

INFORMATION TECHNOLOGY SERVICES

Year Founded: 2003

Edward G. Tracy II, Director

First and foremost, it was a year ago in which we struggled day-to-day with our internet network performance and in October a more cost effective approach to connect to the internet allowed ITS to increase our throughput from 4.5M to 10.5M with the ability to scale up to 45M without additional hardware expense. Utilization statistics at this time show 10.5M is meeting our present need.

Over the past year, ITS has worked closely with Facilities and the colleges to infuse a significant amount of technology into the newly renovated C&F building and newly built CHP building.

In C&F, thirteen multi-media podiums with ceiling-mounted projectors, computer, notebook connectivity, internet access, VCR/DVD's and sound systems were installed. High-speed (802.11abg) wireless access was also made available, and two new general purpose labs were set up on the ground floor of C&F. Cable TV was delivered into the building for access in all classrooms and on a beautifully installed 42" flat panel TV donated by the Martin Welch III foundation.

In CHP, four multi-media podiums with ceiling-mounted projectors, document cameras, computers, notebook connectivity, internet access, VCR/DVD's and sound systems were installed for all to use. High-speed (802.11abg) wireless access was also made available throughout the building, and a new general purpose lab was installed on the ground floor. In addition to the multi-media podium in room 129, we have installed video-conferencing equipment for distance learning purposes. Several courses were delivered using this technology over the past year, and we look forward to reaching out to many other locations during the upcoming year. The room is accessible to the entire University community.

In addition, in Fr. Albright Hall of the Life Sciences Building a multi-media podium with ceiling-mounted projector, computer, notebook connectivity, VCR/DVD's and sound systems was installed. We hope to have online one more multi-media podium in the Reno 200 classroom for Term I.

All of the multi-media podiums fall under the management of Bob Rouse, the AV Manager, and his staff. For locations without built-in equipment, please call 313.578.0360 or visit Briggs 16A or Engineering 236 to schedule mobile delivery of equipment. Since equipment is scheduled on a first-come, first-served basis, it is never too early to schedule equipment.

For faculty and staff, ITS continues to offer short-term equipment loans through the “Loaner Program”. Notebook and data-projectors may be signed out for up to seven days for business-related purposes. For more information, please contact Louise Rae at 313.993.1460.

For information on scheduling any of the three new labs or any of the other ITS labs, please e-mail labres@udmercy.edu. An online schedule is available on the it.udmercy.edu to check the current schedule. Lab courseware and configuration adjustments should have been submitted by August 1 for Term I, should be submitted by November 23 for Term II and March 31 for Term III. Submissions should be made to Chuck Hokett, Lab Manager, at 313.993.1597.

In addition to the new high-speed wireless access in C&F and CHP, the Law School was outfitted with wireless access as well. The transition on the Outer Drive campus involved retrofitting wireless out of Marian and over to Ward. The additional high-speed wireless access is great for our University community and we look to expand wireless wherever possible.

Significant work has taken place on the Outer Drive campus in preparation for the handing over of various buildings. Our main Telecomm trunk line was recently relocated from the Administration Building to Ward, and many offices of equipment were relocated or cleared out.

Over the next several months, our Helpdesk will deliver on behalf of the Refresh/Recycle program approximately 175 new systems to faculty and administration. Last year, the focus of the equipment was strongly on properly equipping the new labs. This year, we look to take care of as many faculty and staff users as possible. After the new systems are in place, we will look to “trickle-down” the equipment we have removed from offices to those with older equipment. Equipment that exceeds its usable life will be turned over to an EPA recycler who, over the past year, has received 25 pallets of equipment and freed up a lot of storage space.

Under the leadership of Scott Linnemann, Helpdesk Manager, the Helpdesk team continues to provide hands-on service to the user community. A new electronic Helpdesk Issue Tracking system (helpdesk.udmercy.edu) was recently made available for all to submit and track requests. During the course of a year, the helpdesk staff address an average of 6000 calls and installs/re-images/relocates over 400 individual computers.

The Administrative Services team continues to sustain the very mature APECS student and finance systems, while our Web Services team continues to integrate it into the mainstream within the product’s limitations. In December, an assessment was authored by Compuware of the current capabilities and future opportunities for an enterprise solution. Their findings were very informative and have helped to set our direction toward a system that will meet our functional needs using up-to-date and efficient technologies.

Near the end of the past academic year, ITS initiated an annual satisfaction survey to the student and faculty/administration users. For those that have participated, we appreciate your input. We look to continuously improve the quality of our service in our effort to meet the needs of the University community. Please know that at anytime, we welcome your comments and suggestions e-mailed to our its@udmercy.edu account.

