On average, the TSC (Technology Service Center) may receive over 100 service requests (telephone calls and e-mails) per day from UNCG faculty, staff, and students. The types of questions, which are handled by seven full-time Help Desk Analysts or seven student employees, appear consistent. Out of 6,275 requests received by the TSC from August 1, 2005 to September 30, 2005, five types of questions top the list, as indicated by the chart below.

The TSC is the first point of contact between IT and the UNCG client community. Key responsibilities of the TSC include providing Help Desk support, monitoring and management of the University’s enterprise network infrastructure (24 hours/day, 7 days/week), and management of the IT problem and resolution process.

The largest number of requests (17%) concern computer accounts and passwords. Nearly all issues regarding passwords are resolved by using the Self-Service Password Reset Form located at http://reset.uncg.edu. By completing this form, clients are able to change Novell, e-Spartan, and Blackboard passwords. Additionally, ADS/NT, Banner Pre-Production, and Banner Production passwords can be changed via the reset form.

Next, 10% are requests regarding e-mail. General questions about Lotus mail and how to set up a UNCG e-Spartan account form the majority of e-mail related questions. Third, 5% of requests pertain to access and use of Blackboard, one of the most utilized enterprise applications at UNCG.

Tied at 4%, the fourth and fifth most frequent types of requests relate to the university network, such as drive mapping questions and requests for machine registrations, and hardware issues. The TSC refers requests about installing or repairing computer hardware to IT-Technical Services.

In addition to the above, the TSC also receives questions about applications such as Banner, SPSS, MS Office and others.

Currently, a project is underway that will affect how the TSC manages service requests. This project involves the implementation of the BMC Remedy and Patrol Suite, an integrated enterprise service monitoring and helpdesk software package. As mentioned in the June issue of the newsletter, a key feature of BMC Remedy software is the online interface for clients to create and track their own service tickets.

Specific plans include replacing the existing call-tracking system. According to Brad Lytle, Technology Service Center, the new system will feature a self-service page that will serve as a “one-stop shop” for all technical needs of clients. The new system will offer a searchable knowledge base, FAQ’s, and bulletin boards.

The implementation of the project is expected to be complete by Spring 2006.

UNCG faculty, staff, and students may contact the TSC at 6-TECH (6-8324) or 6-tech@uncg.edu.

TSC Reports Spike in Calls

During the first week of classes, the TSC reported a 49% increase in call volume from the previous week. Out of 1347 calls, 68% or 919 calls were received on the first three days of classes. This is compared to 345 calls for the same period the week before. In anticipation of the increase, the TSC was fully staffed and additional ITP staff were placed on backup.
Developing the Web at UNCG

Upcoming enhancements to the UNCG web development environment offer new opportunities for faculty and staff responsible for creating and maintaining web pages. Accordingly, opportunities for technical support, self-development, and community learning exist.

Several enhancements to the UNCG web environment are underway. These resulted from a dialogue between UNCG web developers and ITP. The UNIX web environment will soon include a development server and support PHP, a web scripting language. SQL Server database space will be available from both the Windows and UNIX web servers.

A Web Developer’s Toolkit is currently being planned. ITP anticipates that this utility will include reusable items and commonly utilized web development tools, an authentication web service, and the style elements required of all UNCG web sites known as the UNCG web wrapper.

Kevin McClain, Web Coordinator for Student Affairs, notes that the adoption of Web standards at UNCG increases the need for training and support of University web developers.

There are learning opportunities supported by ITP and the UNCG web development community for both novice and experienced developers.

ElementK is a resource available to faculty and staff who wish to learn about applications used for web development such as Dreamweaver and Photoshop, as well as web technologies such as HTML, CSS, ASP.NET, PHP, and SQL. ElementK is available at http://elementk.uncg.edu.

The UNCG Web Developers’ Group (UWDG) is an organization open to all UNCG faculty and staff who are interested in web development in the UNCG environment. This is a resource that enables developers of varying skill levels to exchange ideas on how to create effective web sites within the parameters of UNCG’s web policies and environment.

A new Blackboard group now exists for the UWDG. Enrollment information will be forthcoming from the university’s Web3 committee, the technical advisory subgroup of the Web Oversight Committee.

For technical support relating to the UNCG web environment, please contact the Technology Service Center at 6-TECH.

Copyright Owners Serious About Illegal File-Sharing

The Recording Industry Association of America (RIAA) and the Motion Picture Association of America (MPAA) continue to file complaints of copyright infringements. According to its web site, during the past 4 months, the RIAA filed over 3000 lawsuits against alleged illegal file sharers, including network users at more than 17 different colleges and universities. In 1998, the U.S. Congress enacted the Digital Millennium Copyright Act (DMCA), which is meant to protect the rights of owners of copyrighted digital media, including music, movies, television shows, and software. Copyright owners and their agents use automated methods to scan the Internet to detect computers that are illegally sharing copyrighted files. Under the DMCA, UNCG is required to respond expeditiously to complaints of copyright infringements. Probably the greatest cause of copyright infringements is use of peer-to-peer (P2P) file sharing services, such as Limewire and KaZaa. When notified of an alleged infringement, ITP-Data Services follows procedures to block or remove access to the alleged copyright infringing materials.

Getting Help

6-TECH…………………………..6-8324
6-tech@uncg.edu
http://www.uncg.edu/cis/help.html

Telephone Services…………………………..4-5937
http://www.uncg.edu/bsv
Element K (e-learning site) http://elementk.uncg.edu

We are engaged in several of the largest technology projects ITP and UNCG have ever undertaken.

Our largest University-funded project of the 1990s was the implementation of the Banner Student, Financial Aid, and Accounts Receivable systems, including the movement to online registration. In addition, the state funded the campus-wide data network project in the 1990’s. A recent project that affected everyone on campus was the University/ITP-funded implementation of the Lotus (e-Spartan) e-mail system.

Currently, ITP is working on three of the largest programs undertaken here. The first involves working with our partners in Business Affairs and other divisions to implement the large and sensitive Banner Finance and related systems. The second program involves the interrelated wireless computing and student laptop projects, described in the last issue of “Technology at UNCG.” Both involve a great deal of University money and an enormous amount of staff time in ITP and across the University.

The third area involves projects funded within ITP, and staff time largely within ITP but, in 2006 and beyond, they will affect everyone on campus who uses technology services. This is the development of the Technology Service Center/Help Desk, and the implementation of BMC Remedy and Patrol software. We’ll share more information about this in early 2006.

Technology at UNCG

EDITOR: Amie Mabe
e-mail: armabe@uncg.edu

The University of North Carolina Greensboro Information Technology and Planning

Jim Clotfelter
Vice Chancellor, Information Technology and Planning (ITP)