College of Engineering Information Technology Committee Final Report
May 11, 2011

Members
Anton Kruger (Chair)  Term Expiring
Geb Thomas  May 2011
Sarah Vigmostad  May 2013

Ex-officio Member
Doug Eltoft  Director of CSS

General Charge

The Information Technology Committee shall be responsible for reviewing and evaluating policies governing hardware, software, and computing services within the college, and for making appropriate recommendations regarding computer resources to the dean and the faculty.

IT Committee Response

The IT Committee (ITC) has met to perform work on the charges for the year. Responses to the Specific Charges for 2010—11 are indicated below.

Specific Charges

1. Continue to monitor the deployment by CSS of tools to track the usage rate for College-supported software. Work with the CSS Director to develop a process for compiling an annual list showing usage statistics for all College-supported software packages.

  ITC Response

  CSS continues to monitor the software usage based on application launch counts. The usage numbers along with the cost of ownership are used to identify high cost to launch software to examine for possible removal. The Appendix shows sample reports.

2. Maintain an ongoing liaison with the CSS Director to ensure that the IT Committee is consulted and actively engaged in all important decisions regarding College IT policies, computing resources/facilities, and software acquisitions.

  ITC Response

  The ITC discussed this specific charge in some detail. On the one hand, the ITC does maintain an on-going liaison with the CSS director Doug Eltoft, who attends the ITC meetings. Additionally, ITC chair, Anton Kruger, has visited with the CSS on several occasions.
On the other hand, the ITC feels that this specific charge is perhaps somewhat in conflict with the General Charge, which suggests a more advisory role for the ITC. The ITC respectfully requests that the EFC modify/clarify the charge.

3. Work with CSS and ITS to develop a plan for facilitating seamless use of classroom and conference room IT resources by College of Engineering faculty and staff. This plan should include provisions for faculty/staff training on the operation of IT equipment, clear procedures for obtaining rapid assistance with IT-related problems, and any other appropriate elements to enhance the effective use of classroom/conference room IT resources.

**ITC Response**

CSS and the ITS Help Desk currently cooperate as follows. When the ITS Help Desk cannot respond within 5 minutes to support call related to classroom and conference IT resources (within CS), ITS hands off the support request to CSS, and a CSS person will then respond. CSS has a call tree in place. CSS will reaffirm this arrangement.

The ITC recommends that CSS liaise with the ITS Help Desk to streamline support calls as follows: in an emergency, a user should have to answer at most two questions, namely “are you about to teach?”, and “what is the room number?” If the call is from a UI phone, then ITS should use caller-ID to identify and confirm the room.

Many users seem to find the menus on the LCD navigation screens for the computers and projectors confusing and inconsistent from one room/building to another. Further, it is easy to navigate oneself into a dead-end without an easy exit. The ITC recommends that CSS work with ITS to reprogram the menus over summer 2011 so that streamlined menus are in place before the start of fall classes. The ITC will ask faculty volunteers to provide input on an intuitive menu structure.

Regarding provisions for faculty/staff training on the operation of IT equipment, CSS will honor training requests from individuals and will provide training sessions for groups of interested faculty. The ITC recommends that CSS hosts, perhaps in concert with ITS, a few training sessions in the week prior to start of classes, starting fall 2011. Additionally, the ITC recommends that CSS make training material available on the CSS website; a short video clip showing how to use the equipment may prove very useful.

Regarding equipment, in response to faculty requests to improve the presentation environments in Seamans Center conference rooms, Dean Butler in June of 2010 allocated funding for that purpose. CSS and the Electronics Shop were directed to implement technology upgrades in several conference rooms including 3111 SC, 2310 SC, 2320 SC, 4511 SC and 4505 SC. New high-resolution Cannon projectors and micro adjust ceiling grid mounts were specified, purchased, and installed. Also three new lecterns were ordered for 2310 SC, 4505 SC and 4511 SC. Newer Windows 7 computers were put out in these lecterns which were then locked. The locked lecterns have minimized cable rewiring by users which would leave the computers inoperable for other users. USB extender cables were brought out of the top of each lectern for easy access to the USB ports for thumb drives. To accommodate effective use, local accounts were created and assigned to each
conference room computer. These local accounts and passwords are displayed in each conference room. One can also log in using Engineering College credentials.

4. Recommend specific charges for the 2011-12 Information Technology Committee.

**ITC Response**

Please see the committee’s response to Charge 2.


The ITC submitted both the interim and final reports.
Appendix
Sample Reports

MS Windows Application Count 2010