

2005-06 Technology Fee Project Report Technical Support for the Podiums

Project Manager: Charity Trillet, Director of Technology Support, Information Technology Division

Brief Description of the Project

There are 120 classrooms that have been equipped with podiums that contain a computer, projector, document camera, VCR and DVD players. These two positions provide technical support for the podiums, as well as preventive maintenance and setting up new podiums that are funded.

Project Status

James Spruill was hired as the project manager. He works with vendors and bids on equipment for new podiums. He works with departments and advises them on what audiovisual equipment to purchase for their classrooms. Shannon Prather provides technical support and maintenance on the podiums audio visual equipment. He helps with the installations of new podiums.

Goals

- Respond to requests for assistance with the podiums in a timely manner so that classroom activities receive minimal disruption.
- Provide a regular program of routine maintenance (changing filters, bulbs, etc.) for Lupton podium systems. Replace and/or repair system components as they break or wear out.
- Allow for continued growth and evolution of the systems as needs and available technology change.
- Continue the ongoing process of system documentation.
- Install other podium systems as requested.

Methodology

These positions work closely with the help desk to provide the same level of support for the podiums as we do for faculty and staff. The help desk provides a central point of contact for the technicians who are paged for emergencies for classroom support. They will continue to use a database to record calls for problems, service requests and maintenance updates.

Evaluation

The podium technicians logged 200 problems/request calls this fiscal year. They also did maintenance checks on 112 projectors over the course of the year and installed 3 new podiums. They will continue to perform routine maintenance on the podiums during the fall, winter and spring breaks. All maintenance work will be recorded in a database.

Expenditures (E04-0156-009 and E04-0156-008)

Expenses relating specifically to the technical support analysts are detailed below:

	Allocated	Spent
Salary (manager and technician)	\$65,440	\$61,524
Estimated Benefits	\$20,941	\$19,688
Operating	\$1,500	\$1,500
Total	\$87,881	\$82,712