

# University Technology

## User Support Services

Desktop/Hardware Support

Mac Support

Classroom Support

Phone/Walk-in Support

## Web Services

## FY 09 Accomplishments

- User Support Services
  - Web Services

## User Support Services FY 09

### Desktop/Hardware Support

- Warranty Parts Direct - Dell certified, better parts support
- Process for identifying sensitive data on computers
- Staff centralized
- Master image created
- Support agreements are in place with all of the colleges
- A computer disposal process has been developed, tested and revised.
- Faculty computer upgrade program continued with 91 computers purchased

## User Support Services FY 09

### Mac Support

- Staff in Mac Support group are now Apple certified
- Mac staff now working out of one office location
- Revised coordination of support staff
- PodCast Producer server deployed
- Increased deployment of Mac servers
- Support of Visual Productions digital archive
- Increased deployment of dual-boot Macs

## User Support Services FY 09

### Classroom Support

- 31 new electronic classroom were built in FY 09
- A student support cadre has been formed
- A new full-time classroom support staff person
- Electronic classrooms training materials
- New CODEC conference room in uTech's Malpass Library Offices

## User Support Services FY 09

### Phone/Walk-in Support

- Move toward one campus help desk
- Improved first contact closure
- Revised mainframe support
- Classroom support expanded
- Online training and certification modules available for staff use in Spring 09.
- Support area redesign in process
- HDI Training and Certification Program
- Online user support tools researched for FY 10 deployment

## User Support Services FY 09

### Mobile Technology Committee Support

- Podcast Producer Server
- Survey of mobile technology use on campus
- Design of a collaborative lab space
- Technical standards for recommended purchase
- Hardware and software standards related to department-specific deployments

## User Support Services FY 09

### uTech Computer Store

- uTech Computer Store grade opening Fall 08
- One full-time staff person hired Fall 08 - Jeremy Howeter
- Dell and Apple computers available for purchase
- Certified Apple Repair Center
- Assisting WIU Purchasing Office with WIU computer purchases

## User Support Services FY 09

### Support Center Process Evaluation

- Campus-wide survey of technology users
- Individual interviews with all full-time support staff
- Open forum discussions with full-time support staff
- Examination of 'trouble tickets' in HEAT system

## Web Services FY 09

### Web Accessibility

- Participation in the Illinois Board of Higher Education, Accessibility Consortium
- Administrative intern Dr. Bradley Dilger
- Accessibility 'How-to' Workshops presented to campus by Dr. Dilger
- Dr. Dilger's accessibility 'How-to' Workshops online Spring 09
- Lead WIU's Web Accessibility Committee
- Prepare WIU's report on accessibility to the Illinois Board of Higher Education
- Educause presentation on WIU's accessibility efforts, March 09

## Web Services FY 09

### Internet Technology Advisory Committee (iTAC)

- Internet Technology Advisory Committee formed
- Lead iTAC
- iTAC FY 09 Tasks
- Redesign WIU web presence 'look and feel'
- Select a content management system
- Select a portal technology

## Web Services FY 09

- New WIU Web Services Coordinator hired - Jeremy Merritt
- On-going updates to University Technology website
- Provide outreach to campus web developers

## Goals for FY 10

### User Support Services

- Certifying staff in University support software and hardware
- Create a user resource manual for the Support Center
- Reconfiguring the Support Center office
- Hire an Assistant Director, Support Services
- Continue implementation of Support Center evaluation recommendations
- Deployment of a user-driven online support resources
- Upgrading the phone system in the Support Center
- Develop training and resource materials for users of the electronic classrooms.
- Continue to build new electronic classrooms

## Goals for FY 10

### Web Services

- Deploy content management system (CMS) to campus
- Facilitate migration of websites to the CMS
- Deploy portal technology
- Provide on-going updates and revision to WIU web presence
- Integrate the use of Web 2.0 technology to the WIU web presence
- Provide web resources for mobile technologies
- Continue to support campus web accessibility efforts
- Lead iTAC in continuing to renew WIU's web presence

## FY 10 Funding Requests

- Classroom support budget
- Updated phone system for Support Center
- Support Center office remodel
- Content Management System software support
- Content Management System technical infrastructure
- Accessibility training support
- Web Services support

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