

November 2008

UPDATE

Weber State University's IT'S NEWS

a monthly publication of the WSU Information Technology Division



Our Movement toward a More Effective IT Division

By Bret Ellis, Information Technology Vice
President

Beginning last month the Alan Livingston of the Information Technology Division (ITD) began a four-step process to elevate ITD even higher in the areas of customer service, professionalism and overall user satisfaction. Simply stated these four areas include inventory management, product and services catalog, assessment practices, and strategic planning. Focusing sequentially on these four areas will better enable us to be prepared to meet the goals of the Universities' 2030 plan.

Inventory Management – information about our hardware and software, their replacement costs and their projected life span will enable us to better project expenses and budget needs. This also enables us to determine capacity of the systems.

Product and Services Catalog – creating a catalog of the products and services we provide allows the customer to know what is available, at what cost and who to contact. This catalog also allows us to assess our offerings, eliminate unused offerings and update offerings that aren't meeting the needs of the customers.

Assessment Practices – through regular assessment of our products and services we can determine which products and services are meeting the expectations and needs of our customers. Any products or services which are found lacking can either be improved or overhauled with new products and services.

Strategic Planning – by aligning the projects we work on and the services we provide in support of the University Master Plan, we will be more effective and more efficient for the University

We look forward to being even better prepared to serve our customers and to improving our alignment with University goals and priorities.

System Outages Channel

By Shelly Belflower, Technology Services

Technology Services introduces a new channel now available on the My Weber page. The System Outages channel has been developed as a way for all campus users to quickly find out if there are issues with a campus system or service. There is also a display outside of the eWeber portal in case at <http://help.weber.edu>. Click on the RED banner link to view the latest information.

We hope this new channel will provide an easy way for outages to be communicated to students and faculty as quickly as possible.

A Look Back at the CIT Conference

By Greg Richens, Continuing Education & Bob
King, Multimedia Services

The League for Innovation's annual Conference on Information Technology (CIT) was a dynamic success.

WSU Faculty, Continuing Education and IT Division Staff led the way, ensuring conference attendees the best experience possible, bringing

international expert presentations to the Salt Lake conference.

Also providing an environment fostering indepth discussions on critical issues facing community and technical colleges in areas of technology innovation and approaches which accelerate learning.

Attendees enjoyed diverse program and cutting-edge exposition exploring the intelligent application of information technology in community and technical colleges. Weber State University, as one of three host institutions, contributed over 100 volunteers to help with speaker support, registration, and audio visual and technical support.

In the area of audio visual conference support, Bob King wanted to make special note: "A special "Thank you" is extended to all the volunteers who helped make the conference a success."

Some specific stats supplied from Bob King of the AV Support side are:

We had 30 volunteers mostly from the IT Division. Speaker Support and AV Support teams assisted presenters in over 350 sessions and 120 scheduled rehearsals over the 3 ½ day event.

WSU can be proud of the representation we all provided in producing such a well-organized and successful event.

Staying in Touch with the Phonetic Operator

By Allison Knowlton, Telecommunications

Are you always on the go?
Do you have trouble finding your campus directory? Do you need a Weber State phone number after hours?

Help is just a phone call away thanks to the Phonetic Operator!

The Phonetic Operator is a voice activated electronic directory that can be accessed by phone 24 hours a day, 7 days a week. It contains current contact information for University faculty, staff, and departments, and can transfer your call to any extension in the directory.

You can access the Phonetic Operator by dialing 8888 if you are using an on-campus phone, or by dialing 626-8888 if calling from an outside line. The Phonetic Operator is always available, and can provide campus extensions, email addresses, fax numbers, and even cell phone numbers (when authorized by the employee).

If our electronic operator cannot find the listing you are looking for, please contact Allison Knowlton at extension 8510 or fill out a Phonetic Operator change request form found on our Telecommunications website (departments.weber.edu/it/telecom).

The next time you need a campus phone number, just call the Phonetic Operator! Try 8888, it's great!

TechnoTips

Creating Effective PowerPoint Presentations By Judy King, Technology Training

In PowerPoint (pic here is from PPT 2007), click the Microsoft button in the top left corner and move your cursor down to the Save As area, the choices will appear to the right and you can choose PowerPoint Show. This choice will package your slideshow content (including video/audio files) and slides all together and launches into the show mode immediately when the file icon is clicked.

Safe & Sound



By Julie Park

Protect your Social Security number!

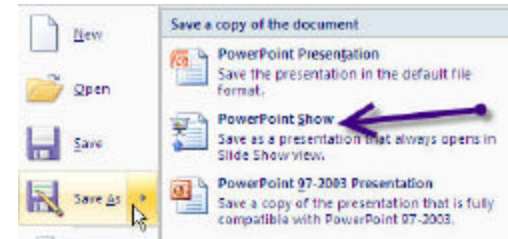
Don't carry your Social Security card in your wallet or write your Social Security number on a check. Give your Social Security number only when absolutely necessary, and ask if other types of identifiers can be used instead. If your driver's license or health insurance card has your Social Security number on it, get a new driver's license and ask your health insurance to issue you a different number such as an insurance member/subscriber number.

In some instances employers and financial institutions may have a legitimate business need to ask for your Social Security number for wage and tax reporting purposes. You may also be asked for your Social Security number by a business if you are applying for a loan, renting an apartment, or signing up for utilities, but before you provide your Social Security number, ask:

- * Why do you need my Social Security number?
- * How will my Social Security number be used?
- * What controls do you or your business have to protect my Social Security number from being stolen?
- * What will happen if I don't give you my Social Security number?

Be prepared to accept that some businesses may choose not to provide you with the service or benefit you want if you don't provide your Social Security number. However, before giving your Social Security number, be sure you are satisfied with the answers you received to the questions above. Remember, the decision to share your Social Security number is yours!

This is highly recommended instead of opening the PowerPoint document with thumbnail views down the left side and the "guts of your show" appearing for all to see.



IT Service Desk Stats for October

Total recorded incidents = 1258

Walkins = 221

Workorders, Instatech and Level 2 Referrals = 291

Resolved on the phone or by chat = 746

Who's On Desk?!

Bonnie Shupe



Bonnie has been working for the IT Service Desk since September 2007. She is a scarce commodity as a female Tech and we believe she has been cloned because she seems to be in many places at once—on the desk answering calls, out in the buildings putting out "fires," and in training class as well as being a full-time student.

Bonnie is majoring in Business & Multimedia Technology. She enjoys swing dancing, biking and ultimate frisbee.

When asked what she likes about working on the desk, she says, "I love the people I work with and love direct contact with the campus customers."