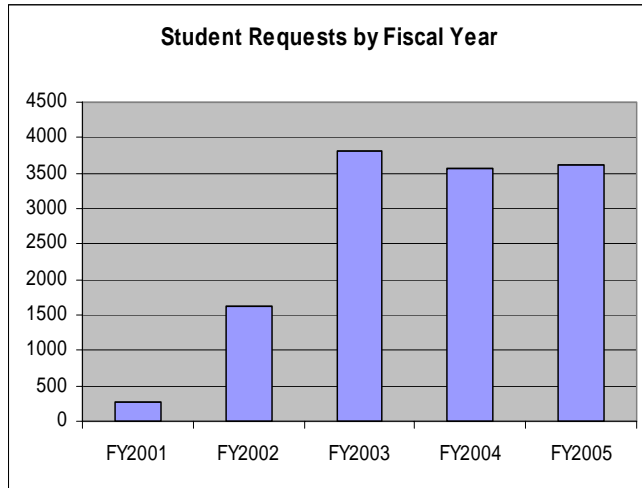
- Help educate students to help prevent security issues that result in loss of network access.
- Provide documentation and tools to students to help them resolve their own issues when possible.
- Maintain a walk-in service center where student computers can be disinfected with a goal of completing 90% on the same day they are delivered.
- Decrease response time for students waiting for Help Desk staff to troubleshoot network switches and wiring in the dorms.

Methodology

The student network technician reports to the Manager of the Help Desk but works in close cooperation with the staff of Network Services. Students needing assistance call a central number (x4000) and are routed to the Student Computer Help Desk, where initial troubleshooting and information gathering is completed using procedures that the network technician helped develop. Self-help materials developed by the network technician are also available via the web (if local access is available) or CDROM for cases where the student has no network access. If the problem cannot be solved using self-help or over the phone, students can make an appointment to bring their computer to the UC lab where they are shown how to disinfect or reformat. In cases where the problem is found to be not with the computer but with the network infrastructure itself, the network technician makes a site visit to correct the issue. All requests are documented in the Help Desk's database.

Evaluation

Requests for network troubleshooting and support in the residence halls have continued to represent one of the largest demands placed on the Help Desk. Most of these requests are very time-consuming issues involving spyware, viruses, and other malware which prevented access to UTC's network. We expected to see a continuing decline in the time-to-resolution and student satisfaction with UTC's Internet access as a result of this position, and the data so far shows that trend:



Major accomplishments are listed below:

- Improved training and enhanced network management reduced the average time to resolution for student requests from 12 days to 10 days during the fiscal year (for fall 2005, outside the scope of this report, time to resolution has fallen even more dramatically).
- Assisted Network Services staff in implementing Perfigo dorm registration and an enhanced Network Operations Center website.
- Assisted the ITD Student Trainer in training and mentoring students in network troubleshooting.
- Personally resolved 400 student requests during FY2005 in addition to 397 non-student network requests.
- Primary responsibility for visiting the residence halls to troubleshoot and correct problems in network wiring and infrastructure.
- Developed new recruitment plan for hiring qualified student employees.
- Developed Resnet website used for dorm network.

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 for this project only are detailed below:

	Allocated	Spent
IT Admin Salary (Yates)	\$29,120	\$25,189
Estimated Benefits	\$9,318	9,669
Training	\$1,000	\$0*
Operating	\$500	\$981
Total	\$39,938	\$35,839

*Ms. Yates attended Cisco network training but this was funded by Network Services. She also attended the RESnet conference focusing on technical support for dormitories at the end of June but for reasons unknown the travel was not be processed during FY2005.