



Information Technology Town Hall Meeting

Tuesday October 14, 2008
Lakireddy Auditorium
UC Merced



IT 2.0 Listening Tour



Topic List

- Email
- Cell Phone Billing
- Phone Acquisition
- Computer Purchase/Quotes
- Completion of Service
- Responsiveness /
Timeliness
- Information About Services
- Training
- Documentation
- Webmail
- Project Communication
- Web Development & CMS
- Macintosh Support
- Software Acquisition
- IT Website
- Infrastructure & Network
- CableTV
- Data Backup
- Docushare
- Distributed Support
- Staffing
- Interdepartmental
Coordination
- Issues Outside of IT



Email

- **Issues Identified:**
 - Quota size too small
 - Spam in Inboxes
- **Actions taken:**
 - Reassigned disk intended for instructional classroom capture
 - Staff/Faculty – 100Mb → 1Gb
 - Students – 25Mb → 1Gb
 - Sent communications about client-side spam filter setup
 - Server-side Spam Filter enabled



Cell Phone Billing

- **Issues Identified:**
 - Summaries arrive late, not on a regular basis, and without enough time to review them
 - Accuracy of accounts being billed to departments
 - Did not have access to what plans the accounts are on
- **Actions Taken:**
 - Hired temp staff to catch up
 - Met with dept. MSOs individually
 - Reviewed/corrected accounts & plans
 - Discussed the procedures for staff that leave or change departments
 - Worked with AT&T to credit accounts that had been wrong



Cell Phone Billing

- **Future Actions:**
 - Attempt to make temp admin help permanent
 - Work with AT&T on solution (Spring 2009)
 - Web-based Premier system
 - MSOs can pull their own billing reports
 - MSOs can review assigned plans
 - MSOs can review live data
 - MSOs can order directly



Phone Acquisition

- **Issues Identified:**
 - Landline (desk) phones take too long (up to 30 days)
 - Support & Repairs over a week is too long
 - Confusion determining what handsets and plans are available (mobile/landline phones)
- **Actions Taken:**
 - Hired outside providers to perform telecommunications connections (Landline)
 - Added Mobile Devices informational page to the IT website
 - Added Mobile Devices section to the Individual IT Acquisitions Channel in the portal Tech Services tab
 - handsets, accessories, and plans



Computer Purchase/Quotes

- **Issues Identified:**
 - Equipment quotes are slow
 - Ordering process unclear
- **Actions Taken:**
 - Investigating standardized quotes
 - When complete will be available on the Tech Services tab in the Portal
- **Explanation of ordering process:**
 - IT provides quotes to requestors if they need assistance
 - Send request to the IT Help Desk to be assigned to Desktop Support Services
 - We can provide a quick quote within 2 business days for decision making
 - A price competitive quote from a vendor can be expected in 5-10 business days
 - **To Purchase: Requestor delivers quote to the department's MSO. MSO does all ordering process.**



Responsiveness/Timeliness

- **Issues Identified:**
 - No response or weeks to respond after work order is open
 - Lack of explanations or status updates for work orders
 - Do not receive regular project updates to be kept in the loop
- **Actions Taken:**
 - Desktop Support Services implemented a new technician response procedure (30/15/30)
 - Work Order Web (IT WOW) implemented on Tech Services tab in the Portal to review work orders
 - New IT 2.0 website has project pages that allow people to request project updates
 - Provide project information through Happenings and Panorama



Information about Services

- **Identified Issues:**
 - Sometimes unclear what services IT provides
 - Sometimes unclear who does what in IT
 - Publish information about what the HD/DSS standards are and what information clients need to provide
 - Clarify Event Support information (Charges, what's available...)
- **Actions Taken:**
 - Provide a monthly update on IT Services in Panorama
 - Use of Happenings to communicate about available IT Services
 - Updated the IT org chart on the IT web site
 - Presented an IT Overview to Deans & Directors
 - Provide services information at IT Town Hall Meeting
 - Created an event prep document for the Lakireddy Auditorium to help set expectations and clarify room capabilities



Information about Services

- **Future Actions:**
 - Create an IT event support website (Winter Break 2008)
 - What equipment is available
 - What support we can provide
 - Document room capabilities
 - List associated costs
 - Establish recharge rates for event support and media equipment checkout (Spring 2009)



Training

- **Identified Issues:**
 - Need specific application training for commonly used programs
 - Mail Merge
 - Creating reports in Excel
 - Backing up your PST file
 - Using Banner
 - Connecting from off-campus (VPN)
 - Cell phone training
 - Provide self-assisted guides and tutorials through the IT website
 - Provide computing orientation for new employees
- **Action Taken:**
 - Approved a project to define and communicate IT Essentials, with the hope to present at monthly new employee orientation
 - Updated 30 guides on the IT website
 - Requested an IT Training Coordinator position in 2008-2009 budget



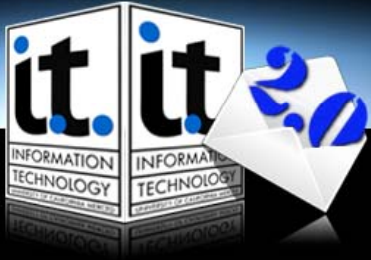
Documentation

- **Identified Issues:**
 - Put self-help, common troubleshooting, and setup information on the IT website
 - Instructions how to use desk phones & cell phones
 - What types of phones are available (desk & cell)
 - Some documentation is out of date or irrelevant
 - How to use applications that IT is developing
- **Actions Taken:**
 - Updated 30 support documents on the IT website
 - Added Email setup documentation for PDA cell phones
 - Added a Search feature to the IT website
 - Added a How Do I... section to the IT website
 - Sent several IT Tip of the Week articles through Happenings



Webmail

- **Identified Issues:**
 - HTML-based email issues
 - Attachment issues
 - Message vs. Header issues
 - Would like to see additional functionality (i.e. Spell-check, mass email deletion)
- **Actions Taken:**
 - Installed 4 new webmail clients into a test/development environment for evaluation
 - <http://bardstale.ucmerced.edu/maileval>
 - Please send comments to mdudys@ucmerced.edu



Webmail

- **Future Actions:**
 - Have focus groups evaluate the options and select a new client
 - Install the selected webmail client into the production environment to replace the Portal Webmail and independent webmail application. (Spring 2009)



Project Communication

- **Identified Issues:**
 - Not clear what IT's future project plans and vision are
 - What projects can be expected in 2-3years?
 - Need to provide periodic project updates about current project status' (tracking/management)
 - Clients aren't notified of completed projects
 - Educate the campus on IT standards and processes for project submission
- **Actions Taken:**
 - Created IT 2.0 website which highlights projects and allows clients to request updates
 - Added detailed project descriptions to the IT website
 - Announce project completions in Happenings & Panorama



Web Development & CMS

- **Identified Issues:**
 - Confusion over who does what, Communications vs. IT (WWW, CMS, design, etc.)
 - Need assistance with more than just basic web development (Tracking web traffic, Creating forms)
 - Need more training or instructions on CMS
- **Actions Taken:**
 - Actively participate in the Site Owners SIG meetings
 - Project to implement the New Campus CMS which offers more functionality is in its Pilot phase
 - Full inline tutorials in the CMS



Macintosh Support

- **Identified Issues:**
 - Need to have a Mac expert on campus
 - Technicians should be able to work on Macs as well as Windows
- **Actions Taken:**
 - Acquired an Apple site service agreement
- **Future Actions:**
 - Send all Desktop Support Services technicians to Apple training



Software Acquisition

- **Identified Issues:**
 - Delays in ordering, install process
 - Mixups in licensing, and what's available
 - Limited selection on the Portal Acquisitions Channel.
 - More communication about Software testing and findings (i.e. Office 2007)
- **Actions Taken:**
 - Upgrades to the Individual Acquisitions channel on the Tech Services tab in the MyUCMerced Portal
 - Software request form added that auto populates and requests necessary information for ordering
 - New Software Request form added in case the software title is not available
 - Posted information about Microsoft Vista and Office 2007 conversion utilities to the IT website



IT Website

- **Identified Issues:**
 - Difficult to navigate
 - Difficult to find information
 - Content out of date
- **Actions Taken:**
 - Added Search box
 - Added How Do I... Section
 - Updated 30 support guides
- **Future Actions:**
 - Project to revamp the IT website to make it easier to navigate and find information



Infrastructure

- **Issues Identified:**
 - Fresno Center needs wireless
 - Fresno Center needs additional network ports
 - Mondo needs additional network ports
 - Unclear what the process is for requesting installation of additional ports
 - Campus server room setups
- **Actions Taken:**
 - Added UCMerced wireless to Fresno Center
 - Installed new switch at Mondo to increase ports
 - Upgraded to high-speed access at Mondo



Network Stability

- **Mondo issues**
 - Connection too slow or drops periodically
- **Some systems go up and down throughout the day**
- **Wireless issues**
 - Get dropped while connected and stationary



Cable TV

- **Identified Issues:**
 - Need service in Library
 - Need service in Classroom & Office Building
- **Actions Taken:**
 - Infrastructure work completed to add service to both the Library and Classroom Building



Data Backup

- **Identified Issues:**
 - Communicate what IT does for Backup
 - Need a network-based personal backup solution
- **Suggestions:**
 - Provide strategies for using UCMStor network folder



Docushare

- **Identified Issues:**
 - Due to past difficulties have avoided it
 - Difficult to use
 - IT staff don't seem to understand it's use
 - Documentation is lengthy and unhelpful
- **Suggestions:**
 - Explain & document what it could be used for



Distributed Support

- **Identified Issues:**
 - Departments don't want to duplicate services, but how do they get targeted support otherwise?
 - What plans does IT have to allow departments to support themselves?
 - Desktop support
 - Database admin
 - Web development
- **Suggestions:**
 - Allow departments to hire their own IT staff
 - Allow departments to fund an IT managed staff to support their department
 - Create joint budget requests for support positions



Staffing

- **Not enough IT staff.**
 - Need additional project planning staff
 - Need additional people to provide quotes/info
 - Need more people to process cell phone orders
 - Need additional administrative staff
 - process phone bills
 - keep up with maintenance agreements
 - Process recharges
 - Need IT support staff at each Center
 - Need Design Services staff
 - Distribute workload out to departments



New Hire Prep/Process

- Process does not get equipment here in time for employees
 - Phone (30 day turnaround unacceptable)
 - Cell Phone
 - Computer, Software
- Leads to a bad first impression
- Be part of new employee orientation



Interdepartmental Cooperation

- IT needs to take ownership, not pass the buck
- Collaborate with campus, help them meet their objectives rather than constrain them
- Fulfill promises



Issues Outside of IT

- **Communications in charge of WWW website**
 - Several things not easy to find from front page
 - Processing new website requests
 - Design issues
- **Construction involvement of IT**
- **MSOs need to provide better info about IT processes (purchasing, IDM)**
- **Banner reports & requesting access**
- **Research computing support**
- **Need laptops, laser pointers, ppt clickers for loan**
- **Multiple sign-ins for BFS apps, need single sign-on**