

MichiganTech

USG and GSG Open Forum

27-Feb-2014

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Lab, Laptop, and Software Report

Wireless Lounge Spaces on Campus

Michigan Technological University • 1400 Townsend Drive • Houghton, MI 49931-1295

- | | | | | |
|--|---|--|---|--|
| 1 Administration Building | 12 Minerals & Materials Engineering Building Materials Science & Engineering, College of Engineering, Institute of Materials Processing, Biomedical Engineering | 18 U. J. Noblet Forestry Building School of Forest Resources & Environmental Science | 34 Memorial Union Building Campus Bookstore | 82 Honors House |
| 4 ROTC Building | 13 Hamar House Center for Diversity & Inclusion | 19 Chemical Sciences & Engineering Building Chemical Engineering, Chemistry | 37 Wadsworth Hall | 84 Harold Meese Center Cognitive and Learning Sciences |
| 5 Academic Office Building School of Business & Economics, Social Sciences | 14 Grover C. Dillman Hall Engineering Fundamentals | 20 R. L. Smith Building Mechanical Engineering-Engineering Mechanics | 38 West McNair Hall | 95 Advanced Technology Development Complex Innovation and Industry Engagement |
| 7 Electrical Energy Resources Center Electrical & Computer Engineering, School of Technology | 15 Fisher Hall Physics, Mathematical Sciences | 24 Student Development Complex Kinesiology and Integrative Physiology | 40 East McNair Hall | 100 Great Lakes Research Center |
| 8 Dow Environmental Sciences & Engineering Building Biological Sciences, Civil & Environmental Engineering, Geological & Mining Engineering & Sciences | 16 Widmaier House Public Safety & Police Services | 25 Sherman Field Press Box | 41 Central Heating Plant | 103 A. E. Seaman Mineral Museum |
| 9 Alumni House Alumni Relations | 17 J. R. Van Pelt and John & Ruanne Opie Library Archives, Center for Teaching and Learning | 28 Kanwal & Ann Rekhi Hall Computer Science | 42 Facilities Management Storage | |
| 10 Rozsa Center for the Performing Arts | | 30 Little Huskies Child Development Center | 43 Facilities Management Storage | |
| 11 Walker Arts & Humanities Center College of Sciences & Arts, Humanities, Visual & Performing Arts | | 31 Douglass Houghton Hall (DHH) | 44 Facilities Management Offices Husky Motors | |
| | | 32 Daniell Heights Apartments | 45 Kettle-Gundlach President's Residence University Residence | |
| | | | 48 Hillside Place | |
| | | | 50 Gates Tennis Center | |
| | | | 51 O'Connor House Outdoor Adventure Program | |
| | | | | Not appearing on map:
Ford Center, Alberta
Alternative Energy Research Building, Hancock
Keweenaw Research Center, Advanced Power Systems Research Center, Houghton County Memorial Airport
FirstMerit Bank Building, Hancock
Michigan Tech Lakeshore Center, Houghton
As of Summer 2013 |

Wireless Lounges



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Email to students

Michigan Tech IT would like to inform you of four new initiatives.

* Check out <http://www.it.mtu.edu/downloads>, our new web site for students, faculty, and staff to download educational software for use on personal computers.

* **Any ideas or suggestions for the new wireless lounges** can be submitted anonymously via this Google form: <http://goo.gl/hMOF48>.

* The new Husky-BW/Color printers have stapling and three-hole punch capabilities, which you can select in the print dialog box before sending your print job. (More information: <http://www.it.mtu.edu/printing>)

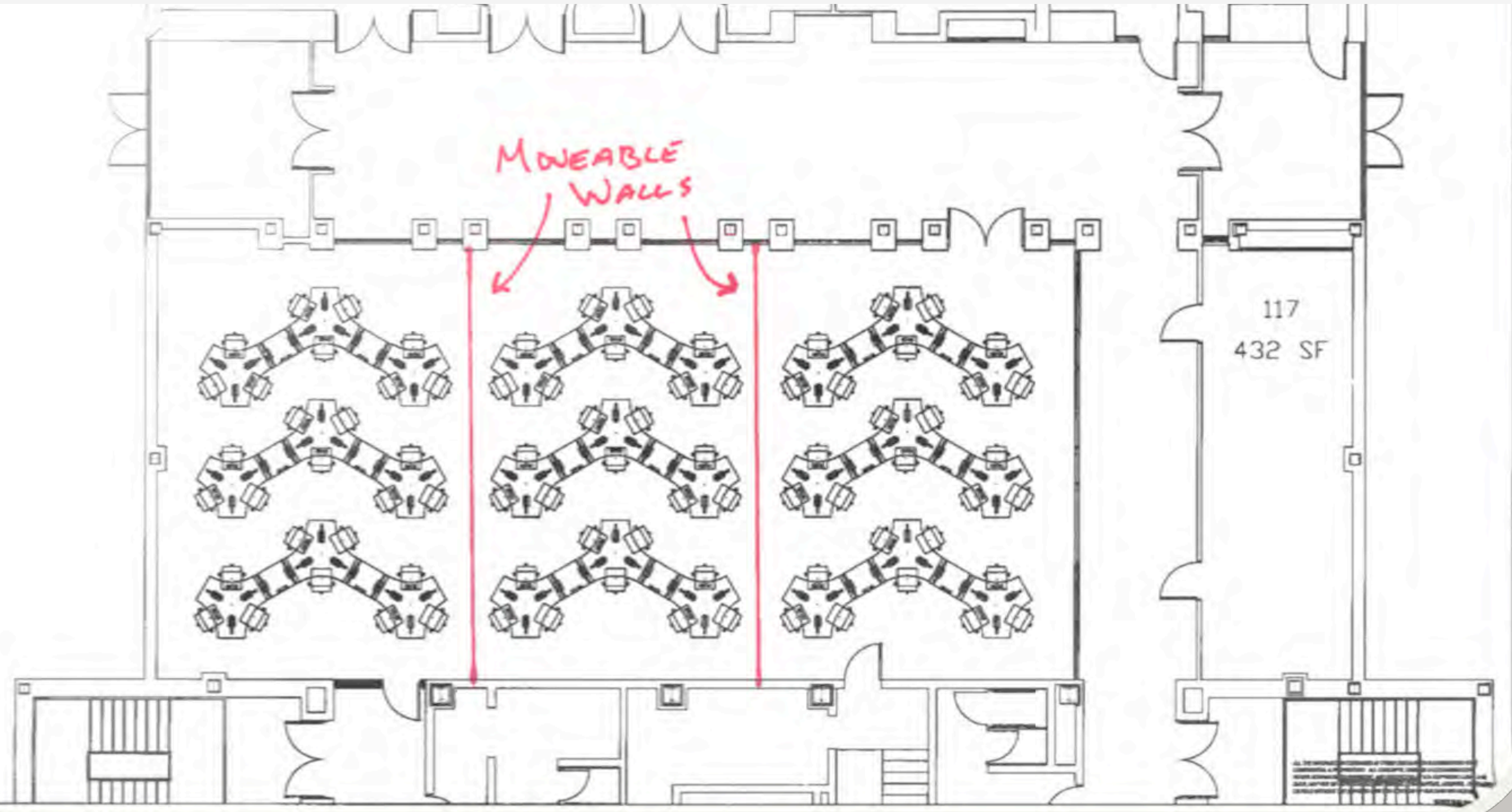
* Connect with us and share your thoughts on Facebook (<http://www.facebook.com/MichiganTechIT>) or Twitter (<http://www.twitter.com/MichiganTechIT> or search for #MichiganTechIT) for the latest IT news and updates.

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Wireless Wants

- 9/44/6800 problem
- Printing capabilities in each lounge
- Projectors
- Conference tables
- Reserve-able collaboration spaces
- Lockers in the lounges
- Vending machines
- Comfortable couches
- Laptop checkout stations using swipes
- Sunlight

New 81 Seat Computer Classroom in MEEM



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Issue Tracking

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Dashboard

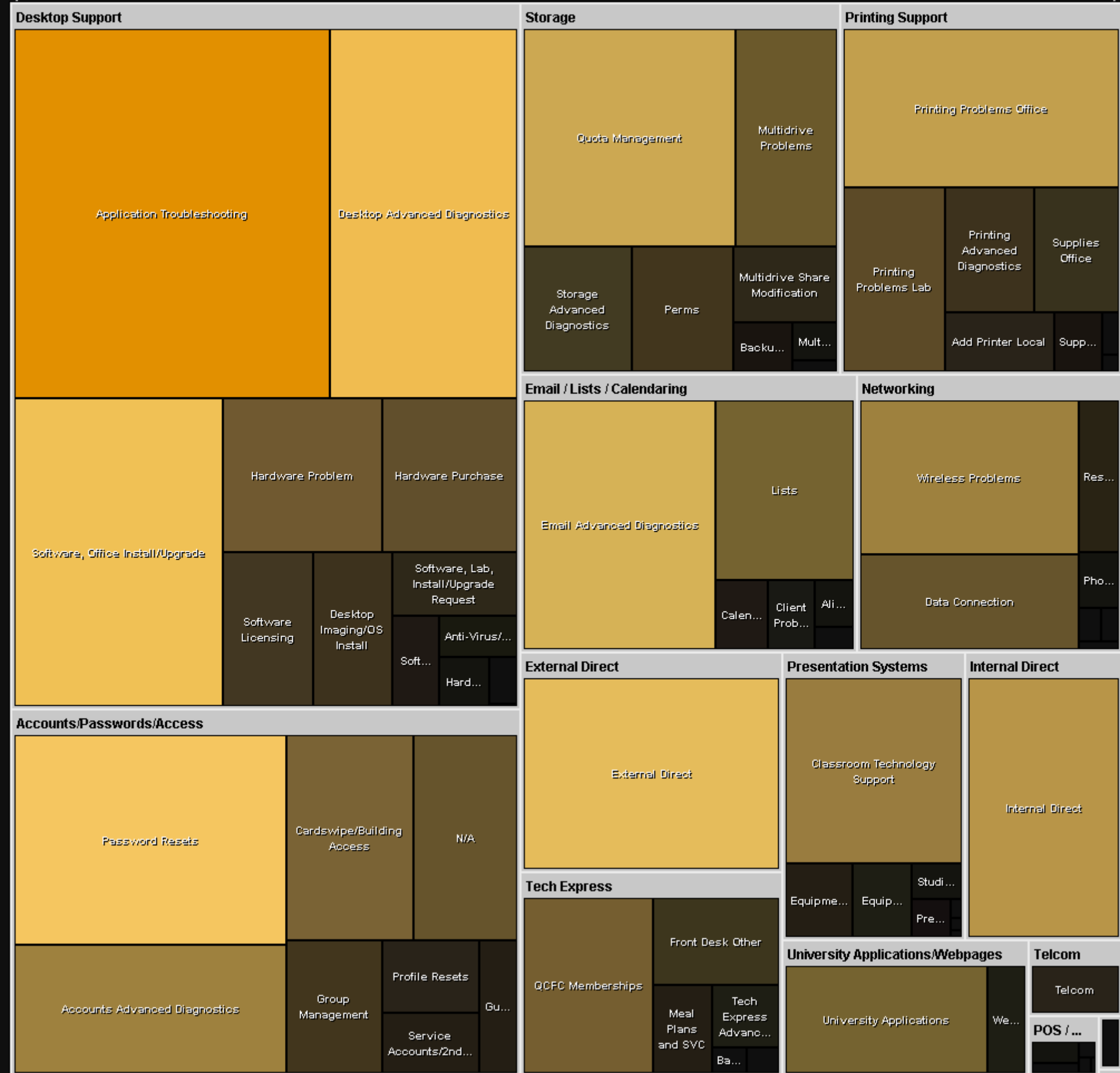
Michigan Tech IT User Services Ticket Statistics



02/26/2014 11:09:59

Category		Today	Tuesday	Monday	Sunday	Saturday	Friday	Thursday	Wednesday	Prior Week	Past 30 Days	Past 90 Days
Tickets	New	42	119	142	30	31	85	117	165	740	3273	9555
	Without Response	20										
	Closed	58	152	175	11	22	79	142	154	720	3342	9429
	Single Step	19	25	39		1	2	14	28	142	463	1713
Active	Request	10	36	62	61	52	32	26	39	281	1266	3549
	Unassigned	47	44	45	46	38	35	43	37	225	849	2034
	Assigned	246	245	255	268	261	269	247	278	1806	8177	20877
	Require Action	303	325	362	375	351	336	316	354	2312	10292	26460
Waiting on Customer	Awaiting Customer Response	78	75	75	85	85	83	93	96	566	2838	6896
	Awaiting Scheduled Visit	16	17	17	21	21	21	22	19	135	575	1449
	Total Waiting on Customer	94	92	92	106	106	104	115	115	701	3413	8345
Awaiting Subtask	Awaiting Subtask Completion	102	100	102	99	100	106	105	101	789	3215	8831
	Awaiting Vendor Response	73	73	70	74	74	74	69	63	391	1728	5064
	Total Awaiting Subtask	175	173	172	173	174	180	174	164	1180	4943	13895
SLA	Average Response Time	00:41:50	01:59:15	03:44:06	01:12:30	00:55:03	03:02:15	02:52:56	04:20:51	04:04:40	04:01:41	04:18:06
	Average Resolution Time	2D 03:07:16	1D 16:35:51	3D 01:52:54	0D 00:00:00	19D 05:39:19	4D 19:12:11	1D 11:43:11	1D 12:29:22	1D 05:21:51	1D 17:29:54	1D 09:25:48

New	No Response	Closed	Single Step	Require Action
42	20	58	19	303

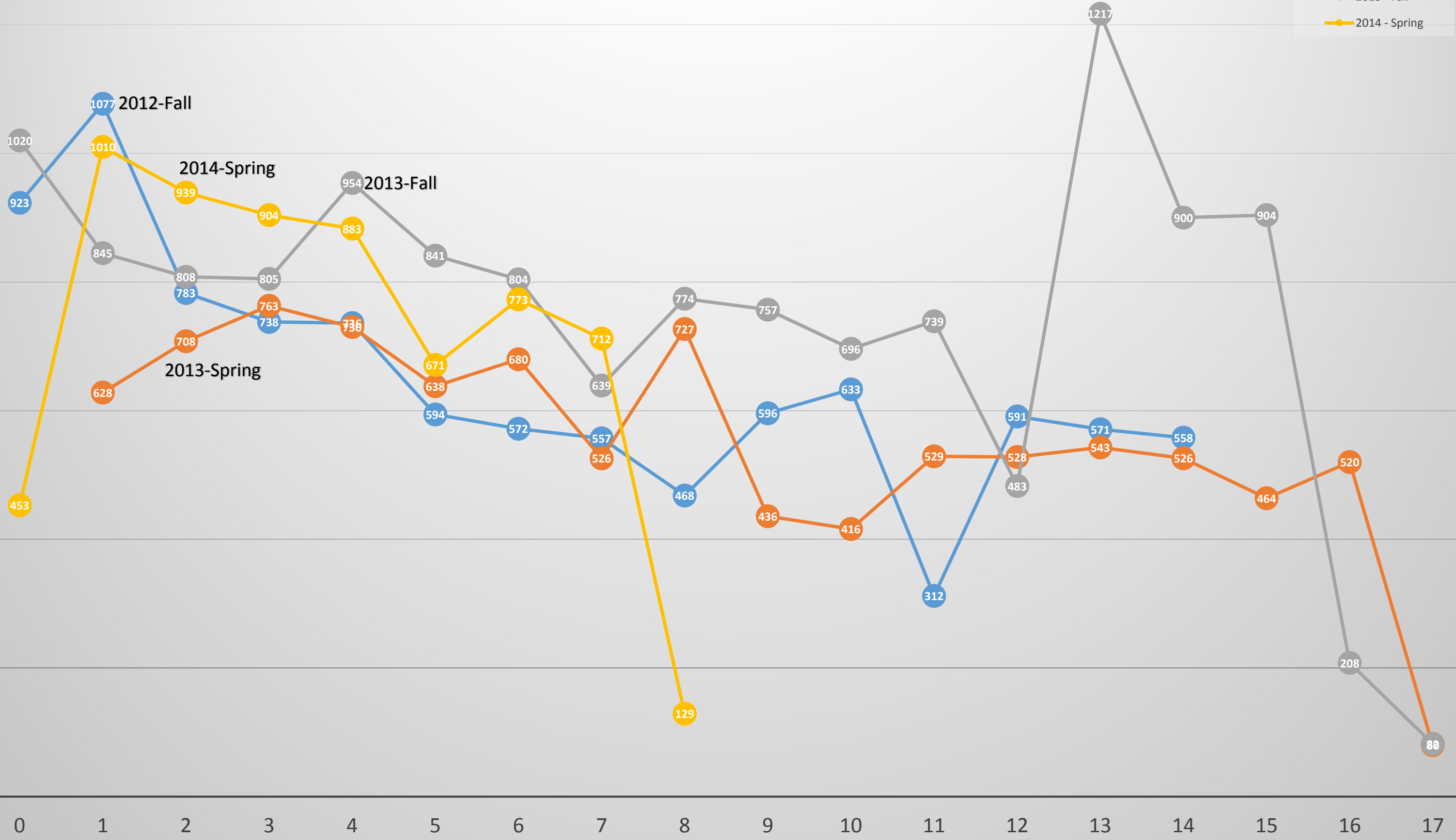


Heatmap

Service Class

Cell Shows Service

Tickets Opened by Week of Semester



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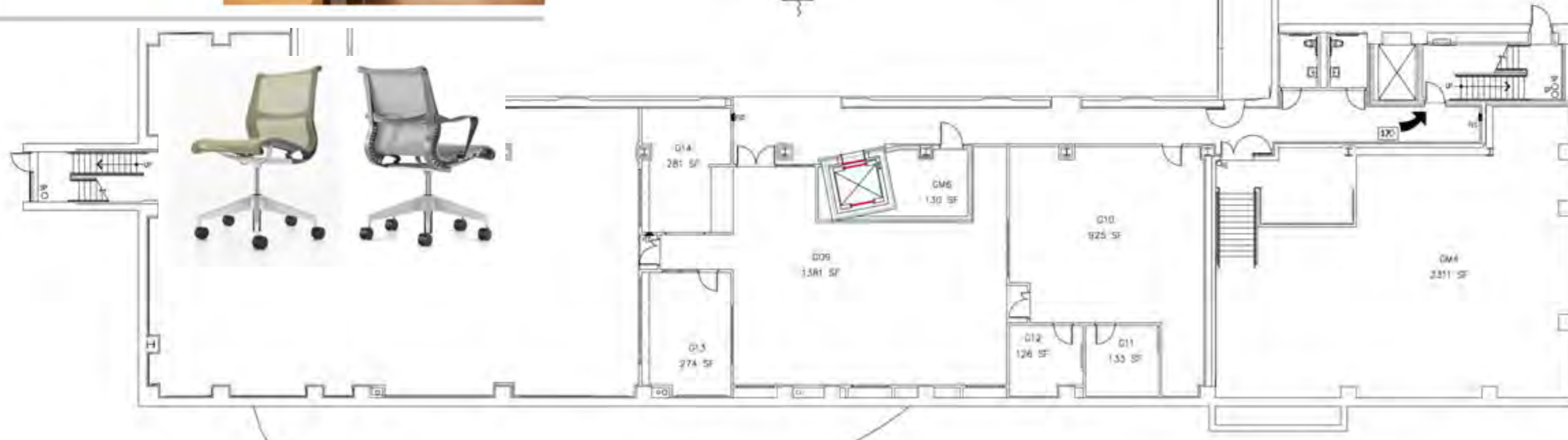
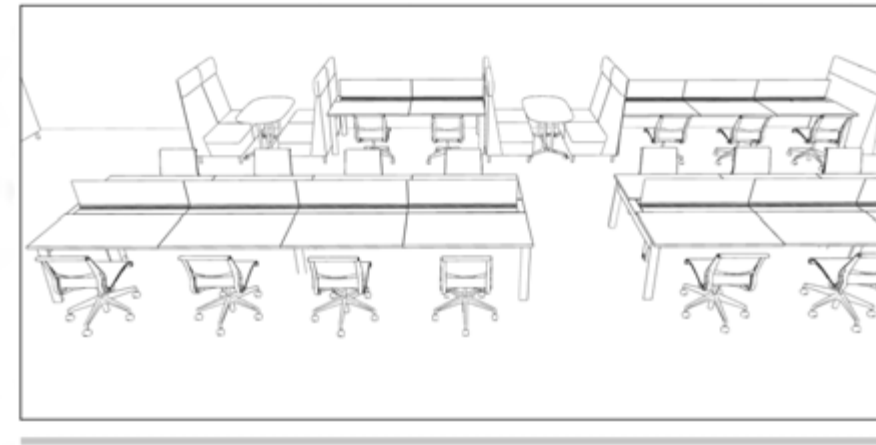
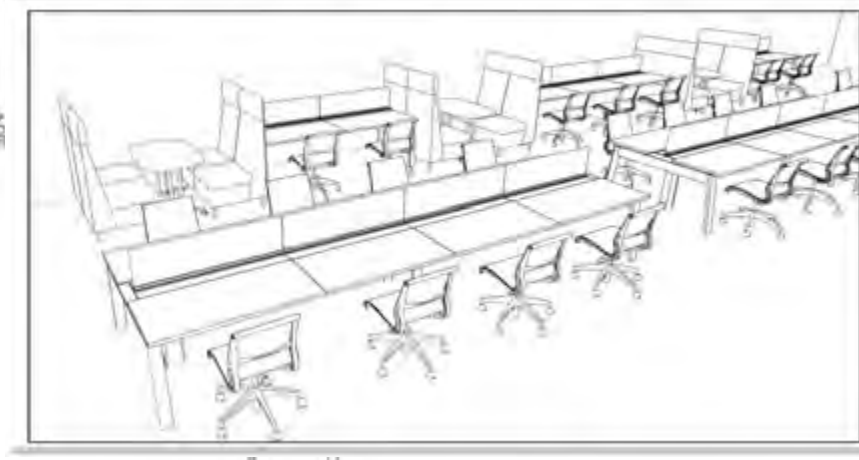
Library / IT Collaboration Update

Garden

Design Solutions: Desktop Space



Design Solutions: Garden Floor – Benching & Collaborative Lounge



Information Technology Services / Library Services

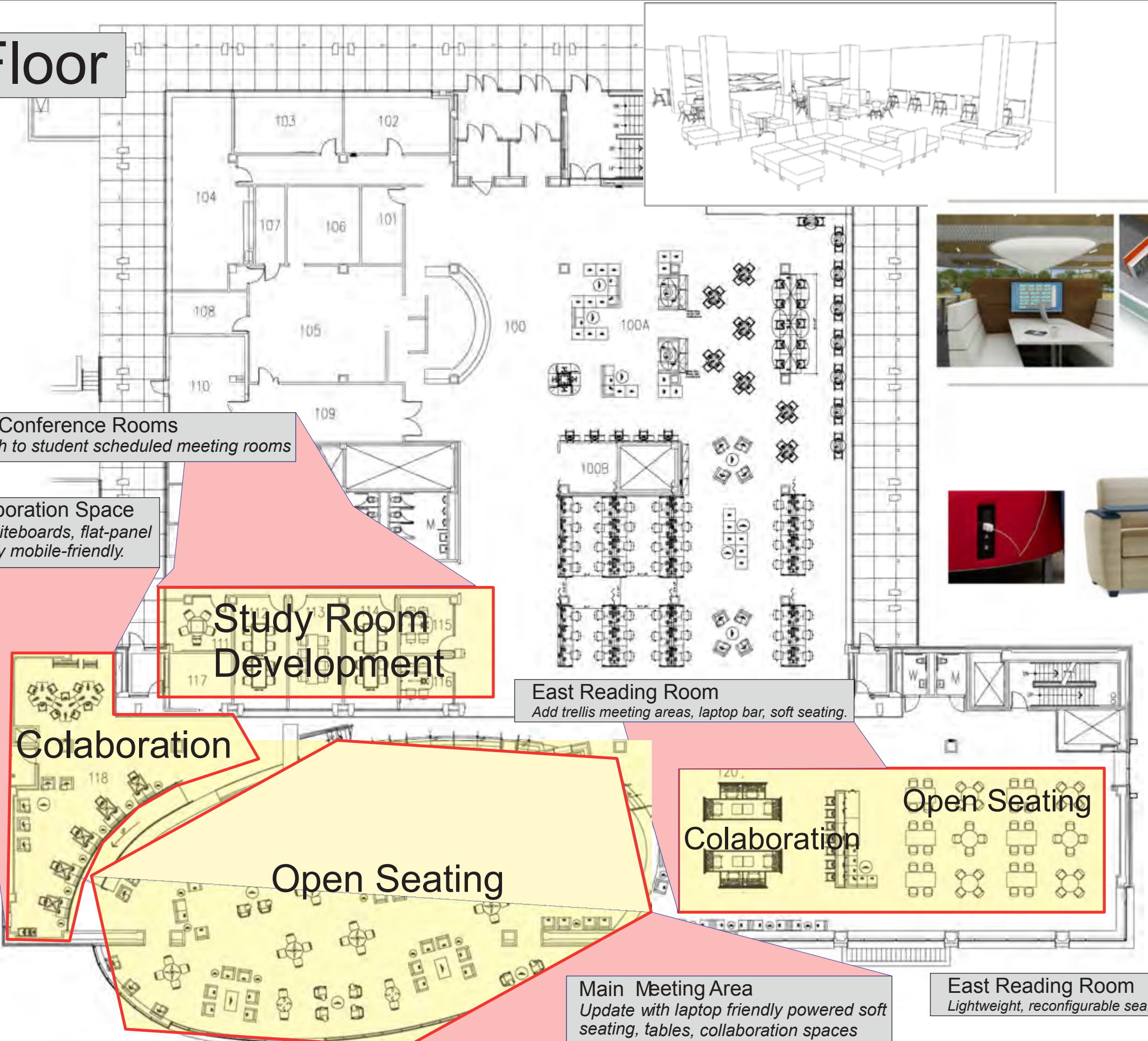
J. Robert Van Pelt and John and Ruanne Opie Library

Information Learning Commons Development

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Create the Future

First Floor



Unstructured Collaboration Space
Soft seating, mobile whiteboards, flat-panel displays, benching, very mobile-friendly.

Glass Conference Rooms
Add tech to student scheduled meeting rooms

Study Room Development

East Reading Room
Add trellis meeting areas, laptop bar, soft seating.

Colaboration

Open Seating
Colaboration

Open Seating

Main Meeting Area
Update with laptop friendly powered soft seating, tables, collaboration spaces

East Reading Room
Lightweight, reconfigurable seating.



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Create the Future

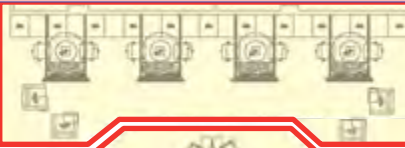
Information Technology Services / Library Services

J. Robert Van Pelt and John and Ruanne Opie Library

Information Learning Commons Development

Second Floor

Trellis meeting areas
Semi-private for small group work, powered laptop soft seating and occasional tables



Collaboration



Glass Conference Rooms
Add tech to student scheduled meeting rooms



Digital Studio

Study Room Development

Collaboration

Unstructured Collaboration Space
Soft seating, mobile whiteboards, flat-panel displays, benching, very mobile-friendly.

Information Technology Services / Library Services

J. Robert Van Pelt and John and Ruanne Opie Library

Information Learning Commons Development

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Create the Future

Third Floor



Study Room Development

Quiet Study Development



Information Technology Services / Library Services

J. Robert Van Pelt and John and Ruanne Opie Library

Information Learning Commons Development

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Create the Future

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IT Org Chart*

Campus IT Organizational Chart

Maximilian Seel
Provost and V.P. for Academic Affairs

Dave Reed
Vice President for Research

Information Technology Services

Daniel de Beaubien
Chief Technology Officer

IT MIS

Joshua Olson
Deputy Chief Tech Officer

Scott Ackerman
Principal Systems Analyst

Jeremy Meddings
IT Project Manager

Vacant
IT Business Analyst

Amy Blake
Web Programmer

Gowtham
HPC Research Scientist

Mike Hyslop
Senior Academic Consultant

Ashley Sudderth
Chief Information Compliance Officer

David Hale
Chief Information Security Officer

Patrice Myllyoja
Assistant to the Chief Tech Officer

Thomas Gemignani
Campus IT Liaison

User Services

Matthew Watrous
Director of User Services

Samuel Graci
Help Desk Manager

Darrin Sabby
Help Desk Manager

Bryce Tuttle
Help Desk Consultant

Christopher Bryan
Sr Help Desk Consultant

Colin Neese
Sr Help Desk Consultant

David McCloud
Help Desk Consultant

Vacant
Help Desk Consultant

Vacant
Sr Help Desk Consultant

Martin Ferguson
Sr Help Desk Consultant

Angelica Hebert
Sr Help Desk Consultant

Travis Howard
Help Desk Consultant

Media Technology Services

David Chard
Director of Audio-Visual Svcs

Douglas Polzien
Electronic Multimedia Tech

Paul Raymond
Audio-Visual Svcs Specialist

Robert Hansen
Comp Operations Supervisor

Gavril Panov
Personal Comp Specialist

Stephen Wilmers
Coordinator Multimedia Svcs

Eric Hackney
Multimedia Specialist

Audrey Reenders
Multimedia Specialist

Telecommunications

Kurt Smith
Director of Telecommunications

William Nankervis
Assistant Director of Telecommunications

Jeffrey Blank
Sr. Network Administrator II

Vacant
PBX Engineer

Robert Gilreath
Telecommunications Engr II

Steven Clark
Telecommunications Engr I

Alan Wakeham
Sr. Telecommunications Engr II

James Bialas
Telecommunications Engr II

IT Services

David Kent
Director of IT Services

Gregory Booth
Assistant Director of IT Services

Vacant
Sr. Database Administrator

Daniel Brinks
Application Programmer Analyst

David Carroll
Application Programmer Analyst

David Fredrickson
Sr Application Sys Analyst

Robert Landsparger
Application Programmer Analyst

Gregory Booth
Sr Application Sys Analyst

Kam Merryman
Application Programmer Analyst

Lauren Keller
Application Programmer Analyst

Nancy Banfield
Sr Programmer/Analyst

Patrick Krogel
Sr Application Sys Analyst

IT Infrastructure Services

Cayce Will
Director of IT Infrastrct Svcs

Joshua Myles
Assistant Director of IT Infra Svcs

Donald Close
System Administrator

Edward Wheaton
System Administrator

Henry King
System Administrator

James Moore
System Administrator

Andre Tichonoff
Personal Comp Specialist

Kenneth Palosaari
System Administrator

Robert Narhi
System Administrator

Shane Crist
Sr System Administrator

Operations

Patrick Hopp
Director of IT Operations

Shane Sullivan
Assistant Director of IT Operations

JoAnn Coplan
Telecommunications Tech II

Eric Boersma
Personal Comp Specialist

Evan Hendrick
Personal Comp Specialist

Timothy Ryan
System Administrator

Vincente Alvarado
Personal Comp Specialist

James Frey
Personal Comp Specialist

IT Business Operations

Jena Hale
Director of IT Business Operations

Terry Matlock
IT Inventory Operations Analyst

Karen Maki
Sr Info Tech Specialist

Keith Troesch
Personal Comp Specialist

Jeff Hillss
Personal Comp Specialist

Mary Erva
Office Assistant 4

Enterprise App. Services

Jarrod Karau
Director

Emmett Golde
Principle Sys Anlyst/Architect

Matt McCormick
Analyst/Programmer

Gail North
Programmer/Analyst

Hans Storaker
Analyst/Programmer

Kevin Peltola
Programmer/Analyst

Leo Ureef II
Programmer/Analyst

Renee Greenley
Sr Programmer/Analyst

Sweta Dwivedi
Programmer/Analyst

Thomas Flora
Programmer/Analyst

Todd Van Valkenburg
Analyst/Programmer

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Other Topics

- New ITIL compliant issue management system
(Change, Asset, Project Management, CMDB, etc.)
- Phishing and security awareness training (now/April)
- Annual Information and Security Survey (next week)
- Ticket “deletions”
- IT User Services positions, IT internships

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Printing Stats

9/2/2013 - 2/28/2013: (Total 4,071,589 pages)

- Husky-BW: 2,130,500 by 6,201 users
- Husky-Color: 1,941,089 by 5,318 users

9/1/2013 - 2/27/2014: (Total 3,494,660 pages)

- Husky-BW: 3,418,197 by 6,695 users
- Husky-Color Student: 11,079 by 440 users (99.42% reduction)
- Husky-Res: 65,384 by 634 users

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IT Help and Information Resources

it.mtu.edu (Lots of information)

security.mtu.edu

facebook.com/michigantechit

@MichiganTechIT on twitter

blogs.mtu.edu/IT

downloads.it.mtu.edu (user downloadable software)

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- it.mtu.edu/remote/ (remote access)
- it.mtu.edu/software/labsoft.php (lab software)
- it.mtu.edu/printing/print-faq.php (printing info *)
- youtube.com/watch?v=qtbdngV2EUQ M drive

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IT Liaison

- IT Customer Outreach Program (tomas@mtu.edu)
- IT checks and balances
- Student liaison (cpcena@mtu.edu)
- As always – it-help@mtu.edu / 487-1111

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