

Information Technology Update

Josh Olson

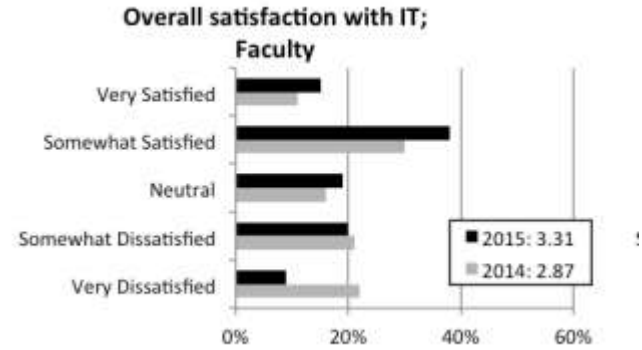
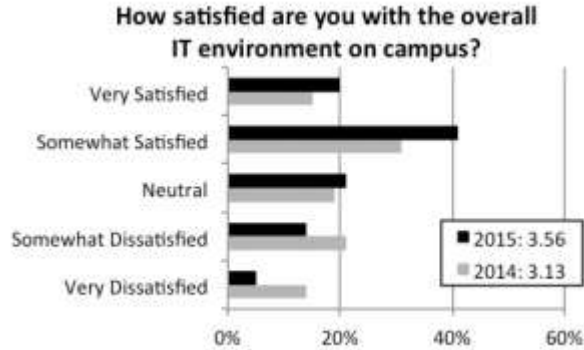
Chief Information Officer

23 March, 2016



Presentation to the University Senate

Annual Satisfaction Survey



No metric decreased in a statistically significant way, and most improved significantly.

IT will continue to focus on customer service, with a goal of average scores of 4.0 in all key metrics.

Key Performance Indicators (KPIs)



Did we fix your problem?

Yes

No

How satisfied are you with the process?

5 (Very Satisfied)

4

3

2

1 (Not Satisfied)

What can we do better?



Key Performance Indicators (KPIs)

Row Labels	<input type="checkbox"/> Satisfaction	Response Count
Faculty	4.69	30
Staff	4.88	158
Student	4.77	70
Grand Total	4.83	258

Key Performance Indicators (KPIs)

Comment: “The printer spooler could be set to auto restart if it fails”

Lesson Learned: This person likely has repetitive printing issues and we need to work with them to identify the problem, rather than periodically restarting their print system.

Comment: “Nathan, was able to help me recover bookmarks quickly and professionally. My workstation was upgraded and that's how they got lost. He did a great job.”

Lesson Learned: It's very important to follow the standard checklist when upgrading a customer's computer. The checklist would have caught this issue and prevented the need for the call for help.

Escalation Path

it-help-mgmt@mtu.edu

Support Center

Need help fast?

Search the Michigan Tech IT Support Center
at support.it.mtu.edu

Click here to visit the IT Support Center



The screenshot shows the Michigan Tech IT Support Center website. At the top is the Michigan Tech logo. Below it is a search bar with the placeholder text "Type your question here!". The main content area is divided into three columns of links, each with a category header in blue. The first column is titled "TOPICS" and lists various categories with their respective article counts. The second column is titled "PASSWORDS" and lists several password-related articles. The third column is titled "STORAGE" and lists storage-related articles. There are also two columns titled "WIRELESS" and "VPN" with their respective articles.

TOPICS	PASSWORDS	STORAGE
Apple/iPhone (9)	How do I Manage My MTU i (Light Account), Change My Password, and Set Up My Device?	How to access the Mac multi-drive resource application?
Banner (1)	BannerID	How do I connect to my Home Share?
Canvas (6)	How to reset my Banner password?	What's the difference between my other internet?
Email (15)	Where can I reset my password?	How to mount my MacDrive and iDisk via Windows?
iCloud/Cloud (4)	How do I sync my files?	How to access my iDisk via iFTT?
Information (17)	What are the password standards for campus?	
Passwords (2)		
Phone (6)		
Printing (16)		
Quad Care (2)		
Scheduling (3)		
Software (14)		
Storage (2)		
Support (8)		
Tech Express (9)		
Web Conferencing (2)		
Wireless (6)		
VPN (2)		

WIRELESS

- [How do I Register a gaming device?](#)
- [How do I register my device on the Michigan Tech wired network or MichiganTechOpen wireless network?](#)
- [How do I remotely connect to a campus wireless computer?](#)
- [How do I resolve the GradSoft Agent?](#)
- [Why would I connect to the MTU Guest wireless network?](#)

VPN

- [How do I use VPN with a Windows operating system?](#)
- [How to mount my remote and iDisk via Windows?](#)
- [How do I use the VPN with a Mac?](#)
- [How do I use the new VPN with Linux?](#)
- [How do I upgrade my VPN client?](#)

Remote Assistance



The screenshot shows the Michigan Tech Support Portal website. At the top is a yellow navigation bar with the "Michigan Tech" logo and links for "STUDENTS", "FACULTY/STAFF", "ALUMNI", and "PARENTS". A search bar is on the right. Below the navigation bar, the page title is "INFORMATION TECHNOLOGY AT MICHIGAN TECH". A left sidebar contains menu items: "START HERE", "HARDWARE AND SOFTWARE", "OUR SERVICES", and "QUICK LINKS". The main content area is titled "Support Portal" and features a form with fields for "Your name:" and "Type the 8 digit number:" followed by a "Submit" button. On the right side, there is a "NEED HELP?" section with contact information: "Contact IT User Services", "Phone: (906) 487-7111", "Email: it@mtu.edu", and "Or visit us at the Library and IT Service Center, located on the first floor of the Van Pelt and Opie Library." Below this are two yellow buttons: "Open an IT Ticket" and "Service Desk Plus".

Project Management

TeamDynamix The Leader in Higher Education ITSM and PPM Software

Search [SIGN-IN](#)

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#1 in Higher Education
Cloud-based software built for higher education.

Outreach



New Computer Day!

Admit it - we all love new computer day. This summer IT replaced 310 computers across campus computer labs. The tech details: new machines have fast i7 processors, 16GB of RAM, and TB hard drives. We were able to replace old machines in 13 buildings across campus.

While You Were Sleeping

Weekly patching of campus machines continues every Thursday morning from 2am-6am. Please remember to log off and leave your machines on before you leave campus every Wednesday evening.

- Patching includes:
- Operating system updates
 - Web browser updates
 - Plug-ins (Java, Adobe Acrobat)
 - Security updates
 - Microsoft Office updates
 - Application updates

For additional information, please contact the IT Help Desk at it-help@mtu.edu or call us at (906) 487-1111.



Information Technology has turned on a new **guest wireless service** which addresses the need for university guests to register or have a temporary internet connection. This experience is similar to what you typically find in hotels and coffee shops.

DID YOU KNOW? Wireless access is now available in all University classrooms.



- GSG
- USG
- GFC
- IRHC
- MESAC
- 555-888
- Student Organizations
- Hall Councils
- Deans
- Directors
- Academic Forum
- Faculty Meetings
- "Meet Brian"
- Postcards
- Tech Today
- Lode
- VPA Meetings
- Yik Yak

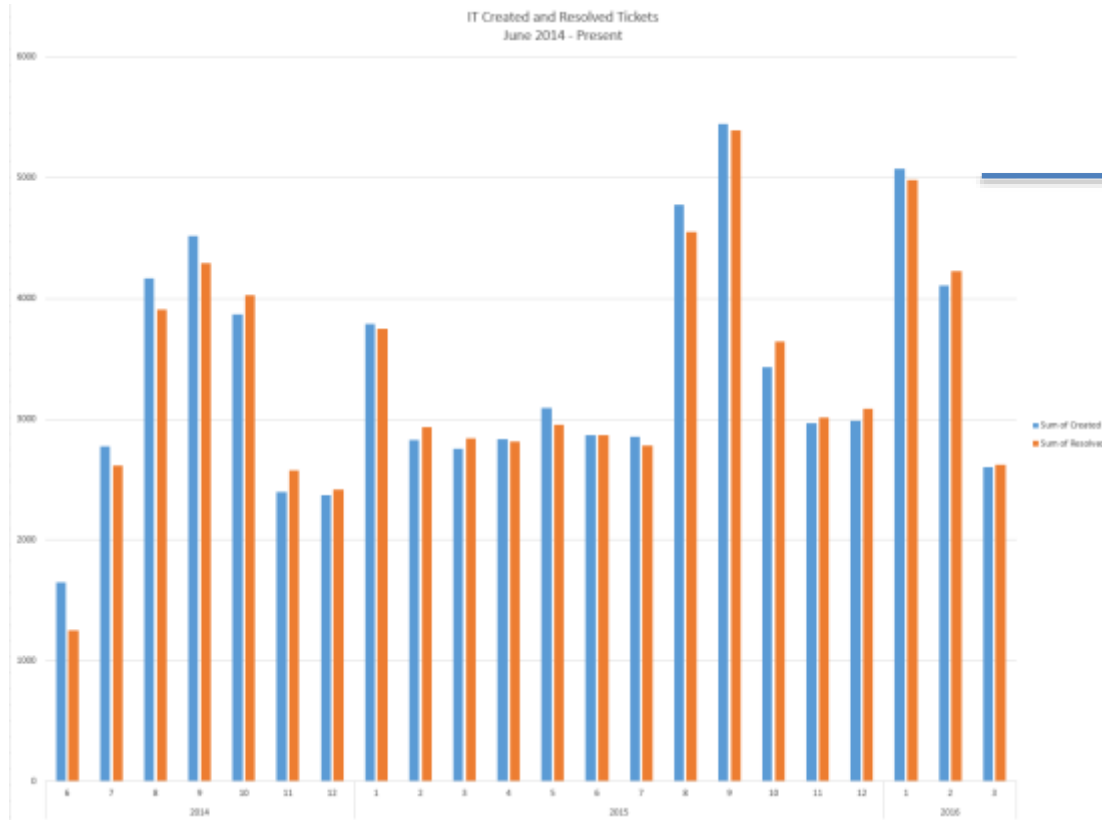
www.it.mtu.edu
status.it.mtu.edu
blogs.mtu.edu/it

Customer Service Month (Fall)

~~Vacation~~

15 August – 23 September, 2016

Ticket charts



5,000 tickets/month

Projects of Interest



Campus-wide
PC Purchase