

2005-06 Technology Fee Project Report Technical Support for the Labs in the Colleges of Arts & Sciences and Health Education and Professional Studies

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Brief Description of the Project

Provide a computer support analyst dedicated to the technical maintenance of computer labs in the College of Arts & Sciences and College of Health, Education and Professional Studies. This position focus on providing centralized management of the labs

Project Status

All labs in both the College of arts and Sciences and Health, Education and Professional Studies have been consolidated under one support person to meet SACS requirements of lab consolidation. This was done this past year. Reed Gregory held this position in FY 2005-06. He developed policies for departmental computer labs on campus, and used technology to provide routine maintenance and upgrades of the labs. He implemented lab procedures for imaging PCs and Macs in as little downtime to the lab as possible using ZENworks imaging and Netboot. He implemented Radmind to assist in remotely administering the Mac labs across campus. Reed Gregory has recently left the University.

Goals

Ensure that computer labs in the Colleges are fully functional through efficient and timely support efforts.

Free faculty from maintenance of computer labs so they may focus on using those labs to enhance learning in their discipline.

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

The computer specialist is housed and managed through the ITD Help Desk, but works with both Colleges supported by the Help Desk. This arrangement promotes efficiency as well as enhanced coordination and communication between computer labs and with other support professionals and provides assistance on campus wide projects.

Maintenance of computer labs will be a primary responsibility of the Support Specialist. There are currently thirty-five labs in the Colleges, almost half of which are used in direct classroom instruction. This position writes policies and procedures to be used in all the labs.

The Support Specialist will research best practices for lab management. Best practices already implemented include imaging of labs for minimal setup time, advising departments on what hardware and software to purchase, and inventorying lab computers and software.

The addition of the Support Specialist has also helped to speed resolution of requests for assistance with technology needs from faculty and staff. The Help Desk will continue to serve as a point of contact for the Support Specialist and stands ready to assist whenever needed.

Evaluation

All service requests and activities are documented in a central database for ease of reporting. Informal feedback is solicited through contact with the Dean and lab managers. The support analyst's performance is evaluated annually through the regular employee evaluation process.

Reed Gregory personally completed 282 requests, focusing primarily on departmental computer labs. He assumed technical management of additional computer labs previously maintained by other IT support personnel in College of Health, Education and Professional Studies, implementing centralized management and imaging to increase efficiency. In many other labs Mr. Gregory implemented Zenworks management and imaging with similar results. He led a critical Information Technology effort to identify and purchase a new request database. Reed implemented a Mac OS X serve for management of the Mac labs on campus. He assisted in setting up the Go Print (pay to print) project.

Expenditures (E04-0156-009)

	Allocated	Spent
IT Admin Salary (Reed Gregory)	\$33,293	\$32,960
Estimated Benefits	\$10,654	\$10,547
Student Assistant Salary	\$7,500	\$7,475
Training	\$1,500	\$1,418
Operating Expenses (pager, phone, etc.)	\$2,500	\$1,547
Total	\$55,447	\$53,947