

INFORMATION TECHNOLOGY SERVICES

The mission of Information Technology Services is to provide easily accessible, useful information and global communication services to the University community in order to enhance management, teaching, learning and research, and to use technology as a key enabler in pursuit of the University mission.

Administrative, Network, Telecommunication, and Web Services
Dina DuBuis, Director

The Administrative Services team maintains the APECS administrative system and related software services. Ongoing projects include update and distribution of student account information that allows students to view their grades, view their academic history, change their address, and add/drop classes online. Features added over the last year have included the implementation of an advising module, allowing faculty to view student information online that assists in the advising of students. We are also proud to announce the re-establishment of our APECS User Group (AUG). This group has started to meet regularly to discuss the future of the system, priority of projects, and to review the latest software releases from our vendor.

Our Networking Services team is charged with the upkeep and connectivity of the University networking environment. Over the past year, we have facilitated the moves of offices and equipment, installed and implemented a SPAM filter, and have been a key member in the planning to ensure a proper network infrastructure in the newly renovated areas of the McNichols campus. These areas include the south wing of Lansing Reilly, the College of Business and the new College of Heath Professions. In addition, we have worked to defer the threat to the University community from external threats and viruses.

Telecommunications has had a very busy year. In addition to handling all of the telecommunication needs of the University—the repair, installation, moving and planning of telecom needs—we have recently taken responsibility for the billing process. This year we are looking to save money and to replace some of the older equipment and systems at the University.

Our Web Services team continues to provide state-of-the-art web services to the University community. Projects for the past year have included the deployment of the University's class schedule entirely online, and the migration of the graduate catalog online. Both of these services have functionality beyond the simple display of data within a web page. The goal of Web Services is to provide University data in formats that are accessible via a wide variety of applications. The Web Services Team is also working to provide improved online course evaluations, a facilities management system, faculty blogs, and University news and information in RSS format and continues the further integration of web services into the University's computing infrastructure.

User Services and Classroom Support
Edward Tracy II, Director

The Information Technology Services-User Services department continues to evolve in service to the students, faculty and administration of our University community. User Services consists of the Helpdesk Team, Distribution Technical Services and Classroom Support Team, Pre-Purchase/Inventory Team, Training Team, and the Computer Lab Team.

Under the leadership of Bob Rouse, the User Services-Distribution Technical Services and Classroom Support manager, classroom technology is available for delivery to all McNichols buildings by contacting (313) 578-0360 or by visiting Briggs 16A or Engineering 234. Data projectors, notebook computers, DVD players, VCR's, TV's and other related items are available for reservation.

Short-term equipment loans are available through the User Services-Loaner Program for up to seven days. A limited number of data projectors and notebook computers may be reserved by faculty or staff. For more information, please contact Ed Tracy II at (313) 993-1554.

The User Services-Helpdesk is the primary point of contact for all technology requests. Trained staff is available over 80 hours per week to facilitate solutions. The helpdesk may be reached at (313) 993-1500 or by email at helpdesk@udmercy.edu. Further information is available online at <http://it.udmercy.edu>.

General purpose computing labs are available for classroom use and are scheduled by emailing the respective lab reservation account. It is strongly recommended lab reservations be made as early as possible. Courseware and configuration adjustments are to be submitted by August 1 for Term I, November 24 for Term II and April 1 for Term III. Submissions should be made to Chuck Hokett, Lab Manager, at (313) 993-1597.

The Pre-Purchase/Inventory department assists other departments in the acquisition of technology-related products and the optimal use of existing hardware and software resources. Special pricing has been secured for institutional and personal purchases. More information on UDM standard products is available at <http://it.udmercy.edu>. For assistance in acquisitions or questions on licensing, please contact Ed Tracy II at (313) 993-1554. In addition, the Pre-Purchase/Inventory department oversees the annual Refresh/Recycle program. During AY0405, the Refresh/Recycle program will place new computer equipment in two C&F computer labs, two Health Professions labs, the Architecture lab, and the Law Student lab for the benefit of all students and faculty. Through the use of existing equipment, we anticipate retiring all Pentium II computers and bringing all users up to Pentium III computers with Windows XP.