The ITS Support Center is one of five workgroups within the UWF department of Information Technology Services. The Support Center is responsible for providing IT information and support to the university community in congruency with UWF and ITS strategic goals and objectives. The university community includes faculty, staff, students, UWF alumni, prospective students and parents, and to some degree the general public.

Workgroups within the Support Center include Academic Infrastructure Services (AIS), Desktop Engineering (DE), Documentation and Training (D&T), and the ITS Help Desk (IHD). Each workgroup has primary responsibility for a core set of services and tasks; however, staff in the Support Center work in a highly collaboratively and team-orientated manner. Our accomplishments depend upon successful collaboration, not only among ourselves, but with other workgroups within ITS and with our university partners.
Providing continuous support

Appendix B

Help Desk Phone and Desktop Support

Appendix C

SAIL Logins

Appendix D

Virus Detections
The Support Center continued to provide extended support hours for faculty, staff, and students, and for special university events. The Help Desk and the SAIL computer lab maintained 24/7 operations. Classroom Technology staff flexed their work hours to arrive on campus for 6:30 AM distance learning classes and to remain available for classroom support until 6:30 PM Monday – Thursday.

The amount of service provided by the Support Center increased in some areas while declining in others. Help Desk calls decreased 3%, work orders decreased 33%, desktop engineering work orders increased 16%, classroom technology work orders decreased 10% and student logins in the SAIL decreased 6%. The thirty-three percent decrease, or 626 work order decline, in desktop support is misleading. Remote desktop (LanDesk) now allows Help Desk analysts to log onto user computers to troubleshoot problems, thereby eliminating the need to make on-site visits. This past year, the Help Desk established 732 remote desktop sessions.

Decreases in classroom technology work orders are attributed to the strong faculty training initiative executed this year by the AIS workgroup, and to the increase in classroom technology standardization which made the rooms easier to use. The decrease in the number of students logging into SAIL computers is attributed to multiple factors including improvements in other student labs across campus, an increase in the number of students bringing their own laptops to campus, and PQA printing in the library. Students coming to our lab are asking for less assistance. Mandatory orientations and more computer-savvy students are contributory items.

Desktop computers were protected from a number of different types of virus attacks through the continued operations and maintenance of the EPO server. On a daily basis, this server automatically updated university computers with new virus definition files. This year we experienced a 73% increase in the number of desktop viruses captured. These viruses entered the university network as part of user browsing and email activities.

Continuous after-hours and weekend support provided by the Help Desk remained a high cost service. Demographics of after-hours and weekend support were relatively the same this year compared to last year. In an average week, the Help Desk received 619 calls. Of those calls, 5.5% (or 34) were handled on Saturday or Sunday. Looking at a typical 24 hour day, 18% of Help Desk calls were received after 5 PM. These numbers are a little deceptive as call load in the Help Desk is “never average”. Very high volume occurs in the beginning of each semester and ebbs and flows with the academic calendar. Anecdotal information from analysts answering phone calls, emails, and pages after hours and on weekends indicated that eLearning was the most significant support category. Calls received after midnight typically came from students in residential housing and were sometimes not academically related.

ArgoNet issues, general information, and eLearning were the top three subjects of Help Desk calls. Classroom technology staff responded to work orders related primarily to equipment issues and training issues. In the SAIL, printing, hole punching, stapling, and other tasks related to classroom assignments were the bulk of the support requested by students.

Hurricane Dennis marked the second year in a row that the local area was impacted by a major storm. Support Center staff were among the last to leave campus and among the first to return. The Help Desk was open for three of the five days that the university was officially closed, providing a support contact point for faculty, staff, and students.
Advancing the presence and use of technology

Technology in the Alumni Room:
http://portal.knowledgebase.net/article.asp?article=173765&p=6390

Secure FTP:
http://portal.knowledgebase.net/article.asp?article=157752&p=6390
Major technology initiatives in the Support Center included the Exchange Calendar Project and eClassrooms. Of the seven track teams within the Exchange Calendar Project, four were headed by Support Center staff and the Help Desk Manager served as a project lead. The project itself was complex, extremely collaborative, and labor intensive. In addition to developing solutions for a plethora of technical issues, the project required the orchestration of multiple university focus groups, dispatching teams of staff to go out on campus and “touch” computers, repeated campus communication, and high levels of training and documentation. The successful end result was an integrated and more robust email/calendaring service for all campus users. Over 220 employees attended calendaring training and online tutorials were accessed 665 times.

In the 2005-2006 academic year, four new eClassrooms were completed, bringing the total number of eClassrooms to 13. A number of enhancements were made to all eClassrooms including the addition of USB hubs with a FireWire option. AIS staff remained vigilant in encouraging and prompting academic staff to attend Hi-Tech and eClassroom training. Over 137 instructors attended training sessions, which were scheduled at the beginning of each semester, or received one-on-one instruction.

Smaller technology initiatives (from a support perspective) included the Banner 7 upgrade, technology enhancements for the Board of Trustees, and technology enhancements to the Alumni Room. Seventeen new services were deployed by ITS as tracked by the ITS Collective management tool. Enhancements were made to existing services such as replacing WS_FTP with Secure FTP. Desktop Engineering propagated the use of mobile computing devices such as Blackberries, other PDA’s, and cell phones to executive university staff.

Face-to-face workshop sessions continued to be offered by the Support Center. Spyware workshops were well attended and spawned a “just-in-time” training initiative for next year. We saw a recurring pattern in the attendance of technology training. Workshop attendance tends to be high when workshops are first developed and offered, but in most cases attendance drops rapidly after the first two to three offerings of a topic. Banner for Beginning Users is the only workshop with required attendance and is currently being developed into an online course. Online tutorials proved to be a successful method for initially exposing campus users to an application or technology. The Argus online tutorials were accessed over 4,300 times and the Banner 7 Online demo was accessed 266 times. In addition, the Support Center reached 160 new employees via New Employee Orientation.
Attracting and serving students

ArgoMail Tutorials:
http://portal.knowledgebase.net/article.asp?article=174608&p=6390

Passwords Are Like Underwear
http://www.itd.umich.edu/posters/
In November 2005, Support Center staff became very involved in a highly collaborative project resulting in the upgrade of top priority computer labs in each of the Colleges and on the Fort Walton Beach campus. Multiple meetings were held to develop configuration standards for PCs and Macs and to audit software needs. Over 23 computer labs were upgraded at a significant cost savings to the university, and students returned to their campuses in January to find the new equipment and software.

During winter break, ArgoMail was upgraded to Outlook Web Access, a more robust web-based email service. Students were encouraged to familiarize themselves with the new interface through Macromedia Flash tutorials and a series of knowledgebase articles.

In fall term, a security awareness campaign was launched encouraging students to adopt safe email and Internet practices, and promoting the availability of McAfee antivirus software. As part of October Cyber Awareness Month, students were encouraged to compete in a daily security question contest and earn prizes with an end-of-the-month grand drawing. Posters purchased from the University of Michigan “Passwords are Like Underwear” poster program were placed around campus.

The Support Center continued its collaboration with Student Affairs, hosting over 1100 students as part of student orientation activities in the SAIL. In the computer lab orientations, students activated their ArgoNet account, learned about ArgoNet services, and were introduced to the 24/7 student computer lab. The Support Center participated in Welcome Back week with a table in the Commons and contributed to the Alumni Relations annual Welcome Back Bag. Hardware support collaborated with UWF Business Services to approve configurations for computer sales in the University bookstore and expanded our current Dell warranty repair contract to include warranty service for these purchases.

The Help Desk created new partnerships in the area of eLearning, resulting in new and valuable academic support services for students. An online student success community was created working with the Office of Student Success, and an online doctoral community was created as a pilot in the College of Professional Studies.

The Support Center continued to provide employment and career experience for students as Help Desk technicians, classroom technicians, and lab technicians. Student employees receive the same internal training and orientation as new employees receive in their respective areas. This year, three work study students were added to the mix of student employees.
Improving support services, ourselves, and our community

2005 SIGUCCS Conference abstracts:
http://www.siguccs.org/Conference/Fall2005/abstracts.shtml

ArgoAir Wireless Networking:
http://uwf.edu/help//argoair.pdf
The Support Center remained focused on providing quality customer service, and worked on improving our processes, ourselves, and our community. Annual Open Computer Lab and the Classroom Technology surveys were conducted. A special Mac survey was completed to help identify Mac users and their needs. We continued the practice of surveying each participant who attended a Support Center training activity. The Help Desk continued to randomly solicit feedback on quality of phone support and work order completion. Results of all these surveys were periodically reviewed for improvement ideas. The Help Desk engaged in a “Quality of Service” initiative, implementing technical checklists in our service tracking system to improve call and work order resolution. The Help Desk internal knowledgebase grew by leaps and bounds, documenting not only technical solutions but processes and procedures unique to our operating environment. In October, we celebrated Customer Service Week.

The entire AIS classroom technology staff earned their Classroom Technology Specialist certifications. This nationally recognized certification educates the specialist as to the how and why of the way things work, with the objective that specialists be able to apply this knowledge to new technologies and applications at the university. These certifications will help AIS staff solve problems more quickly and better meet client needs.

Three Support Center staff presented at the 2005 annual SIGUCCS conference in Monterey, California. SIGUCCS is a special interest group of higher education support specialists within the national Association for Computing Machinery (ACM). The UWF “ArgoAir Wireless Networking” brochure won third place in Communication Awards at this conference. Two members of the Support Center participated in the Southeast Regional EDUCAUSE Conference in Atlanta. One staff person presented a poster session and the other was a member of the conference program committee.

Support Center staff participated in university activities and opportunities outside the department. The Help Desk Manager was a member of the 2005-2006 LEAD class and continues to serve on the Making Way for Excellence (MWE) Coordinating Committee. The Director of the Support Center moved from being a member to serving as co-chair of the MWE Employee Satisfaction Team.

A number of staff contributed time and effort to improving community services. Activities included volunteer for the 100 Black Men of America Conference in Atlanta, Scout Leader for Boy Scouts of America; volunteers in relief efforts for Hurricane Katrina victims, school advisory committee officer, and voting inspector. A special accomplishment this year was the perpetual establishment of the Dan McLeod Memorial Scholarship Fund, a scholarship honoring a former Support Center staff person who passed away in 2004.
Advancing a strategy for self-service support

Protect Your PC:
http://uwf.edu/help/protectyourpc

IT Insider Newsletter:
http://uwf.edu/help/itinsider/

Banner Service Description Page:
https://nautical.uwf.edu/utility/serviceinfo/?serviceid=5246

Appendix E
In response to the ever-increasing demand and scope of IT support, the Support Center spent time advancing a strategy and framework of IT awareness and self-service support. Success in these areas relies on making behavioral changes within the user community, and it is often an inch-by-inch, step-by-step process. Critical factors include engaging users, communicating creatively and consistently, and determining what works and what doesn’t work.

Campus communication is a challenging task. IT information competes with every other campus announcement for the reader’s attention. This past year, nearly 100 announcements - announcements promoting IT services, technology training, IT outages, and public information - were posted in Argus and Argus Today. The success of these announcements is seen in the increased number of hits to our web pages and knowledgebase articles. Our most popular web site in 2005-2006 was “Protect Your PC”. The Help Desk frequently referred users to this web site, it was part of our Fall security campaign, and it was used as a resource in our Spyware workshop.

In October 2005, we launched the IT Insider newsletter. This was a successful and well-received communication, based on informal user comments. The IT Insider was the third most frequented web site managed by the Support Center.

A large effort of the D&T team was the redesign of IT service description pages. The new service description pages can be accessed from the ITS online service directory, the university portal, and the KnowledgeBase. The redesigned look is easier to read and provides more comprehensive and dynamic information. The new look is currently available for a select number of services and will be fully deployed at the start of Fall 2006.

This year, the Support Center saw a phenomenal increase in use of the IT KnowledgeBase (KB). There was a 575% increase in article hits! In 2004-2005, average monthly article hits in the KB was 1,209. This year the monthly article hits were 4,792. The Support Center documentation staff were extremely diligent in pushing KB information to campus users at the point of first contact. Links to KB articles were integrated into UWF applications where possible. ITS websites, such as the Exchange Calendar project website, linked directly into the KB for training materials and informational articles. Links to KB articles were frequent topics in campus announcements. Once in the KB, users have the opportunity to find additional information using the KB search engine, subject category list, or FAQ’s.

Article count in the Knowledgebase increased by 125% from 227 total articles to 513 articles. Much of this increase is attributed to the significant article development that was done as part of the Exchange Calendar project, and to the transition of IT documentation that was previously located in the NAUTICAL Reference Collection and other IT web pages into the KB.
### Virus Detections

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**Appendix D**