Within the next three years, over 40 departments will relocate to newly completed buildings or renovated structures. These moves are part of the N.C. Higher Education Bond projects.

To facilitate the moving process, Information Technology Services (ITS) is working with departmental move coordinators and Physical Plant to ensure that faculty and staff are provided with the appropriate information related to moving computing equipment and reconnection to the campus network.

After months of preparation, the first set of moves began on May 24, 2006, and nearly 200 University faculty and staff relocated to the new Humanities and Research Administration building. Kim Zinke, ITS Project Manager, led a 21 member project team tasked with planning the coordination of networking, computer registrations, and telephone number changes.

Project work began last December. First, Systems and Networks had to determine the network and wiring needs for each building involved in the bond move so that the proper data and voice infrastructure would be in place before scheduled moves. Next, procedures were developed to address the issue of quickly re-registering computers and reconnecting them to the network.

Before moving, clients are asked to backup data and label all computing equipment with their name and new office location and complete a diagram indicating the location of equipment within their new office. Once moved, ITS technicians will unpack the equipment and set it up according to the diagram. Next, computers are re-registered for use on the campus network.

Faculty and staff who are off-campus during their scheduled move may still have their computers set up and re-registered. However, if they choose to postpone registration until their return, they should contact 6-TECH prior to the move. Clients may also self-register their computers with NetReg. For detailed instructions, see http://its.uncg.edu/Networking/Registration/.

If an individual receives a new computer during the time of moving, contact 6-TECH Technical Support to schedule a time to set up the new computer and transfer data from the old computer. This can be done prior to or after the individual has moved; however, both computers will need to be set up together.

This set of moves will continue throughout the summer and into the fall. For technical assistance, clients may contact 6-TECH Technical Support at 256-8324. Additional moves will occur for the next two years.

UNCG Software and Services Updates

For additional updates, please go to the ITS Web site at http://its.uncg.edu.

**ITS Implements Remedy Help Desk**
On April 3, ITS implemented Remedy Help Desk, a more robust product that replaces Support Magic as UNCG’s help desk solution. Remedy will enable better tracking and management of requests for assistance and allow for the quick identification and resolution of enterprise-level problems.

**EndNote Software Now Available**
EndNote, bibliographic management software, has been added to the network and computing labs. EndNote allows users to search online bibliographic databases, organize references and images, and create bibliographies and figure lists. Microsoft Windows users can access EndNote from the UNCG Applications folder after logging in to their Novell account.

**ATLAS.ti Software Available Fall 2006**
As a result of faculty requests and a qualitative analysis training seminar organized by the Office of Research and Public/Private Sector Sponsorships, ITS recently purchased ATLAS.ti for use by faculty and students on the University network. ATLAS.ti is a qualitative analysis software package used for analyzing large volumes of non-numeric data such as text, graphics, audio, and video files. The software will be available on the UNCG network by fall semester.

Spam on the Rise

ITS reports that nearly 80% of incoming email has been identified and blocked as spam and viruses since the implementation of email filtering software almost two years ago. Over the past six months, there has been a decrease in the efficiency of the filtering software due to new spam techniques. An upgrade is planned for this month. The upgraded software will block image-based spam, such as stock quotes, and will provide more frequent updates to the gateways and spam definitions. For the latest news and updates, go to http://its.uncg.edu/News.
Members of the UNCG campus community reviewed ITS services via five surveys conducted over the past two years. The survey results were largely positive, while indicating several areas that ITS is targeting for improvement. For more detailed information on the surveys summarized below, please see http://its.uncg.edu/Technology_Survey/Fall_2005_Survey_Results.pdf.

**Annual Faculty/Staff Survey**
2650 UNCG faculty and staff received an email inviting them to participate in the survey last fall. ITS received 743 completed responses. After excluding the results from ITS employees, 79.0% of the faculty and staff who responded to the survey report that they are satisfied or very satisfied with the services offered to them by ITS. 15.1% of respondents are neutral, and 7.0% are dissatisfied or very dissatisfied.

<table>
<thead>
<tr>
<th>Overall Satisfaction by Job Category</th>
<th>SPA Staff (NON ITS) (n=286)</th>
<th>EPA Non-Faculty (NON ITS) (n=114)</th>
<th>Faculty (n=256)</th>
</tr>
</thead>
<tbody>
<tr>
<td>% Satisfied or Very Satisfied</td>
<td>84.1%</td>
<td>73.0%</td>
<td>74.3%</td>
</tr>
<tr>
<td>% Neutral</td>
<td>13.6%</td>
<td>19.3%</td>
<td>19.3%</td>
</tr>
<tr>
<td>% Dissatisfied or Very Dissatisfied</td>
<td>2.3%</td>
<td>7.0%</td>
<td>6.6%</td>
</tr>
</tbody>
</table>

6-TECH Semi-Annual Survey
The 6-TECH Semi-Annual Survey has been conducted since implementation of 6-TECH in Fall 2003. Every week for four weeks, staff who initiate a 6-TECH service request are asked to complete a brief survey on their experience with 6-TECH. The results from Fall 2005 indicate that 83.4% of 271 respondents got the help that they needed by calling 6-TECH. This is lower than ITS wants it to be.

**Sophomore and Senior Surveys**
Graduating seniors and second-semester sophomores are surveyed on their opinion of ITS services. 92.3% of seniors and 92.8% of sophomores responded that overall ITS technology services are “excellent” or “good.”

**Spartan Experience Questionnaire**
The Spartan Experience Questionnaire is available to a random sample of 2000 undergraduate students. The response rate on the Spring 2005 survey was 40.8%. While 85.0% of respondents are “satisfied” or “very satisfied” with ITS computer labs, 16.2% of respondents are “dissatisfied” or “very dissatisfied” with e-Spartan e-mail.

**Since November**
- The latest Mozilla/Firefox web browsers are now compatible with e-Spartan, which results in better e-Spartan performance for clients who use Mac computers.
- Additional ITS staff members have been hired to help with Mac and e-mail support, respectively.
- According to the current schedule, wireless will be available in all major academic buildings and common areas by the end of August.
- The After Hours Help Desk is being integrated into the daytime Service Desk. The goal of this integration is to improve the quality of service offered by 6-TECH.

### Project Management Develops in ITS
Technology initiatives such as the laptop program and enhancements of the Banner system exist as projects in ITS. ITS projects are framed by project management methodology which describes the terms of work as agreed upon by the clients who request the work and the ITS managers who will direct staff to perform the work. ITS has been developing its project management practices over several years, with two recent major developments.

In May, Michael Durr joined ITS as the Assistant Vice Chancellor for Project Management. Michael leads the Project Management Office (PMO), which acts as the tactical bridge between University IT goals and client needs. He has over twenty years of experience in project management, including experience developing the capabilities of PMOs. ITS also recently purchased the PlanView suite of enterprise project management software. PlanView provides project management tools and advanced project statistics which will be used by ITS project managers to improve the performance and quality of all projects.

### Laptops for Purchase by Faculty and Staff
UNCG has reached an agreement with Lenovo regarding laptops for institutional purchase (models and pricing are listed below). A Web site to make purchases will soon be available. Until then, faculty and staff can place orders and direct ordering questions to:

Brigitte Ferrigno
Lenovo Direct Senior Sales Rep
1-877-338-4465 ext. 6418
1-480-889-8448 (Fax)
bferrign@directlenovo.com

**ThinkPad models:**
- ThinkPad R60 (baseline): $1,095
- ThinkPad T60: $1,485
- ThinkPad X60: $1,635
- ThinkPad X41 (tablet): $1,935

For more details, see https://its.uncg.edu/Affiliate_Purchase/Faculty_Staff

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**Getting Help**

6-TECH Technical Support
------------------------6-8324
6-tech@uncg.edu
http://its.uncg.edu

Telephone Services
-------------------4-5937

Element K (e-learning site)
--------------------------http://elementk.uncg.edu